

# Frequently Asked Questions

ECOSYS P2235dw

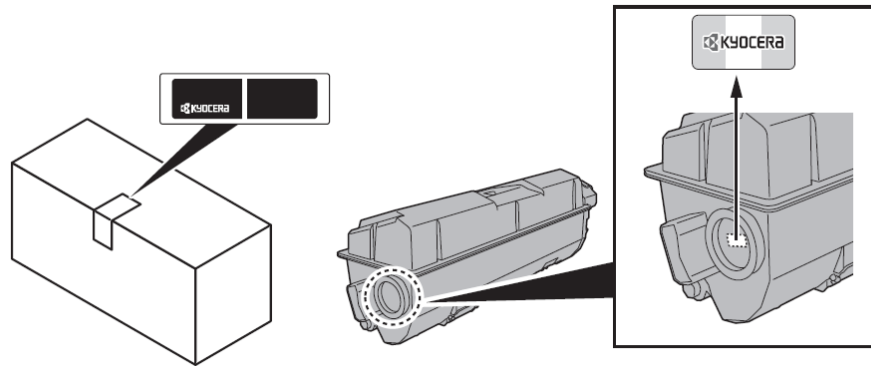


# Table of Contents

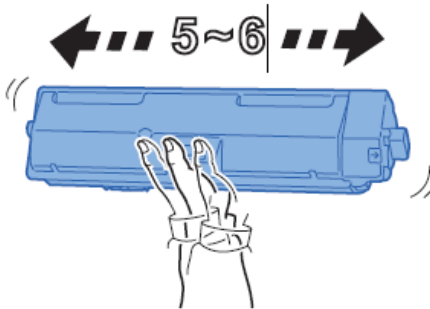
My P2235dw displays "Check toner/Low toner".	3
How do I check the Toner Level on my P2235dw?	5
How do I access the Command Center RX webpage?	6
Where is the Serial Number located for the P2235dw?	7
How do I install the Windows Print Driver for my P2235dw?	7
My P2235dw has poor image quality	13
My P2235dw displays an error indication.	14
My P2035dw does not turn on.	15
My P2035dw has an indicator that a Paper Jam has occurred.	16
Setting the Connection by Using the Wi-Fi Setup Tool (Microsoft Windows)".	23
When trying to access the Command Center web page on my P2235dw it states, "incorrect login User Name or Password".	31
How can I print onto "Special Media" such as Envelopes or Labels on my P2235dw?	32
Installing the Apple OS print driver.	35

## My P2235dw displays “Check toner/Low toner”.

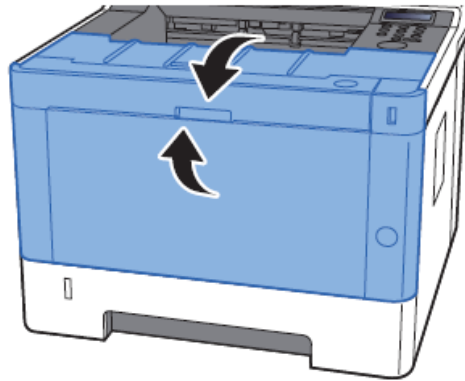
Check to ensure the toner is Genuine Kyocera Toner. You can do this by checking if the toner has the Kyocera Hologram on the toner bottle.



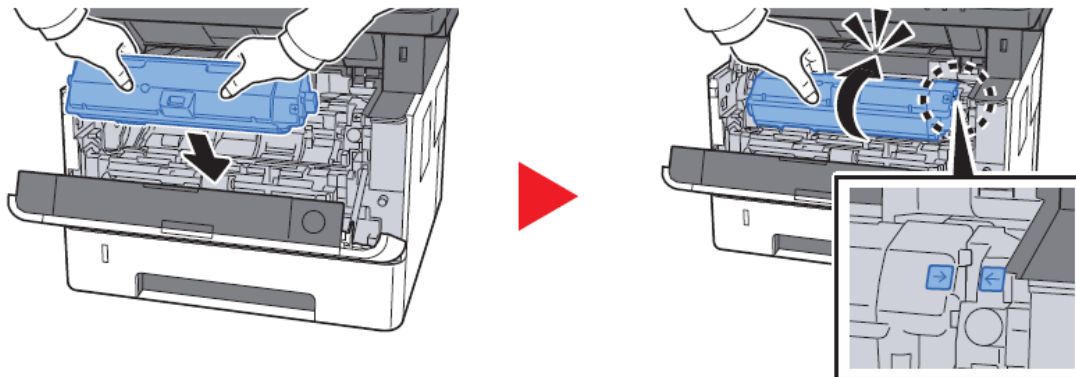
1. Remove the toner container and shake it, re-install the toner container.



2. Make sure the front cover is closed all the way.



3. Make sure the toner is installed in the printer correctly.



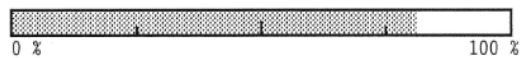
## How do I check the Toner Level on my P2235dw?

**The toner gauge can be found on the printer Status Page.**

Press the Go button for 4 seconds and release, a status page will be printed  
Check Toner Gauges at the bottom of the page.



Toner Gauge



## How do I access the Command Center RX webpage?

(Command Center is not available with USB Cable connected devices)

Print the Status Page to get the TCP IP address for the printer.

Press the [**Menu**] key > press the [**▲**] [**▼**] key to select [**Report Print**] > [**▶**] key>select Print Status Page  
Look for the heading of Network on left column of the printed Status Page.

Below Network look for IPv4.

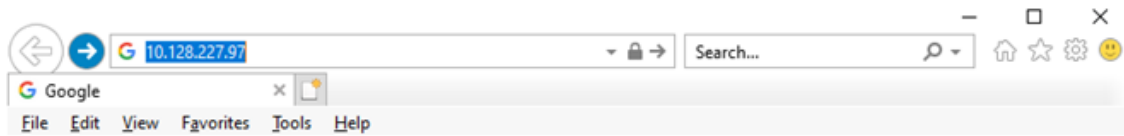
Look for the IP Address on the third line down.

```

Network
  LAN Interface
    Setting:          Auto
    Current:         100BASE-TX Full
  TCP/IP
    Status:           Enabled
    Printer Host Name: KM2FCA55
  IPv4
    DHCPv4 Status:    Disabled
    Bonjour Status:    Enabled
    IP Address:        10.128.224.147
    Subnet Mask:       255.255.252.0
    Default Gateway:   10.128.224.1
  
```

Open a Web Browser such as Internet Explorer then delete the text in the Address Field.

Key in the IP address obtained from the Status Page then press Enter.



The default login is

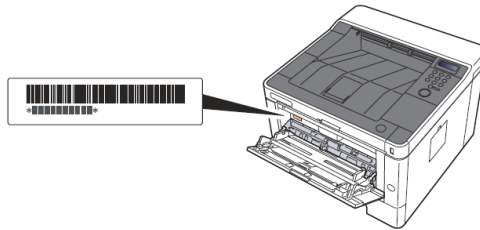
Username: Admin (capital A)

Password: Admin (capital A)

## Where is the Serial Number located for the P2235dw?

Open the Multi-Purpose Tray to find the Serial Number.  
It will be a white label that looks like a barcode.

Note: The serial # is also located in the upper right corner on the previously printed status page.



You'll need the equipment's serial number when contacting your Service Representative. Please check the number before contacting your Service Representative.

## How do I install the Windows Print Driver for my P2235dw?

### Supported operating systems

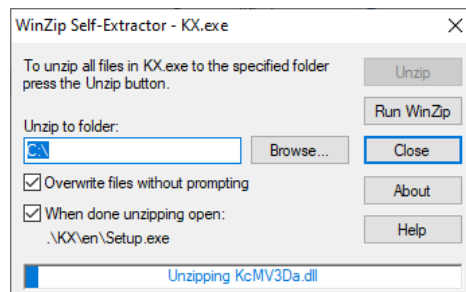
- + Windows 10
- + Windows 8.1
- + Windows Server 2019
- + Windows Server 2016
- + Windows Server 2012 R2
- + Windows Server 2012

Note: If you install the driver in unsupported operating systems including Windows 7, Windows Server 2008 R2, and Windows Server 2008, a security message appears. To proceed with the installation, allow the installer to make changes to your computer. For more information on Microsoft Windows support policy, go to the Microsoft Support website.

The KX Print Driver can be downloaded from:

<https://www.kyoceradocumentsolutions.us/p2235dw>

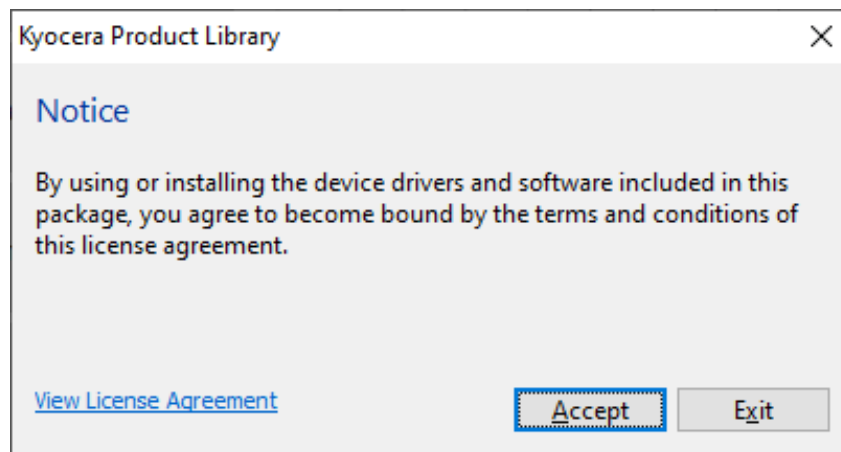
Once downloaded, double click on the exe file to start the installation. The driver installation files will extract to a folder on the C drive.



When the extraction completes, The Kyocera Product Library will open.

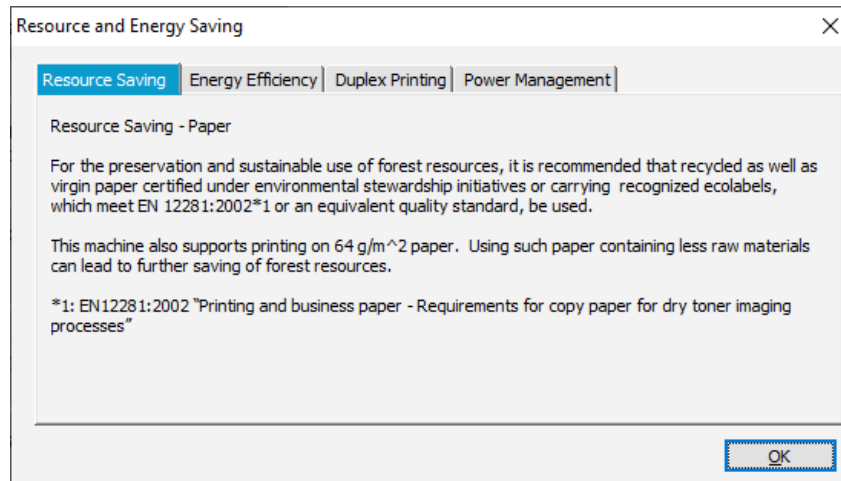


Accept the License Agreement.

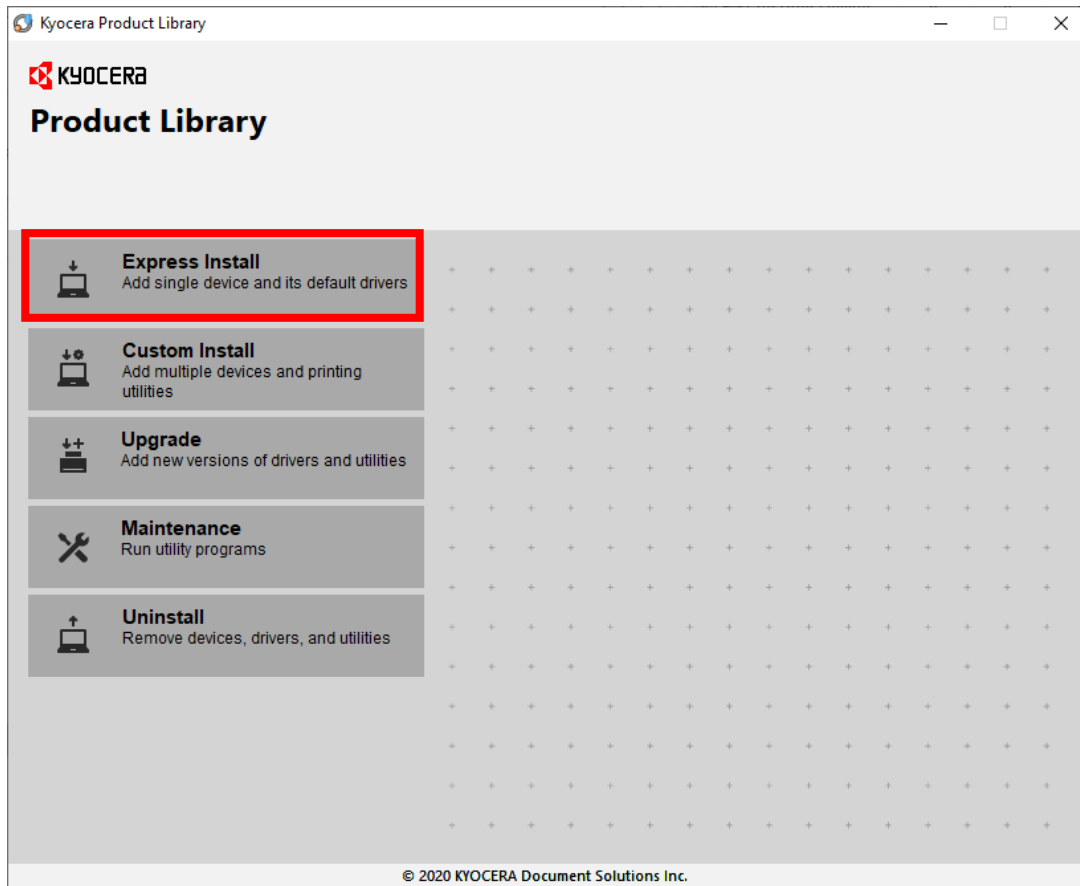




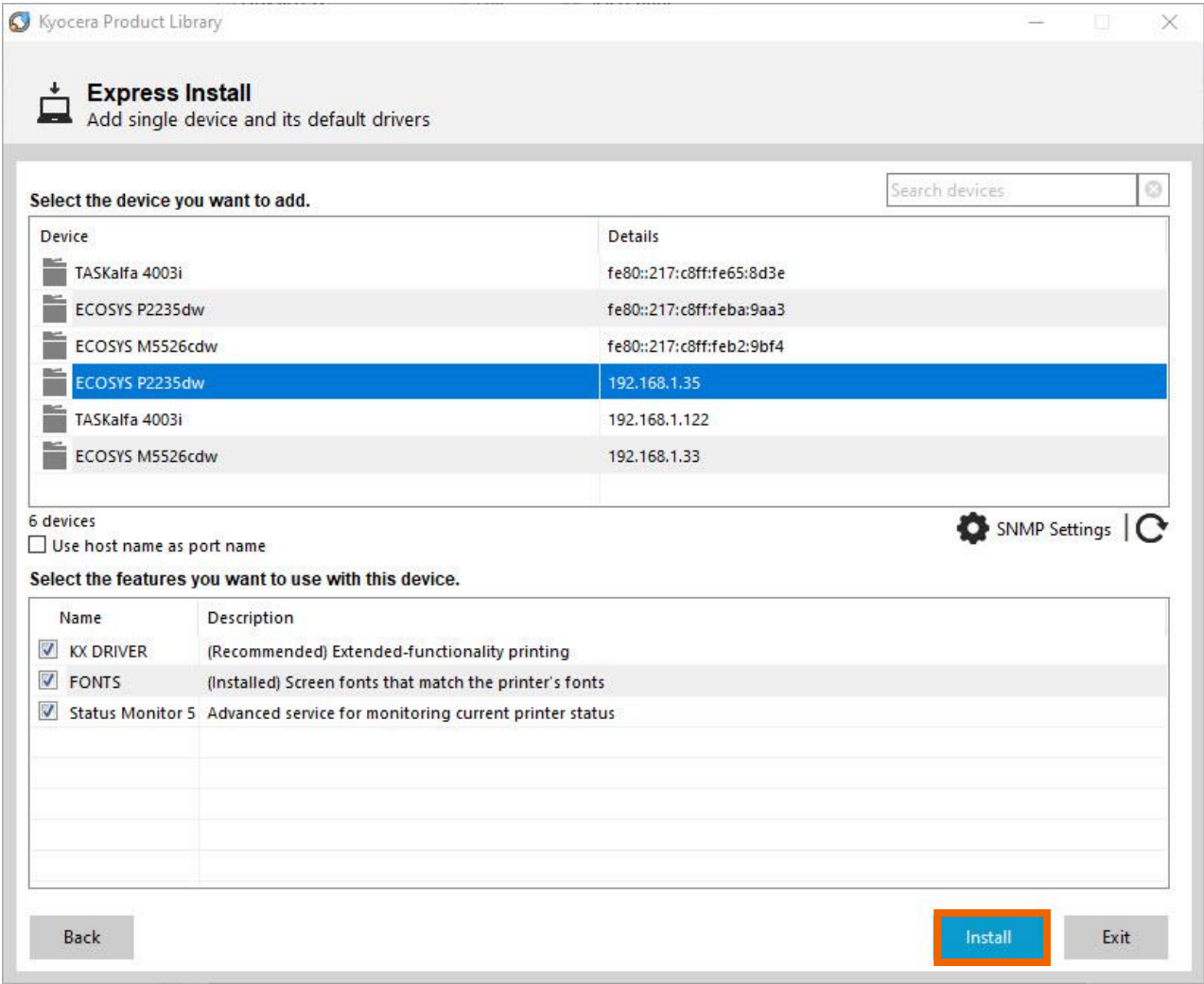
Acknowledge the Energy Star Compliance notification by clicking OK.



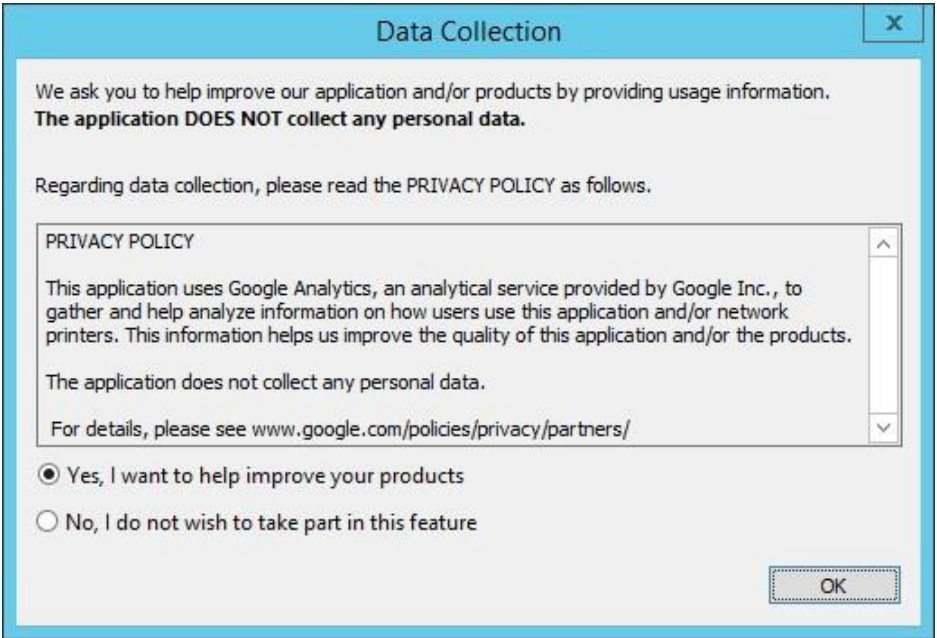
In the menu on the left select Express Install.



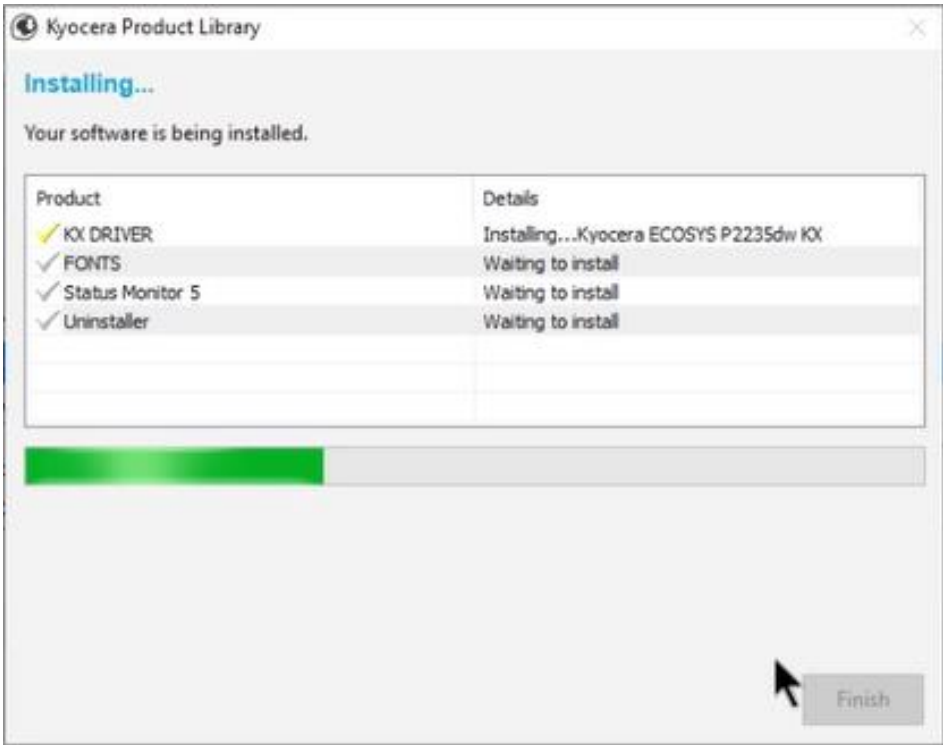
In Express mode, the installer will search the network and USB connections for any Kyocera devices. Click on the printer to highlight it and click Install.



Select Yes to allow the driver to report issues to Kyocera in the event of an issue. If you do not wish to allow the reporting, select No.

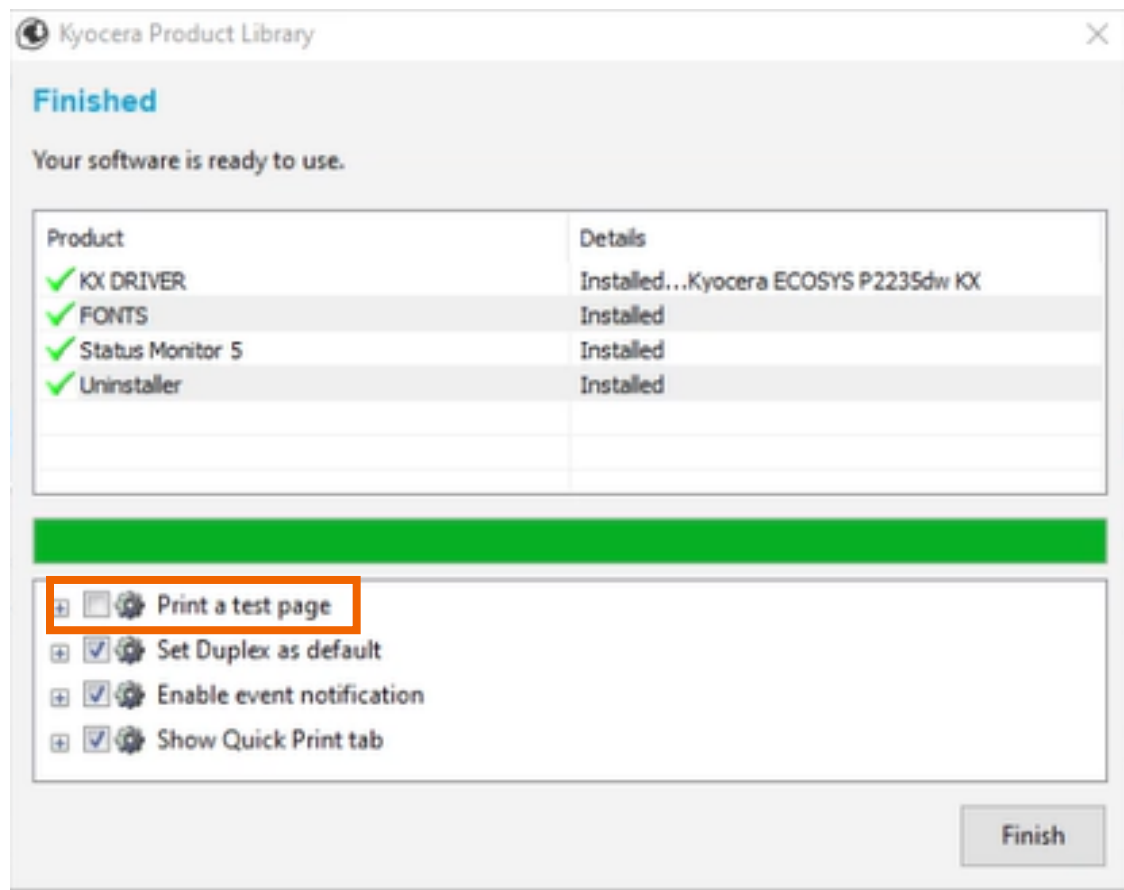


The Product Library will start installing the selected driver and components.



Once complete, select the check box to Print A Test Page.

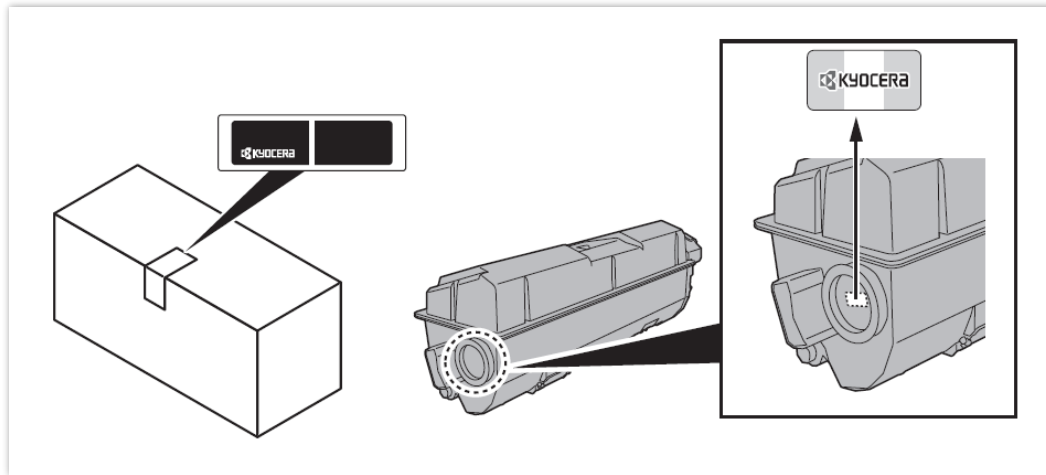
Please note that for Energy Star Compliance, Duplex is enabled by default.



## My P2235dw has poor image quality

To maintain quality, be sure to use genuine Kyocera toner.

The use of non-genuine toner containers may cause failure. A label is affixed to our genuine supplies, as shown below.



1. Replace the paper with new paper.
2. Shake the toner container from side to side several times.
3. Disable **Eco Print** mode.
4. Make sure the paper type setting is correct for the paper being used.

My P2235dw displays an error indication.

If an error occurs on the machine, the error message appears on the screen. (Refer to Operation Guide for help with troubleshooting).



No.	Name	Indicator	Status	Meaning	Reference page
1	Attention		Lit/Flashing	An error has occurred.	<a href="#">page 6-16</a>
2	JAM		Lit	A paper jam has occurred.	<a href="#">page 6-16</a> <a href="#">page 6-28</a>
3	Toner		Lit	Toner is empty.	<a href="#">page 6-6</a> <a href="#">page 6-17</a>
			Flashing	The toner is running low.	<a href="#">page 6-6</a> <a href="#">page 6-18</a>
4	Paper		Lit	The paper has run out when printing.	<a href="#">page 3-4</a> <a href="#">page 6-24</a>
			Flashing	The specified cassette or paper feeder has no paper at Ready status.	<a href="#">page 3-4</a> <a href="#">page 6-19</a>
5	Wi-Fi <sup>*1</sup>		Lit	The machine is connected to Wi-Fi.	—
6	Energy Saver		Lit	The printer is in sleep mode.	<a href="#">page 2-23</a>
7	Processing		Lit	Indicates online status (printing is possible).	—
			Flashing	The printer is receiving data.	—

## My P2035dw does not turn on.

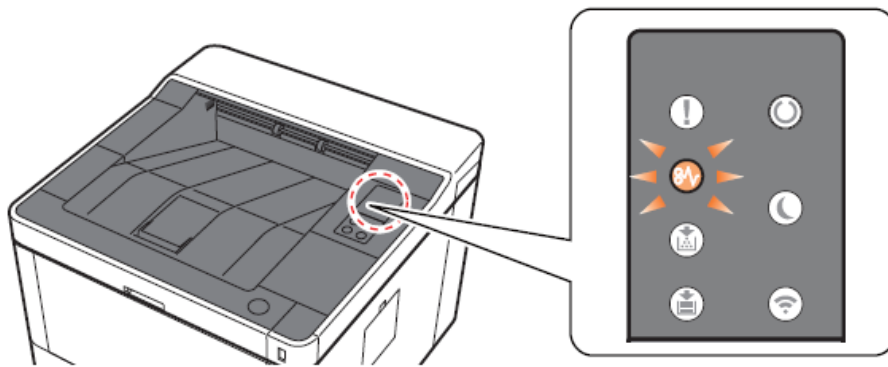
1. Make sure to fully press in the white main power button located on the lower right side of the front of the printer.



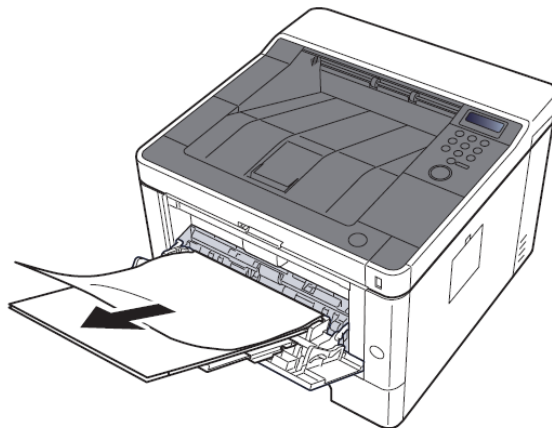
2. Check that the power cord that came with the printer is fully inserted in the rear of the unit.
3. Confirm the printer is plugged into a working outlet. Try plugging in another device to see if it powers on.
4. Try a different power cord if available.

My P2035dw has an indicator that a Paper Jam has occurred.

### Paper Jam at the MP Tray

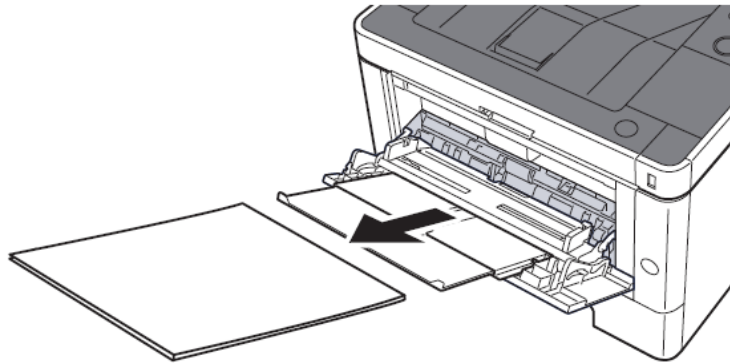


1. Remove any jammed paper. Do not reuse jammed papers. If the paper tears during removal, be sure to remove any loose scraps of paper from inside the machine. Scraps of paper left in the machine could cause subsequent jamming.

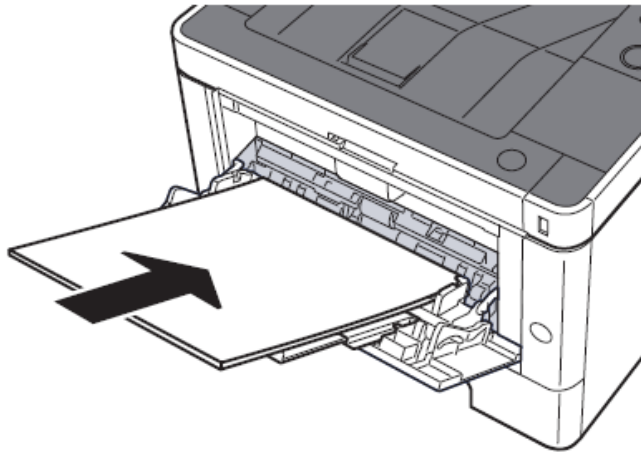




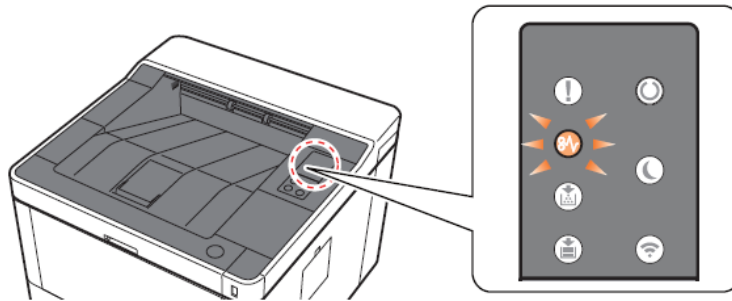
2. Remove all the paper.



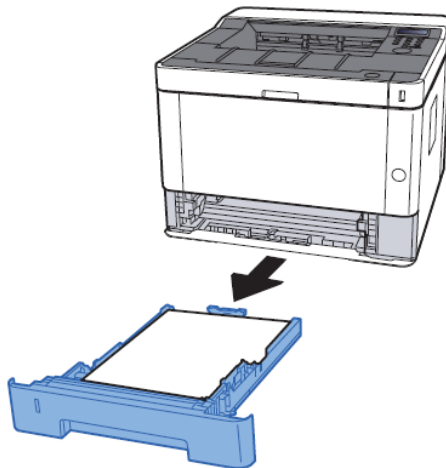
3. Reload the paper in Multipurpose tray.



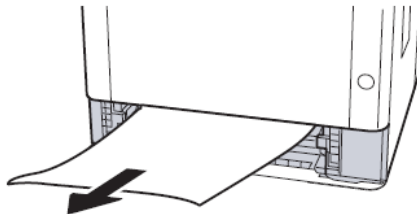
## Paper Jam at the Cassette 1



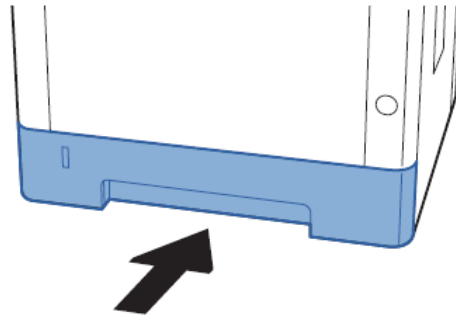
1. Pull Cassette 1 out toward you until it stops.



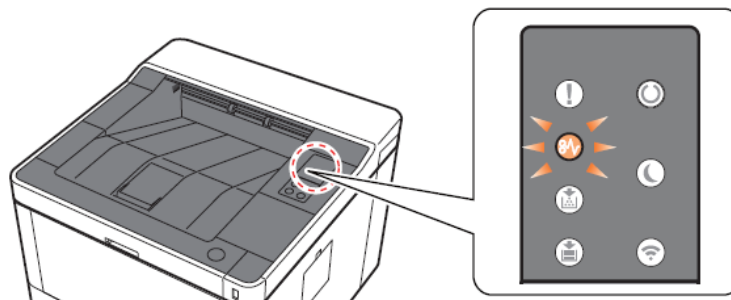
2. Remove any jammed paper. Do not reuse the jammed papers. If the paper tears during removal, be sure to remove any loose scraps of paper from inside the machine. Scraps of paper left in the device could cause subsequent jamming.



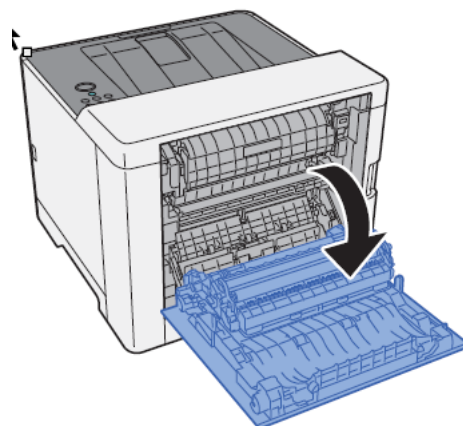
3. Push Cassette 1 back in.



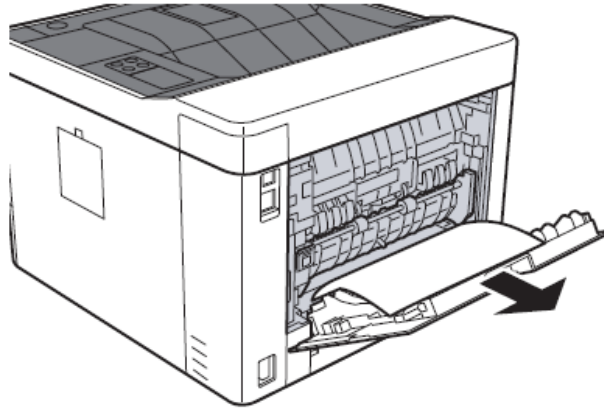
### Paper Jam at Rear Cover



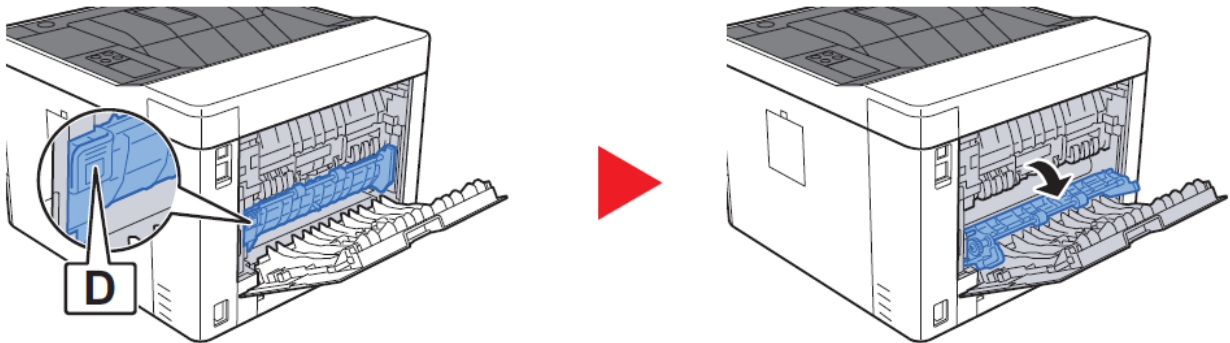
1. Open the Rear Cover 1.



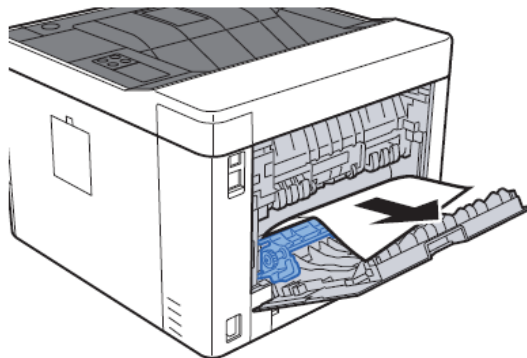
2. Remove any jammed paper. Do not reuse the jammed papers. If the paper tears during removal, be sure to remove any loose scraps of paper from inside the machine. Scraps of paper left in the device could cause subsequent jamming.



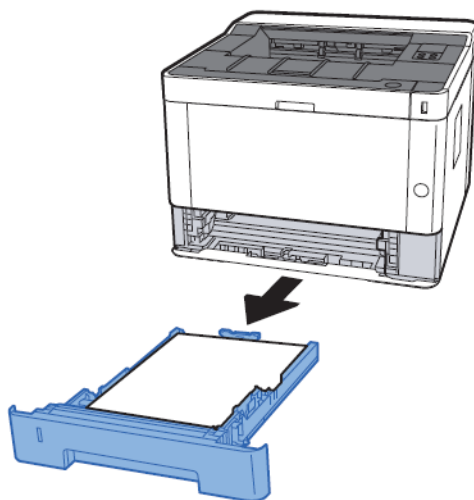
3. Open the feed cover (D).



4. Remove any jammed paper.



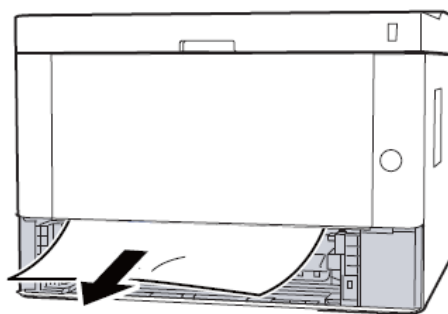
5. Pull Cassette 1 out toward you.



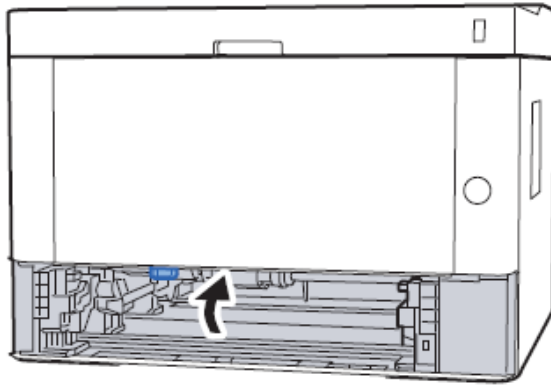
6. Open feed cover



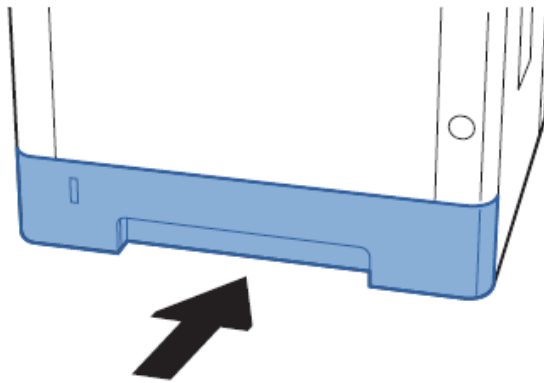
7. Remove any jammed paper.



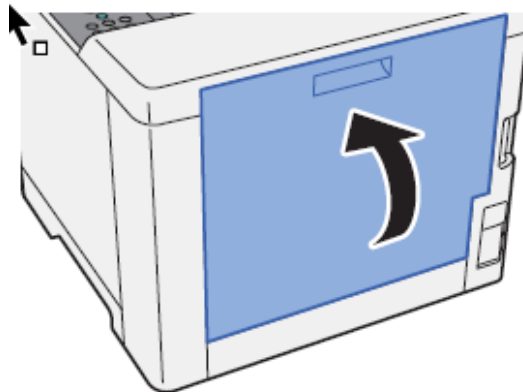
8. Push feed cover back in.



9. Push cassette 1 back in.



10. Push and close the Rear Cover 1.



## Setting the Connection by Using the Wi-Fi Setup Tool (Microsoft Windows)™.

To send the Wi-Fi settings configured in the Wi-Fi Setup Tool to the machine, connect the computer with the machine locally. The connection methods are wired connection via LAN cable and wireless LAN connection (Wi-Fi Direct).

### NOTE

- + Before using the Wi-Fi Setup Tool, connect your computer to this machine locally with wired LAN cable or Wi-Fi Direct.
- + To use Wi-Fi Direct, confirm that the Wi-Fi Direct is enabled (Wi-Fi Direct is set to [**On**]) and Restart Network from the operation panel, before your computer will be connected to this machine with Wi-Fi Direct.
- + To use wired LAN cable directly connected to the machine, the Auto-IP (Link-local) address will be assigned to the machine and the computer. This machine applies Auto-IP as the default settings.
- + Configure the settings on the operation panel if your computer supports WPS.

## Wireless Connection setup by Using LAN Cable

Connect the printer with a computer

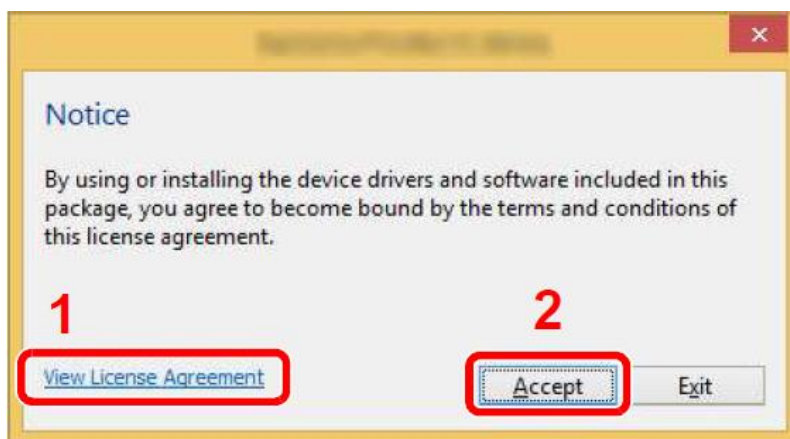
- 1 Connect the printer with a computer via LAN cable when the machine is powered on.
- 2 Turn on the computer.  
IP address (link local address) of the machine and computer is generated automatically.

Insert the DVD (if your computer is equipped with one) or visit our web site and download the latest Wi-Fi setup tool. <https://www.kyoceradocumentsolutions.us/>

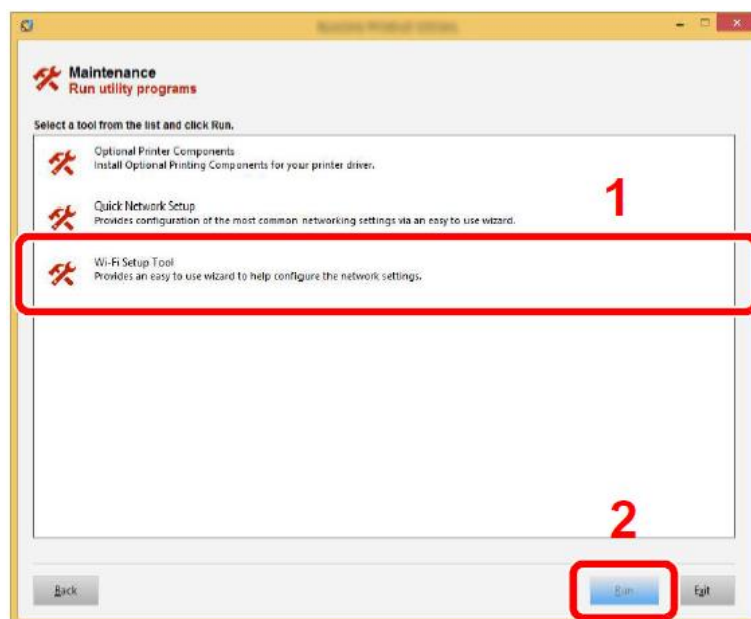
### NOTE

- + Installation on Windows must be done by a user logged on with administrator privileges.
- + If the "Welcome to the Found New Hardware Wizard" dialog box displays, select [**Cancel**].
- + If the autorun screen is displayed, click [**Run setup.exe**].
- + If the user account management window appears, click [**Yes**] ([**Allow**]).

Click [Accept]



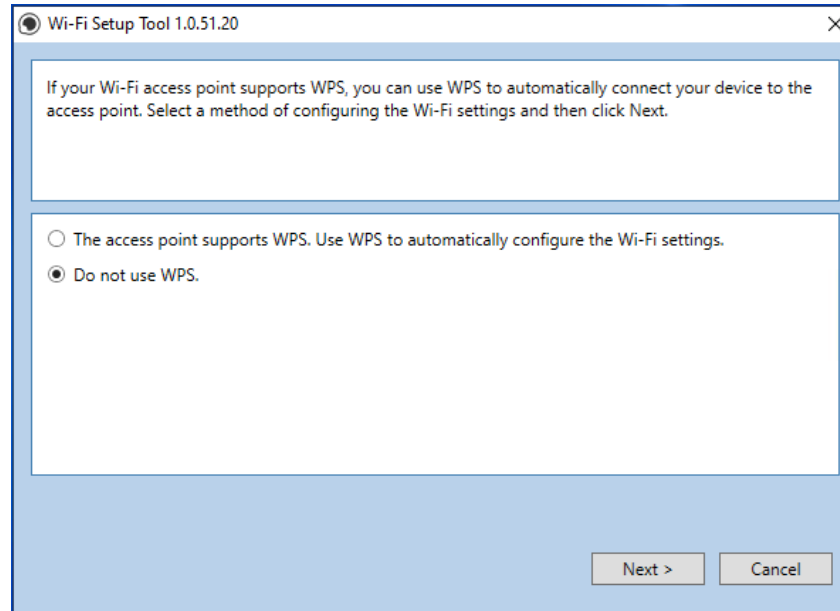
Select Maintenance.  
Wi-Fi Setup Tool > [OK]



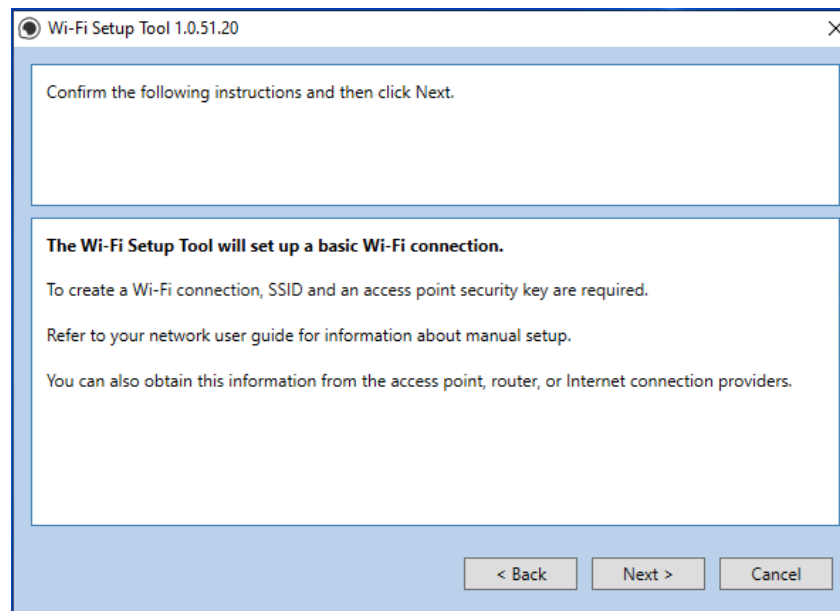


## Configure the settings.

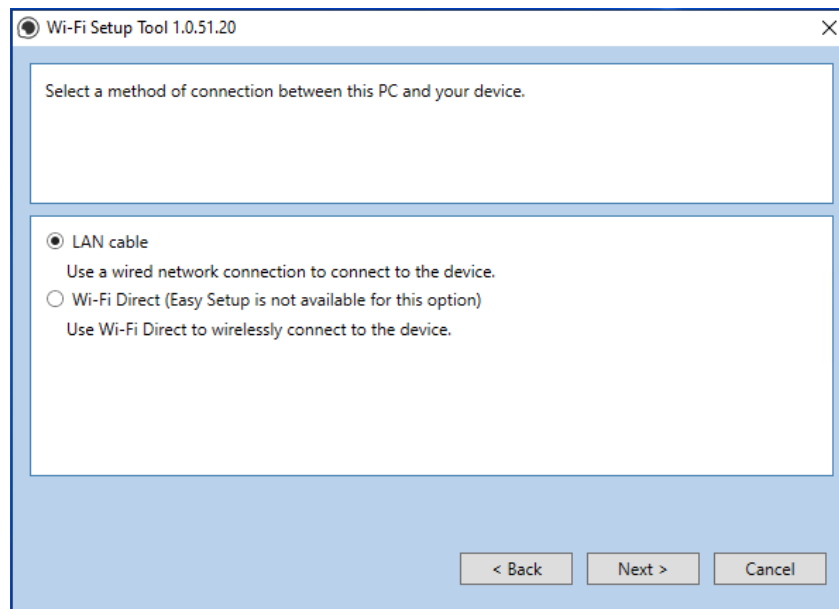
Select "Do not use WPS"



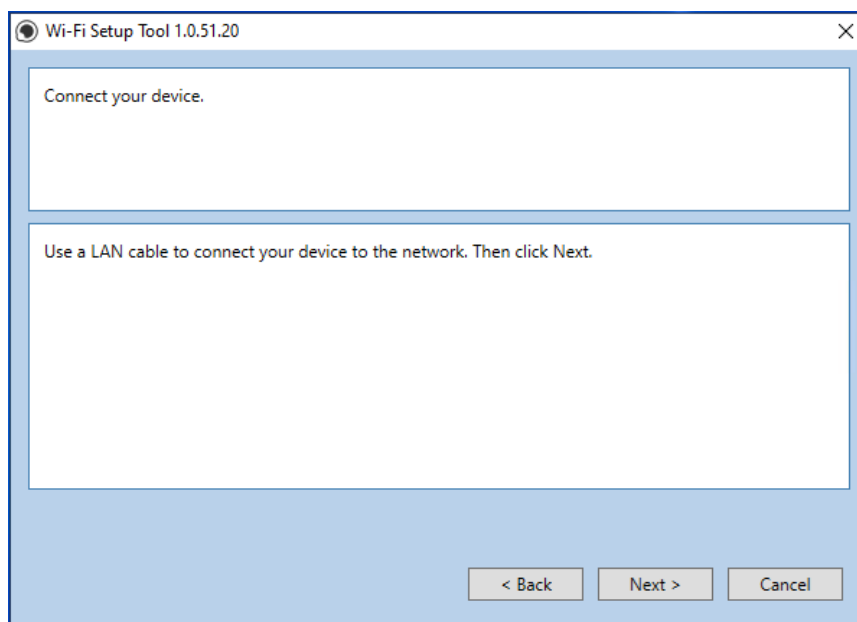
Press next.



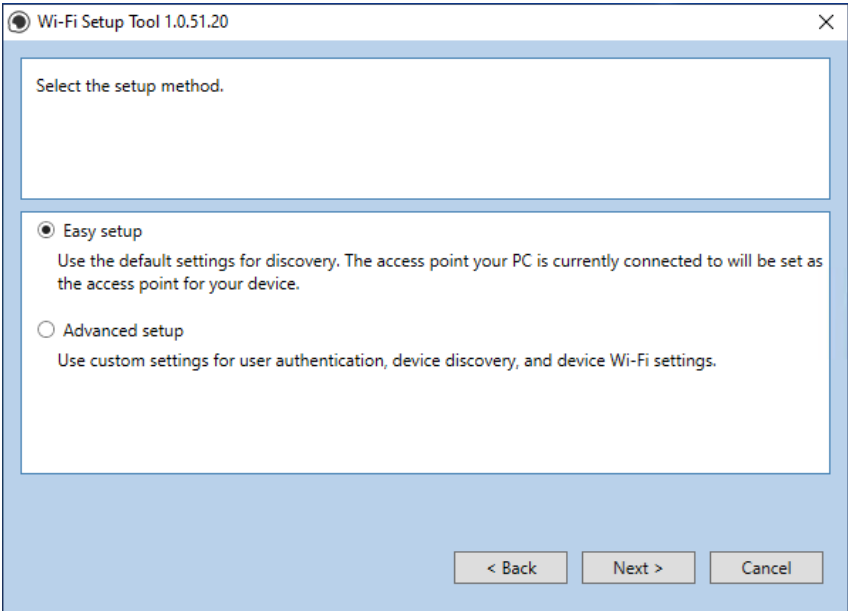
Press next.



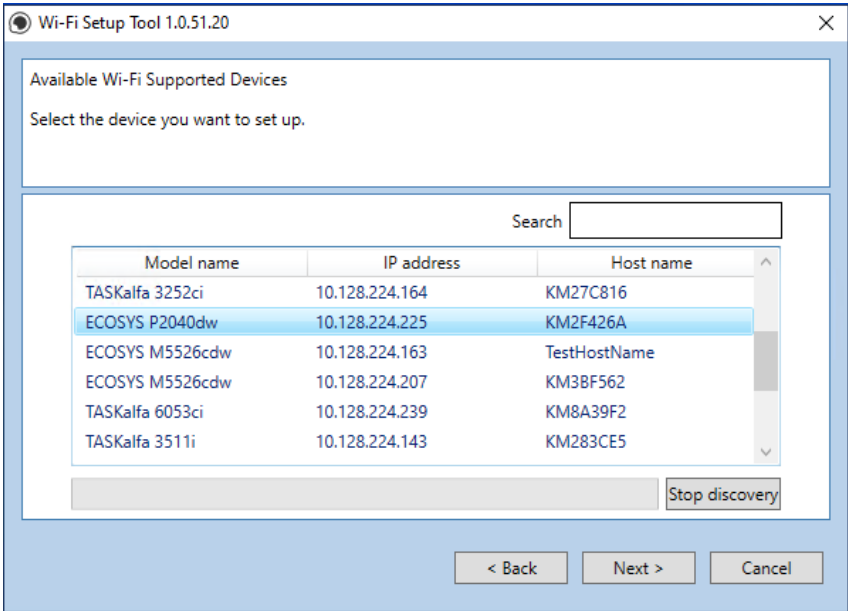
Select LAN cable and press Next.



Press Next.



Select Easy setup and Press Next



A list of available printers will be displayed, select your model and press Next.

Wi-Fi Setup Tool 1.0.51.20

User Login Settings

To continue, you must log on to the device.

Login user name:

Admin

Password:

.....

Authentication mode:

☐ Use local authentication.

☒ Use the device settings.

< Back

Next >

Cancel

Enter Admin for User name and Admin for password. Select Use device settings. Press Next.

Wi-Fi Setup Tool 1.0.51.20

User Login Settings

To continue, you must log on to the device.

Login user name:

Password:

Authentication mode:

Connecting...

< Back

Next >

Cancel

Software will show connecting status.

Wi-Fi Setup Tool 1.0.51.20

The Wi-Fi Setup Tool will set up a basic Wi-Fi connection.  
If you are setting up an enterprise network, go to the device webpage. <https://10.128.224.225>  
If you are not setting up an enterprise network, click "Next".

Target Device:  
ECOSYS P2040dw - 10.128.224.225

Network Name (SSID):  
Kdalab3

Network Authentication:  
WPA2/WPA-PSK

Encryption:  
Disable

WEP Key:

WEP Key Index:  
0

Encryption:  
AUTO

Pre-Shared Key:  
.....

< Back

Next >

Cancel

Select your Network Authentication type and enter Password in the Pre-Shared Key field. Press Next.

Wi-Fi Setup Tool 1.0.51.20

The Wi-Fi Setup Tool will set up a basic Wi-Fi connection.  
If you are setting up an enterprise network, go to the device webpage. <https://10.128.224.225>  
If you are not setting up an enterprise network, click "Next".

Target Device:  
ECOSYS P2040dw - 10.128.224.225

Network Name (SSID):  
.....

Network Authentication:  
.....

Encryption:  
.....

WEP Key:

WEP Key Index:  
0

Encryption:  
AUTO

Pre-Shared Key:  
.....

< Back

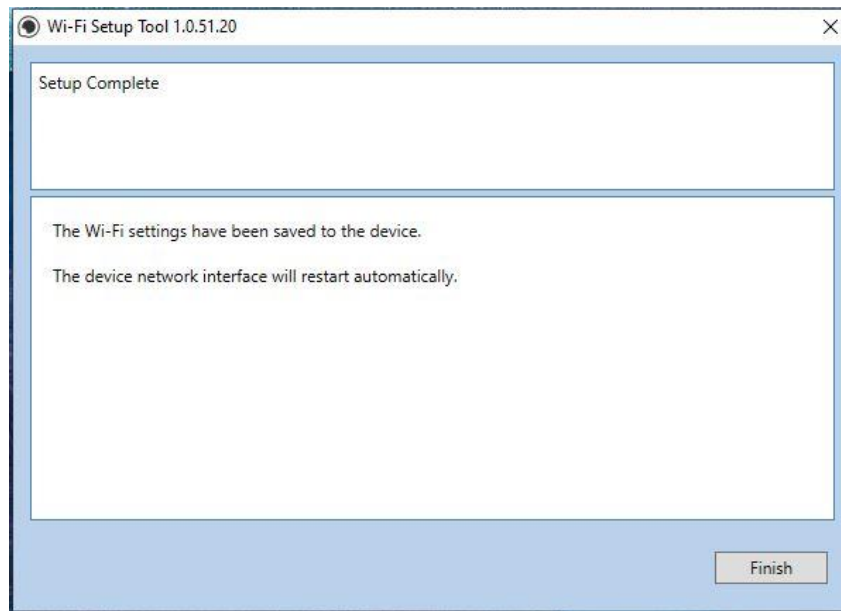
Next >

Cancel

Connecting...

Software will show connecting status.

29



Setup Complete.

**NOTE**

Only one device can be added at a time using Wi-Fi setup tool. It may take some time to search for the device.

When trying to access the Command Center web page on my P2235dw it states, "incorrect login User Name or Password".

The default login is **Admin** (capital A) for both the username and PW.  
If the issue persists, try a different browser.



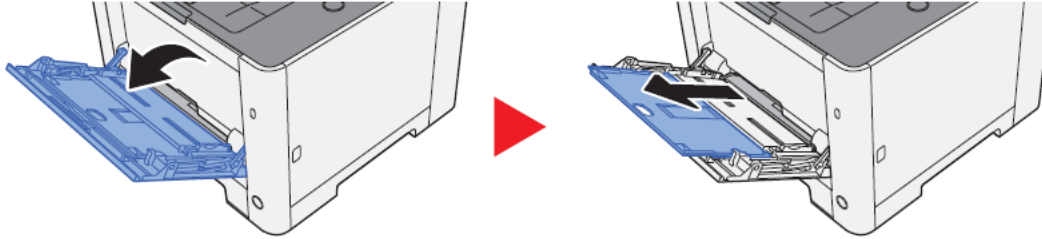
Once logged in you will see the available links listed on the left side of the page.



## How can I print onto “Special Media” such as Envelopes or Labels on my P2235dw?

For special media you must use the Multipurpose tray. Open the MP tray and load the desired media type.

### 1 Open the multipurpose tray.



Next, the settings need to be configured on the device for the paper that was loaded. In order to make those changes, a utility called Configuration tool is required. It can be downloaded from our website:

<https://kyoceradocumentsolutions.us/P2235>

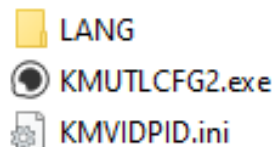
<b>Configuration Tool (1.0.2912)</b>	612 KB   ZIP	<a href="#">↓</a>
Configuration Tool Utility		

For example, when loading standard size 10 envelopes the MP Tray Size needs to be set to Envelope #10 and the MP Tray Type would be Envelope.

Once Configuration Utility is downloaded and extracted, open the “Config Tool” folder.

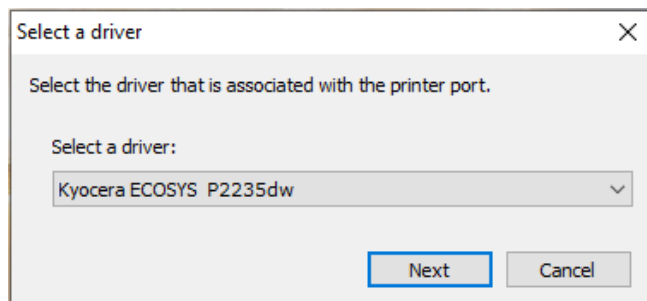


Double click on the KMUTLCFG2.exe file

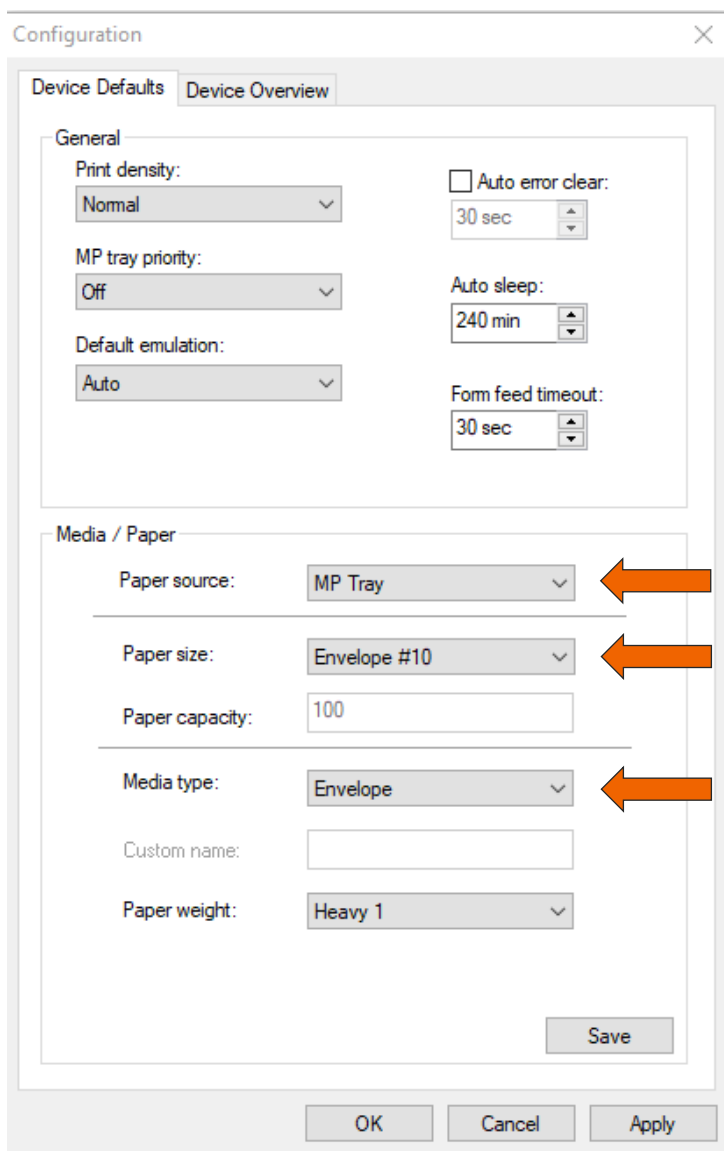




The Configuration tool will open. Select your device from the list of installed printers.

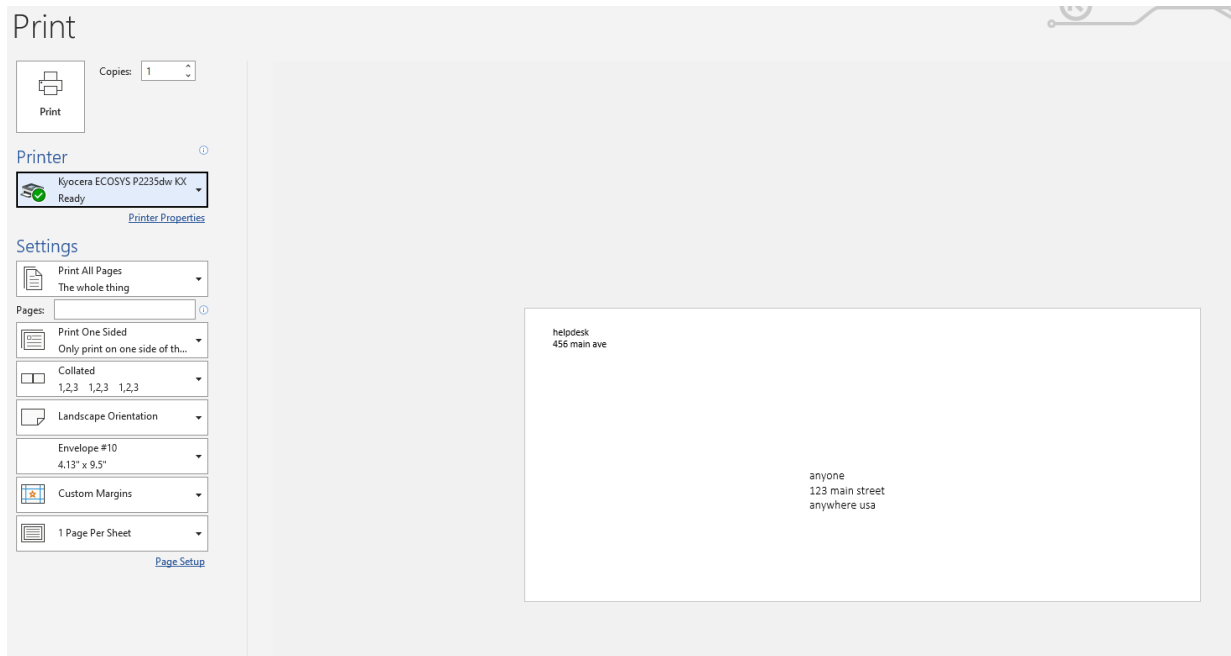


Select Next, Select **MP tray** as Paper source, **Envelope #10** as Paper size and **Envelope** as Media Type.

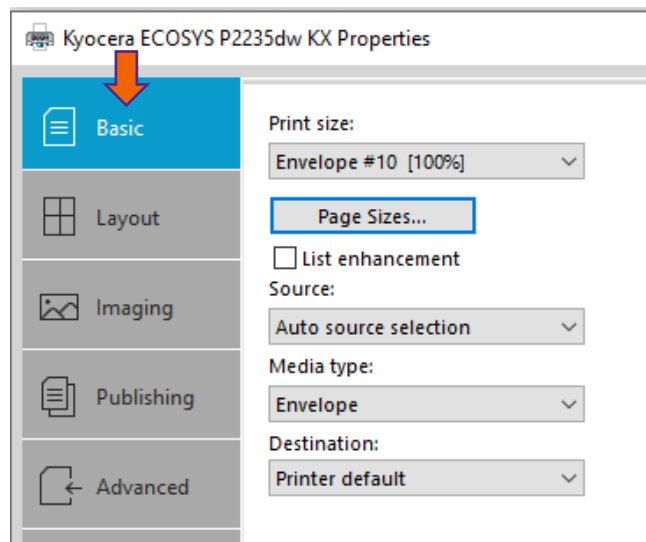


After the printer has been configured, the media setting in the print driver must be set as well. Open the file to be printed then follow the steps below.

1. Open your document
2. Select File and select Print in the application
3. Select your device from the "printer" menu and click Properties button.



4. Select the Basic tab to set the desired Media type.



5. Press OK, Then select Print.

## Installing the Apple OS print driver.

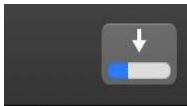
The driver can be downloaded from our Public website. Go to [kyoceradocumentsolutions.us](http://kyoceradocumentsolutions.us). Select Support in upper right of page, select Download Center, then enter the model number and select model from list. The page will refresh and you will be presented with many driver files, The latest Mac installer will be at top. Mac Driver 5.1 supports Mac OS X 10.9 and later.

Click on the blue download arrow to the far right.

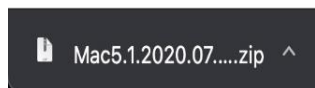
We have detected your Operating System: **Apple** [Change](#)

Mac Print Driver (5.1.2020.07.01)	36 MB   ZIP	<a href="#">↓</a>
Mac Driver v5.0 Software Information Guide (11/18/19)	963 KB   PDF	<a href="#">↓</a>
Mac Print Driver (5.0.2019.11.21)	37 MB   ZIP	<a href="#">↓</a>

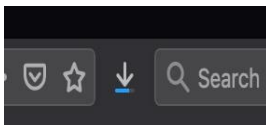
Your file will start downloading. Depending on your browser the download progress will be in a different spot. Once your download is complete, go to your download folder **(1)** and you should see a file similar to this one. As versions change the file name will change. Double click on the .zip file.



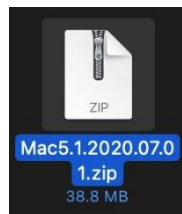
**Safari**



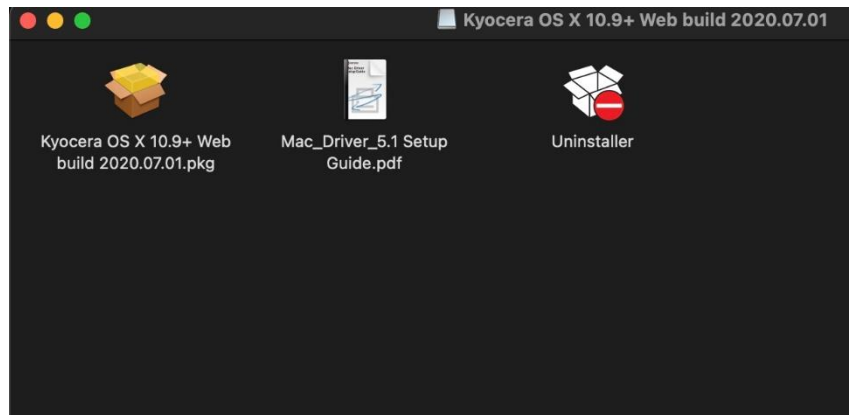
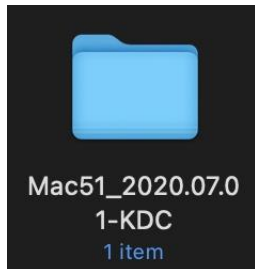
**Chrome**



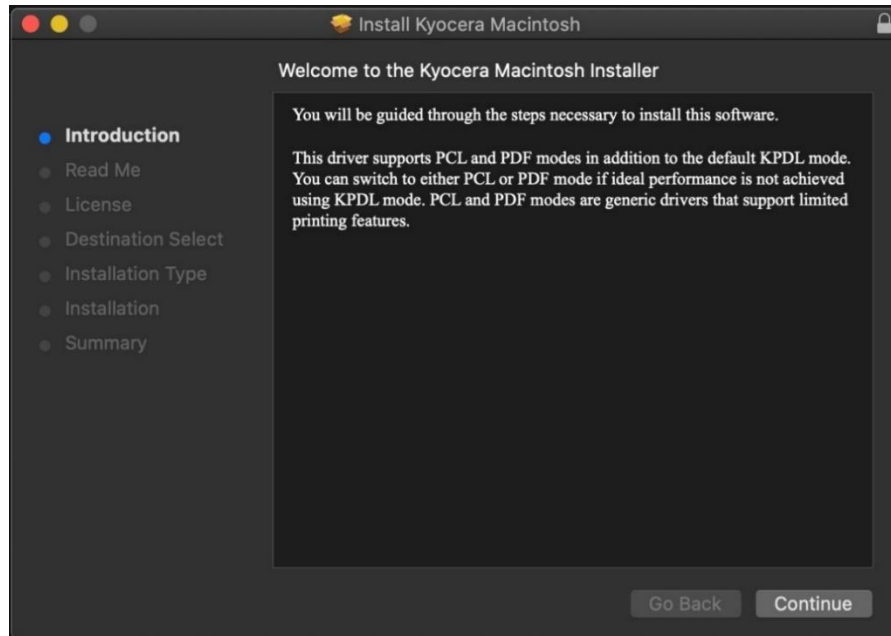
**Firefox**



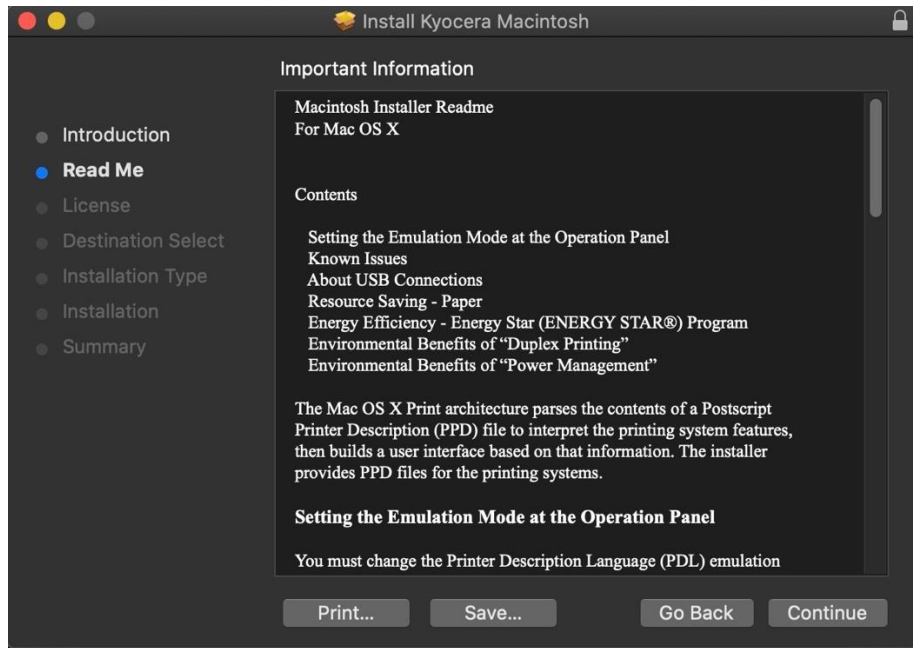
A new folder will be created. Double click on this folder. Then double click on .dmg file. This will open a new window with 3 files. A package file, setup guide, and the uninstaller. We would recommend running the uninstaller first if you are having trouble printing or have issues with a previously installed Kyocera driver. The Setup guide also has install and setup instructions in case you need a visual help file. Double click on the package (.pkg) file to start the install.



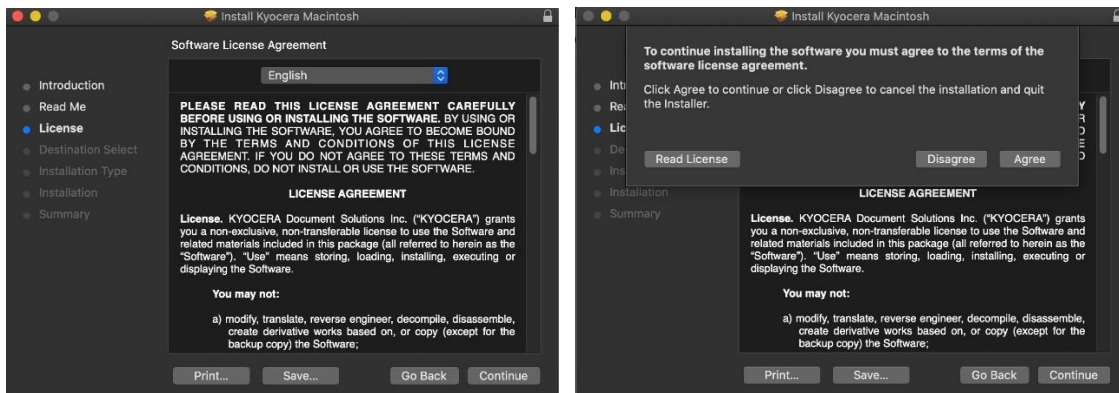
The welcome screen will come up first, select continue.



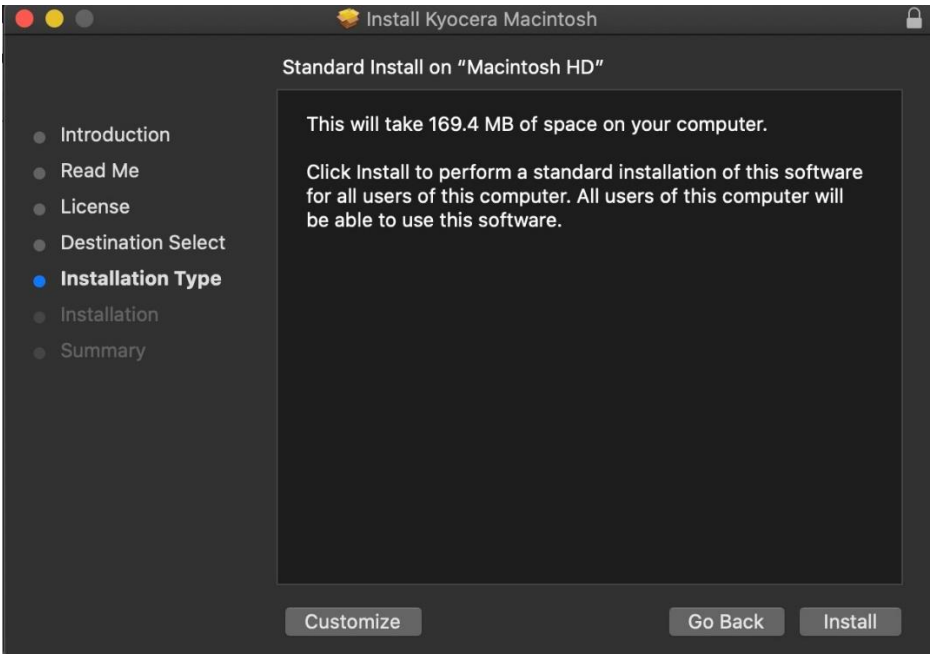
Next will be the read me notes, this contains information about what has been updated in this version and known issues. Select continue.



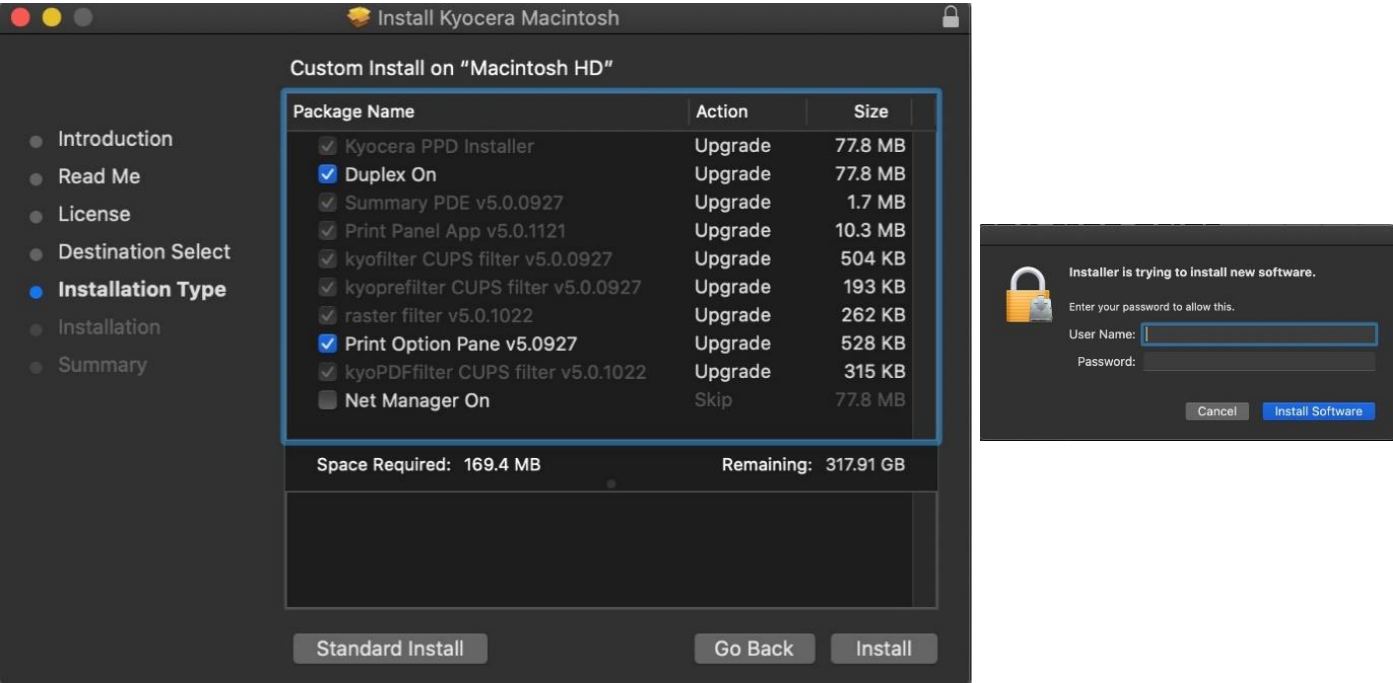
Next up is license agreement, select continue and agree.

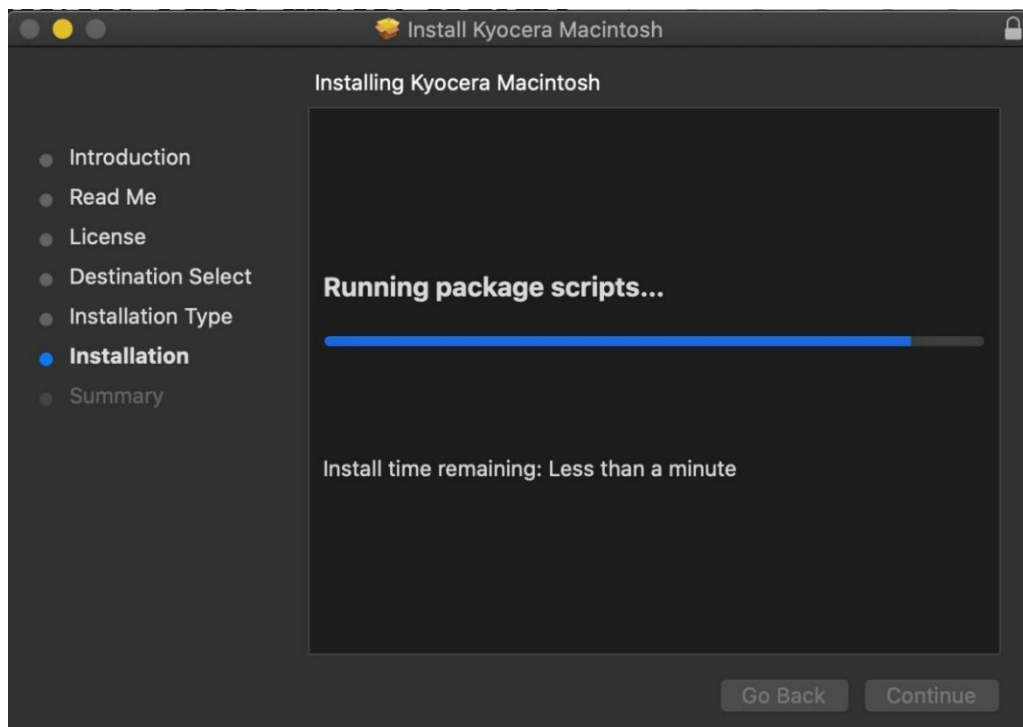


This next screen describes how much space will be taken up by installer. At this point you can customize your install, select customize.

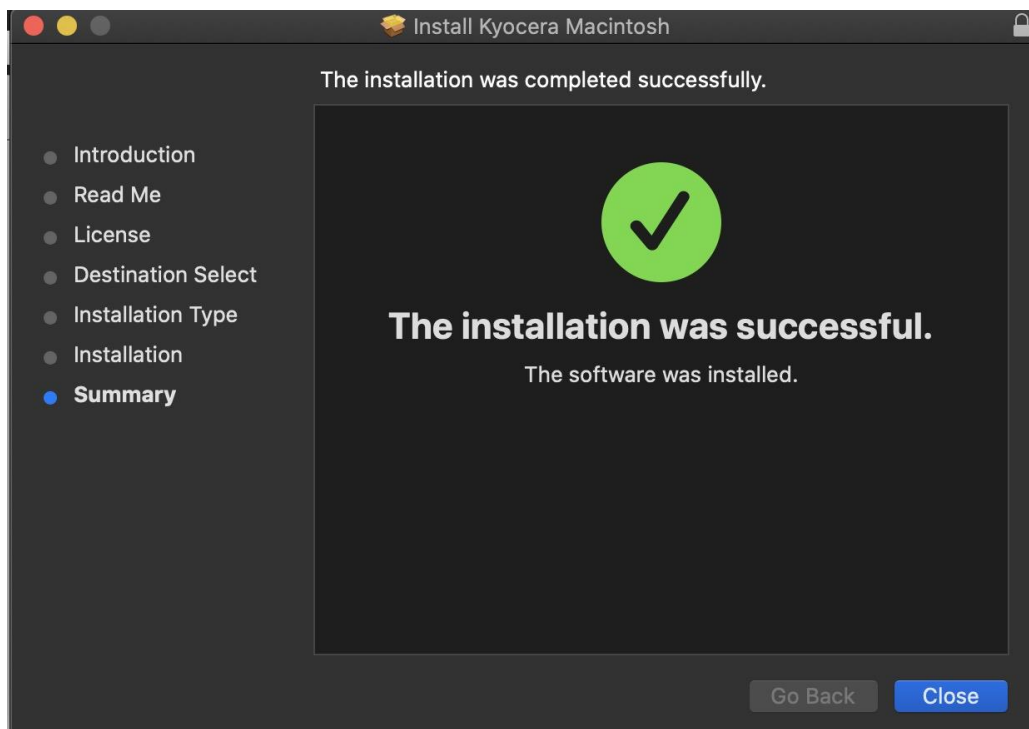


Here you will have the choice of turning off duplex by default, enabling Print option (for PCL and PDF output), Or enabling Kyocera Net Manager. Select install (1) Enter the Admin username and password for computer. And select install software.



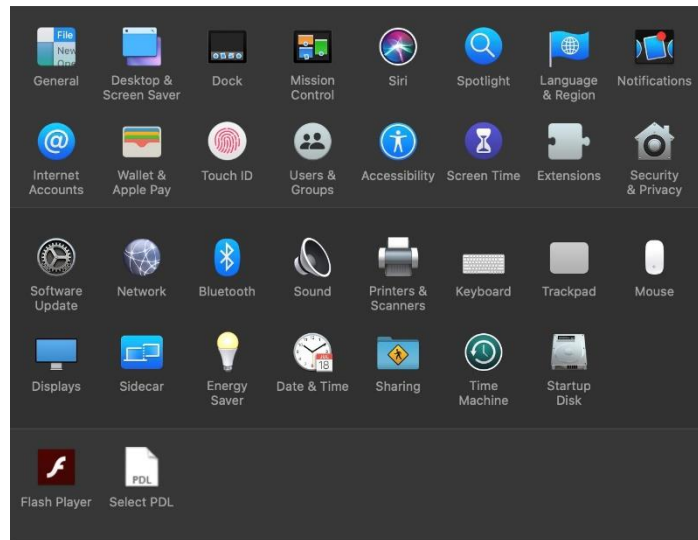
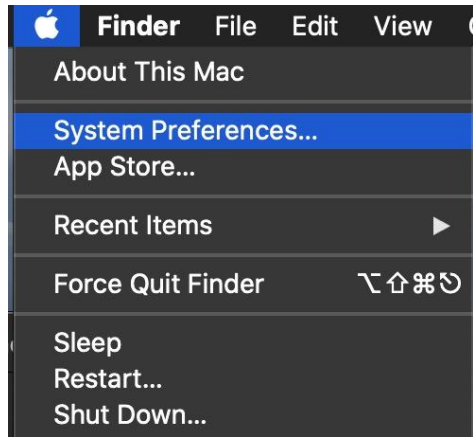


Install will continue, then select close. This will install the required files needed to configure the print driver.

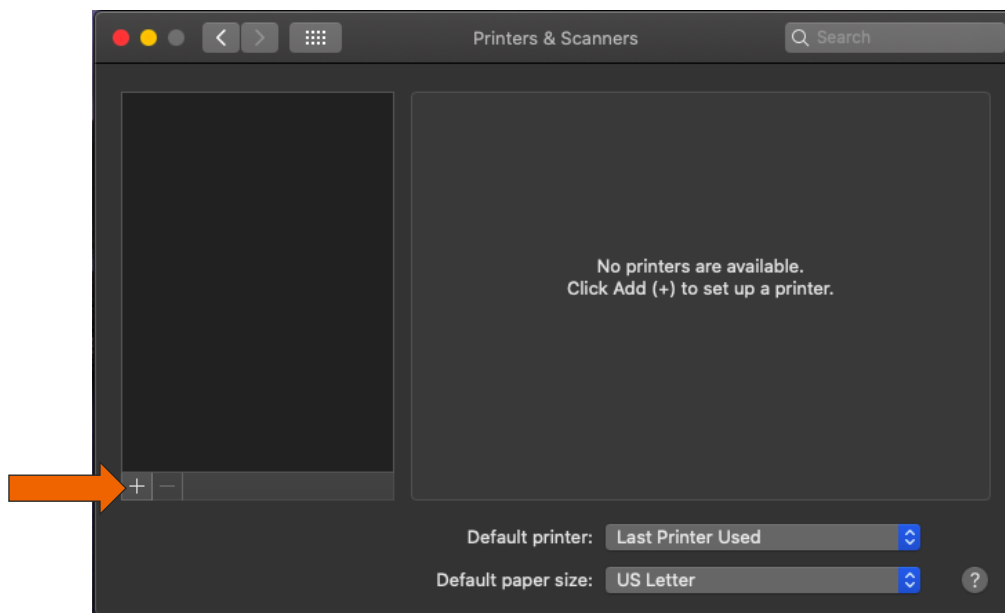


That install put the printer files and PPDs where they need to go on the Apple computer. Now for the actual printer setup.

First verify that your Kyocera device is powered on and connected to USB or network. Select the apple icon in upper left corner of computer screen, select System Preferences, then select Printers and Scanners.



This will bring up the list of installed printers. To add a printer press the plus sign in lower left.

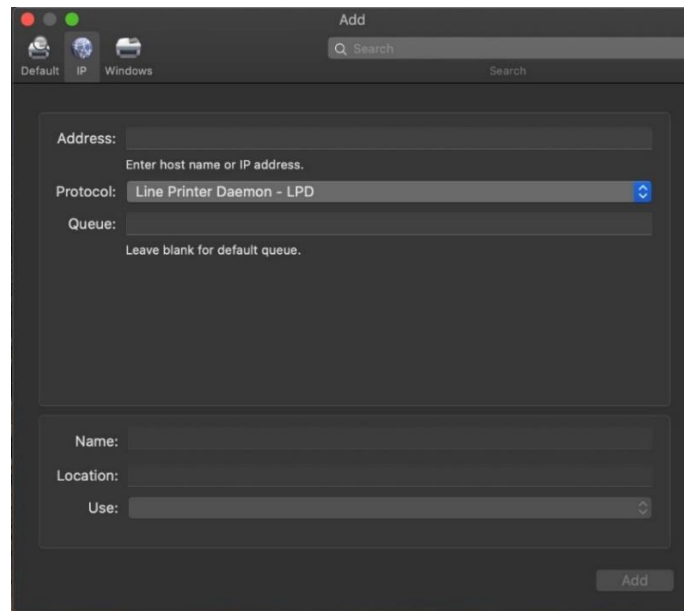
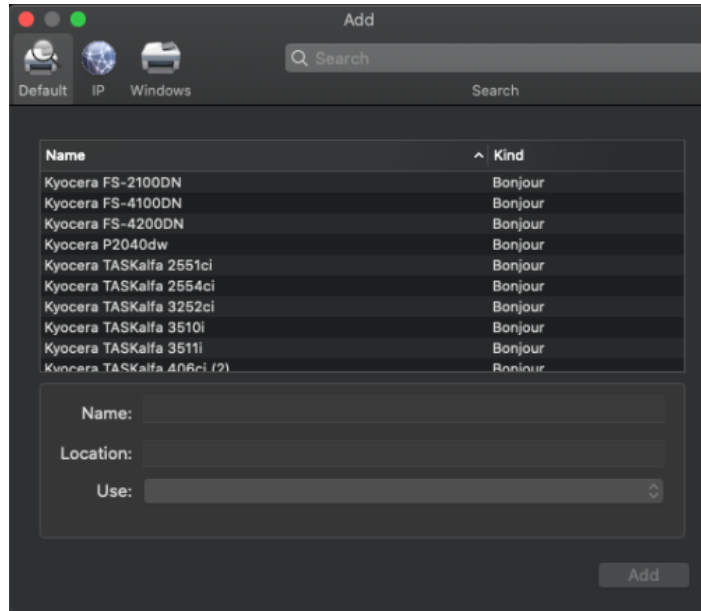


This will start the install dialog.



Default, will automatically discover your device with the Bonjour protocol if it's connected to a network and the device has Bonjour enabled (Bonjour is on by default our devices) also this is the method you would select for a USB connected printer.

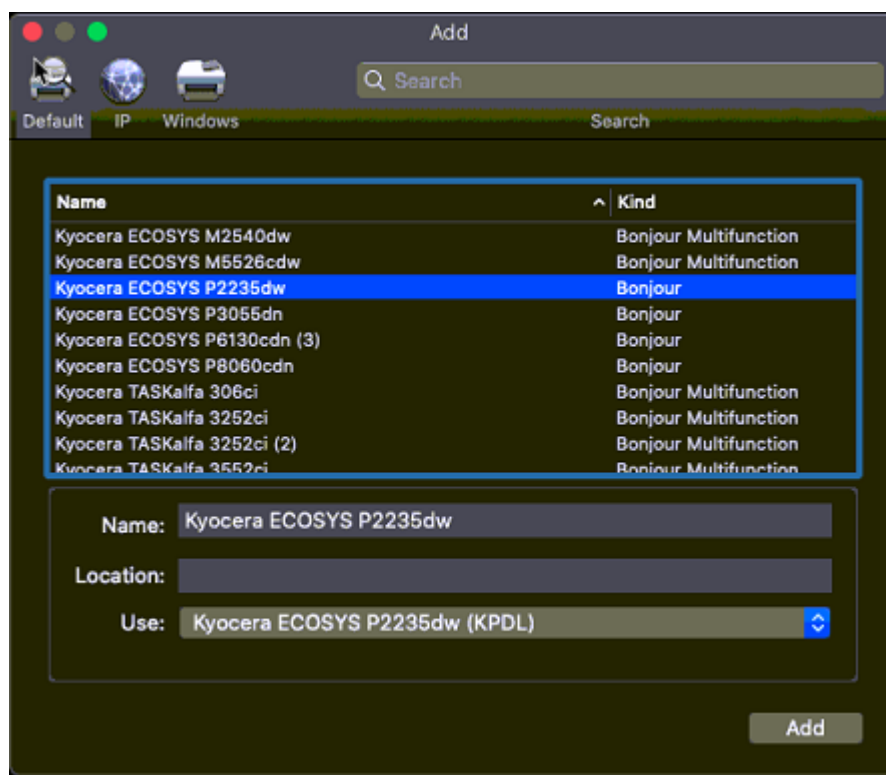
IP, will allow you to enter a specific IP address for the device you're connecting to. (this is the preferred and most common method of adding networked Kyocera Devices).



**Default.** Select the default tab. All your network and USB connected devices should appear in the window. Select your device, at this point verify in the "Use" field the correct model is selected with KPDL in parenthesis. By default Apple selects Secure Airprint. This selection will not work correctly for our printers. Click the Use dropdown and change it to the correct PPD.

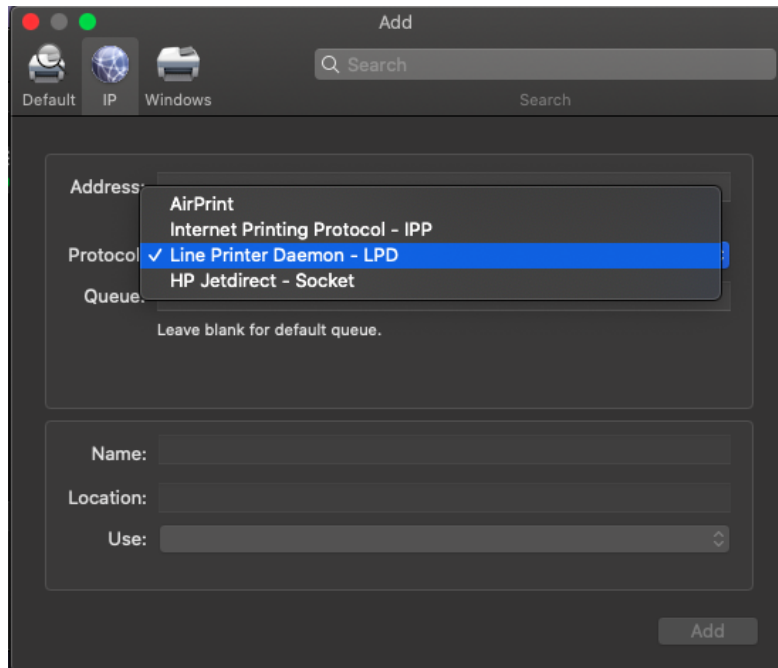
## ECOSYS M2040dw

You can edit the Name and Location to whatever you wish.  
Press add and the printer will be added to the device list.

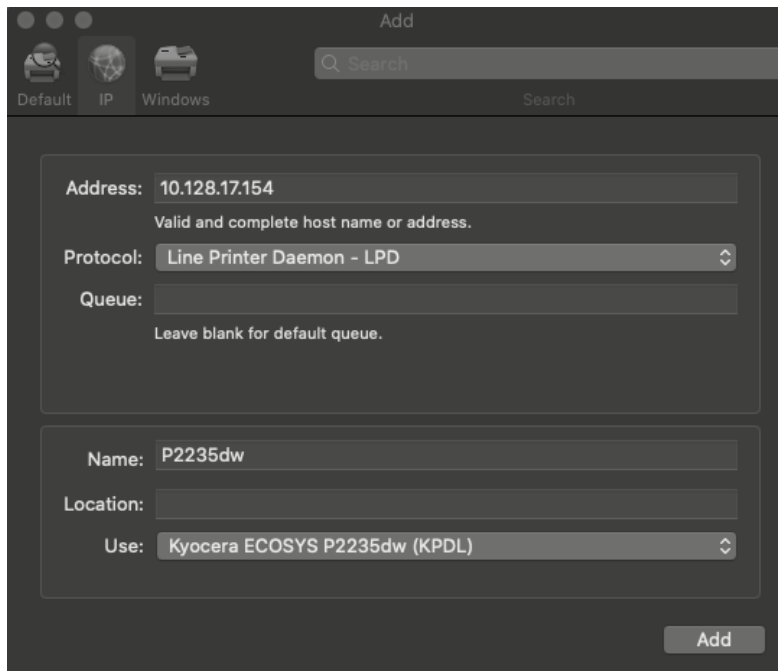


**IP**, this is the most common and preferred method, Select the IP tab. Verify the Protocol is set to Line printer daemon/LPD, this is the recommended protocol for Kyocera printers.

Enter the IP address of the desired printer, the queue will remain blank.  
If Generic Postscript printer is displayed in the Use box, It could be that you are not connecting to the correct printer or it is offline. Also it could mean that the driver files are not installed.  
Verify the correct model number with KDPL in parenthesis is in the "Use" box.  
Change the name if you don't want just the IP as the name. Location is optional also.



The screenshot shows the 'Add' printer window with the 'IP' tab selected. A dropdown menu is open for the 'Protocol' field, showing four options: 'AirPrint', 'Internet Printing Protocol - IPP', 'Line Printer Daemon - LPD' (which is selected and highlighted in blue), and 'HP Jetdirect - Socket'. The 'Address' field is empty, and the 'Queue' field has a note that says 'Leave blank for default queue.' Below these fields are 'Name:', 'Location:', and 'Use:' fields, with the 'Use' field currently showing 'Generic Postscript Printer'. An 'Add' button is at the bottom right.

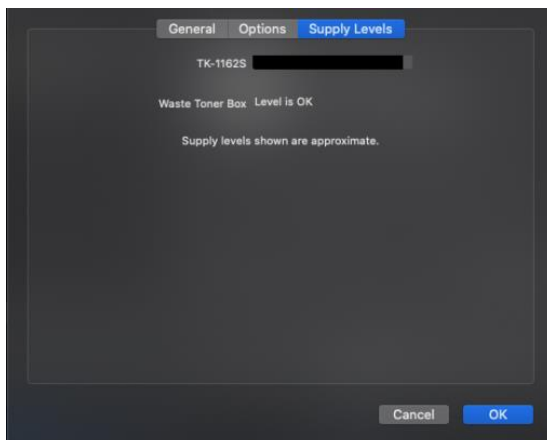
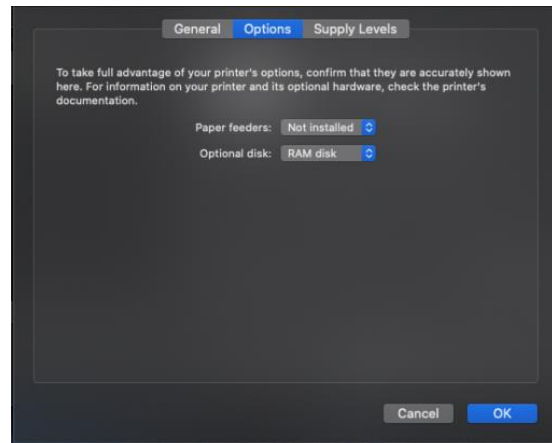
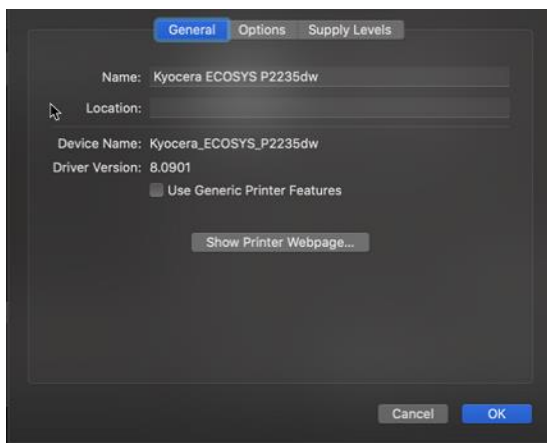
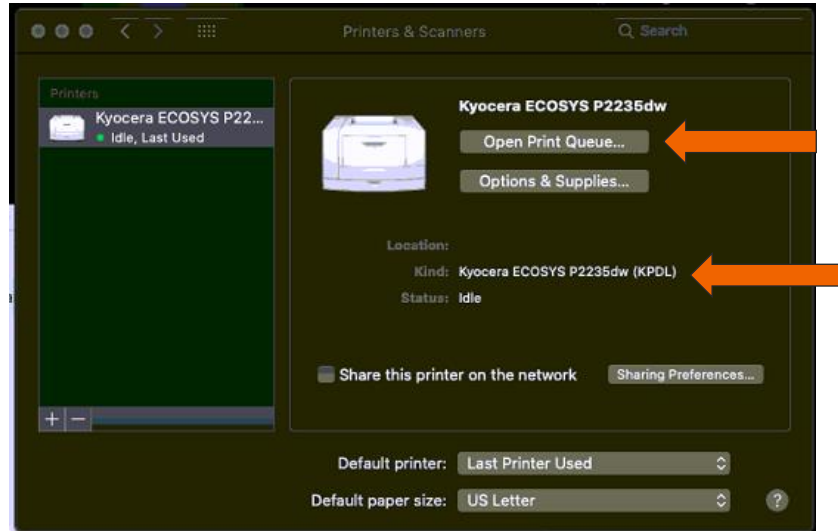


The screenshot shows the 'Add' printer window with the 'IP' tab selected. The 'Address' field is filled with '10.128.17.154' and has a note below it that says 'Valid and complete host name or address.' The 'Protocol' field is set to 'Line Printer Daemon - LPD'. The 'Queue' field is empty with a note that says 'Leave blank for default queue.' Below these fields are 'Name:', 'Location:', and 'Use:' fields. The 'Name' field is filled with 'P2235dw', the 'Location' field is empty, and the 'Use' field is set to 'Kyocera ECOSYS P2235dw (KPDL)'. An 'Add' button is at the bottom right.

After any one of the previous install procedures it leads us to this screen. The printer has been installed. Here you can verify the PPD and the Options

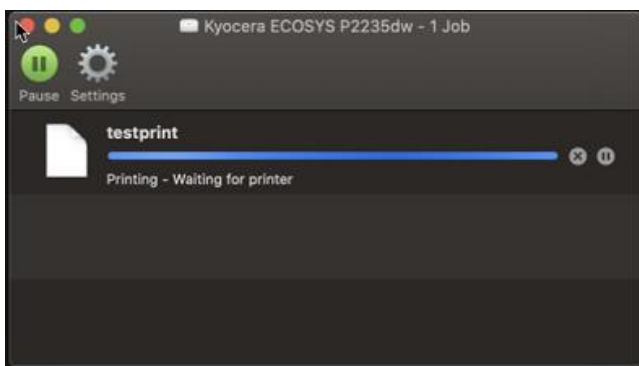
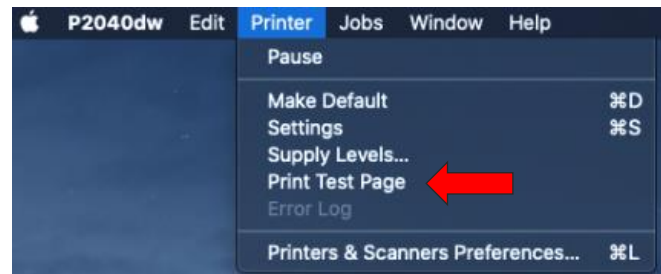
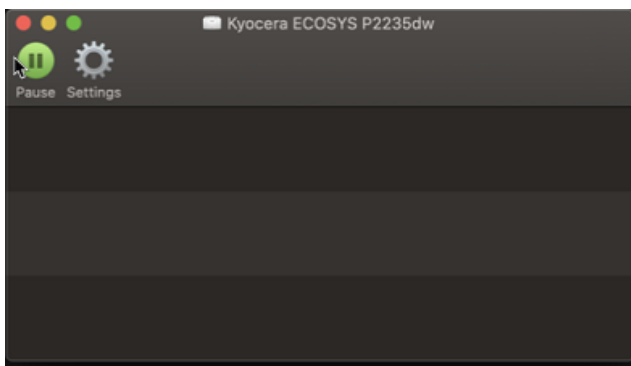
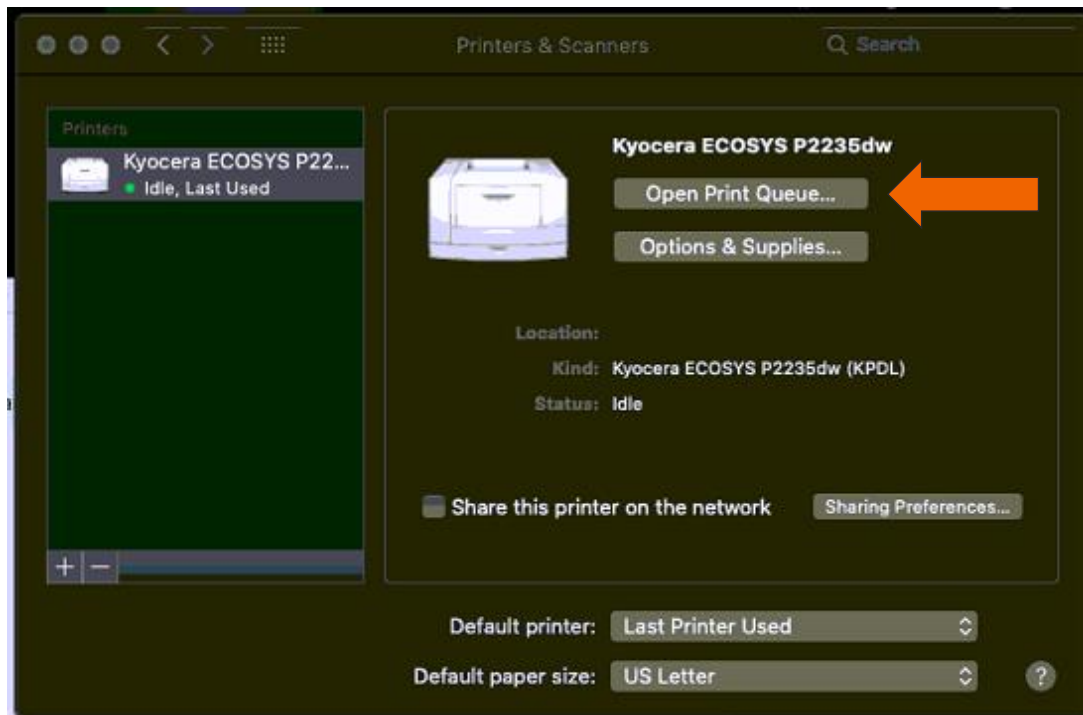
Press options and supplies, in the General tab you can change the name or location and check the version of the driver,

In the Options tab you can change the installed options Supply levels will show current status of toner and waste toner.



## ECOSYS M2040dw

From this area you can also print a test page. Select open print queue, the print spooler dialog will open, from the top menu on computer select Printer then print test page. A test page will be sent to the printer.





#### **About KYOCERA Document Solutions America, Inc.**

Kyocera Document Solutions America, Inc. (<https://kyoceradocumentsolutions.us>) is a group company of Kyocera Document Solutions Inc., a global leading provider of total document solutions based in Osaka, Japan. The company's portfolio includes reliable and eco-friendly MFPs and printers, as well as business applications and consultative services which enable customers to optimize and manage their document workflow, reaching new heights of efficiency. With professional expertise and a customer first culture, the objective of the company is to help organizations put knowledge to work to drive change.

Kyocera Document Solutions Inc. is a core company of Kyocera Corporation, a leading supplier of semiconductor packages, industrial and automotive components, electronic devices, solar power generating systems and mobile phones. During the year ended March 31, 2020, Kyocera Corporation's consolidated sales revenue totaled \$14.7 billion. Kyocera appears on the "Derwent Top 100 Global Innovators 2018-19" list by Clarivate Analytics and is ranked #655 on Forbes magazine's 2019 "Global 2000" list of the world's largest publicly traded companies.

[For MF communications, please consult with your internal risk or legal teams as to what additional language is appropriate.]