

## Frequently Asked Questions P5021cdw



## **Table of Contents**

My P5021cdw displays "Check toner/Low toner".	3
How do I check the Toner Level on my P5021cdw?	4
How do I access the Command Center RX webpage?	5
What is the administrator login via the P5021cdw OP Panel?	6
Where is the Serial Number located for the P5021cdw?	6
How do I install the Windows Print Driver for my P5021cdw?	7
My P5021cdw has poor image quality.	9
My P5026cdw displays an error indication.	10
My P5021cdw does not turn on.	11
My P5021cdw has a message on the display that a Paper Jam has	
occurred. Also, there is a flashing light with an exclamation mark	
next to it.	11
Setting the Connection by Using the Wi-Fi Setup Tool	
(Microsoft Windows).	15
Wireless Connection setup by Using Wi-Fi Direct.	18
When trying to access the Command Center web page on my	
P5021cdw it states, "incorrect login Username or Password".	23
How can I print onto "Special Media" such as Envelopes or Labels on	
my P5021cdw?	24
Installing the Apple OS print driver.	25

## My P5021cdw displays "Check toner/Low toner".

1. 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.

To maintain quality, we recommend using genuine Kyocera toner containers, which must pass numerous quality inspections.

The use of non-genuine toner containers may cause failure. We will not be liable for any damages caused by the use of third-party supplies in this machine.

A label is affixed to our genuine supplies, as shown below.



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

Shake the toner container.



3. Make sure the Right Cover is closed all the way.



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





## How do I check the Toner Level on my P5021cdw?

The toner gauges can be found on the printer Status Page. Press the [**Menu**] key > press the [ $\blacktriangle$ ] [ $\triangledown$ ] key to select [**Report Print**] > [ $\triangleright$ ] key>select Print Status Page. Check Tanage Cauges at the bettem of the page

Check Toner Gauges at the bottom of the page.

#### **Output of status page**

1. Press the [Menu] key.



- 2. Select [Report Printing] and press [▶] key.
- **3.** Select [status page] and press [OK] key.

Report Print			Print Statu	is Page
4. As [?] is addition	ally display	yed,	press [OK] k	ey.
	Print Statu	s Pa	ge ?	

Status page is printed.

Toner Gauges				
Cyan	0 %	I.	I.	100 %
Magenta	0 %	I	1	100 %
Yellow	0 %	1	1	100 %
Black	0 %	I	1	100 %



## 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
   PrintStatus 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.

DHCPv4 Status:	Enabled
Bonjour Status:	Enabled
IP Address:	192.168.168.71
Subnet Mask:	255.255.255.0
Default Gateway:	192.168.168.1

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.



& KYDCERA	
A Home	English V nutc ratheet 2021/01/14-14-38:13
Admin Login	Device Status
🖉 User Name	Device Status
Password	Printor 🧶 Slooping
Login	Stopping
Covice Information / >	FAX 🧶 Ready
Juli Status S	🖗 Status Message 👋 Siecolng
Cocument Box	Paper
Address Book )	Source Size Type Capacity Status
	Cessetle 1 Letter 📙 Plain 250 🗮 Paper Londed
	Cossetto 2 Logal 📄 Plain 250 🗮 Paper Loaded

The default login is

User Name:	Admin (capital A)
Password:	Admin (capital A)



### What is the administrator login via the P5021cdw OP Panel?

Username: 2100 Password: 2100

### Where is the Serial Number located for the P5021cdw?

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 printed status page.

#### **Checking the Equipment's Serial Number**

The equipment's serial number is printed in the location shown in the figure.



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 P5021cdw?

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/content/downloadcenter-americas/us/drivers/drivers/KX811109\_exe.download. exe

**1.** 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.

	^
ecified folder	Unzip
	Run WinZip
Browse	Close
	About
	Help
	ecified folder Browse

**2.** When the extraction completes, Windows Defender may prompt an unrecognized app is starting. Click More Info.



**3.** Then select Run Anyway.



4. The Kyocera Product Library will open.

🕵 KYOCERa		The New Value Frontier
	Product Library	
	v5.2.5420	
Loading	© 2019 KYOCERA Document Solutions In	6

5. Accept the License Agreement.

Kyocera Product Library		Х
Notice		
By using or installing the device driver package, you agree to become bound this license agreement.		
View License Agreement	Accept	E <u>x</u> it

**6.** Acknowledge the Energy Star Compliance notification by clicking OK.



7. In the menu on the left select Express Install.

rod	uct Library								
	Express Install								
	Add single device and its default drivers								
+0	Custom Install								
Ő	Add multiple devices and printing utilities								
++	Upgrade								
Ë	Add new versions of drivers and utilities								
	Maintenance								
×	Run utility programs								
÷	Uninstall Remove devices, drivers, and utilities								
_									

 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.

\_ 🗆 X Kyocera Product Library Add single device and its default drivers 0 Select the device you want to add. Details ECOSYS M8130cidn ECOSYS M5526cdw ECOSYS M3860idnf 10.128.224.202 ECOSYS M5526cdw 10.128.224.203 ECOSYS M4132idn 10.128.224.148 ECOSYS M2635dw 10.128.227.97 TASKalfa 3252ci 10.128.227.67 SNMP Settings 33 devices Use host name as port name Select the features you want to use with this device. Description (Reccommended) Extended-functionality printing (Installed) Screen fonts that match the printer's fonts Name
KX DRIVER
FONTS Status Monitor 5 Advanced service for monitoring current printer status Back Egit

**9.** 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.

<
$\sim$

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

9	Kyocera Product Library	×
Finished Your software is ready to u		
Product V KX DRIVER V FONTS Status Monitor 5 V Uninstaller	Details InstalledKyocera ECOSYS M5526cdw KX Installed Installed Installed	
E      B	efault	
🗄 🗹 🎲 Show Quick Pri	nt tab <u>E</u> in	ish

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

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

9	Куос	era Product Library
Finished		
Your software is read	y to use.	
Product		Details
KX DRIVER		InstalledKyocera ECOSYS M5526cdw KX
FONTS		Installed
Status Monitor 5		Installed
Vininstaller		Installed
💿 🔽 🎲 Print a tes	t page	
🗉 🗐 🎲 Set Duple	x as default	
🗉 📝 🎲 Enable ev		
🗉 🔽 🎲 Show Qui	ck Print tab	
		Einish

## My P5021cdw 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.
- 5. Select the Menu key > Adjust/Maintenance > Service > Drum > OK > OK.
- 6. Select the Menu key > Adjust/Maintenance > Service > LSU > OK > OK.
- 7. Select the Menu key > Adjust/Maintenance > Service > DEV-CLN > OK > OK.
- 8. Select the Menu key > Adjust/Maintenance > Service > Drum > OK > OK.

### My P5026cdw displays an error indication.



If an error occurs on the machine, the error message appears on the screen. Also, the Attention indicator on the operation panel will light up or flash.



#### 1. How can I find information if an error occurs?

Press the Arrow keys in Increments or decrements numbers or select Menu in the message display. When a specific error occurs, select the  $[\blacktriangleright]$  key to show the Help screen.

## 2. How can I clear an error or wake the machine up from Sleeping?

Answer: Pressing the [**Go**] key will clear a specific error or will wake the machine from a sleep state.

#### 3. What does a blinking Ready light mean?

The [Ready] light blinks during print processing or when an error occurs.

#### 4. What does a blinking Attention light mean?

The [**Attention**] indicator lights up or blinks when an error occurs, or a job is stopped.

## 5. Why do I get a "Add Paper to MP Tray" message when I send a print job.

The media type or size selection in the print job does not match the media or size in the printer. Verify that the media and size selected in the print driver matches the media and size in the cassette.

## 6. Why does the printer show Offline when connected USB

This is likely a communication issue. Use another USB port on the PC or another USB cable.

## My P5021cdw 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 P5021cdw has a message on the display that a Paper Jam has occurred. Also, there is a flashing light with an exclamation mark next to it.

The first step is to determine the paper jam location. Take a look at the message on the Printer display. The first line of text shows "Paper JAM," and the second line of text indicates the Paper Jam location. Reference the images below and follow the steps outlined to clear the jammed paper.

2. Remove all the paper.



#### 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.







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



#### 5. Open Duplex Feed Cover.





6. Remove any jammed paper.



7. Push Feed Cover back in.



8. Push Cassette 1 back in.



**9.** Open the multipurpose tray.



10. Reload the paper.



#### 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 the 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.

5. Open the feed cover (B).



6. Remove any jammed paper.



- 7. Open the duplex unit (C).
- 8. Remove any jammed paper.



9. Push and close the Rear Cover 1.





**3.** Open the cover (A).



4. Remove any jammed paper.



#### Paper Jam in the Duplex Unit



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



2. Open the Duplex Feed Cover.



**3.** 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.





4. Push the Duplex Feed Cover back in.



5. Push Cassette 1 back in.



## 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 a 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].

	from the list and click Run.	
大	Optional Printer Components Install Optional Printing Components for your printer driver.	
K	Quick Network Setup Provides configuration of the most common networking settings via an easy to use wizard.	1
*	Wi-Fi Setup Tool Provides an easy to use wizard to help configure the network settings.	
_		

#### **Configure the settings**

Select "Do not use WPS".



Press next.

	Confirm the fol	lowing instructions ar	nd then click Next.			
Refer to your network user guide for information about manual setup.						
You can also obtain this information from the access point, router, or Internet connection providers.					equired.	
	You can also ol	otain this information	from the access poi	nt, router, or In	ernet connection	providers.
			1	< Back	Next >	Cancel

#### Press next.



Select LAN cable and press Next.



Press next.

Select the setup method.	
Easy setup	
Use the default settings for d the access point for your devi Advanced setup	iscovery. The access point your PC is currently connected to will be set a ice.
and the second processing to	authentication, device discovery, and device Wi-Fi settings.

Select Easy setup and Press Next.

		Search		
Model name	IP address		Host name	
TASKalfa 8052ci	10.128.224.175	KM4	IAB489	
TASKalfa 8002i	10.128.224.201	KM	291082	
TASKalfa 6052ci	10.128.224.212	KM2	287FAB	
TASKalfa 6002i	10.128.224.213	PTX	HOU14	
ECOSYS M5526cdw	10.128.224.207	KM	3BF562	
ECOSYS M4132idn	10.128.224.148	KM4	E82EF	

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

Wi-fi Setup Tool 10.44.2

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 Username and Admin for password. Select Use device settings. Press Next.

continue, you must log on to	the device.		
.ogin user name:			
Password:	Connecting		
Authentication mode			
	Use the device setting	gs.	

Software will show connecting status.

if you are setting up an enterprise netwo If you are not setting up an enterprise ne	rk, go to the device webpage. https://10.128.2 twork, click "Next".	24.212
Target Device: TASKalfa 6052ci - 10.128.224.212		
Network Name (SSID):	Kdalab3	
Network Authentication:	WPA2/WPA-PSK	•
Encryption:	Disable	Ŧ
WEP Key:		
WEP Key Index:	0	*
Encryption:	AUTO	•
Pre-Shared Key:	*******	

#### 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.

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

The Wi-Fi Setup Tool will set u If you are setting up an enterprise n If you are not setting up an enterpris	etwork, go to the device webpage. https	F//10.128.224.212
Target Device: TASKalfa 6052ci - 10.128.224.21	2	
Network Name (SSID)		
Network Authenticatio	Connecting	•
Encryption:		*
WEP Key:		
WEP Key Index:	0	*
Encryption:	AUTO	•
Pre-Shared Key:	•••••	

Software will show connecting status.

Setup Complete	
The Wi-Fi settings have been saved to the device. The device network interface will restart automatically.	
	Finish

Setup Complete.

## Wireless Connection setup by Using Wi-Fi Direct.

#### **Enabling Wi-Fi Direct**

When the wireless network function is available on the machine, setting Wi-Fi Direct enables you to print from the Wi-Fi Direct environment. The configuration methods are as follows:

**1.** [Menu] key > [▲] [▼] key > [Wi-Fi Direct [▶]] > key

2. Enter the administrator ID and select the [OK] key.

#### NOTE

- + Enter an ID consisting of between 1 and 16 numbers.
- + Select the [▲] or [▼] key to enter a number.
- + Select the [◀] or [▶] key to move the cursor left or right.
- + The factory default settings for the administrator ID is set as shown below.

Model Name	Administrator ID
ECOSYS P5021cdn/ECOSYS P5021cdw	2100

3. Enter the administrator password and select the [OK] key.

#### NOTE

- + Enter a password consisting of between 0 (no settings) and 16 numbers.
- + Select the  $[\blacktriangle]$  or  $[\lor]$  key to enter a number.
- + Select the [4] or [>] key to move the cursor left or right.
- + The factory default settings for the administrator ID is set as shown below.

Model Name	Administrator ID
ECOSYS P5021cdn/ECOSYS P5021cdw	2100

**4.** [▲] [▼] key > [Wi-Fi Direct] > [OK] key

Configure the settings.

 $[\blacktriangle] [\blacktriangledown]$  key > [On] > [OK] key

Restart the network.

 $[Menu] key > [\blacktriangle] [\blacktriangledown] key > [Wi-Fi Settings] [\blacktriangleright] key > [\blacktriangle] [\blacktriangledown] key > [Restart Network] \\ [OK] key > [OK] key$ 

#### Find Wi-Fi Direct SSID and password

[Menu] key >  $[\blacktriangle]$  [V] key > [Wi-Fi Direct Set] >  $[\blacktriangleright]$  key Note the network name (SSID), IP address, and password.

#### Connect the Computer to the Wi-Fi direct SSID.

- 1. [Settings] > [Wi-Fi].
- 2. Select the network name (SSID) appeared in previous step.
- 3. Enter the password that was provided in previous step > [Connect].

The network between this printer and the computer/ handheld device is configured.

#### Connect a computer or a handheld device with the printer

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]).

**1.** Click [View License Agreement] and read the License Agreement.

3. Select [Maintenance].

2. Clic [Accept].



**4.** [Wi-Fi Setup Tool] > [OK].

Ø	Reading Workshop Stream		×
<b>*</b>	faintenance tun utility programs		
Select a	tool from the list and click Run.		
*	Optional Printer Components Install Optional Printing Components for your printer driver.		
1	Quick Network Sctup Provides configuration of the most common networking settings via an easy to use wizard.	1	
*	Wi-Fi Setup Tool Provides an easy to use wizard to help configure the network settings.		
		2	
<u>B</u> ack		Em	Egit

#### **Configure the settings**

#### Select "Do not use WPS".

f your Wi-Fi access point supports WPS, you can use WPS to automatically connect your device to the access point. Select a method of configuring the Wi-Fi settings and then click Next.	
<ul> <li>The access point supports WPS. Use WPS to automatically configure the Wi-Fi settings.</li> <li>Do not use WPS.</li> </ul>	

#### Press Next.

Wi-Fi Setup Tool 1.0.51.20	Wi-Fi Setup Tool 1.0.51.20
Confirm the following instructions and then click Next.	Select the setup method.
The Wi-Fi Setup Tool will set up a basic Wi-Fi connection. To create a Wi-Fi connection, SSID and an access point security key are required. Refer to your network user guide for information about manual setup. You can also obtain this information from the access point, router, or Internet connection providers.	<ul> <li>Easy setup         Use the default settings for discover         the access point for your device.     </li> <li>Advanced setup         Use custom settings for user authen     </li> </ul>
< Back Next > Cancel	

#### Press Next.



#### Select Wi-Fi Direct and press Next.

. Refer to the device user guide for instruct	tions on setting up Wi-Fi Direct from the device panel.
. To connect the PC to the device, select the	e device's Wi-Fi Direct SSID.

#### Press Next.

Select the setup meth	od.				
Easy setup					
Use the default set the access point fo		The access po	int your PC is cu	urrently connected	d to will be set a
Advanced setup					
Use custom setting	s for user authenti	cation, device o	discovery, and c	levice Wi-Fi settin	gs.

#### Select Advanced setup and Press Next.

Se	lect	Ex	pres	s.

#### 😡 Wi-Fi Setup Tool

Confirm discovery.



#### Select Finish.

ct the device ye	ou want to set	t up.		
			Searc	h
Mo	del name	IP addre	255	Host name
ECOSYS M5	526cdw	192.168.1.25	K	M3B41BC
				Stop disc

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

Software will show connecting status.

ogin user name: Admin Password: •••••	ī
	1
assword:	
-	1
Authentication mode: O Use local authentication.	1

Enter Admin for Username and Admin for password. Select Use device settings.

Press Next.

elect the access point you want to o ccess point settings.	connect to the device, or selec	t Manual Setup to manual	y enter th
SSID	Network Authentication	Encryption	1
NETGEAR88	WPA2-PSK	AES	
TAC	WPA2-PSK	AES	
Wonderware	WPA2-PSK	AES	
DIRECT-ED-HP OfficeJet Pro 8710	WPA2-PSK	AES	
QB3421	WPA2-PSK	AES	
NETGEAR21	WPA2-PSK	AES	
Aspen Group	WPA2-PSK	AES	-
Manual setup		Refres	h

#### Select you network SSID and press Next.

The Wi-Fi Setup Tool will set up If you are setting up an enterprise net If you are not setting up an enterprise	work, go to the device webpage. https://192.168.1.	25
Target Device: ECOSYS M5526cdw - 192.168.1.29	1	
Network Name (SSID):	NETGEAR88	
Network Authentication:	WPA2-PSK	¥
Encryption:	Disable	~
WEP Key:		
WEP Key Index:	0	<i>w</i>
Encryption:	AES	*
Pre-Shared Key:		

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

The Wi-Fi Setup Tool will set up If you are setting up an enterprise net If you are not setting up an enterprise	work, go to the device webpage. <u>https://192.168.1.2</u>	25
Target Device: ECOSYS M5526cdw - 192.168.1.25		
Network Name (SSID): Network Authentication: Encryption: WEP Key:	Connecting	~
WEP Key Index:	0	U C
Encryption:	AES	v
Pre-Shared Key:	•••••	

Software will show connecting status.

) Wi-Fi Setup Tool 1.0.51.20	
Setup Complete	
The Wi-Fi settings have been saved to the device.	
The device network interface will restart automatically.	
	Finish

Setup Complete. Select Finish.

#### 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 P5021cdw it states, "incorrect login Username or Password".

The default login is Admin (capital A) for both the Username and  $\ensuremath{\mathsf{PW}}\xspace.$ 

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.

2. Admin	Device Status			2012/12/14 D3:36:23
	Device Status			_
	Device		Status	
Logout	Printer		😑 Read	1
	Scanner		😑 Read	Y
Device Information >	FAX		🔵 Read	Y
Job Status >	P Status Message		😑 Read	Y
E Document Box >	Ð			-
Address Book	Operation Panel Usage			
	User		Status	
Device Settings >	8		Not ir	Use.
Function Settings >				
Network Settings	Paper			
Conversion seconds	Source Size	Туре	Capacity	Status
Security Settings >	Cassette 1 A4	📋 Plain	600	30 %
Management >	Cassette 2 A4	Plain	600	No Paper

## How can I print onto "Special Media" such as Envelopes or Labels on my P5021cdw?

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. 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.

#### **Paper Settings**

[Menu] key >  $[\blacktriangle]$  [ $\forall$ ] key > [Paper Settings] > [ $\triangleright$ ] key

Configure settings for paper.

Item	Description
MP Tray Size	Select the paper size to be used in the multipurpose tray. Values: Envelope Monarch, Envelope #10, Envelope DL, Envelope C5, Executive, Letter, Legal, A4, B5, A5-R, A6, Envelope #9, Envelope #6, ISO B5, Custom, Hagaki (Cardstock), OufukuHagaki (Return postcard), Oficio II, 216 x 340 mm, 16K, Statement-R, Statement, Folio, Youkei 2, Youkei 4
MP Tray Type*1	Select the media type of paper to be used in the multipurpose tray. Values: PLAIN (60 - 105 g/m <sup>2</sup> ), TRANSPARENCY, PREPRINTED, LABELS, BOND, RECYCLED, VELLUM (60 - 220 g/m <sup>2</sup> ), ROUGH, LETTERHEAD, COLOR, PREPUNCHED, ENVELOPE, CARDSTOCK, COATED, THICK (106 - 220 g/m <sup>2</sup> ), HIGH QUALITY, Custom 1 to 8

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. Display the screen

Click [File] and select [Print] in the application.

#### 2. Configure the settings

Select the machine from "Printer" menu and click the [Properties] button.

A-10-10-1		_		et (Direct and white)		
Papers to Print	1		DSn-2000	Cogyments & For		
1.4				Encoment and lo		14
Convertinge:				Summate Connects		
074get 1-5					ID II O'C	
<ul> <li>More Options</li> </ul>				Scale: 91%		
Page Staing & Ha	willing (i)			0.5×11 ind	145	
32.0	Zenter	Makele	Enclose			
	100 S.	iQ#		i		'
Percon both :	des of paper					
Orientations						
· Auto popositi	indicape				-	
Ferent					- E	=
Clankcape						
				R 0-		

Select the Basic tab to set the desired Media type.

	Print size:	
	Envelope #10 [48%]	~
🗄 Layout	Page Sizes	
🗓 Finishing	List enhancement Source:	
	Auto source selection	~
Imaging	Media type:	
	Envelope	$\sim$
Publishing		

Click [**OK**] button to return to the Print dialog box.

#### Start printing.

Click the [OK] button.

For more information please refer to the ECOSYS P5021/P5026 Operation guide found on our website https://www.kyoceradocumentsolutions.us/

## Installing the Apple OS print driver.

The driver can be downloaded from our Public website. Go to 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	
Mer: Print D' ver (51.2022.000.0)	36 MB IZIF
Net: Diver statt Sallware inversellen G. Rie $(11/10/16)$	яка кв. рар. 💆
Mod Print Driver (6.0.2010;12)	37 MB   ZIP

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.

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.

	💝 Install Kyocera Macintosh	-		
	Important Information			
Introduction	Macintosh Installer Readme For Mac OS X			
👩 Read Me		L		
	Contents	L		
	Setting the Emulation Mode at the Operation Panel Known Issues			
	About USB Connections			
	Resource Saving - Paper Energy Efficiency - Energy Star (ENERGY STAR®) Program			
	Environmental Benefits of "Digite Printing" Environmental Benefits of "Output Printing"			
	The Mac OS X Print architecture parses the contents of a Postscript Printer Description (PPD) file to interpret the printing system features, then builds a user interface based on that information. The installer provides PPD files for the printing systems.			
	Setting the Emulation Mode at the Operation Panel			
	You must change the Printer Description Language (PDL) emulation			
	Print Save Go Back 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).

		Add		
	<u>#13</u>			
efault IP V				
Name			∧ Kind	
KDC-PS-14-B	3B1E		Bonjour	
KM14D40F			Bonjour	
KM283C0A KM805D64			Bonjour Bonjour	
Kyocera CS 3	051ci		Bonjour Mult	function
Kyocera CS 3	252ci		Bonjour Mult	ifunction
	SYS M2635dw		Bonjour Mult	
	SYS M3860idnf		Bonjour Mult	
	SYS M4132idn SYS M5526cdw		Bonjour Mult Bonjour Mult	
	0Y0 M0400-1-		De-leve Mult	
Name:				
Location:				
Use:				
				Add
			-	Q Search
		🐣 🔞 🕈	<b>H</b> dows	
		🐣 🔞 🕈		
		Cefault IP Win		
		Default iP Win	dows	
		Cefault IP Win	dows Enter host name or IP adds	Q Search
		Default iP Win	dows	Q Search
		Cefault IP Win	dows Enter host name or IP adds	Q Search
		Default IP Win Address: Protocol: Queue:	dows Enter host name or IP adds	Q Search
		Default IP Win Address: Protocol: Queue:	dows Enter host name or IP add Line Printer Daemon -	Q Search
		Default IP Win Address: Protocol: Queue:	dows Enter host name or IP add Line Printer Daemon -	Q Search
		Default IP Win Address: Protocol: Queue:	dows Enter host name or IP add Line Printer Daemon -	Q Search
		Default IP Win Address: Protocol: Queue:	dows Enter host name or IP add Line Printer Daemon -	Q Search
		Default IP Win Address: Protocol: Queue:	dows Enter host name or IP add Line Printer Daemon -	Q Search
		Default IP Win Address: Protocol: Queue:	dows Enter host name or IP add Line Printer Daemon -	Q Search
		Address: Protocol: Queue:	dows Enter host name or IP add Line Printer Daemon -	Q Search
		Default IP Win Address: Protocol: Queue:	dows Enter host name or IP add Line Printer Daemon -	Q Search
		Address: Protocol: Queue: Name:	dows Enter host name or IP add Line Printer Daemon -	Q Search
		Address: Protocol: Queue: Name: Location:	dows Enter host name or IP add Line Printer Daemon -	Q Search
		Address: Protocol: Queue: Name:	dows Enter host name or IP add Line Printer Daemon -	Q Search
		Address: Protocol: Queue: Name: Location:	dows Enter host name or IP add Line Printer Daemon -	Q Search
		Address: Protocol: Queue: Name: Location:	dows Enter host name or IP add Line Printer Daemon -	Q Search
		Address: Protocol: Queue: Name: Location:	dows Enter host name or IP add Line Printer Daemon -	Q Search

**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.

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.





- + 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.





ТК-8337С 🔜 🔺
TK-8337M
TK-8337Y
TK-8337K
Waste Toner Box Level is OK
Supply levels shown are approximate.
Coppy inversion and opproximities.
Cancel

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.

Printers 3252ci • Idle, Last Used		int Queue & Supplies
	Location: Kind: Kyocera TASI Status: Idle	Kalfa 3252ci (KPDL)
+-	Share this printer on the net	work Sharing Preferences
	Default printer: Last Printe	er Used 🗘
	Default paper size: US Letter	¢ ?



Kyocera Document Solutions has championed innovative technology since 1934. We enable our customers to turn information into knowledge, excel at learning and surpass others. With professional expertise and a culture of empathetic partnership, we help organizations put knowledge to work to drive change.

KYOCERA Document Solutions America 225 Sand Road, PO Box 40008, Fairfield, New Jersey 07004-0008, USA Tel: 973-808-8444



kyoceradocumentsolutions.us

Kyocera Document Solutions does not warrant that any specifications mentioned will be error-free. Specifications are subject to change without notice. Information is correct at time of going to press. All other brand and product names may be registered trademarks or trademarks of their respective holders and are hereby acknowledged. ©2021 KYOCERA Document Solutions Inc.