



FS-2020D
FS-3920DN
FS-4020DN

OPERATION GUIDE



This Operation Guide is for models FS-2020D, FS-3920DN, and FS-4020DN.



Note This Operation Guide contains information that corresponds to using both the inch and metric versions of these machines.

The inch versions of these machines are shown in the screens in this guide. If you are using the metric version, use the messages provided for the inch version as reference only. In the body text, only the inch messages are given if these versions differ only in capitalization. When there is even a slight difference in the message, we have listed the information for the inch version followed, in brackets, by the corresponding information for the metric version.

Included Guides

The following guides are included with this machine. Refer to the proper guide based on your requirements.

Operation Guide (This Guide)

Describes how to load paper, print, replace toner, clean the printer, and troubleshooting.

Advanced Operation Guide

Explains paper guidelines, how to use the operation panel and possible connections between the printer and the computer.

Installation Guide

Explains how to install this printer, as well as connecting cables and loading paper.

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Legal and Safety Information

Please read this information before using your machine. This chapter provides information on the following topics:

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Legal Information



CAUTION NO LIABILITY IS ASSUMED FOR ANY DAMAGE CAUSED BY IMPROPER INSTALLATION.

Notice on Software

SOFTWARE USED WITH THIS PRINTER MUST SUPPORT THE PRINTER'S EMULATION MODE. The printer is factory-set to emulate the PCL. The emulation mode can be changed.

Notice

The information in this guide is subject to change without notification. Additional pages may be inserted in future editions.

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This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.
- The use of a non-shielded interface cable with the referenced device is prohibited.

CAUTION — The changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This device complies with Part 15 of FCC Rules and RSS-Gen of IC Rules.

Operation is subject to the following two conditions; (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

* The above warning is valid only in the United States of America.

Interface Connectors

IMPORTANT Be sure to power off the printer before connecting or disconnecting an interface cable. For protection against static electricity discharge to the printer's internal electronics through the interface connector(s), cover any interface connector that is not in use with the protective cap supplied.



Note Use shielded interface cables.

Safety Information

Laser Safety

This printer is certified as a Class 1 laser product under the U.S. Department of Health and Human Services (DHHS) Radiation Performance Standard according to Radiation Control for Health and Safety Act of 1968. This means that the printer does not produce hazardous laser radiation. Since radiation emitted inside the printer is completely confined within protective housings and external covers, the laser beam cannot escape from the printer during any phase of user operation.

Laser Notice

This printer is certified in the U.S. to conform to the requirements of DHHS 21 CFR Subchapter for Class I (1) laser products, and elsewhere is certified as a Class I laser product conforming to the requirements of IEC 825.



DANGER CLASS 3B LASER RADIATION WHEN OPEN.
AVOID DIRECT EXPOSURE TO BEAM.



CAUTION Use of controls or adjustments or performance of procedures other than those specified herein may result in hazardous radiation exposure.

Radio Frequency Transmitter

This machine contains a transmitter module. We, the manufacturer (Kyocera Mita Corporation) hereby declare that this equipment (page printer), models FS-2020D/FS-3920DN/FS-4020DN are in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

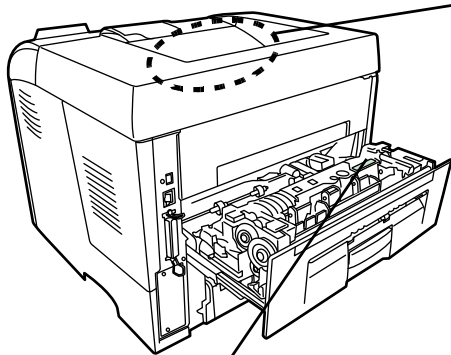
Radio Tag Technology

In some countries, the radio tag technology used in this equipment to identify the toner container may be subject to authorization, and the use of this equipment may consequently be restricted.

Caution Labels

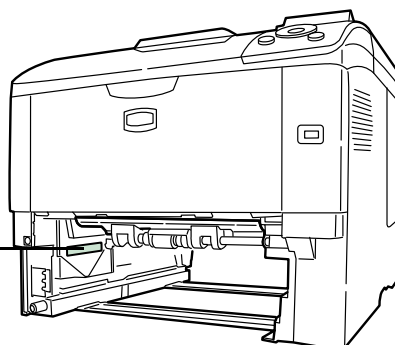
The printer bears any of the following labels.

Laser inside the printer
(Laser radiation warning)



| | |
|------------|---|
| DANGER | • CLASS 3B LASER RADIATION WHEN OPEN. AVOID DIRECT EXPOSURE TO BEAM. |
| ATTENTION | • CLASSE 3B RAYONNEMENT LASER EN CAS D'OUVERTURE. EXPOSITION DANGEREUSE AU FAISCEAU. |
| VORSICHT | • KLASSE 3B LASERSTRAHLUNG, WENN ABDECKUNG GEÖFFNET. NICHT DEM STRAHL AUSSETZEN. |
| ATTENZIONE | • CLASSE 3B RADIAZIONE LASER IN CASO DI APERTURA. EVITARE L'ESPOSIZIONE AL FASCIO. |
| PRECAUCION | • CLASSE 3B RADIACIONE LASER CUANDO SE ABRE. EVITAR EXPONERSE AL RAYO. |
| VARO! | • AVATTAESSA OLET ALTTIINA LUOKAN 3B LASERSATEILYLLE. ÄLÄ KATSO SÄTTESEEN. |
| | 警告・开盖时, 可能有3B类 可见激光外泄, 应避免激光直接照射。 警告・内部3 B类 可见激光放射中, 请勿直视激光发射。 위험・CLASS 3B 가시 레이저 광선을 직접 보지 마세요. 警告・このカバーの内面ではクラス3Bレーザー光が放射されています。 レーザー光にさらされないようにしてください。 |

| | | | |
|--|---------------------------------------|---|--|
| | CAUTION HOT SURFACE | ACHTUNG HEISSE OBERFLÄCHE | ATTENTION TEMPERATURE ÉLEVÉE |
| | ATTENTION EXTERIOR CALIENTE | ATTENZIONE SUPERFICIE CHIE SCOTIA | |
| | 고온 주의 | 高温注意 | |



For Europe, Asia, and other countries

For U.S.A. and Canada

FS-4020DN AC 220-240V
50/60Hz 4.3A
KYOCERA MITA Corporation

SAFETY
M.A.S.S.

***** AD200385244 3E 0 1

- Apparatet må tilkoples jordat stikkontakt.
- Apparatet skall anslutas till jordat uttag.
- Laitte on liitettävä suojamaadoitusosk-
ettimillä varustettuun pistolaasiaan.

CLASS 1 LASER PRODUCT

- REMOVE POWER CORD BEFORE SERVICE.
- VOR WARTUNG BITTE NETZSTECKER ZIEHEN.
- POUR PREVENIR LES CHOCS ELECTRIQUES, COUPER L'ALIMENTATION AVANT DE MANIPULER.
- DESENCHUFE EL CORDÓN DE ALIMENTACIÓN ANTES DEL SERVICIO.
- PRIMA DI ESEGUIRE RIPARAZIONI, STACCARRE IL CAVO DI ALIMENTAZIONE.

>ABS< DESIGNED IN JAPAN / ASSEMBLED IN CHINA

FS-4020DN AC 120V
60Hz 7.7A
KYOCERA MITA Corporation
TAMAKI PLANT
704-15 NINOBU, TAMAKI-TOWN,
WATARI-COUNTY, MIE-PREF. JAPAN
MANUFACTURED: C11

Complies with FDA radiation performance standards,
21 CFR Subchapter J.

FC **UL LISTED**

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

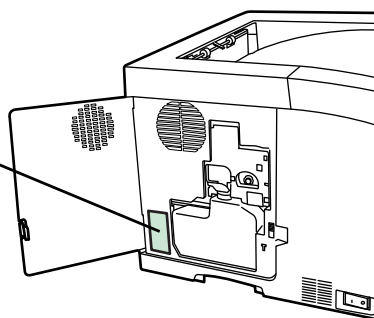
FCC ID: E522J00117

This Class B digital apparatus complies with Canadian ICES-003.
Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

IC: 1050B-2J00117

- REMOVE POWER CORD BEFORE SERVICE AND FUSE REPLACEMENT.
- POUR PREVENIR LES CHOCS ELECTRIQUES, COUPER L'ALIMENTATION AVANT DE REPARER LE FUSIBLE.

>ABS< DESIGNED IN JAPAN / ASSEMBLED IN CHINA



CDRH Regulations

The Center for Devices and Radiological Health (CDRH) of the U.S. Food and Drug Administration implemented regulations for laser products on August 2, 1976. These regulations apply to laser products manufactured after August 1, 1976. Compliance is mandatory for products marketed in the United States. A label indicating compliance with the CDRH regulations must be attached to laser products marketed in the United States.

Ozone Concentration

These printers generate ozone gas (O₃), which may concentrate in the place of installation and cause an unpleasant smell. To minimize the concentration of ozone gas to less than 0.1ppm, we recommend you not to install the printer in a confined area where ventilation is blocked.

Safety Instructions Regarding the Disconnection of Power

Caution: The power plug is the main isolation device! Other switches on the equipment are only functional switches and are not suitable for isolating the equipment from the power source.

VORSICHT: Der Netzstecker ist die Hauptisoliervorrichtung! Die anderen Schalter auf dem Gerät sind nur Funktionsschalter und können nicht verwendet werden, um den Stromfluss im Gerät zu unterbrechen.



DECLARATION OF CONFORMITY TO

2004/108/EC, 2006/95/EEC, 93/68/EEC and 1999/5/EC

We declare under our sole responsibility that the product to which this declaration relates is in conformity with the following specifications.

EN55024
EN55022 Class B
EN61000-3-2
EN61000-3-3
EN60950-1
EN60825-1
EN300 330-1
EN300 330-2

Declaration of Conformity (Australia)

Manufacturer: Kyocera Mita Corporation (Head Office)
Manufacturer's address: 2-28, 1-Chome, Tamatsukuri, Chuo-ku, Osaka
540-8585, Japan

declares that the product

Product name: Page Printer
Model name: FS-2020D/FS-3920DN/FS-4020DN

Description of devices: This Page Printer Model FS-4020DN is 28ppm (FS-2020D is the 30ppm, FS-3920DN is the 35ppm); A4 size and utilizes plain paper; dry toner; etc. The printer can be equipped with several optional enhancement units, such as a PF-310 paper feeder.

conforms to the following product specifications:

AS/NZS 3548: 1995 (EN 55 022: 1998 Class B)

AS/NZS 4268: 2003

IEC60950-1:2001 (EN 60 950-1: 2001+A11)

The manufacturer and its merchandising companies retain the following technical documentation in anticipation of the inspection that may be conducted by the authorities concerned:

User's instruction that conforms to the applicable specifications
Technical drawings
Descriptions of procedures that guarantee conformity
Other technical information

The manufacturer has been employed with ISO9001 scheme. JQA and BS have attested the manufacturer.

Kyocera Mita Australia Pty., Ltd.
6-10 Talavera Road, North Ryde, NSW 2113, Australia
Telephone: +61 2-9888-9999
Fax: +61 2-9888-9588

Canadian Department of Communications Compliance Statement

This Class B digital apparatus complies with Canadian ICES-003.

Avis de conformité aux normes du ministère des Communications du Canada

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

EN ISO 7779

Maschinenlärminformations-Verordnung 3. GPSGV, 06.01.2004: Der höchste Schalldruckpegel beträgt 70 dB (A) oder weniger gemäß EN ISO 7779.

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Energy Saving Function

This printer comes equipped with a Sleep Mode where printer function remains in a waiting state but power consumption is still reduced to a minimum when there is no activity with the printer within a set amount of time.

Sleep Mode

This printer automatically enters Sleep Mode when approximately 30 minutes have passed since the printer was last used. The amount of time of no activity that must pass before Sleep Mode is activated may be lengthened.

Duplex Printing

This printer includes duplex printing as a standard function. For example, by printing two single-sided originals onto a single sheet of paper as a duplex printing, it is possible to lower the amount of paper used.

Recycled Paper

This printer supports recycled paper which reduces the load on the environment. Your sales or service representative can provide information about recommended paper types.

Energy Star (ENERGY STAR[®]) Program



We have determined as a participating company in the International Energy Star Program that this product is compliant with the standards laid out in the International Energy Star Program.

Symbols

The sections of this guide and parts of the machine marked with symbols are safety warnings meant to protect the user, other individuals and surrounding objects, and ensure correct and safe usage of the machine. The symbols and their meanings are indicated below.



DANGER: Indicates that serious injury or even death will very possibly result from insufficient attention to or incorrect compliance with the related points.



WARNING: Indicates that serious injury or even death may result from insufficient attention to or incorrect compliance with the related points.



CAUTION: Indicates that personal injury or mechanical damage may result from insufficient attention to or incorrect compliance with the related points.

The following symbols indicate that the related section includes safety warnings. Specific points of attention are indicated inside the symbol.



.... [General warning]



.... [Warning of danger of electrical shock]



.... [Warning of high temperature]

The following symbols indicate that the related section includes information on prohibited actions. Specifics of the prohibited action are indicated inside the symbol.



.... [Warning of prohibited action]



.... [Disassembly prohibited]

The following symbols indicate that the related section includes information on actions which must be performed. Specifics of the required action are indicated inside the symbol.



.... [Alert of required action]



.... [Remove the power plug from the outlet]



.... [Always connect the machine to an outlet with a ground connection]

Please contact your service representative to order a replacement if the safety warnings in this Operation Guide are illegible or if the guide itself is missing. (fee required)

⚠ Installation Precautions

Environment

⚠ Caution

Avoid placing the machine on or in locations which are unstable or not level. Such locations may cause the machine to fall down or fall over. This type of situation presents a danger of personal injury or damage to the machine.



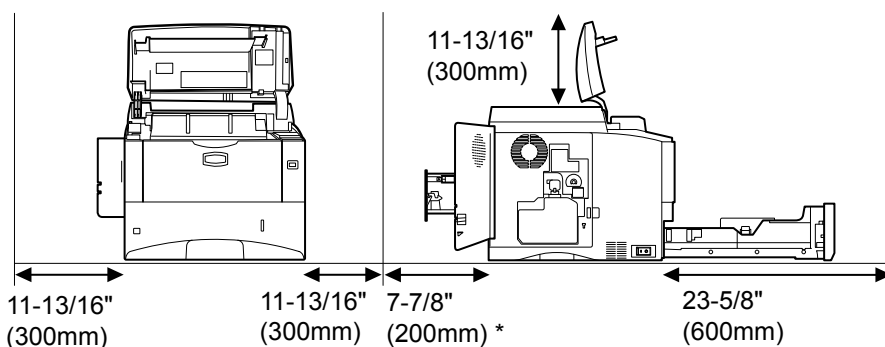
Avoid locations with humidity or dust and dirt. If dust or dirt become attached to the power plug, clean the plug to avoid the danger of fire or electrical shock.



Avoid locations near radiators, heaters, or other heat sources, or locations near flammable items, to avoid the danger of fire.



To keep the machine cool and facilitate changing of parts and maintenance, allow access space as shown below. Leave adequate space, especially around the rear cover, to allow air to be properly ventilated out of the printer.



* 15-3/4" (400mm) when the optional face up tray (PT-310) is attached.

Other Precautions

Adverse environmental conditions may affect the safe operation and performance of the machine. Install in an air-conditioned room (recommended room temperature: around 23°C (73.4°F), humidity: around 60% RH), and avoid the following locations when selecting a site for the machine.

- Avoid locations near a window or with exposure to direct sunlight.
- Avoid locations with vibrations.
- Avoid locations with drastic temperature fluctuations.
- Avoid locations with direct exposure to hot or cold air.
- Avoid poorly ventilated locations.

During printing, some ozone is released, but the amount does not cause any ill effect to one's health. If, however, the printer is used over a long period of time in a poorly ventilated room or when printing an extremely large number of copies, the smell may become unpleasant. To maintain the appropriate environment for print work, it is suggested that the room be properly ventilated.

Power Supply/Grounding the Machine

Warning

Do not use a power supply with a voltage other than that specified. Avoid multiple connections in the same outlet. These types of situations present a danger of fire or electrical shock.



Plug the power cord securely into the outlet. If metallic objects come in contact with the prongs on the plug, it may cause a fire or electric shock.



Always connect the machine to an outlet with a ground connection to avoid the danger of fire or electrical shock in case of an electric short. If an earth connection is not possible, contact your service representative.



Other precautions

Connect the power plug to the closest outlet possible to the machine.

The power supply cord is used as the main disconnect device. Ensure that the socket/outlet is located/installed near the equipment and is easily accessible.

Handling of plastic bags

Warning

Keep the plastic bags that are used with the machine away from children. The plastic may cling to their nose and mouth causing suffocation.



Precautions for Use

Cautions when using the machine

Warning

Do not place metallic objects or containers with water (flower vases, flower pots, cups, etc.) on or near the machine. This situation presents a danger of fire or electrical shock should they fall inside.



Do not remove any of the covers from the machine as there is a danger of electrical shock from high voltage parts inside the machine.



Do not damage, break or attempt to repair the power cord. Do not place heavy objects on the cord, pull it, bend it unnecessarily or cause any other type of damage. These types of situations present a danger of fire or electrical shock.



Never attempt to repair or disassemble the machine or its parts as there is a danger of fire, electrical shock or damage to the laser. If the laser beam escapes, there is a danger of it causing blindness.



If the machine becomes excessively hot, smoke appears from the machine, there is an odd smell, or any other abnormal situation occurs, there is a danger of fire or electrical shock. Turn the main power switch off (O) immediately, be absolutely certain to remove the power plug from the outlet and then contact your service representative.



If anything harmful (paper clips, water, other fluids, etc.) falls into the machine, turn the main power switch off (O) immediately. Next, be absolutely certain to remove the power plug from the outlet to avoid the danger of fire or electrical shock. Then contact your service representative.



Do not remove or connect the power plug with wet hands, as there is a danger of electrical shock.



Always contact your service representative for maintenance or repair of internal parts.



Caution

Do not pull the power cord when removing it from the outlet. If the power cord is pulled, the wires may become broken and there is a danger of fire or electrical shock. (Always grasp the power plug when removing the power cord from the outlet.)



Always remove the power plug from the outlet when moving the machine. If the power cord is damaged, there is a danger of fire or electrical shock.



If the machine will not be used for a short period of time (overnight, etc.), turn the power switch off (O). If it will not be used for an extended period of time (vacations, etc.), remove the power plug from the outlet for safety purposes during the time the machine is not in use.



Always hold the designated parts only when lifting or moving the machine.



For safety purposes, always remove the power plug from the outlet when performing cleaning operations.



If dust accumulates within the machine, there is a danger of fire or other trouble. It is therefore recommended that you consult with your service representative in regard to cleaning of internal parts. This is particularly effective if accomplished prior to seasons of high humidity. Consult with your service representative in regard to the cost of cleaning the internal parts of the machine.



Other precautions

Do not place heavy objects on the machine or cause other damage to the machine.

Do not open the upper front cover, turn off the main power switch, or pull out the power plug during printing.

When lifting or moving the machine, contact your service representative.

Do not touch electrical parts, such as connectors or printed circuit boards. They could be damaged by static electricity.

Do not attempt to perform any operations not explained in this handbook.

Use shielded interface cables.

Caution

Use of controls or adjustments or performance of procedures other than those specified herein may result in hazardous radiation exposure.

Cautions when Handling Consumables

Caution

Do not attempt to incinerate the Toner Container. Dangerous sparks may cause burns.



Keep the Toner Container out of the reach of children.



If toner happens to spill from the Toner Container, avoid inhalation and ingestion, as well as contact with your eyes and skin.



- If you do happen to inhale toner, move to a place with fresh air and gargle thoroughly with a large amount of water. If coughing develops, contact a physician.
- If you do happen to ingest toner, rinse your mouth out with water and drink 1 or 2 cups of water to dilute the contents of your stomach. If necessary, contact a physician.
- If you do happen to get toner in your eyes, flush them thoroughly with water. If there is any remaining tenderness, contact a physician.
- If toner does happen to get on your skin, wash with soap and water.

Do not attempt to force open or destroy the Toner Container.



Other precautions

After use, always dispose of the Toner Container in accordance with Federal, State and Local rules and regulations.

Store all consumables in a cool, dark location.

If the machine will not be used for an extended period of time, remove the paper from the cassette, return it to its original package and reseal it.

About the Operation Guide

This Operation Guide contains the following chapters:

1 Machine Parts

This chapter explains the names of parts.

2 Loading Paper

This chapter explains paper specifications for this printer and how to load paper into the cassette or MP tray.

3 Connecting and Printing

This chapter explains how to start up the printer, print from your PC, and use the application software included in the CD-ROM.

4 Maintenance

This chapter explains how to replace the toner container and how to care for your printer.

5 Troubleshooting


This chapter explains how to handle printer problems that may occur, such as paper jams.

6 Appendix

This chapter lists the specifications of this printer and explains environmental standard requirements.

Conventions in This Guide

This manual uses the following conventions.

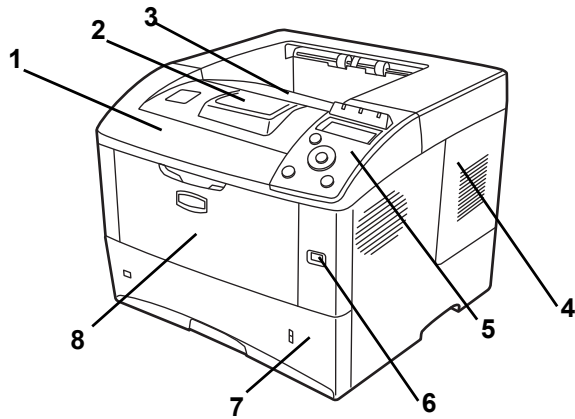
| Convention | Description | Example |
|------------------------|--|--|
| Italic Typeface | Used to emphasize a key word, phrase or reference to additional information. | Refer to <i>Replacing the Toner Container</i> on page 4-3. |
| Bold | Used to denote buttons on the software. | Select the printer you want to install, and click Next . |
| Bracket Bold | Used to denote operation panel keys. | If <code>TCP/IP</code> is set to <code>Off</code> , use <code>△</code> or <code>▽</code> to select <code>On</code> and press [OK] . |
| Note | Used to provide additional or useful information about a function or feature. |  Note Do not remove the toner container from the carton until you are ready to install it in the printer. |
| Important | Used to provide important information. | IMPORTANT During toner container replacement, temporarily move storage media and computer supplies (such as floppy disks) away from the toner container. This is to avoid damaging media by the magnetism of toner. |
| Caution | Cautions are statements that suggest mechanical damage as a result of an action. | CAUTION When pulling the paper, pull it gently so as not to tear it. Torn pieces of paper are difficult to remove and may be easily overlooked, deterring the paper jam recovery. |
| Warning | Used to alert users to the possibility of personal injury. | WARNING If you ship the printer, remove and pack the developer unit in a plastic bag and ship them separately from the printer. |

1 Machine Parts

This section provides explanations and illustrations for you to determine the parts and their functions. Try to be familiar with the names and functions of these parts for correct use and optimal performance.

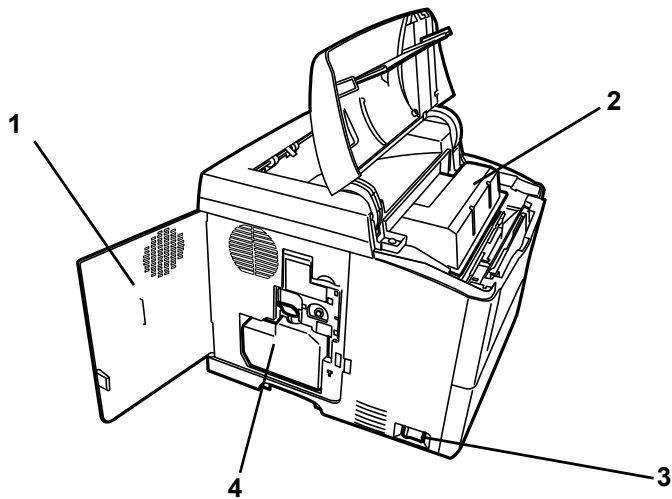
| | |
|---|------------|
| Components at the Front of the Printer | 1-2 |
| Components at the Rear of the Printer | 1-3 |
| Operation Panel | 1-4 |

Components at the Front of the Printer



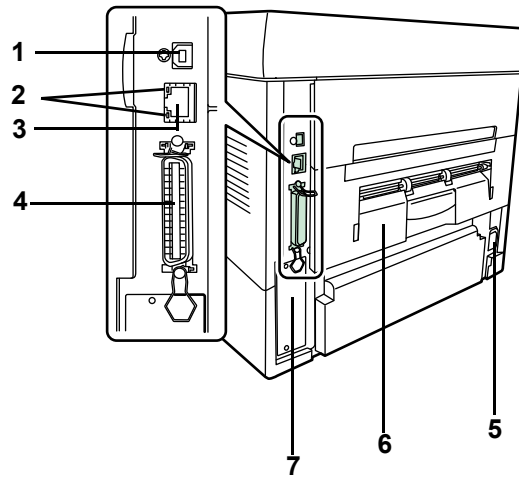
- 1 Top Cover
- 2 Paper Stopper
- 3 Top Tray
- 4 Right Cover
- 5 Operation Panel
- 6 USB Memory Slot
- 7 Paper Cassette
- 8 MP (Multi-Purpose) Tray

Components at the Left of the Printer and Internal Components



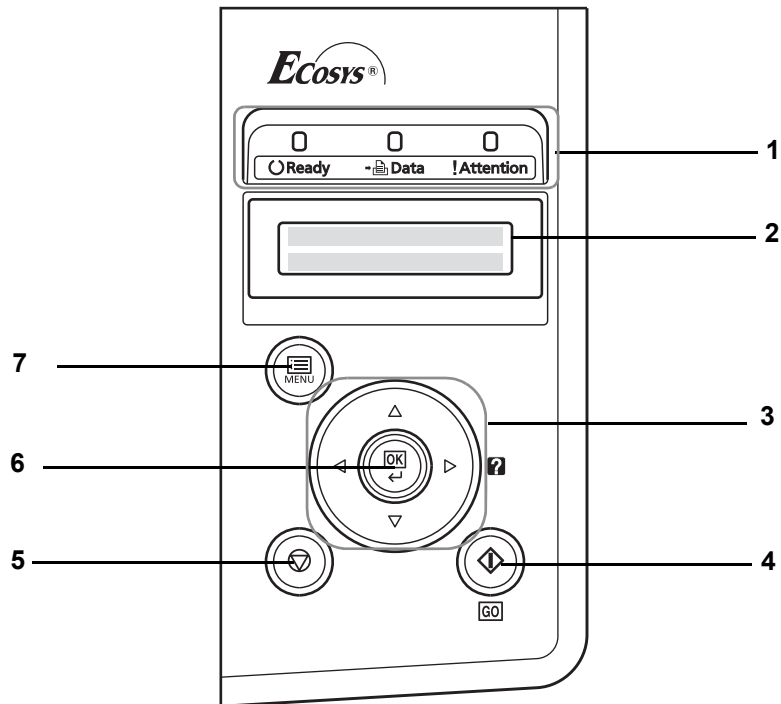
- 1 Left Cover
- 2 Toner Container
- 3 Power Switch
- 4 Waste Toner Box

Components at the Rear of the Printer



- 1 USB Interface Connector
- 2 Network Indicators (FS-3920DN/FS-4020DN only)
- 3 Network Interface Connector (FS-3920DN/FS-4020DN only)
- 4 Parallel Interface Connector
- 5 Power Cord Connector
- 6 Rear Unit
- 7 Option Interface Slot (Network/CF card/Hard disk)

Operation Panel



- 1 Indicators
- 2 Message Display
- 3 Cursor Keys
- 4 [GO] Key
- 5 [Cancel] Key
- 6 [OK] Key
- 7 [MENU] Key

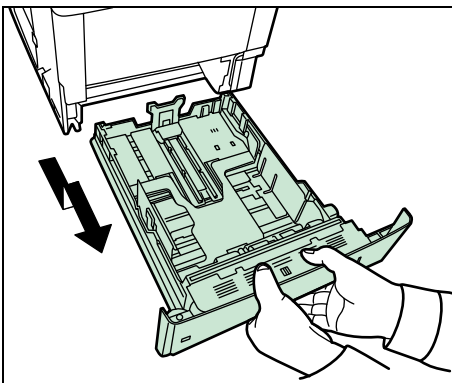
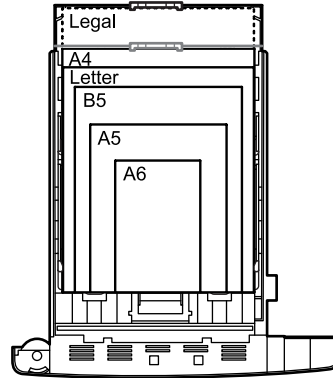
2 Loading Paper

This chapter explains the procedure for loading paper in the cassette and the MP tray.

| | |
|---|------------|
| Loading Paper into the Cassette | 2-2 |
| Loading Paper into MP (Multi-Purpose) Tray | 2-6 |
| Loading Envelopes into the MP Tray | 2-8 |

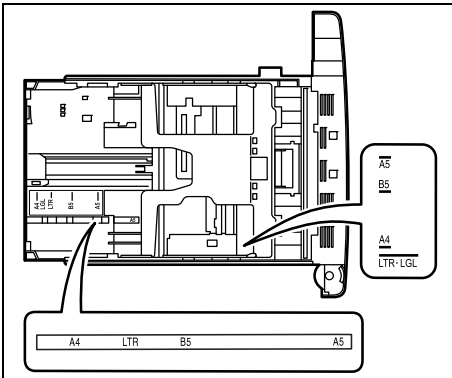
Loading Paper into the Cassette

The paper cassette can accommodate A6 (FS-2020D: A5) to A4/Letter and Legal size paper and can hold approximately 500 sheets.

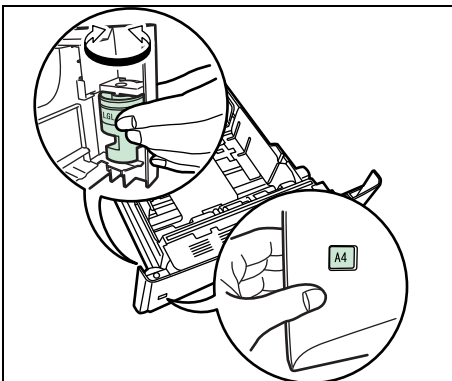


- 1 Pull the paper cassette all the way out of the printer.

IMPORTANT When pulling the cassette out of the printer, ensure it is supported and does not fall out.



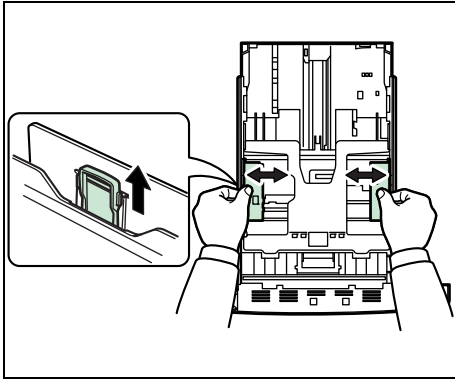
Standard paper sizes are marked on the inside of the paper cassette.



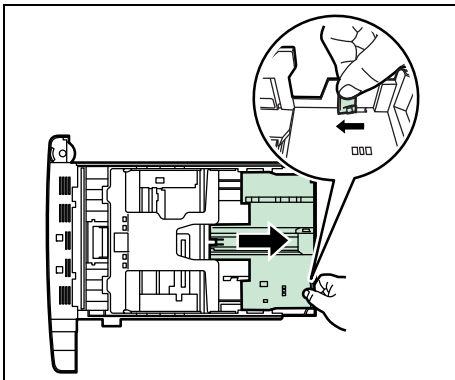
- 2 Turn the paper size dial so that the size of the paper you are going to use appears in the paper size window.



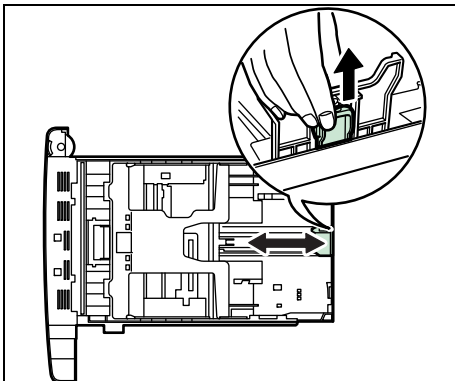
Note When the paper size dial is set to OTHER the paper size must be set into the printer on the operation panel. Refer to the *Custom Paper Size* section in the *Advanced Operation Guide*.



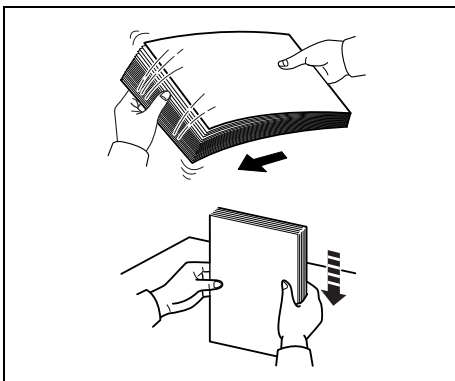
- 3** Pull the release lever on the left side guide and slide to the desired paper size.



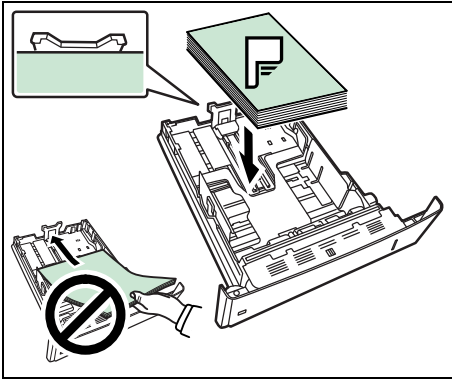
- 4** If you are going to set paper that is longer than A4, pull out the extension paper cassettes pushing the lock lever one by one and adjust them to the desired paper size.



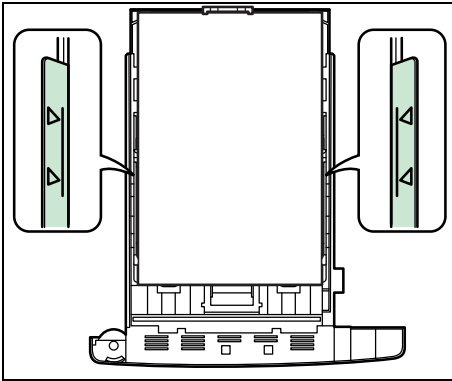
- 5** Pull the release lever and slide the paper stopper to the desired paper size.
- When using non-standard size paper, move the paper guides and paper stopper all the way out, insert the paper, then adjust the paper guides and paper stopper to the size of the paper. Adjust them so that they are in light contact with the paper.



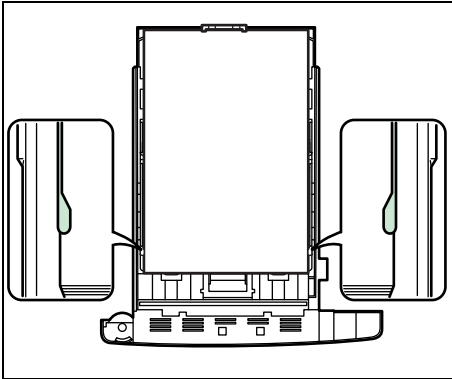
- 6** Fan the paper, then tap it on a level surface to avoid media jams or skewed printing.



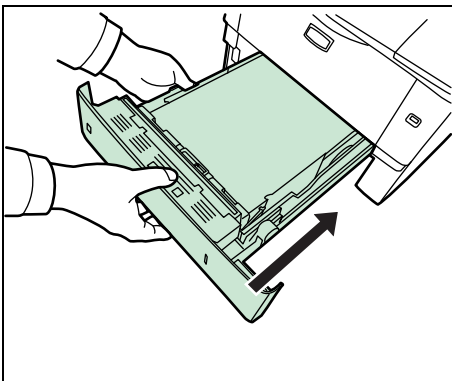
7 Place the paper in the paper cassette. Ensure the side to be printed is facing down and the paper is not folded, curled, or damaged.



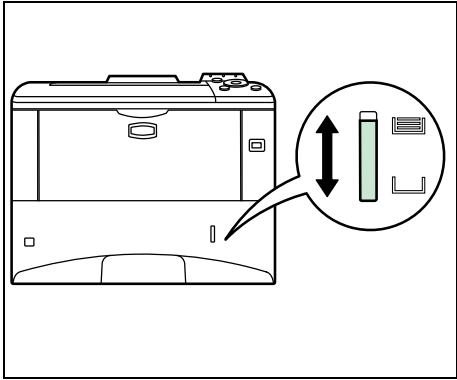
Note Do not load more paper than will fit under the load limits on the paper guides.



8 Set the stack of paper so that it is under the clips as shown.



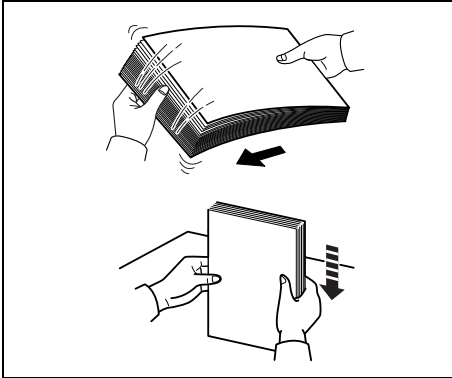
9 Insert the paper cassette into the slot in the printer. Push it straight in as far as it will go.



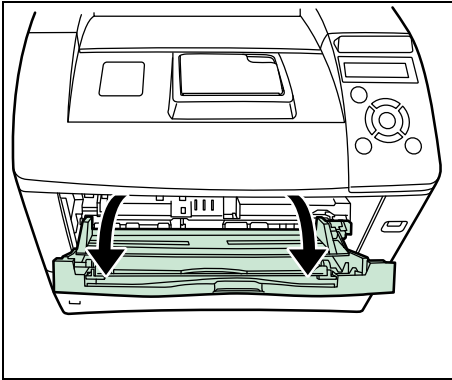
There is a paper gauge on the right side of the front of the paper cassette to indicate the remaining paper supply. When paper is exhausted, the pointer will go down to the level of (empty).

Loading Paper into MP (Multi-Purpose) Tray

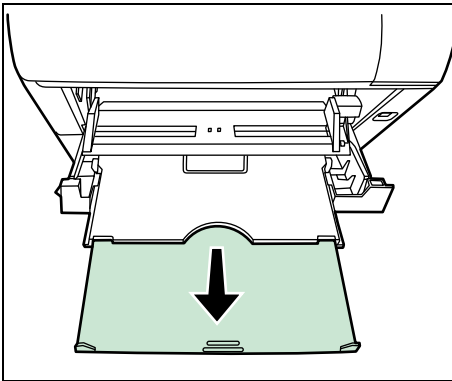
The MP tray can accommodate the various paper sizes and can hold approximately 100 sheets of paper.



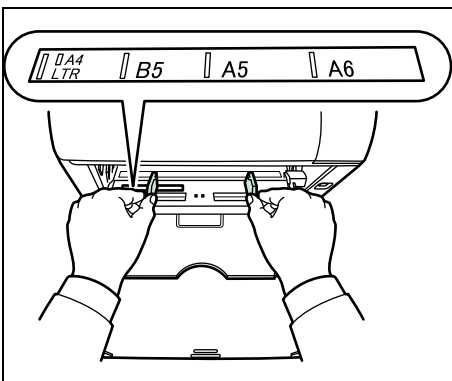
- 1** Fan the media (paper/transparencies), then tap it on a level surface to avoid media jams or skewed printing.



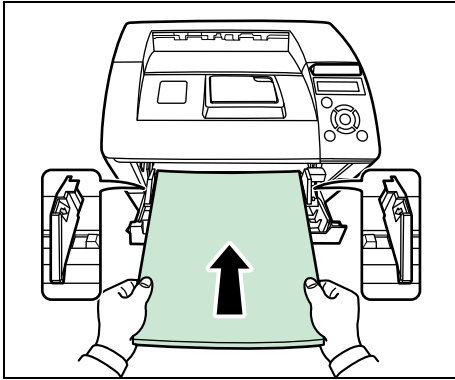
- 2** Pull the MP tray towards you until it stops.




- 3** Pull out the subtray.


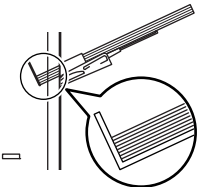
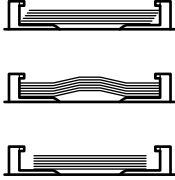
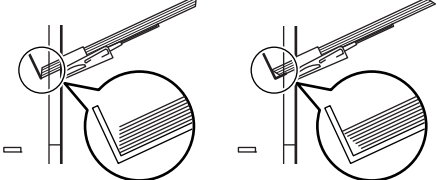


- 4** Adjust the position of the paper guides on the MP tray. Standard paper sizes are marked on the MP tray. For standard paper sizes, slide the paper guides to the position marked correspondingly.



5 Align the paper with the paper guides and insert as far as it will go.

 **Note** If the paper is considerably curled in one direction, for example, if the paper is already printed on one side, try to roll the paper in the opposite direction to counteract the curl. Printed sheets will then come out flat.

| | | |
|-----------|---|---|
| Correct |  |  |
| Incorrect |  |  |

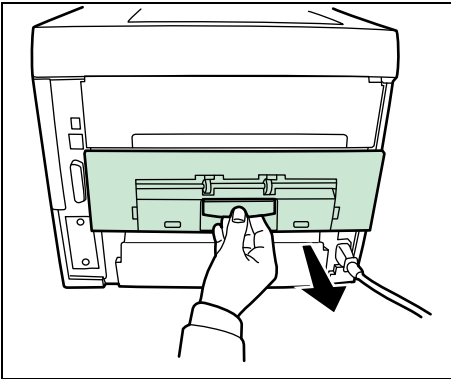
When loading envelope, place with the envelope flap closed and keep the printing side face-up. Insert envelope against the guide with the flap on the front or left side until they stop.

6 Set the MP tray paper size on the printer's operation panel. Refer to the *Setting MP Tray Paper Size* section in the *Advanced Operation Guide*.

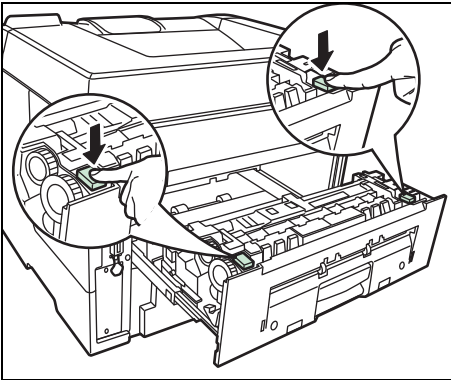
Loading Envelopes into the MP Tray

To print on the envelopes, follow the instructions below.

- 1 Open the rear unit.



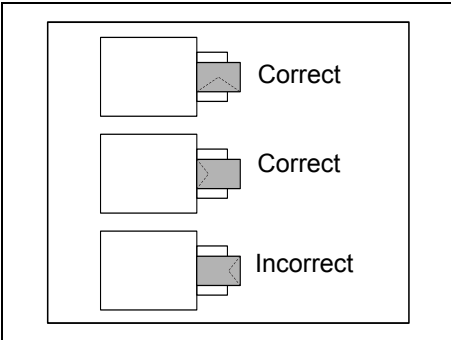
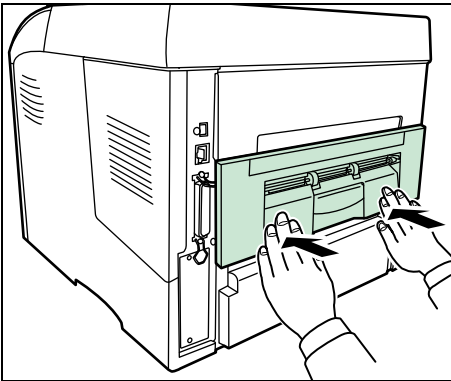
- 2 Press the green buttons to change the thickness of paper.



CAUTION The fuser unit inside the printer is hot. Do not touch it with your hands as it may result in burn injury.

- 3 Close the rear unit.

- 4 Follow the steps of Loading Paper into MP (Multi-Purpose) Tray on page 2-6.



When loading envelope, place with the envelope flap closed and keep the printing side face-up. Insert envelope against the guide with the flap on the front or left side until they stop.

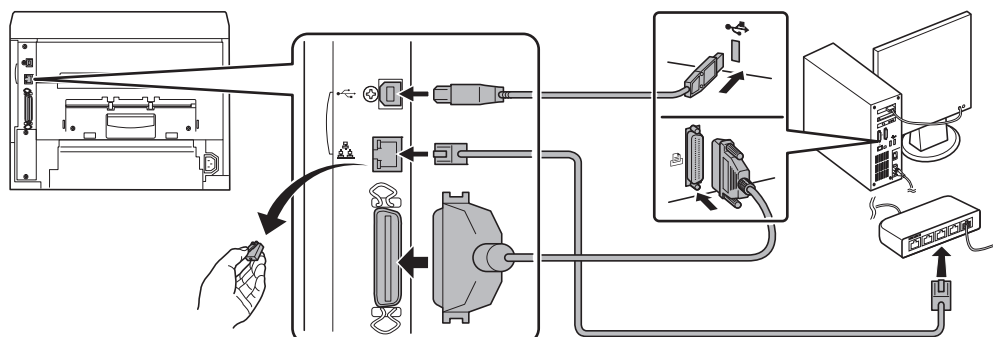
3 Connecting and Printing

This chapter explains how to start up the printer, print from your PC, and use the application software included in the CD-ROM.

| | |
|---|-------------|
| Connections | 3-2 |
| Changing Network Interface Parameters | 3-4 |
| Printing a Network Interface Status Page | 3-12 |
| Installing the Printer Driver | 3-13 |
| Printing from Application Software | 3-19 |
| Status Monitor | 3-20 |
| Uninstalling Software (Windows PC) | 3-24 |

Connections


This section explains how to start up the printer. The figure shown below is the overviews of connections between the printer and the computer.



Connecting the USB Cable

Follow the steps as below for connecting the USB cable.

- 1 Connect the USB cable (not included) to the USB interface connector at the rear of this machine.

 **Note** Use a USB cable with a rectangular Type A plug and a square Type B plug. The USB cable should be shielded and no longer than 5 meters (16 feet) long.

- 2 Connect the other end of the USB cable to the computer's USB interface connector.

Connecting the Network Cable


Follow the steps as below for connecting the network cable.

- 1 Remove the cap and connect the shielded network cable (not included) to the computer and the hub (concentrator).
- 2 Connect the other side of the network cable to the network interface connector at the rear of this machine and the hub.

Connecting the Parallel Cable

Follow the steps as below for connecting the parallel cable.


- 1 Connect the parallel cable to the parallel interface connector at the rear of this machine.

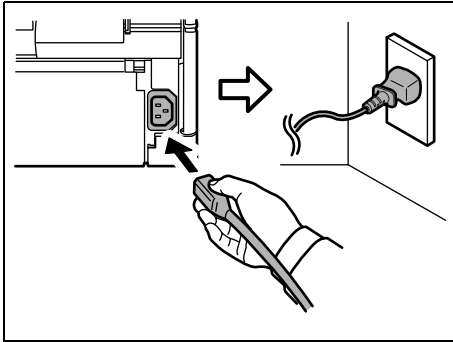
 **Note** Use a parallel printer cable that complies with IEEE 1284 standards. For optimum performance, install the printer close to the PC. The connection cable should be shielded and no longer than 3 meters (10 feet) long. The cable is sold separately.

- 2 Connect the other side of the parallel cable to the computer's interface connector at the rear of this machine.

Connecting the Power Cord

Install the printer close to an AC wall outlet. If an extension cord is used, the total length of the power cord plus extension should be 5 meters (16 feet) or less.

 **Note** Ensure the printer's power switch is off. Only use the power cord supplied with the printer.

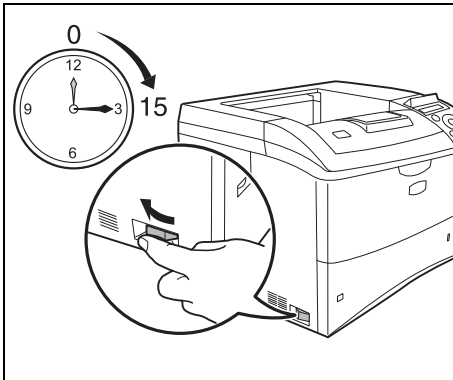


1 Connect the power cord to the Power Cord Connector at the rear of the printer.

2 Connect the other end of the power cord to a power outlet.

3 Press the Power Switch to On (|). The printer begins to warm up.

IMPORTANT If you install the starter toner container and switch on the power, after a moment the message `Please wait(Adding toner)` is displayed. When the printer is first switched on after toner installation, there will be a delay of approximately 15 minutes before the printer gets ready to print. Once the **[Ready]** indicator lights, printer installation is complete.



Changing Network Interface Parameters

This printer supports TCP/IP, TCP/IP (IPv6), NetWare, AppleTalk, IPP, SSL Server, IPSec protocols, and Security Level. For more information, refer to the *Advanced Operation Guide*.



Note After all network related settings have been done, turn the machine OFF and ON again. This is mandatory to make the settings effective.

TCP/IP, TCP/IP (IPv6) settings

- 1 Press [MENU].
- 2 Press Δ or ∇ repeatedly until `Network >` appears.

```
Network >
```

- 3 Press \triangleright . Each time you press Δ or ∇ , the selection changes. Refer to the explanations below when specifying the settings.

```
>TCP/IP  
Off
```

Set this item to `On` when you connect to a network using `TCP/IP`. Submenu has items including `DHCP`, `IP Address`, `Subnet Mask`, `Gateway` and `Bonjour`.

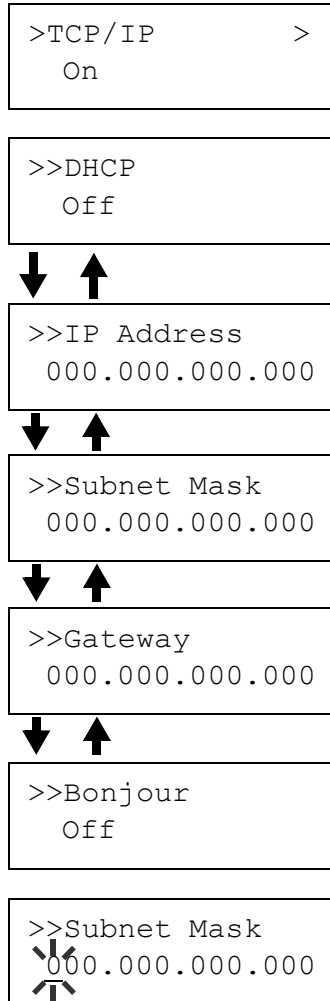


```
>TCP/IP (IPv6)  
Off
```

Set this item to `On` when you connect to a network using `TCP/IP (IPv6)`. Submenu has items including `RA (Stateless)` and `DHCPv6`.

TCP/IP

This section describes how to enable the TCP/IP protocol.



1 If **TCP/IP** is set to **Off**, use Δ or ∇ to select **On** and press **[OK]**.

2 Press \triangleright . Each time you press Δ or ∇ , the selection changes.

3 Display the item you want to set and press **[OK]**. A blinking question mark (?) appears while you are setting **DHCP** and **Bonjour**. A blinking cursor () appears while you are setting **IP Address**, **Subnet Mask** and **Gateway**.

4 Press Δ or ∇ to select **On** or **Off** as the setting for **DHCP** and **Bonjour**.

For the **IP Address**, **Subnet Mask** and **Gateway** settings, press Δ or ∇ to move the blinking cursor to the number you want to change (000 to 255). Use \triangleleft and \triangleright to move the cursor right and left.



Note Check with your network administrator for the network address settings.

5 Press **[OK]**.

6 Press **[MENU]**. The display returns to **Ready**.

TCP/IP (IPv6)

This section describes how to enable the TCP/IP (IPv6) protocol.

```
>TCP/IP (IPv6) >
  On
```

1 If `TCP/IP (IPv6)` is set to `Off`, use Δ or ∇ to select `On` and press **[OK]**.

```
>>RA (Stateless)
  Off
```

2 Press \triangleright . Each time you press Δ or ∇ , the selection changes.



```
>>DHCPv6
  Off
```

3 Display the item you want to set and press **[OK]**. A blinking question mark (?) appears while you are setting `RA (Stateless)` and `DHCPv6`.

```
>>RA (Stateless)
  ?Off
```



```
>>DHCPv6
  ?Off
```

4 Press Δ or ∇ to select `On` or `Off` as the setting for `RA (Stateless)` and `DHCPv6`.



Note Check with your network administrator for the network address settings.

5 Press **[OK]**.

6 Press **[MENU]**. The display returns to `Ready`.

NetWare, AppleTalk, IPP, SSL Server, IPSec and Security Level settings

1 Press **[MENU]**.

2 Press Δ or ∇ repeatedly until `Security >` appears.

```
Security >
```

-
- 3** Press \triangleright . Each time you press \triangle or ∇ , the selection changes. Refer to the explanations below when specifying the settings.

ID
—



Password
—



If you are using NetWare, AppleTalk, IPP, SSL Server or IPSec to connect to a network, you must enter an administrator ID and press **[OK]**. The default setting is the numeric part of your printer's model name. If you use FS-2020D, enter "2020".

If you are using NetWare, AppleTalk, IPP, SSL Server or IPSec to connect to a network, you must enter an administrator password and press **[OK]**. The default setting is the numeric part of your printer's model name. If you use FS-2020D, enter "2020".

>NetWare >
On



>AppleTalk
On



>IPP
Off



>SSL Server
Off



>IPSec
Off

Set this item to On when you connect to a network using NetWare. In submenu, frame mode can be selected from Auto, 802.3, Ethernet-II, SNAP and 802.2.

AppleTalk must be activated (On) for networking with Macintosh computers.

Set this item to On when you connect to a network using IPP.

Set this item to On when you connect to a network using SSL Server. Submenu has items including DES, 3DES, AES, IPP over SSL and HTTPS.

Set this item to On when you connect to a network using IPSec.

Continued on next page.



```
>Security Level
  High
```

Set the Security Level to High.

NetWare

This section explains the procedure for enabling NetWare.

```
>NetWare      >
  On
```

1 Enter the administrator ID and password. Then, if NetWare is set to Off, use Δ or ∇ to select On and press [OK].

```
>>Frame Type
  Auto
```

2 Press \triangleright .

```
>>Frame Type
?Auto
```

3 Press [OK]. A blinking question mark (?) appears. Each time you press Δ or ∇ , the selection changes.



```
>>Frame Type
?802.3
```



```
>>Frame Type
?Ethernet-II
```



```
>>Frame Type
?802.2
```



```
>>Frame Type
?SNAP
```

4 Display the item you want to set and press [OK].

5 Press [MENU]. The display returns to Ready.

AppleTalk

This section explains the procedure for enabling AppleTalk.

```
>AppleTalk
  On
```

1 Enter the administrator ID and password. Then, if `AppleTalk` is set to `Off`, use `△` or `▽` to select `On`.

```
>AppleTalk
  ?On
```

2 Press **[OK]**. A blinking question mark (?) appears.

3 Press **[OK]** again.

4 Press **[MENU]**. The display returns to `Ready`.

IPP

This section explains the procedure for enabling IPP.

```
>IPP
  On
```

1 Enter the administrator ID and password. Then, if `IPP` is set to `Off`, use `△` or `▽` to select `On`.

```
>IPP
  ?On
```

2 Press **[OK]**. A blinking question mark (?) appears.

3 Press **[OK]** again.

4 Press **[MENU]**. The display returns to `Ready`.

SSL Server

This section explains the procedure for enabling SSL Server.

```
>SSL Server
  On
```

- 1 Enter the administrator ID and password. Then, if `SSL Server` is set to `Off`, use Δ or ∇ to select `On` and press **[OK]**.

```
>>DES
  Off
```

- 2 Press \triangleright . Each time you press Δ or ∇ , the selection changes.



```
>>3DES
  Off
```



```
>>AES
  Off
```



```
>>IPP over SSL
  Off
```



```
>>HTTPS
  Off
```

```
>>DES
  ?Off
```

- 3 Display the item you want to set and press **[OK]**. A blinking question mark (?) appears.

- 4 Select `On` or `Off` using Δ or ∇ .

- 5 Press **[OK]**.

- 6 Press **[MENU]**. The display returns to `Ready`.

IPSec

This section explains the procedure for enabling IPSec.

```
>IPSec
  On
```

- 1 Enter the administrator ID and password. Then, if `IPSec` is set to `Off`, use Δ or ∇ to select `On`.

```
>IPSec
  ?On
```

- 2 Press **[OK]**. A blinking question mark (?) appears.

- 3 Press **[OK]** again.

- 4 Press **[MENU]**. The display returns to `Ready`.

Security Level

Security Level is primarily a menu used by service personnel for maintenance work. There is no need for customers to use this menu.

```
>Security Level  
  High
```

Printing a Network Interface Status Page

You can print out a status page for the network interface. The network status page shows the network addresses, and other information under various network protocols about the network interface.

Adjust/Maintenance

Adjust/Maintenance is used to adjust the print quality and to carry out printer maintenance.

The options available in Adjust/Maintenance are as follows:

- Restart Printer
- Service

IMPORTANT *Service* is primarily a menu used by service personnel for maintenance work. There is no need for customers to use this menu.

1 Press **[MENU]**.

2 Press Δ or ∇ repeatedly until `Adjust/Maintenance >` appears.

```
Adjust/      >
Maintenance
```

3 Press \triangleright while `Adjust/Maintenance >` is displayed.

4 Press Δ or ∇ repeatedly until `>Service >` appears.

5 Press \triangleright .

6 Press Δ or ∇ repeatedly until `>>Print Network Status Page` appears.

```
>>Print Network
Status Page ?
```

7 Press **[OK]**. A question mark (?) appears.

8 Press **[OK]**. `Processing` appears and a status page is printed out.


9 When printing ends, the display returns to `Ready`.

Installing the Printer Driver


According to the instructions of the Installation Guide, connect the PC to the printer and turn on them to install the printer driver. For more information on printer driver, refer to the *KX Driver User Guide* in the CD-ROM.

Installing the Printer Driver on Windows PC

This section explains how to install the printer driver in Windows Vista.


 **Note** To install the printer driver, you must log on with administrator privilege.

- 1 Ensure the printer is plugged in and connected to the computer's USB or Network port before installing software from the CD-ROM.

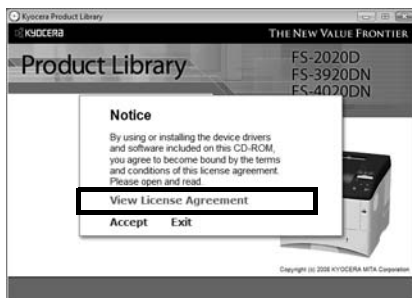
 **Note** If a Plug and Play window like that shown at left appears, click **Cancel**.




- 2 Insert the CD-ROM (Product Library) into the CD-ROM drive. If **AutoPlay** screen appears, click **Run Setup.exe**. The Notice screen appears.

 **Note** If the installation program fails to launch, use Windows Explorer to access the CD-ROM and select Setup.exe.

- 3 Select **View License Agreement** to read the information and select **Accept** to proceed.



- 4 Click **Install Software**. Installation Method screen appears.

 **Note** In Windows XP, click **Install Software** to start the Installation wizard. Click **Next** to display the Installation Method screen.



- 5 Select Express Mode or Custom Mode as the installation method.
 - Express Mode: If the printer is connected via USB or a network and is turned on, the installer detects the printer. Select Express Mode to perform a standard installation.

- Custom Mode: This option allows you to select items to be installed as required and to specify the port.

Proceed the section below according to the installation method.

Express Mode

When selecting **Express Mode**, printer driver and fonts are installed. After installing with this mode, the other utilities can be added using **Custom Mode**.



- 1 On Installation Method screen, click **Express Mode**. The installer searches the connected printers on Discover Printing System screen. If no printer is discovered, ensure the printer is plugged in and connected to the computer's USB or Network port, then check **Refresh** to search printers again.



Note If **Found New Hardware** window appears, click **Cancel**.



- 2 Select the printer you want to install, and click **Next**.

- 3 Confirm the settings and click **Install**. Printer driver installation starts.



Note During any point in the installation process, if the Windows Security warning dialog box appears, click **Install this driver software anyway**.

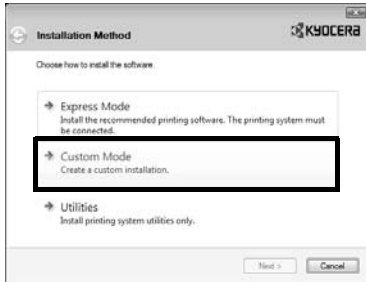
If the Hardware Installation screen appears in Windows XP, click **Continue Anyway**.

- 4 Installation Completed screen appears. Click **Finish** to return to the main menu.

Custom Mode

When selecting **Custom Mode**, printer port and utilities are changed as necessary.

- 1 On Installation Method screen, click **Custom Mode**.



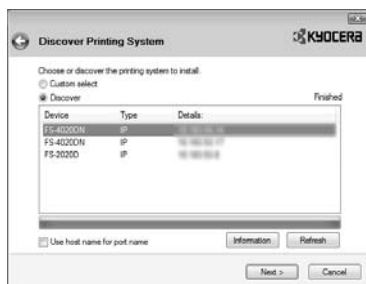
- 2 On Driver tab and Utility tab of the Custom Installation screen, select the printer driver and utilities you want to install, and click **Next**.



- 3 Select the printer you want to install, and click **Next**.



Note When you want to add or edit the port connected to the printer, select the printer and **Custom Select**, then click **Next**. **Add Standard TCP/IP Printer Port Wizard** appears. Follow the steps in the wizard to add or edit the port.



- 4 Confirm the settings and click **Install**. Printer driver installation starts.



Note During any point in the installation process, if the Windows Security warning dialog box appears, click **Install this driver software anyway**.

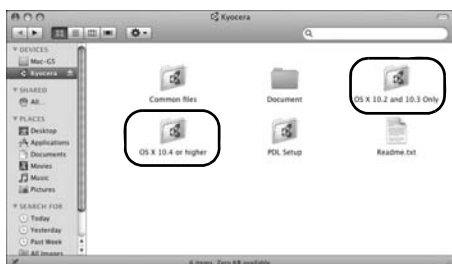
If the Hardware Installation screen appears in Windows XP, click **Continue Anyway**.

- 5 Installation Completed screen appears. Click **Finish** to return to the main menu.

Installing the Printer Driver on Mac OS

This section explains how to install the printer driver in Mac OS.

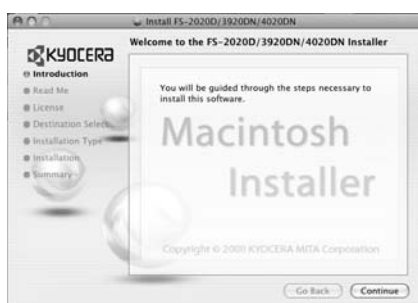
- 1 Turn on the printer and the Macintosh.
- 2 Insert the included CD-ROM (**Product Library**) into the CD-ROM drive.
- 3 Double-click the CD-ROM icon.
- 4 Double-click either **OS X 10.2 and 10.3 Only** or **OS X 10.4 or higher** depending on your Mac OS version.



- 5 Double-click **Kyocera OS X x.x.**



- 6 The printer driver installation program starts up.



- 7 Choose **Select Destination, Installation Type** and then install the printer driver as directed by the instructions in the installation software.



Note In addition to **Easy Install**, the **Installation Type** options include **Custom Install**, which allows you to specify the components to be installed.

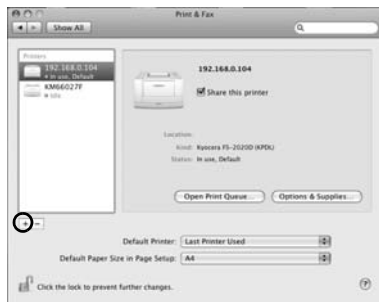
IMPORTANT In the Authenticate screen, enter the name and password used to log in to the operating system.

This completes the printer driver installation. Next, specify the print settings.

If an IP or AppleTalk connection is used, the settings below are required. If a USB connection is used, the printer is automatically recognized and connected.



8 Open **System Preferences** and click **Print & Fax**.



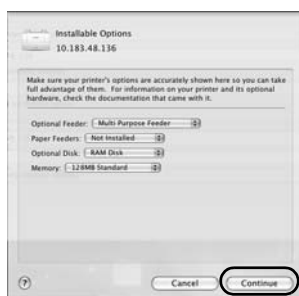
9 Click the plus symbol (+) to add the installed printer driver.



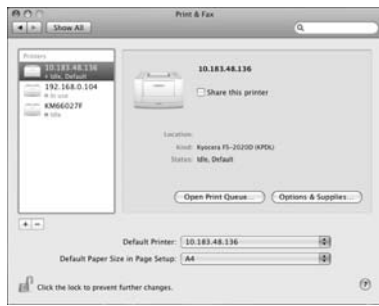
10 Click the IP icon for an IP connection or the AppleTalk icon for an AppleTalk connection and then enter the IP address and printer name.



11 Select the installed printer driver and click **Add**.



12 Select the options available for the printer and click **Continue**.



13 The selected printer is added. This completes the printer setup procedure.

Printing from Application Software

The steps required to print a document created with an application are explained below. You can select the printing paper size and output destination.



Note You can also select the various settings by clicking **Properties** to open the Properties dialog box.

- 1** Load the paper required into the paper cassette.
- 2** From the application **File** menu, select **Print**. The Print dialog box appears.
- 3** Click the drop-down list of printer names. All the installed printers are listed. Click the name of the printer.
- 4** Use Number of copies to enter the number of copies required. Up to 999 copies can be printed. For Microsoft Word, we recommend that you click **Options and specify Use printer settings** for the Default tray.
- 5** To start printing, click **OK**.

Status Monitor

The *Status Monitor* monitors the printer status and provides an ongoing reporting function. It also allows you to specify and modify settings for printers not included in the KX Driver.

The *Status Monitor* is installed automatically during KX Driver installation.

Accessing the Status Monitor

Use either of the methods listed below to launch the Status Monitor.

- **Launch when printing starts:**
When you specify a printer and start a print job, one Status Monitor is launched for each printer name. If Status Monitor startup is requested from multiple printers, Status Monitors are launched for each printer that issues the request.
- **Launch from the KX Driver properties:**
Right-click the Version Info button in the KX Driver Properties dialog box. Then click **Status Monitor** in the Version Info dialog box to launch the Status Monitor.

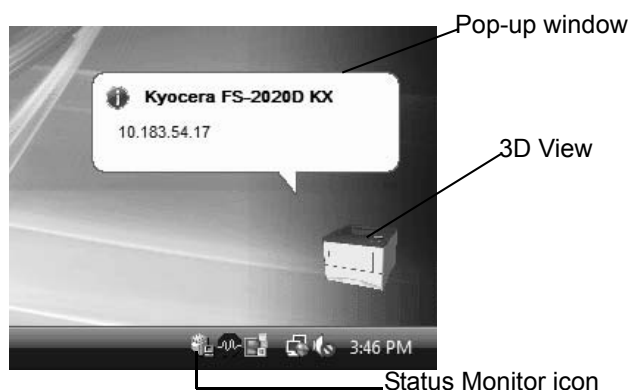
Exiting the Status Monitor

Use either of the methods listed below to exit the Status Monitor.

- **Exit manually:**
Right-click the Status Monitor icon in the taskbar and select **Exit** in the menu to exit the Status Monitor.
- **Exit automatically:**
The Status Monitor automatically shuts down after 5 minutes if it is not being used.

Screen Overview

The screen overview of the Status Monitor is as follows.



Pop-up window

If an information notification event occurs, a pop-up window appears. This window only appears when the 3D View is open on the desktop.

3D View

This shows the status of the monitored printer as a 3D image. You can choose whether to show or hide the 3D view from the menu displayed when you right-click the Status Monitor icon.

If an information notification event occurs, the 3D view and an alert sound are used to notify you. For information on the sound notification settings, refer to **Status Monitor Settings** on page 3-22.

Status Monitor icon

The Status Monitor icon is displayed in the taskbar notification area when the Status Monitor is running. When you position the cursor over the icon, the printer name appears.

Status Monitor Settings

The Status Monitor has two tabs to configure its settings. Use the **Preference** option to set up the Status Monitor.

Sound Notification Tab

The Event Notification tab contains the following items.

IMPORTANT To confirm the settings on Sound Notification tab, the computer requires the sound capabilities such as sound card and speaker.

Enable Event Notification

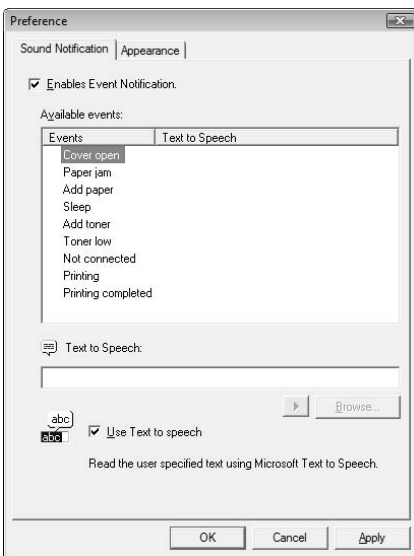
Select to enable or disable monitoring the events in Available events.

Sound file

A sound file can be selected if you require an audible notification. Click **Browse** to search for the sound file.

Use Text to speech

Select this check box to enter text you would like to hear played for events. Although a sound file is unnecessary, this function is applicable for Windows XP and Windows Vista.



To use this function, follow these steps.

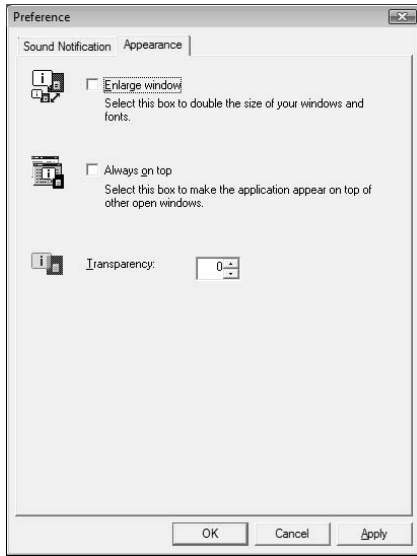
- 1** Select **Enable Event Notification**.
- 2** Select an event or sound file to use with the text to speech function in *Available events*.
- 3** Click **Browse** to notify the event by sound file.



Note The available file format is WAV.

Select **Use Text to speech** to speech the text entered in *Text to speech* box when an event occurred.

- 4** Click **Play** to confirm the sound or text is played correctly.



Appearance Tab

The Appearance tab is contains the following items.

Enlarge window

Doubles the size of the Status Monitor window.

Always on top

Positions the Status Monitor in front of other active windows.

Transparency

Displays the Status Monitor as a transparent window.

Uninstalling Software (Windows PC)

The software can be uninstalled (removed) using the CD-ROM (Product Library) supplied with the printer.

IMPORTANT On Macintosh computers, because the printer settings are specified using a PPD (PostScript Printer Description) file, the software cannot be uninstalled using the CD-ROM (Product Library).

- 1** Exit all active software applications.
- 2** Insert the enclosed CD-ROM (Product Library) into the CD-ROM drive.
- 3** Following the procedure used to install the printer driver, click **Remove Software**. The Kyocera Uninstaller wizard appears.
- 4** Select the software package to remove.
- 5** Click Uninstall.



Note In Windows Vista, Remove Driver and Package screen appears. Select **Remove driver and driver package**, and click **OK**.

The uninstaller starts.

- 6** When Uninstall complete screen appears, click **Next**.
- 7** Select whether you restart your computer or not, click **Finish**.

4 Maintenance

This chapter explains how to replace the toner container and clean the printer.

| | |
|--|------------|
| General Information | 4-2 |
| Toner Container Replacement | 4-2 |
| Cleaning the Printer | 4-7 |
| Prolonged Non-Use and Moving of the Printer | 4-8 |

General Information

This chapter describes basic maintenance tasks you can perform for the printer. You can replace the following component according to the printer's display:

- Toner Kits
- Waste Toner Box

Also, the internal parts need periodic cleaning.



Note Information Collection on Memory Chips - The memory chip attached to the toner container is designed to improve convenience for the end user; to support the recycling operation of empty toner containers; and to gather information to support new product planning and development. The information gathered is anonymous - it cannot be associated to any specific individual and the data is intended to be used anonymously.

Toner Container Replacement

Frequency of toner container replacement

The life of the toner containers depends on the amount of toner required to accomplish your printing jobs. Assuming paper of A4 size, an average toner coverage of approximately 5% and EcoPrint mode turned off, the toner container will need replacing approximately once every 20,000 pages (FS-4020DN); 15,000 pages (FS-3920DN); 12,000 pages (FS-2020D).

You can print a status page to check how much toner remains in the toner container. The Toner Gauge in the consumables status section on the status page shows a progress bar, which roughly represents how much toner is left in the toner container.

Starter Toner Container

The toner container packed with the new printer is a starter toner container. The starter toner container lasts an average of 10,000 pages (FS-4020DN); 7,500 pages (FS-3920DN); 6,000 pages (FS-2020D).

Toner Kits

For best results, we recommend that you only use genuine Kyocera Parts and Supplies.

A new toner kit contains the following items:

- Toner Container
- Plastic waste bag for old toner container and waste toner box
- Waste toner box
- Installation Guide



Note Do not remove the toner container from the carton until you are ready to install it in the printer.

Understanding Messages Requesting Toner Container Replacement

The printer displays messages at two stages of toner usage. This message is automatically alternated with the other printer message (such as *Ready*):

- When the printer becomes low on toner, the printer displays the message *Toner low* as the first caution. Note the replacement is not always necessary at this stage.
- If you ignore the above message and continue printing, the printer displays the message *Replace toner* - just before the toner is used up. The toner container must be replaced immediately. After the cleaning is finished, however, the message does not automatically change to *Ready*. To restart printing, you must press [GO] and make the printer ready.

In either case, replace the toner container, refer to ***Replacing the Toner Container*** on page 4-3.

Replacing the Toner Container

This section explains how to replace the toner container. When replacing the toner container, always replace the waste toner box at the same time. If this box is full, the printer may be damaged or contaminated by the waste toner that may spill over the box.



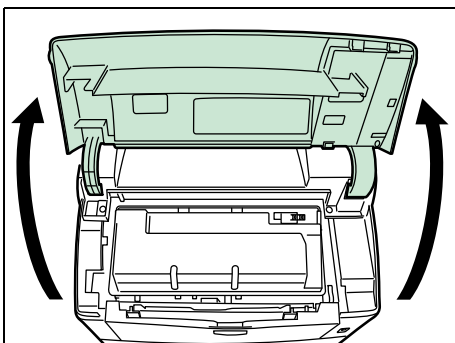
CAUTION Do not attempt to incinerate the Toner Container. Dangerous sparks may cause burns.

IMPORTANT During toner container replacement, temporarily move storage media and computer supplies (such as floppy disks) away from the toner container. This is to avoid damaging media by the magnetism of toner.

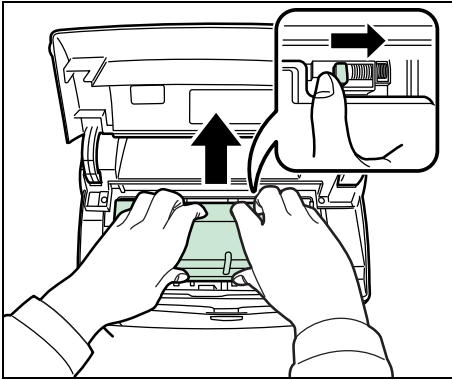
IMPORTANT Kyocera Mita Corporation is not liable against any damages or problems arising from the use of toner containers other than those designated as original Kyocera toner containers. For optimum performance, it is also recommended to use only the Kyocera toner containers which are specifically intended for use in your country or region. If the toner container for another destinations is installed, the printer will stop printing.



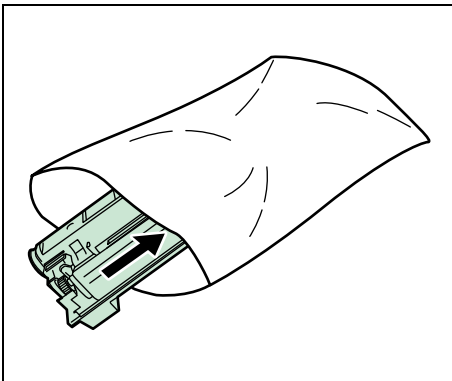
Note You do not have to turn printer power off before starting the replacement. Any data that may be processing in the printer will be deleted if you turn the printer power off.



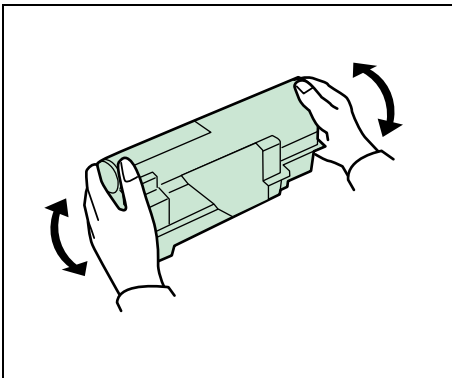
- 1 Open the top cover.



2 Push lock lever to the right and pull out the toner container.



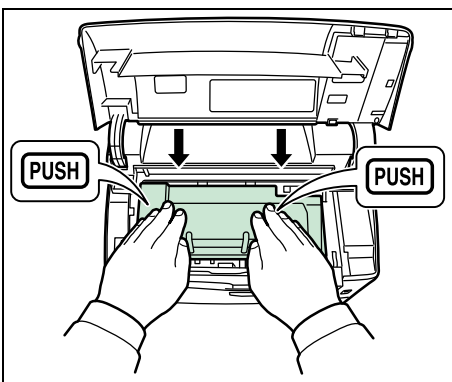
3 Put the old toner container in the plastic bag (contained in the toner kit) and discard it later according to the local code or regulations for waste disposal.



4 Take the new toner container out of the toner kit.

5 Shake the new toner container at least 10 times as shown in the figure in order to distribute the toner evenly inside the container.

6 Remove the label from the toner container.



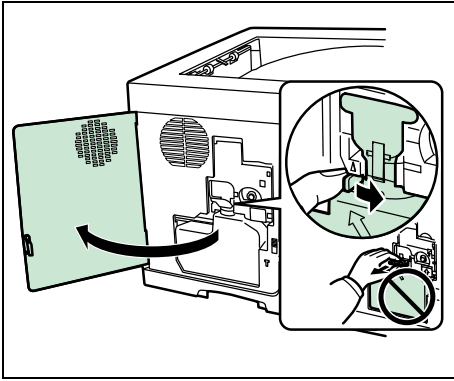
7 Set the new toner container in the printer and push down on the top of the toner container to install it firmly in place as shown at the left.

8 Close the top cover.


Proceed to the next section.

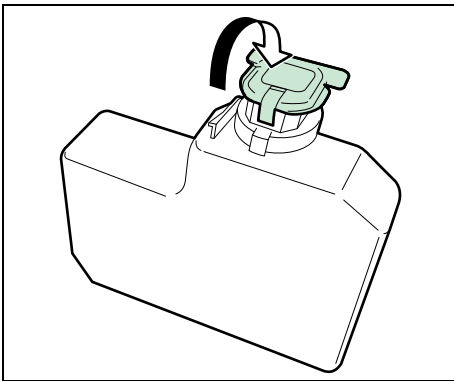
Replacing the Waste Toner Box

When replacing the toner container, the used waste toner box in the printer should also be replaced with the new one from the new toner kit. A new waste toner box is included with the toner kit. The printer will not operate without replacing the waste toner box.

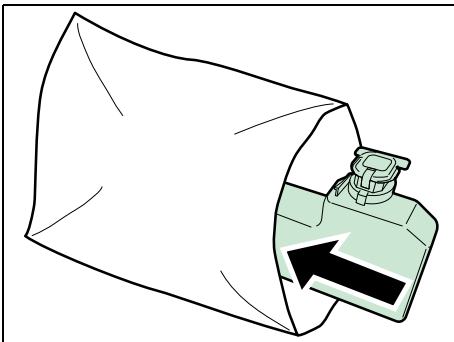


- 1** Open the left cover. While holding the waste toner box, press the lock lever and then gently remove the waste toner box.

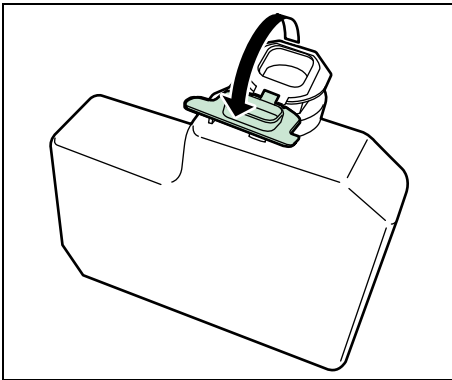
 **Note** Remove the waste toner box as gently as possible so as not to scatter the toner inside. Do not let the opening of the waste toner box face downward.



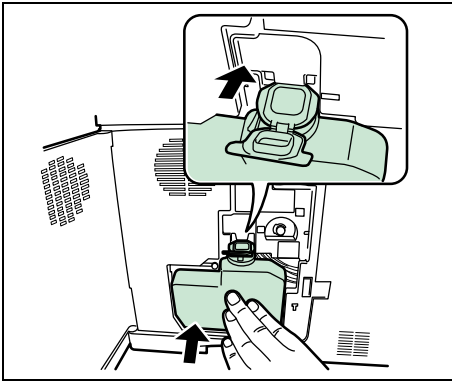
- 2** Close the cap to the old waste toner box after removing the box from the printer.



- 3** To prevent toner from spilling, put the old waste toner box in the plastic bag (contained in the toner kit) and discard it later according to the local code or regulations for waste disposal.



4 Open the cap of the new waste toner box.



5 Insert the new waste toner box as shown at the left. When the box is set correctly, it will snap into place.

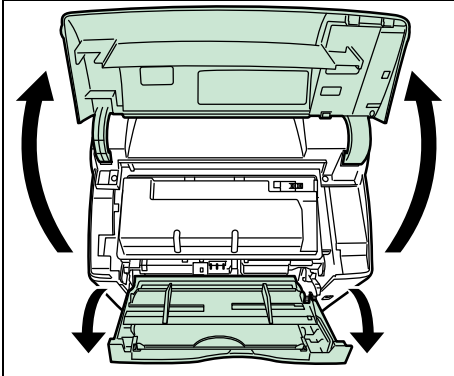
6 Make sure that the waste toner box is correctly inserted and close the left cover.

After replacing the toner containers and the waste toner box, clean the internal parts. For instructions, refer to ***Cleaning the Printer*** on page 4-7.

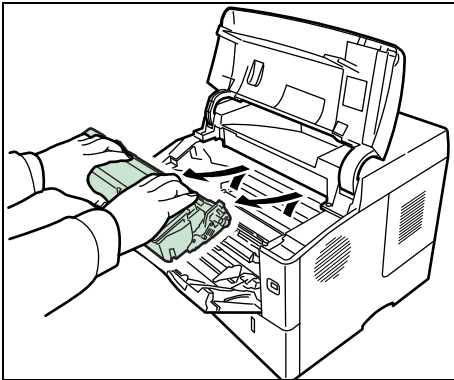
Cleaning the Printer

To avoid print quality problems, the interior of the printer must be cleaned with every toner container replacement.

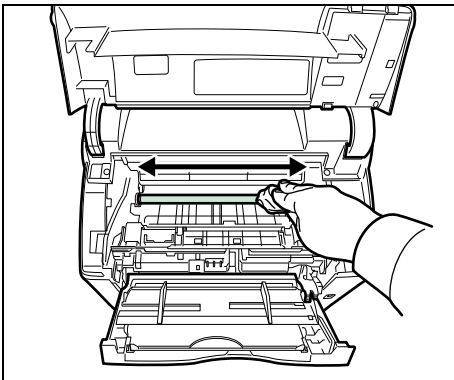
- 1** Open the top cover and MP tray.



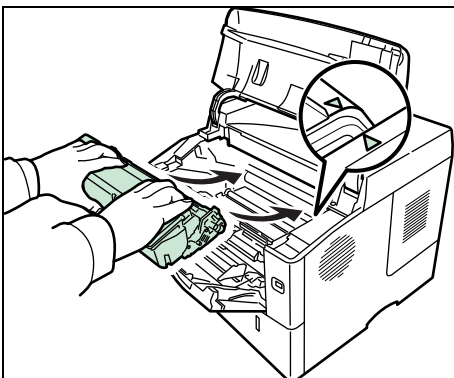
- 2** Lift the developer unit together with the toner container out of the printer.



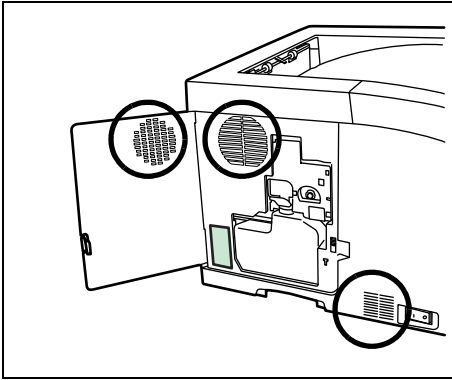
- 3** Use a lint free cloth to clean dust and dirt away from the registration roller (metal).



- 4** Insert the developer unit together with the toner container, back into the machine.

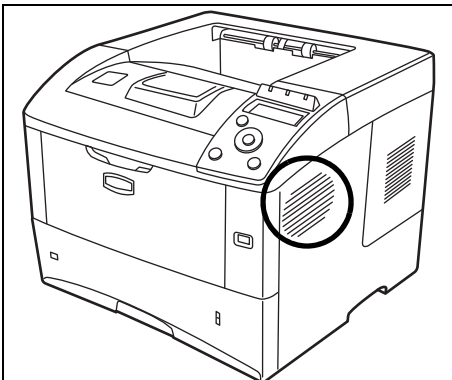


- 5** Close the top cover and MP tray.



6 Open the left cover. Use a lint free cloth to clean dust and dirt away from the vents.

7 Close the left cover.



8 Use a lint free cloth to clean dust and dirt away from the vent on the right side of the machine.

Prolonged Non-Use and Moving of the Printer

Prolonged Non-use

If you ever leave the printer unused for a long period of time, remove the power cord from the wall outlet.

We recommend you consult with your dealer about the additional actions you should take to avoid possible damage that may occur when the printer is used next time.

Moving the Printer

When you move the printer:

- Move it gently.
- Keep it as level as possible to avoid spilling toner inside the printer.
- Be sure to consult a service technician before attempting long distance transportation of the printer.



WARNING If you ship the printer, remove and pack the developer unit in a plastic bag and ship them separately from the printer.

5 Troubleshooting

This chapter explains how to handle printer problems, understand messages, and clean paper jams.

| | |
|--|-------------|
| General Guidelines | 5-2 |
| Print Quality Problems | 5-3 |
| Error Messages | 5-5 |
| Ready, Data, and Attention Indicators | 5-11 |
| Clearing Paper Jams | 5-12 |

If a problem cannot be corrected, contact your service technician.

General Guidelines

The table below provides basic solutions for problems you may encounter with the printer. We suggest you consult this table to troubleshoot the problems before calling for service repairs.

| Symptom | Check Items | Corrective Actions |
|--|--|--|
| Print quality is poor. | – | Refer to <i>Print Quality Problems</i> on page 5-3. |
| Text is missing on the Windows test page. | – | This is a problem specific to the Windows OS. It is not a printer problem. It does not affect print quality. |
| Paper is jammed. | – | Refer to <i>Clearing Paper Jams</i> on page 5-12. |
| Nothing lights on the operation panel even when power is turned on and the fan makes no noise. | Check the power cord is property plugged into power outlet. | Connect both ends of the power cord securely. Try replacing the power cord. Refer to <i>Installation Guide</i> for more information. |
| | Check the power switch is in the On () position. | Refer to the <i>Installation Guide</i> for more information. |
| The printer prints a status page but data from the computer is not being printed. | Check program files and application software. | Try printing another file or using another print command. If the problem occurs with a specific file or application, check the printer settings for that application. |
| | Check the interface cable. | Connect both ends of the interface cable securely. Try replacing the printer cable. Refer to the <i>Installation Guide</i> for more information. |
| Vapor is emitted at the rear of the printer. | Check if the temperature is low near the location of the printer, or if the paper that is being used has been exposed to humidity. | Depending on the operating environment of the printer and the condition of the paper, heat generated during printing can evaporate water moisture in the printed paper, emitting vapor from the printer. In this case, printing can be continued without any problem. To correct this, increase the temperature in the room, and use paper that has been stored in a dry place. |

Tips

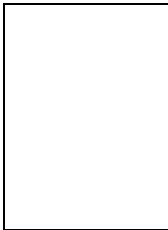
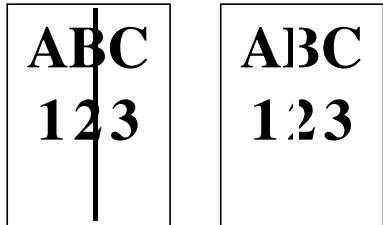
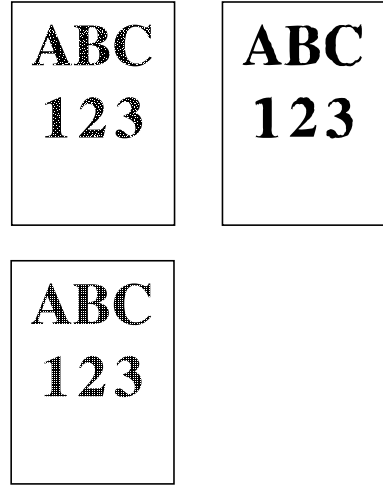
Printer problems may be solved easily by following the tips below. When you have encountered a problem that following the above guidelines will not solve, try the following:

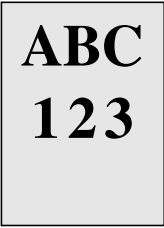
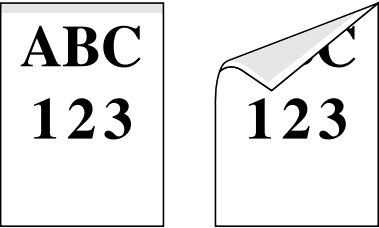
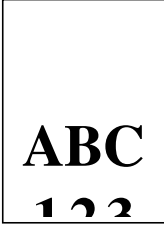
- Turn the printer power off and wait for several seconds. Then, turn on the printer.
- Restart the computer you are using to send print jobs to the printer.
- Obtain and use the latest version of the printer driver. The latest versions of printer drivers and utilities are available at: <http://www.kyoceramita.com/download/>.
- Make sure that the procedures for printing are correctly followed in the application software. Consult the documentation supplied with the application software.

Print Quality Problems

The tables and diagrams in the following sections define print quality problems and the corrective action you can conduct to solve the problems. Some solutions may require cleaning or replacing parts of the printer.

If the suggested corrective action will not solve the problem, call for service.

| Printed Results | Corrective Action |
|---|--|
| <p>Completely blank printout</p>  | <p>Check the toner container. Open the top cover and check that the toner container is correctly installed in the printer. For more information on installing the toner container, Refer to Toner Container Replacement on page 4-2.</p> <hr/> <p>Check that the application software is correctly operated.</p> |
| <p>Black or white vertical streaks</p>  | <p>Check the operation panel for toner. If the Toner low message is displayed, install a new toner kit. To replace the toner container, refer to Toner Container Replacement on page 4-2.</p> |
| <p>Faint or blurred printing</p>  | <p>Check the EcoPrint settings. When this setting is On, switch it to off on the operation panel.</p> <hr/> <p>Make sure the paper type setting is correct the paper being used.</p> <hr/> <p>Check the operation panel for toner. If the Toner low message is displayed, install a new toner kit. To replace the toner container, refer to Toner Container Replacement on page 4-2.</p> |

| Printed Results | Corrective Action |
|---|---|
| <p data-bbox="151 297 363 331">Gray background</p>  | <p data-bbox="641 297 949 331">Check the operation panel.</p> <p data-bbox="641 333 1412 427">If the Toner low message is displayed and [Attention] indicator is flashing, install a new toner kit. To replace toner, refer to <i>Toner Container Replacement</i> on page 4-2</p> <hr/> <p data-bbox="641 448 906 481">Check the print density.</p> <p data-bbox="641 483 1401 546">Display the print menu from the operation panel and select a lighter density setting.</p> |
| <p data-bbox="151 616 566 678">Dirt on the top edge or back of the paper</p>  | <p data-bbox="641 616 1396 649">Clean the parts in the paper paths-such as the paper cassette, etc.</p> |
| <p data-bbox="151 985 606 1019">Printing incomplete or out of position</p>  | <p data-bbox="641 985 1284 1019">Check that the application software is correctly operated.</p> <hr/> <p data-bbox="641 1041 941 1075">Refer to <i>Tips</i> on page 5-2.</p> |

Error Messages

The following table lists errors and maintenance messages that you can be dealt with by yourself.

If `Call service` or `Error.Power off.` is displayed, turn off the printer then turn it back on to see if the printer has recovered. If the printer has not recovered, turn off the printer, disconnect the power cord, and contact your service representative or authorized service center.

Some errors cause the alarm to sound. To stop the alarm, press **[Cancel]**.

| Message | Corrective Action |
|------------------------------------|--|
| Account error ## Press GO | This message is displayed when the Job Accounting function is enabled and an attempt to specify job accounting settings or to register or delete an account fails. To return the printer to the print-ready status, press [GO] . |
| Add paper MPTray | The paper has run out in the paper source displayed. Supply paper according to the paper source displayed (paper cassettes, MP tray, or optional paper feeders). This message is displayed alternately with messages indicating the printer status, such as, <code>Ready</code> , <code>Please wait</code> , and <code>Processing</code> . |
| Call service E###: | E### represents a controller error (#=0, 1, 2, ...). Call for service. The printer does not operate when this message is displayed. |
| Call service ####:0123456 | #### represents a mechanical error (#=0, 1, 2, ...). Call for service. The printer does not operate when this message is displayed. The total number of pages printed is also indicated, e.g. 0123456. |
| Canceling data | Displayed when data is being canceled. |
| Cassette # not loaded | The corresponding paper cassette is not installed. Install the cassette. The cassette number can be 1 (topmost) to 4 (bottom). |
| Change envelope switch position | Displayed when the paper type does not match the envelope switch setting. |
| Check cassette # | This message is displayed when a paper lift error has occurred in the paper source's cassette. Pull out the cassette for the paper source displayed (either the paper cassettes or optional paper feeders) and check if the paper is loaded correctly. The message <code>Call service</code> is displayed when this error occurs repeatedly. |
| Check waste toner box | This message warns following two cases. Install the new waste toner box. The waste toner box is not installed. The waste toner box is full. |
| Clean printer Press GO | Please clean the inside of the printer. Refer to <i>Cleaning the Printer</i> on page 4-7. This message will be displayed when replacing the toner container after the message <code>Replace toner Clean printer</code> is displayed. After cleaning the inside of the printer, press [GO] and the printer will be ready for printing. |
| Close left cover | The left cover of the printer is open. Close the printer left cover. |

| Message | Corrective Action |
|------------------------------|--|
| Close rear unit | The rear unit of the printer is open. Close the printer rear unit. |
| Close top cover | The top cover of the printer is open. Close the printer top cover. |
| Device busy | This message is displayed when Remove Device was selected while a USB memory was being used. The previous screen is displayed again 1 or 2 seconds. |
| Duplex disabled Press GO | You attempted to print with a paper size and paper type that cannot be used for duplex printing. Press [GO] to print onto one-side of the paper only. You can select an alternative paper size and type by pressing the Δ or ∇ . You can also press [MENU] and change the tray setting inside the menu, which will automatically cancel the error and output resumes. At the same time [ATTENTION] indicator will light up and [READY] indicator will start flashing. |
| Enter Account | An account code must be entered. This message is displayed if you try to print from the operation panel (e.g. printing a status page or using the Job Retention function) when the Job Accounting function is enabled. For more information, refer to <i>Job Accounting (Job Accounting selection/setting)</i> section in the <i>Advanced Operation Guide</i> . |
| Envelope mode | Displayed when the envelope switches are set to envelope mode. |
| Error.Power off. F### | Turn the power switch off and then back on again. If this message still remains, turn the power switch off, and contact your service representative or authorized service center. |
| Error.Power off. F000 | The printer controller and operation panel cannot exchange data. Turn the printer off and unplug it from the mains power supply. Then contact your service representative or authorized service center. See the back page of this manual for the relevant phone numbers. |
| Exceeded Max.out Press GO | This message is displayed when the Job Accounting function is enabled and an attempt has been made to exceed the print limit set for each account. To return the printer to the print-ready status, press [GO] . For more information, refer to <i>Job Accounting (Job Accounting selection/setting)</i> section in the <i>Advanced Operation Guide</i> . |
| Format error Hard disk | The hard disk installed in the printer is not formatted, and therefore cannot be read or written. |
| Format error Memory card | The CF card inserted in the printer is not formatted, and therefore cannot be read or written. To format a CF card, follow the procedure in <i>Memory Card (Using the memory card)</i> section in the <i>Advanced Operation Guide</i> . |
| Hard disk err ## Press GO | A hard disk error has occurred. Look at the error code given in place of ## and refer to Storage Error Codes on page 5-10. To ignore the hard disk error, press [GO] . |
| ID error | The user ID entered for a private job is not correct. Check the user ID that you specified on the printer driver. For more information, refer to <i>Job Box</i> section in the <i>Advanced Operation Guide</i> . |
| Illegal Account Press GO | This message is displayed when the Job Accounting function is enabled and no account is set for a transmitted print job or the specified account is not registered (the incorrect account is set). To return the printer to the print-ready status, press [GO] . For more information, refer to <i>Job Accounting (Job Accounting selection/setting)</i> section in the <i>Advanced Operation Guide</i> . |

| Message | Corrective Action |
|-----------------------------------|---|
| Install MK | Replace Maintenance Kit which is displayed on the message display. Replacement of the maintenance kit is necessary at every 300,000 pages of printing and requires professional servicing. Contact your service technician. |
| Job not stored Press GO | Printing using the Job Box function failed because there was insufficient space available on the hard disk or RAM disk, or because the RAM disk was disabled when demounting the hard disk. To print an error report and return the printer to the print-ready status, press [GO] . |
| Job restricted Press GO | This message is displayed when printing was attempted, despite the Job Account function being on with Restriction applied as the job limit for each job account. To return the printer to the print-ready status, press [GO] . For more information, refer to <i>Job Accounting (Job Accounting selection/setting)</i> section in the <i>Advanced Operation Guide</i> . |
| KPDL error ## Press GO | Current print processing cannot continue because of occurrence of KPDL error which is categorized by ##. To print out an error report, display >>Error Report from the menu system, and select On. Press [GO] to resume printing. You can abandon printing by pressing [Cancel] . If Auto Error Clear is set to On, printing will be automatically resumed after a preset period of time. |
| Load Cassette # (A4) / (PLAIN) | The paper cassette matching the paper size and paper type of the print job is empty. Load paper into the paper cassette as displayed in place of #. Press [GO] to resume printing. If you want to print from a different paper source, press Δ or ∇ to display Use alternative? and you can change the source for paper feeding. After selecting a paper source and pressing [MENU] , Paper Settings > appears. By pressing the Δ , the paper type settings menu appears. After setting the correct paper type, press [OK] and printing starts. |
| Load MP Tray (A4) / (PLAIN) | There is no paper cassette installed in the printer that matches the paper size and paper type of the print job. Set paper in the MP tray. Press [GO] to resume printing. (Note that feeding the paper having a paper size which does not match the current paper size from the MP tray can cause paper jam.) If you want to print from a different paper source, press Δ or ∇ to display Use alternative? and you can change the source for paper feeding. After selecting a paper source and pressing [MENU] , Paper Settings > appears. By pressing the Δ , the paper type settings menu appears. After setting the correct paper type, press [OK] and printing starts. |
| Low security | This message is displayed when Low was selected in Security Level. |
| Match envelope switches | Displayed when either of the envelope switches is not pressed. To print on the envelope, press the both switches. |
| Memory overflow Press GO | The total amount of data received by the printer exceeds the printer's internal memory. Try adding more memory. Press [GO] to resume printing. You can abandon printing by pressing [Cancel] . If Auto Error Clear is set to On, printing will be automatically resumed after a preset period of time. |
| MemoryCard err## Press GO | A CompactFlash card error has occurred. Look at the error code given in place of ## and refer to CompactFlash (CF) Card and USB Flash Memory Errors on page 5-10. To ignore the CompactFlash card error, press [GO] . |
| MemoryCard err20 | The CompactFlash card is accidentally inserted and removed from the printer's slot during the printer is on. Turn the power switch off and then back on again. |

| Message | Corrective Action |
|--------------------------------|--|
| Missing developer unit | The developer unit is either not installed or incorrectly inserted. Insert the developer unit securely. |
| No multi copies Press GO | Multiple copies cannot be printed because the RAM disk is disabled or the hard disk is not installed. There is no available RAM disk or hard disk space. Delete unnecessary files. Press [GO] to print error report. |
| Original toner installed | Displayed when the installed toner is the original Kyocera product. |
| Paper jam ##### | A paper jam has occurred. The location of the paper jam is indicated in place of the #'s. For details, refer to Clearing Paper Jams on page 5-12. |
| Paper loading | The selected cassette is being prepared. |
| Paper path error | When one or more optional feeders are installed, this message will appear if any of the paper feeders or the printer cassette upper than the selected one is not properly closed. |
| Print overrun Press GO | The print job transferred to the printer was too complex to print on a page. Press [GO] to resume printing. (A page break may be automatically inserted in some places.) You can abandon printing by pressing [Cancel] . If Auto Error Clear is set to On, printing will be automatically resumed after a preset period of time. |
| RAM disk error## Press GO | A RAM disk error has occurred. Look at the error code given in place of ## and refer to Storage Error Codes on page 5-10. To ignore the RAM disk error, press [GO] . |
| Replace toner Clean printer | Toner has run out in the toner container. Replace the toner container using a new toner kit. The printer does not operate when this message is displayed. |
| Size error (Cassette)/ (A4) | The paper size of the actual paper on which the print job was printed is shorter than the intended paper size (the paper size specified in the paper source or specified by the user). This error is released to restart paper supply either by placing the requested size paper in the requested paper source or by matching the paper size setting for the paper supply to the actually printed paper size. You can also temporarily restart paper supply by pressing [GO] . At the same time [ATTENTION] indicator will light up and [READY] indicator will start flashing. |
| Toner low | Replace the toner container using a new toner kit. |
| Top tray paper full | The top tray has become full. You must remove all printed pages from the top tray. When the printer detects that the top tray is empty again, the printer will continue printing into the top tray. |
| Unknown toner installed | Displayed when the installed toner is not the original Kyocera product. Install original Kyocera toner. |
| USB memory err## Press GO | An error has occurred in the USB memory device. Look at the error code given in place of ## and refer to CompactFlash (CF) Card and USB Flash Memory Errors on page 5-10. To return the printer to the print-ready status, press [GO] . |

| Message | Corrective Action |
|---|---|
| <div style="border: 1px solid black; padding: 2px;">Use alternative? Cassette 1</div> | <p>When the cassette does not contain any paper that matches the print data (paper size and type), this message allows you to specify an alternative cassette to use instead. A paper source number is only displayed when an optional paper feeder is installed. To print from a different paper source, refer to <i>Paper Feed Mode (Setting the paper feed source)</i> section in the <i>Advanced Operation Guide</i>.</p> |
| <div style="border: 1px solid black; padding: 2px;">Wrong Account</div> | <p>Displayed when an attempt is made to register an account in the Job Accounting menu by entering an account code that already exists. For more information, refer to <i>Job Accounting (Job Accounting selection/setting)</i> section in the <i>Advanced Operation Guide</i>.</p> |
| <div style="border: 1px solid black; padding: 2px;">ID error</div> | <p>The ID or Password entered for the Security, Administrator, or Job Accounting function is not correct. Check the ID or Password. For more information, refer to <i>Security</i> section, <i>Admin (Administrator settings)</i> section, and <i>Job Accounting (Job Accounting selection/setting)</i> section in the <i>Advanced Operation Guide</i>.</p> |
| <div style="border: 1px solid black; padding: 2px;">Wrong ID</div> | <p>The user ID entered for a private job, or a stored job is not correct. Check the user ID that you specified on the printer driver.</p> |
| <div style="border: 1px solid black; padding: 2px;">Wrong Password</div> | <p>The password does not match the password set. Enter the correct password. For more information, refer to <i>Security</i> section, <i>Admin (Administrator settings)</i> section, and <i>Job Accounting (Job Accounting selection/setting)</i> section in the <i>Advanced Operation Guide</i>.</p> |

Storage Error Codes

Hard Disk Errors

| Code | Meaning |
|------|---|
| 01 | Hard disk format error. If this error recurs even if the power has been turned off and then on, reformat the hard disk. |
| 02 | The disk system is not installed. Recheck the requirements for using the system and the devices. |
| 04 | There is no available hard disk space. Delete unnecessary files, etc., in order to free up space. |
| 05 | The specified file does not exist in the hard disk. |
| 06 | There is no memory available to the hard disk system. Increase the available memory. |
| 10 | Formatting is not possible because host data is being spooled on the hard disk. Wait until the hard disk is ready, and then format. |
| 97 | The number of permanent code jobs that can be stored reached the limit value, and no more can be saved. Either delete some unnecessary jobs, etc., or increase the limit. |
| 98 | An unreadable page was found in a job (The job is damaged.). |
| 99 | A print job for the specified ID does not exist in the hard disk. |

CompactFlash (CF) Card and USB Flash Memory Errors




| Code | Meaning |
|------|--|
| 01 | The printer does not support the CF card inserted, or the CF card is broken. Insert the correct CF card. For more information, refer to <i>Memory Card (Using the memory card)</i> section in the <i>Advanced Operation Guide</i> . |
| 02 | The CF card is not installed. Recheck the requirements for using the system and the CF card. |
| 03 | The CF card is write protected. Check the CF card's status. |
| 04 | There is not enough space in the CF card. Delete unnecessary files or use a new CF card. |
| 05 | The specified file is not on the CF card or the USB flash memory. |
| 06 | There is not enough printer memory to support the CF card system. Increase printer memory. |
| 50 | The USB flash memory is write protected, or invalid. Check the USB flash memory's status. |

RAM Disk Errors

| Code | Meaning |
|------|--|
| 01 | Format error. Try turning the power off and on again. |
| 02 | RAM disk mode is <code>Off</code> . Turn RAM disk mode <code>On</code> from the operation panel. |
| 04 | No disk space. Purge unnecessary files. |
| 05 | Specified file is not on disk. |
| 06 | Insufficient printer memory to support the RAM disk system. Expand printer memory. |

Ready, Data, and Attention Indicators

The following indicators light during normal operation and whenever the printer needs attention. Depending on the status of lighting, each indicator has the following meaning:

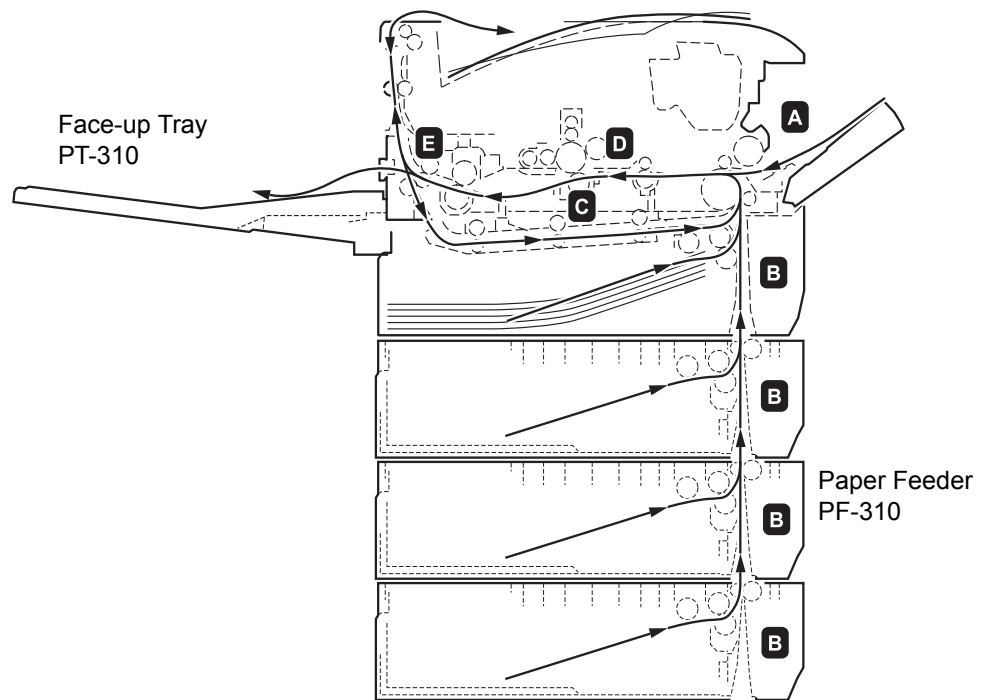
| Indicator | Description |
|---|--|
|  Ready | Flashing. Indicates an error that you can resolve. On. Indicates that the printer is ready and on-line. The printer prints the data it receives. Off. Indicates that the printer is off-line. Data can be received but will not be printed. Also, indicates when printing is automatically stopped due to an error condition. |
|  Data | Flashing. Indicates that a data is being received. On. Indicates either that data received is being processed before printing starts, or that data received is being written to or read from a CompactFlash card, hard disk, RAM disk, or USB flash memory. |
|  Attention | Flashing. Indicates that the printer requires maintenance or is warming up. On. Indicates the occurrence of a problem or an error. |

Clearing Paper Jams

If paper jams in the paper transport system, or no paper sheets are fed at all, the **Paper jam** message appears and the location of the paper jam (the component where the paper jam has occurred) is also indicated. Status Monitor or COMMAND CENTER can indicate the location of the paper jam (the component where the paper jam has occurred). Remove the paper jam. After removing the paper jam, the printer will resume printing.

Possible Paper Jam Locations

The figure below shows the printer's paper paths including the optional paper feeder. The locations where paper jams might occur are also shown here, with each location explained in the table below. Paper jams can occur in more than one component on the paper paths.



| Paper jam message | Paper jam location | Description | Reference page |
|--------------------------|--------------------|--|------------------|
| Paper jam MP Tray | A | Paper is jammed at the MP tray or optional envelope feeder or bulk paper feeder (if installed [FS-3920DN and FS-4020DN only]). | <i>page 5-14</i> |
| Paper jam EF | | | <i>page 5-18</i> |
| Paper jam Bulk Feeder | | | <i>page 5-18</i> |

| Paper jam message | Paper jam location | Description | Reference page |
|--------------------------------|--------------------|--|------------------|
| Paper jam Cassette 1 (to 4) | B | Paper is jammed at the paper cassette. The cassette number can be 1 (topmost) to 4 (bottom) [FS-2020D: 1 and 2]. | <i>page 5-15</i> |
| Paper jam Duplexer | C | Paper is jammed inside the duplex section. | <i>page 5-16</i> |
| Paper jam Printer | D | Paper is jammed inside the printer. | <i>page 5-17</i> |
| Paper jam Rear Unit | E | Paper is jammed inside the rear unit. | <i>page 5-18</i> |

General Considerations for Clearing Jams

Bear in mind the following considerations when attempting paper jam removal:



CAUTION When pulling the paper, pull it gently so as not to tear it. Torn pieces of paper are difficult to remove and may be easily overlooked, deterring the paper jam recovery.

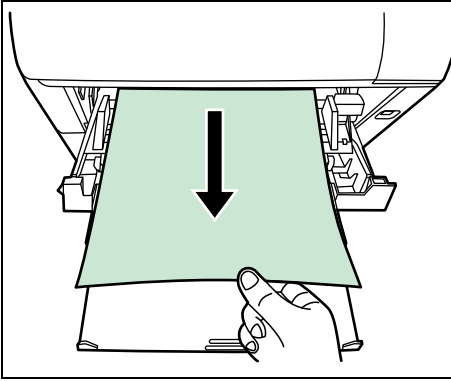
- If paper jams occur frequently, try using a different type of paper, replace the paper with paper from another ream, or flip the paper stack over. The printer may have problems if paper jams recur after the paper is replaced.
- Whether or not the jammed pages are reproduced normally after printing is resumed, depends on the location of the paper jam.

Utilizing Online Help Messages

Online help messages are available in the printer's message display to provide simple instructions for clearing jams. Press (F2) when the paper jam message has appeared. Then a help message will appear to facilitate jam clearing in the location.

MP Tray

Paper is jammed at the MP tray. Remove the jammed paper using the procedure given below.



1 Remove the paper jammed at the MP tray.

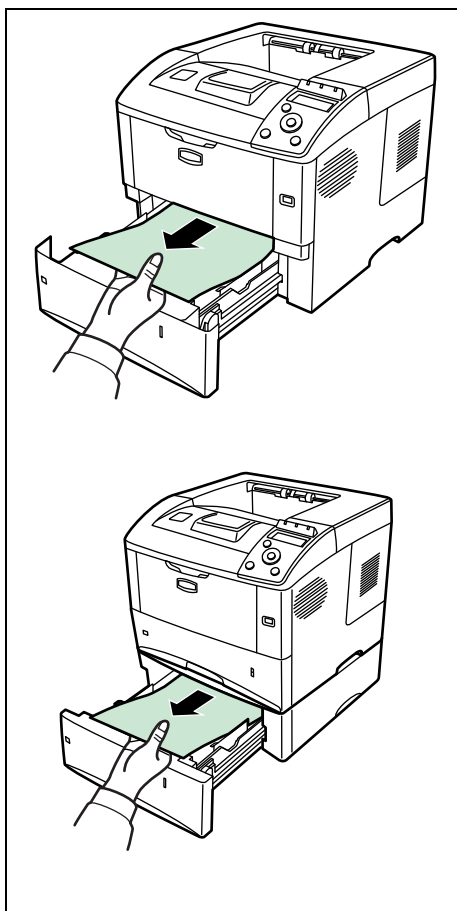
2 Open and close the top cover to clear the error.

Paper Cassette/Paper Feeder

- 1 Pull out the cassette or optional paper feeder.
- 2 Remove any partially fed paper.



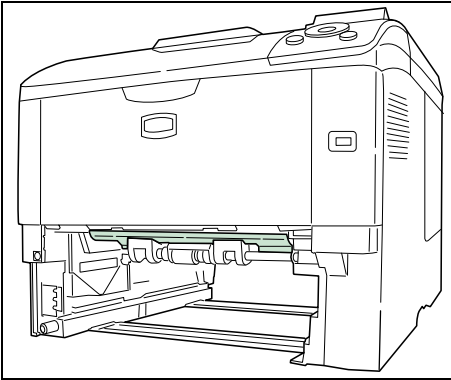
Note Check to see if paper is loaded correctly. If not, reload the paper.



- 3 Push the cassette back in securely. The printer warms up and resumes printing.

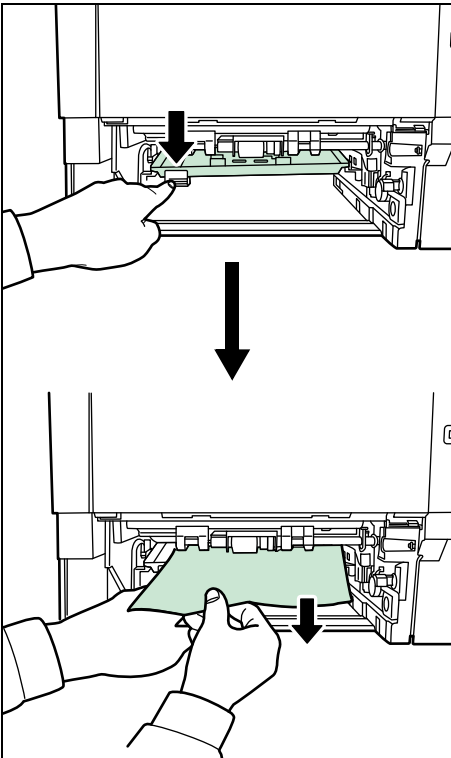
Duplexer

Paper is jammed in the duplex section. Remove the jammed paper using the procedure given below.



CAUTION Do not touch parts in this area, because it may result in burn injury.

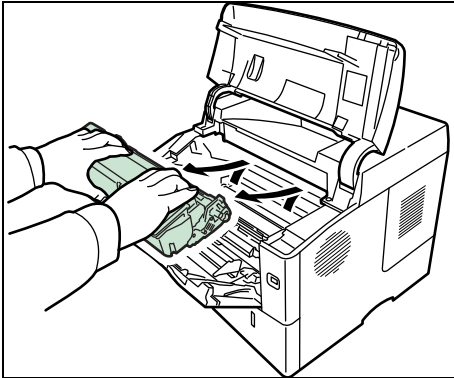
- 1** Pull the paper cassette all the way out of the printer.
- 2** Open the duplexer's cover and remove any jammed paper.



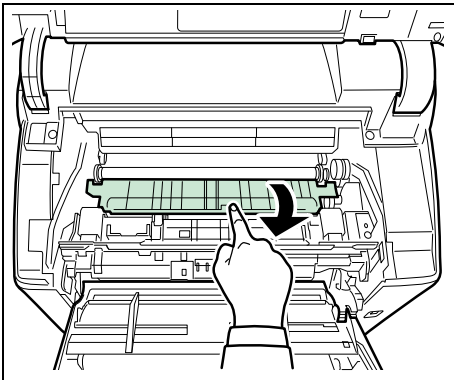
- 3** Insert the paper cassette into the slot in the printer. The printer warms up and resumes printing.

Inside the Printer

- 1 Open the top cover and MP tray.
- 2 Lift the developer unit together with the toner container out of the printer.



- 3 Open the feed cover.

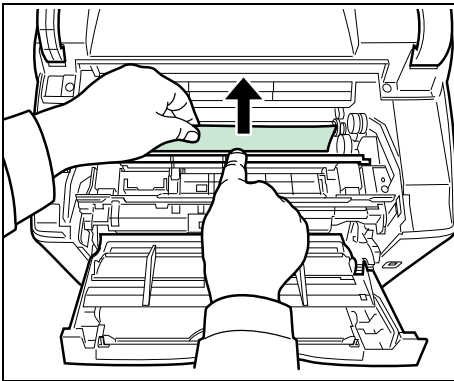


- 4 Remove the paper from the printer

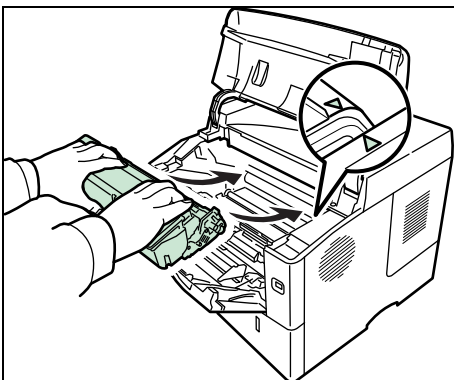
If the jammed paper appears to be pinched by rollers, pull it along the normal running direction of the paper.



Note If you cannot find a paper jam, try checking inside the rear of the printer. Refer to **Rear Unit** on page 5-18.

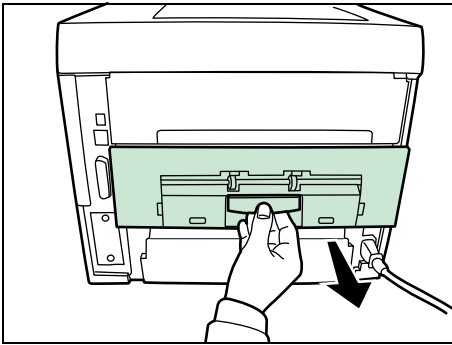


- 5 Insert the developer unit together with the toner container, back into the machine.

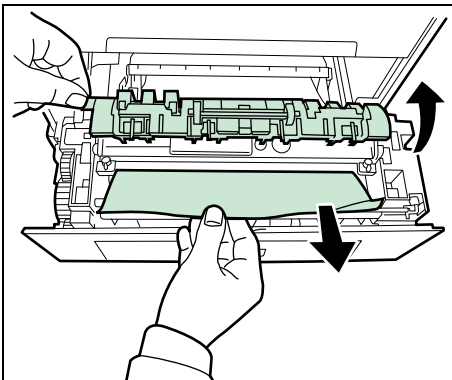


- 6 Close the top cover and MP tray. The printer warms up and resumes printing.

Rear Unit



- 1 If paper is not completely ejected into the output tray, open the rear unit.



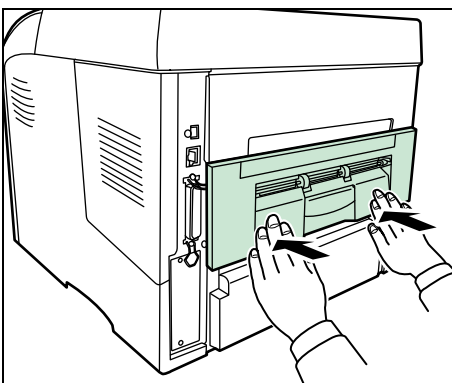
- 2 Open the fuser cover and remove the jammed paper by pulling it out.



Note If you cannot find a paper jam, try checking inside the rear of the printer.



CAUTION The fuser unit inside the printer is hot. Do not touch it with your hands as it may result in burn injury. Remove jammed paper carefully.



- 3 Close the rear unit. The printer warms up and resumes printing out.

Envelope Feeder

Paper is jammed at the optional envelope feeder. Remove the jammed paper using the same procedure as for a jam at the MP Tray. Then, open and close the paper transfer unit. For details, refer to the User's Manual for the envelope feeder.

Bulk Paper Feeder

Paper is jammed at the optional bulk paper feeder. Detach the bulk paper feeder from the printer by sliding with the rail away from the printer, holding the bulk paper feeder by both hands. If paper is partially fed out from the feeder's output slot, pull the paper out by hand.

6 Appendix

This section lists the following information of this printer.

| | |
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Specifications



Note These specifications are subject to change without notice.

| Item | | Description | | |
|---|---------------------|---|--|--------------------|
| | | FS-2020D | FS-3920DN | FS-4020DN |
| Type | | Desktop | | |
| Printing Method | | Semiconductor laser and electrophotography | | |
| Paper Weight | Cassette | 60 to 120 g/m ² | | |
| | MP Tray | 60 to 220 g/m ² | | |
| Paper Type | Cassette | Plain, Preprinted, Bond, Recycled, Rough, Letterhead, Color (Colour), Prepunched, High Quality, and Custom (1 to 8) | | |
| | MP Tray/Manual Feed | Plain, Transparency, Preprinted, Labels, Bond, Recycled, Rough, Vellum, Letterhead, Color (Colour), Prepunched, Envelope, Cardstock, Thick paper, High Quality, and Custom (1 to 8) | | |
| Paper Size | Cassette | A4, A5, JIS B5, Letter, Legal, Follio, Oficio II, Statement, ISO B5, Envelope C5, Executive, 16 kai, Custom (140 × 210 to 216 × 356mm) | A4, A5, JIS B5, A6, Letter, Legal, Follio, Oficio II, Statement, ISO B5, Envelope C5, Executive, 16 kai, Custom (140 × 210 to 216 × 356mm) | |
| | MP Tray | A4, JIS B5, A5, Follio, Legal, Letter, Oficio II, Statement, Executive, A6, JIS B6, ISO B5, Envelope C5, Envelope #10, Envelope #9, Envelope #6, Envelope Monarch, Envelope DL, Hagaki, Ofuku-Hagaki, 16K, Yokei 2, Yokei 4, Custom (70 × 148 to 216 × 356mm) | | |
| Magnification ratio | | 25 to 400%, 1% increments | | |
| Printing Speed | Simplex | A6: 21 ppm ^a | A6: 22 ppm | A6: 23 ppm |
| | | A5: 21 ppm | A5: 22 ppm | A5: 23 ppm |
| | | A4: 35 ppm | A4: 40 ppm | A4: 45 ppm |
| | | Letter: 37 ppm | Letter: 42 ppm | Letter: 47 ppm |
| | | Legal: 28 ppm | Legal: 33 ppm | Legal: 38 ppm |
| | Duplex | A4: 17.5 ppm | A4: 24.5 ppm | A4: 32.5 ppm |
| | | Letter: 18.5 ppm | Letter: 26 ppm | Letter: 34 ppm |
| First Print Time (A4, feed from Cassette) | | 9 seconds or less | 10.5 seconds or less | 9 seconds or less |
| Warm-up Time (22°C/71.6°F, 60%RH) | Power on | 17 seconds or less | 17 seconds or less | 17 seconds or less |
| | Sleep | 15.5 seconds or less | 15 seconds or less | 15 seconds or less |
| Paper Capacity | Cassette | 500 sheets (80 g/m ²) | | |
| | MP Tray | 100 sheets (80 g/m ²) | | |
| Output Tray Capacity | Top Tray | 250 sheets (80 g/m ²) | 500 sheets (80 g/m ²) | |
| | Face-up Tray | - | PT-310: 250 sheets (80 g/m ²) | |
| Continuous printing | | 1 to 999 sheets | | |

| Item | | Description | | | |
|----------------------------------|-----------------|---|--|---|--|
| | | FS-2020D | FS-3920DN | FS-4020DN | |
| Resolution | | Fine 1200 mode, Fast 1200 mode, 600 dpi, 300 dpi | | | |
| Operating Environment | Temperature | 10 to 32.5°C/50 to 90.5°F | | | |
| | Humidity | 15 to 80 % | | | |
| | Altitude | 2,500 m/8,202 ft maximum | | | |
| | Brightness | 1,500 lux maximum | | | |
| Controller | | PowerPC 440/533 MHz | PowerPC 440/600 MHz | PowerPC 440/667 MHz | |
| Supported OS | | Windows 2000 Service Pack 2 or later, Windows Server 2003, Windows XP, Windows Vista, Mac OS X 10.x | | | |
| Interface | Standard | Parallel: 1 (IEEE1284) Hi-Speed USB: 1 Full-speed USB: 1 (USB flash memory slot) KUIO/W slot | Parallel: 1 (IEEE1284) Hi-Speed USB: 1 Network: 1(10BASE-T/100BASE-TX) Full-speed USB: 1 (USB flash memory slot) KUIO/W slot | | |
| | Option | IB-31: 10/100BASE-TX | - | - | |
| PDL | | PRESCRIBE | | | |
| Emulation | | PCL 6, KPDL, KPDL (AUTO), Line Printer, IBM Proprinter, DIABLO 630, EPSON LQ-850 | | | |
| Memory | Standard | 128MB | | | |
| | Maximum | 1152MB | | | |
| Dimension (W x D x H) | | 382 × 394 × 285 mm 14 3/4 × 15 1/2 × 9 7/8" | 382 × 394 × 320 mm 14 3/4 × 15 1/2 × 9 7/8" | | |
| Weight (without toner container) | | 16.2 kg/35.7 lb | 16.8 kg/37 lb | | |
| Power Requirements | | 120 V AC, 60 Hz, 7.7 A/220 to 240 V AC, 50/60 Hz, 4.2 A | 120 V AC, 60 Hz, 7.7 A/220 to 240 V AC, 50/60 Hz, 4.3 A | | |
| Power Consumption | Maximum | 947 W (U.S.A./Canada), 1004 W (European countries) | 964 W (U.S.A./Canada), 1022 W (European countries) | 970 W (U.S.A./Canada), 1029 W (European countries) | |
| | During printing | 548 W (U.S.A./Canada), 558 W (European countries) | 561 W (U.S.A./Canada), 577 W (European countries) | 614 W (U.S.A./Canada), 597 W (European countries) | |
| | During standby | 8 W when EcoFuser is On. | 9 W when EcoFuser is On. | 9 W when EcoFuser is On. | |
| | | 69 W (U.S.A./Canada), 68 W (European countries) when EcoFuser is Off. | 76 W when EcoFuser is Off. | 80 W (U.S.A./Canada), 79 W (European countries) when EcoFuser is Off. | |
| | Power off | 0 W | | | |
| Options | | Expanded memory, Paper Feeder (250-sheet x 1), Hard disk (HD-5A) | Expanded memory, Paper Feeder (250-sheet x 3), Hard disk (HD-5A) | | |

a. Only applicable to feeding from MP tray.

Environmental Standard Requirements

This machine conforms to the following environmental standard requirements.

- Time for switching to Sleep mode (default): 15 minutes
- Duplex Printing: Standard Equipment
- Durable paper for feeding: Paper made of 100% recycled paper



Note Contact your Dealer or Service Representative for recommended paper types.

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<Memo>

<Memo>

We recommend the use of our own brand supplies.

We will not be liable for any damage caused by the use of third party supplies in this machine.



KYOCERA MITA AMERICA, INC.

Headquarters:

225 Sand Road,
Fairfield, New Jersey 07004-0008
TEL : (973) 808-8444
FAX : (973) 882-6000

New York Branch:

1410 Broadway 23rd floor
New York, NY 10018
TEL : (917) 286-5400
FAX : (917) 286-5402

Northeastern Region:

225 Sand Road,
Fairfield, New Jersey 07004-0008
TEL : (973) 808-8444
FAX : (973) 882-4401

Midwestern Region:

201 Hansen Court Suite 119
Wood Dale, Illinois 60191
TEL : (630) 238-9982
FAX : (630) 238-9487

Western Region:

14101 Alton Parkway,
Irvine, California 92618-7006
TEL : (949) 457-9000
FAX : (949) 457-9119

Southeastern Region:

1500 Oakbrook Drive,
Norcross, Georgia 30093
TEL : (770) 729-9786
FAX : (770) 729-9873

Southwestern Region:

2825 West Story Road,
Irving, Texas 75038-5299
TEL : (972) 550-8987
FAX : (972) 252-9786

National Operation Center & National Training Center:

2825 West Story Road,
Irving, Texas 75038-5299
TEL : (972) 659-0055
FAX : (972) 570-5816

Latin America Division:

8240 N.W. 52nd. Terrace Dawson Building,
Suite 108 Miami, Florida 33166
TEL : (305) 421-6640
FAX : (305) 421-6666

KYOCERA MITA CANADA, LTD.

6120 Kestrel Road, Mississauga,
Ontario L5T 1S8, Canada
TEL : (905) 670-4425
FAX : (905) 670-8116

KYOCERA MITA MEXICO, S.A. DE C.V.

Av. 16 de Septiembre #407
Col. Santa Inés,
Azcapotzalco México,
D.F. 02130, México
TEL : (55) 5383-2741
FAX : (55) 5383-7804

KYOCERA MITA EUROPE B.V.

Hoeksteen 40, 2132 MS Hoofddorp,
The Netherlands
Phone: +31.20.654.0000
Home page: <http://www.kyoceramita-europe.com>
Email: info@kyoceramita-europe.com

KYOCERA MITA NEDERLAND B.V.
Beechavenue 25, 1119RA Schiphol-Rijk
The Netherlands
Phone: +31.20.58.77.200

KYOCERA MITA (UK) LTD
8 Beacontree Plaza
Gillette Way Reading Berks RG2 OBS,
U.K.
Phone: +44.1189.311.500

KYOCERA MITA ITALIA S.p.A.
Via G. Verdi, 89 / 91, 20063 Cernusco s/N
Milano, Italy
Phone: +39.02.92179.1

S.A. KYOCERA MITA BELGIUM N.V.
Hermesstraat 8A, 1930 Zaventem,
Belgium
Phone: +32.2.720.9270

KYOCERA MITA FRANCE S.A.
Parc Les Algorithmes Saint Aubin
91194 GIF-SUR-YVETTE,
France
Phone: +33.1.6985.2600

KYOCERA MITA ESPAÑA S.A.
Edificio Kyocera, Avda de Manacor No. 2,
28290 Las Matas (Madrid),
Spain
Phone: +34.91.631.8392

KYOCERA MITA FINLAND OY
Kirvesmiehenkatu 4, 00880 Helsinki,
Finland
Phone: +358.9.4780.5200

KYOCERA MITA (SCHWEIZ)
Hohlstrasse 614, 8048 Zürich
Switzerland
Phone: +41.1.908.4949

KYOCERA MITA DEUTSCHLAND GMBH
Otto-Hahn-Str. 12 D-40670 Meerbusch,
Germany
Phone: +49.2159.918.0

KYOCERA MITA GMBH AUSTRIA
Eduard-Kittenberger-Gasse 95,
1230 Wien,
Austria
Phone: +43.1.86338.210

KYOCERA MITA SVENSKA AB
Esbogatan 16B 164 75 Kista,
Sweden
Phone: +46.8.546.55000

KYOCERA MITA NORGE
Postboks 150 Oppsal, NO 0619 Oslo
Olaf Helsetsvai 6, NO 0694 Oslo,
Norway
Phone: +47.22.62.73.00

KYOCERA MITA DANMARK A/S
Ejby Industrivej 1, DK-2600 Glostrup,
Denmark
Phone: +45.5687.1100

KYOCERA MITA PORTUGAL LDA.
Rua do Centro Cultural, 41 (Alvalade) 1700-106 Lisbon,
Portugal
Phone: +351.21.842.9100

KYOCERA MITA SOUTH AFRICA (PTY) LTD.
527 Kyalami Boulevard,
Kyalami Business Park Midrand,
South Africa
Phone: +27.(0)11.540.2600

KYOCERA MITA AMERICA, INC.

Headquarters:
225 Sand Road,
Fairfield, New Jersey 07004-0008,
U.S.A.
Phone: (973) 808-8444

KYOCERA MITA AUSTRALIA PTY. LTD.
Level 3, 6-10 Talavera Road, North Ryde,
N.S.W. 2113 Australia
Phone: (02) 9888-9999

KYOCERA MITA NEW ZEALAND LTD.
1-3 Parkhead Place, Albany
P.O. Box 302 125 NHPC, Auckland,
New Zealand
Phone: (09) 415-4517

KYOCERA MITA (THAILAND) CORP., LTD.
9/209 Ratchada-Prachachem Road,
Bang Sue, Bangkok 10800, Thailand
Phone: (02) 586-0320

KYOCERA MITA SINGAPORE PTE LTD.
121 Genting Lane, 3rd Level,
Singapore 349572
Phone: 67418733

KYOCERA MITA HONG KONG LIMITED
11/F., Mita Centre,
552-566, Castle Peak Road,
Tsuen Wan, New Territories,
Hong Kong
Phone: 24297422

KYOCERA MITA TAIWAN Corporation.
7F-1~2, No.41, Lane 221, Gangchi Rd.
Neihu District, Taipei, Taiwan, 114. R.O.C.
Phone: (02) 87511560

KYOCERA MITA Corporation

2-28, 1-chome, Tamatsukuri, Chuo-ku
Osaka 540-8585, Japan
Phone: (06) 6764-3555
<http://www.kyoceramita.com>

