# Frequently Asked Questions P5021cdw

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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.

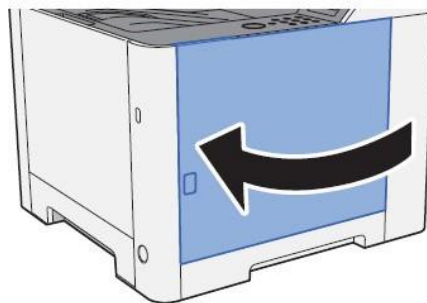A label is affixed to our genuine supplies, as shown below.
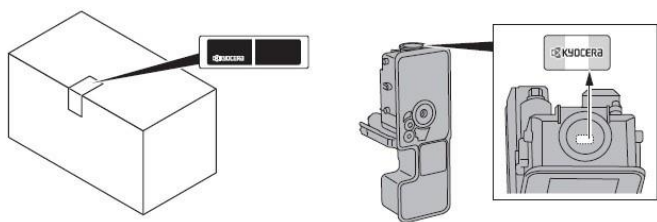
2. Remove the toner container and shake it, re-install the toner container.
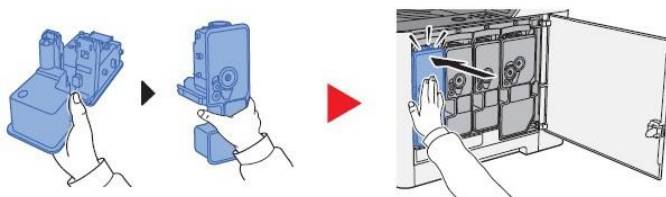
Shake the toner container.
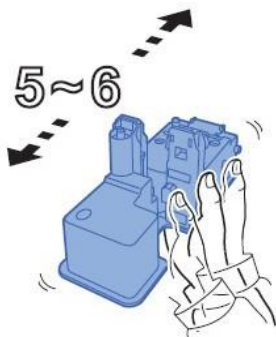
3. Make sure the Right Cover is closed all the way.

4. Make sure the toner is installed in the printer correctly.
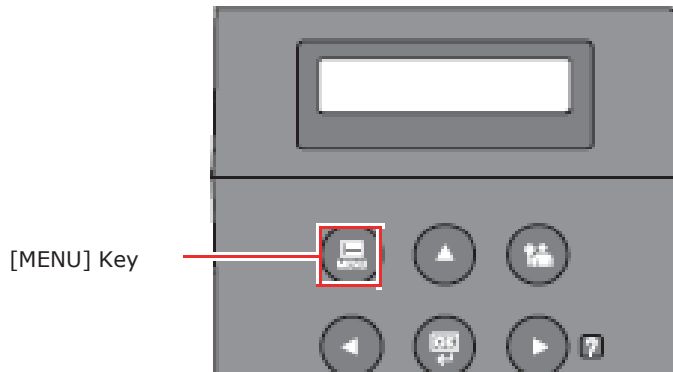
How do I check the Toner Level on my P5021cdw?

The toner gauges can be found on the printer Status Page.
Press the [**Menu**] key > press the [▲] [▼] key to select [**Report Print**] > [►] key>select Print Status Page.
Check Toner Gauges at the bottom of the page.

Output of status page

1. Press the [Menu] key.

[MENU] Key

2. Select [Report Printing] and press [►] key.

3. Select [status page] and press [OK] key.

Report Print	►	Print Status Page

4. As [?] is additionally displayed, press [OK] key.
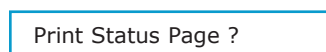
Print Status Page ?

Status page is printed.

Toner Gauges

Cyan	0 %		100 %
Magenta	0 %		100 %
Yellow	0 %		100 %
Black	0 %		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.

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.
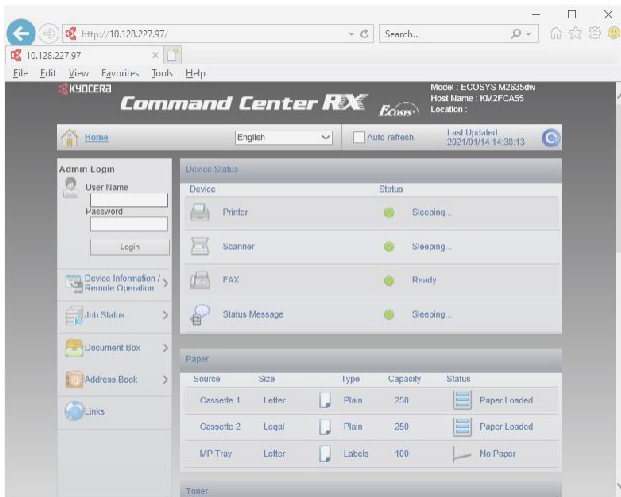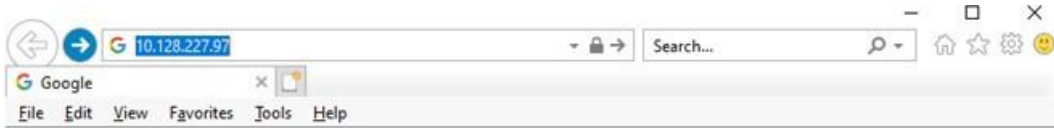
The default login is
User Name: **Admin (capital A)**
Password: **Admin (capital A)**

What is the administrator login via the P5021cdw OP Panel?

Username: **2100**
Password: **2100**
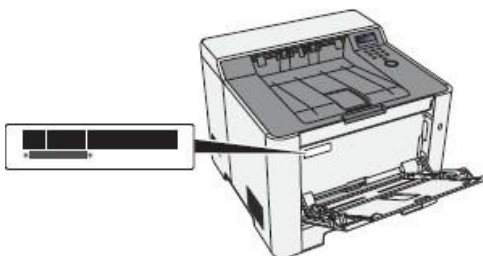
Where is the Serial Number located for the P5021cdw?

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/download-center-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.
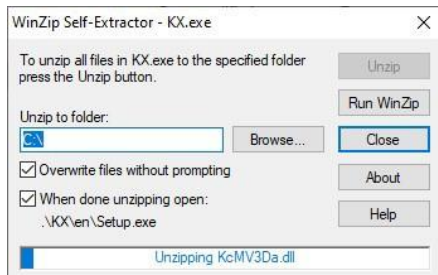
2. When the extraction completes, Windows Defender may prompt an unrecognized app is starting. Click More Info.
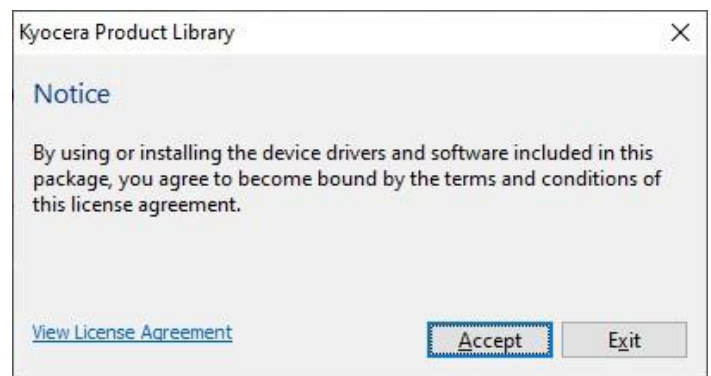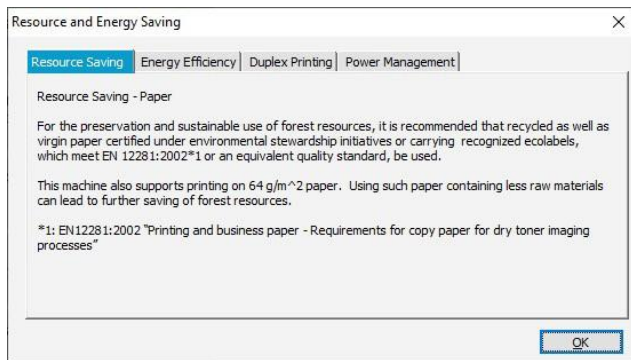

3. Then select Run Anyway.

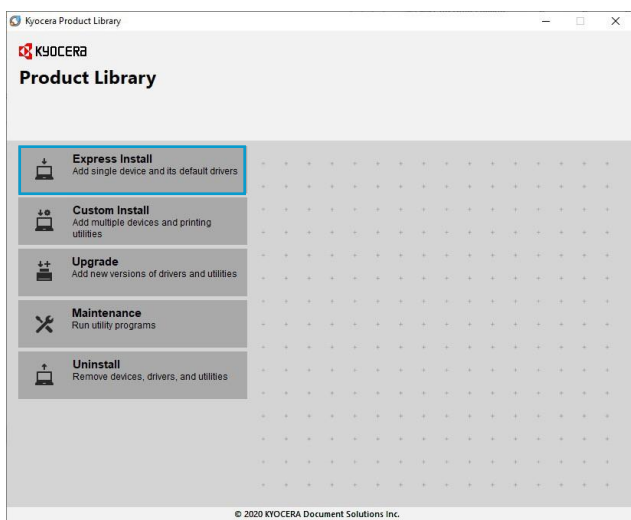**4.** The Kyocera Product Library will open.
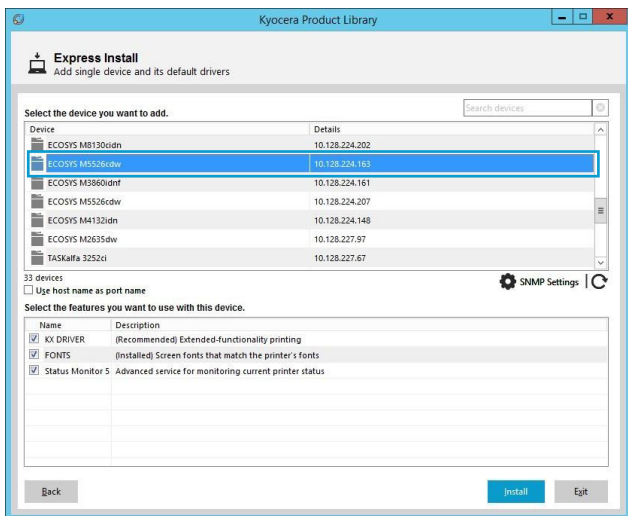

5. Accept the License Agreement.

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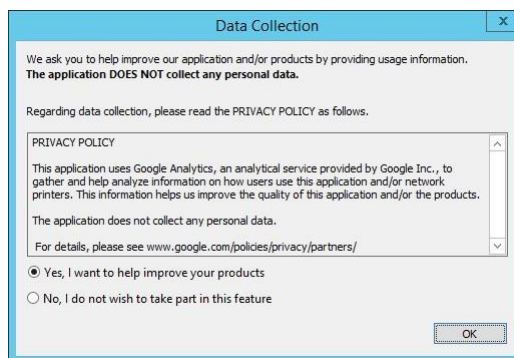

**7.** In the menu on the left select Express Install.

8. 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.

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.

10. The Product Library will start installing the selected driver and components.
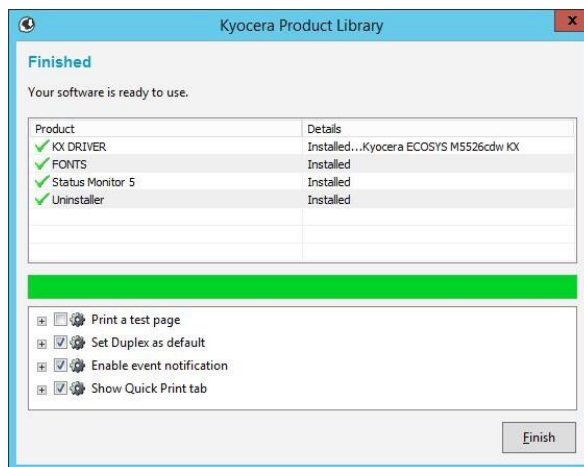
11. Once complete, select the check box to Print A Test Page.
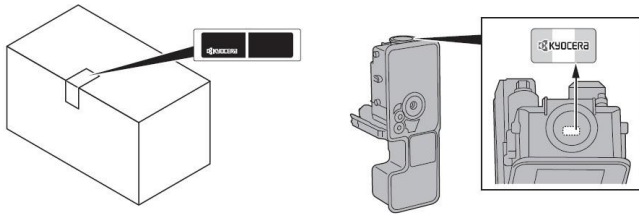Please note that for Energy Star Compliance, Duplex is enabled by default.
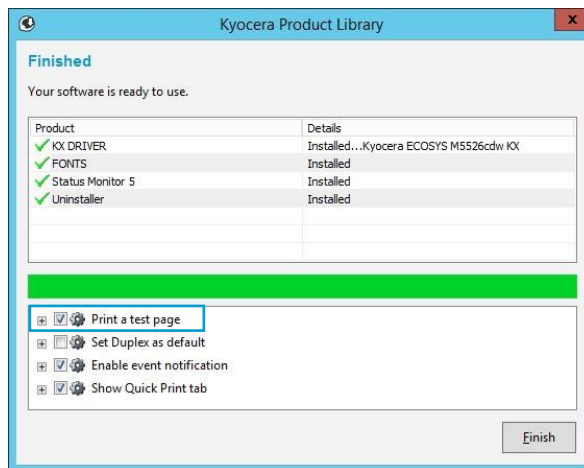
My P5021cdw has poor image quality.

**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**.
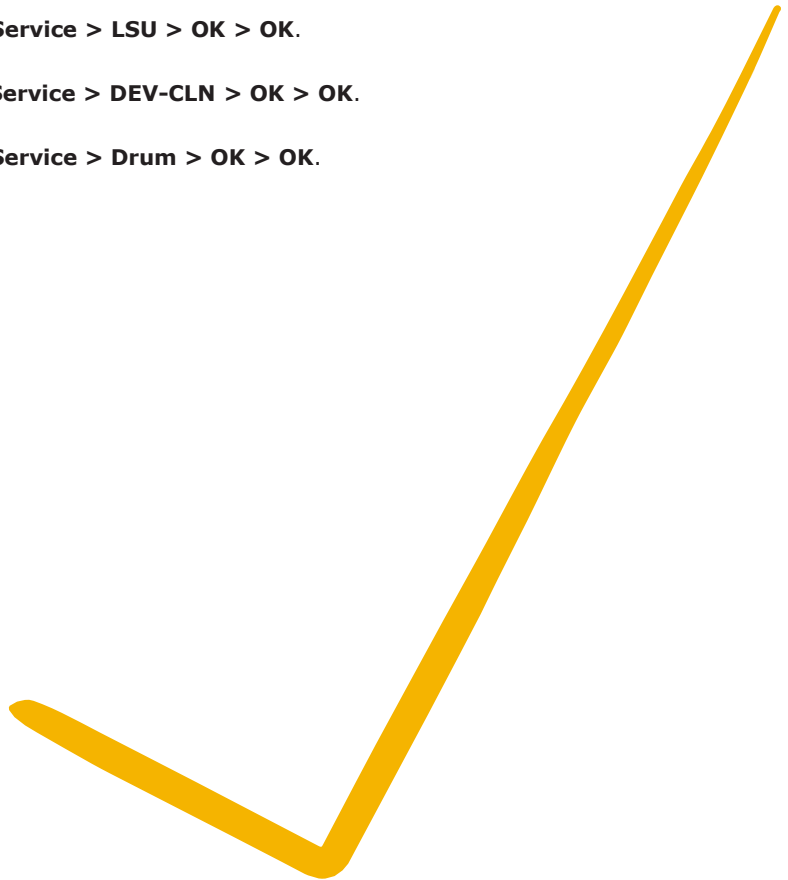
My P5026cdw displays an error indication.
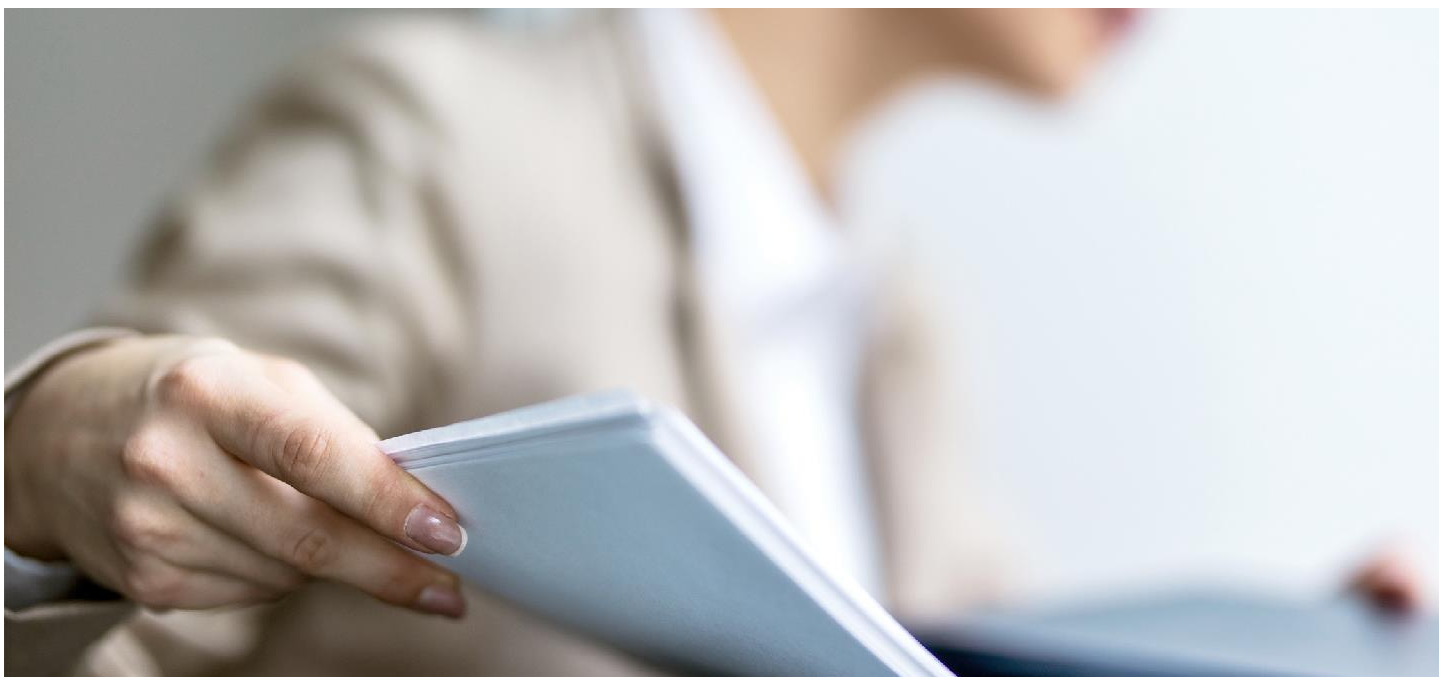
If an error occurs on the machine, the error message appears on the screen. Also, the Attention indicator on the operation panel will light up or flash.
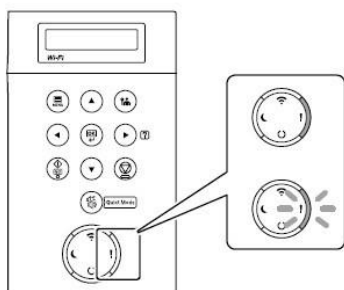
1. How can I find information if an error occurs?
Press the Arrow keys in Increments or decrements numbers or select Menu in the message display. When a specific error occurs, select the [▶] key to show the Help screen.

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.
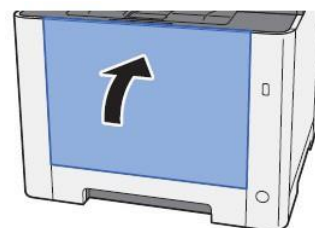
Paper Jam at the MP Tray

Paper jam
MP Tray
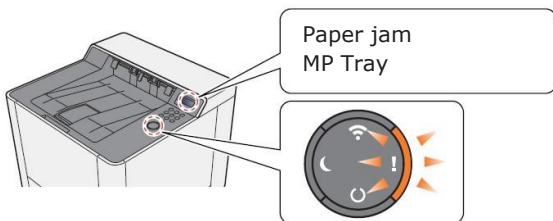
1. Remove any jammed paper. Do not reuse jammed papers. If the paper tears during removal, be sure to remove any loose scraps of paper from inside the machine. Scraps of paper left in the machine could cause subsequent jamming.
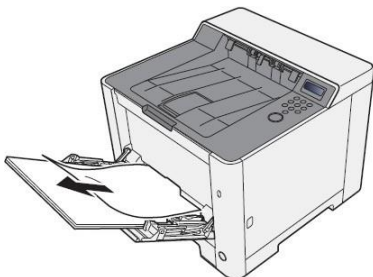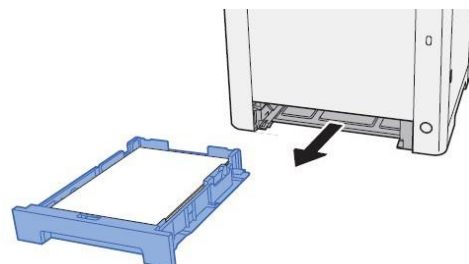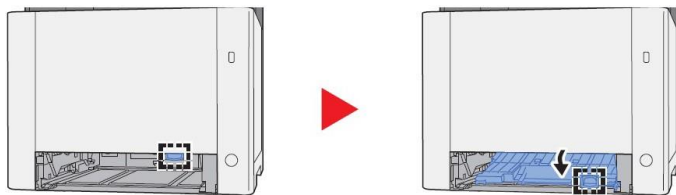
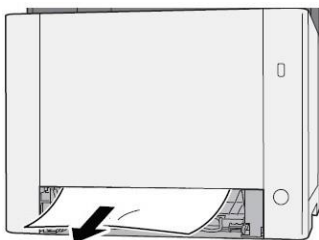**2.** Remove all the paper.
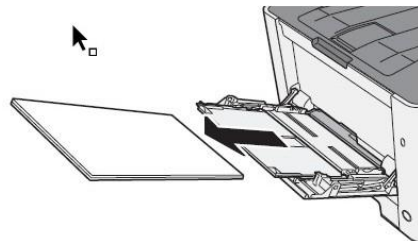
3. Push the multipurpose tray to close it.

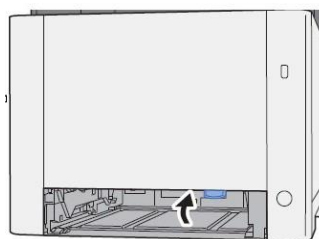**4.** Pull Cassette 1 out toward you until it stops.
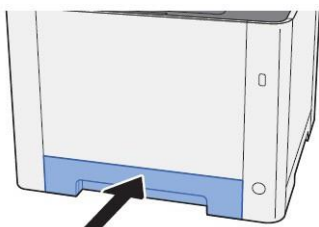
5. Open Duplex Feed Cover.
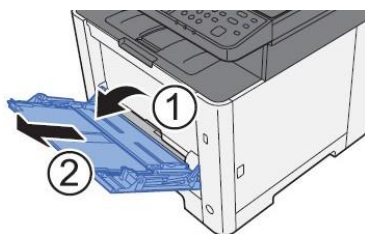

6. Remove any jammed paper.

7. Push Feed Cover back in.
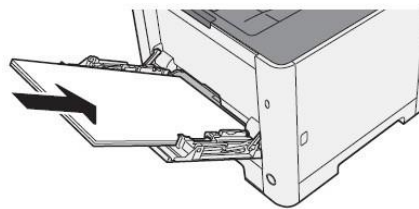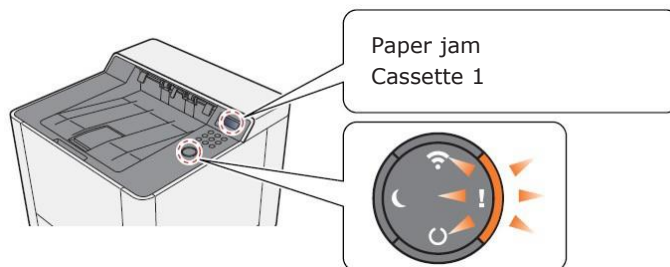

8. Push Cassette 1 back in.
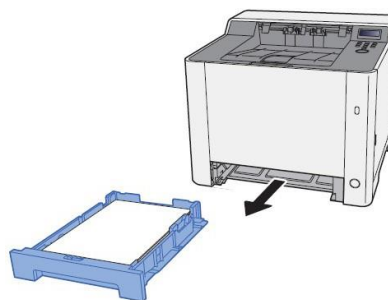

9. Open the multipurpose tray.

10. Reload the paper.

Paper Jam at the Cassette 1
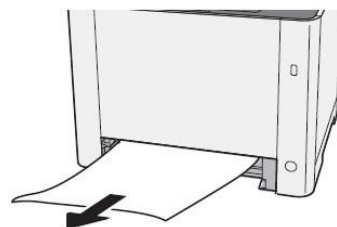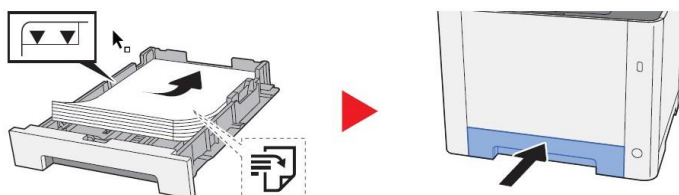

Paper jam
Cassette 1

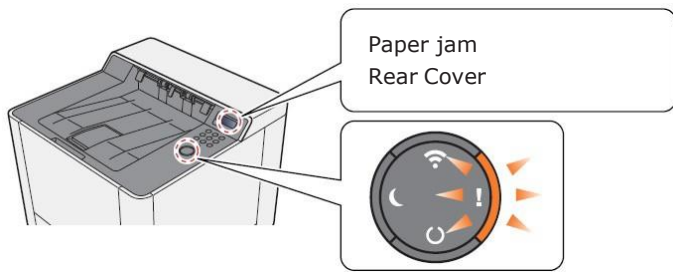**1.** Pull Cassette 1 out toward you until it stops.

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.
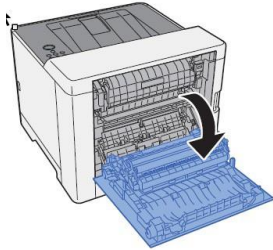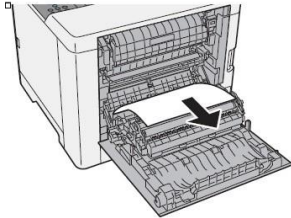

3. Push Cassette 1 back in.

Paper Jam at the Rear Cover
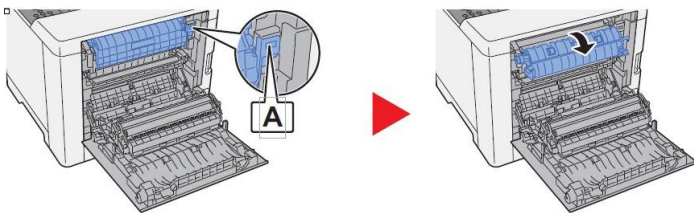

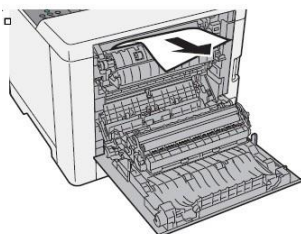Paper jam
Rear Cover

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.
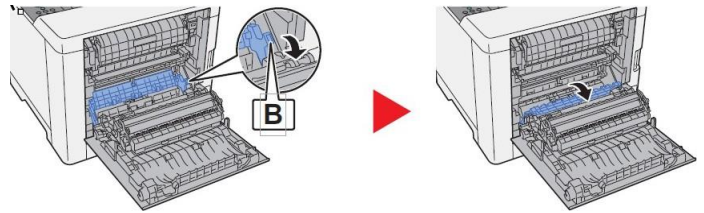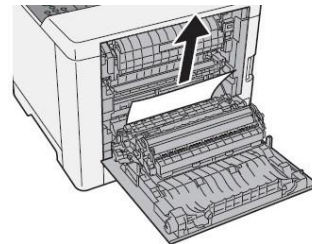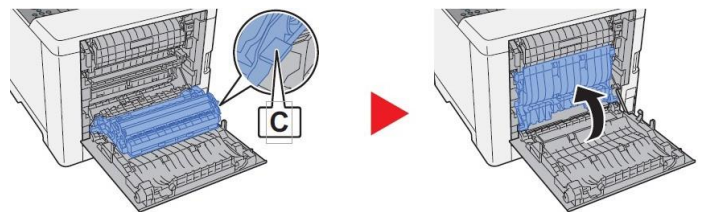

3. Open the cover (A).

4. Remove any jammed paper.
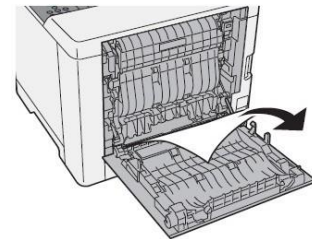

5. Open the feed cover (B).
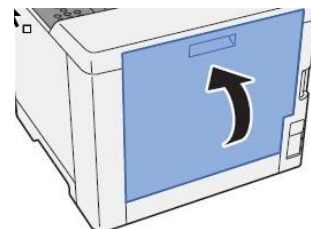

6. Remove any jammed paper.

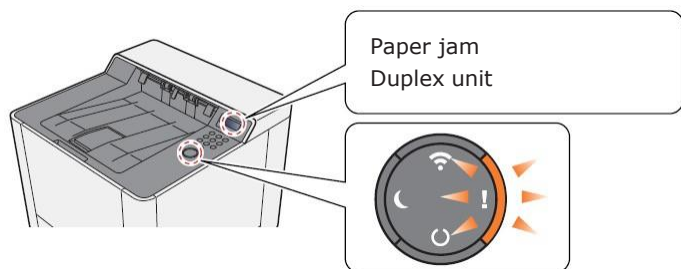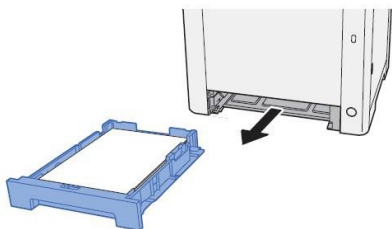**7.** Open the duplex unit (C).

8. Remove any jammed paper.

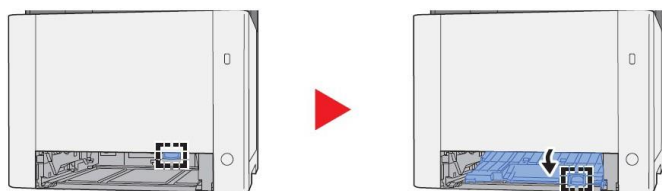**9.** Push and close the Rear Cover 1.

Paper Jam in the Duplex Unit

Paper jam
Duplex unit

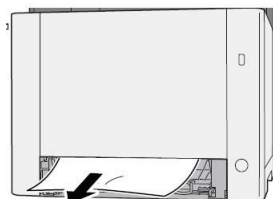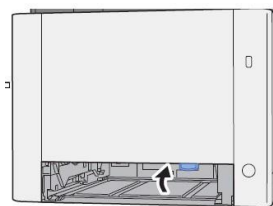**1.** Pull Cassette 1 out toward you until it stops.

2. Open the Duplex Feed Cover.

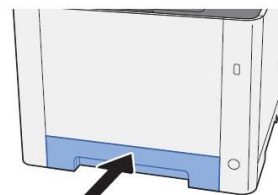**3.** Remove any jammed paper. Do not reuse the jammed papers. If the paper tears during removal, be sure to remove any loose scraps of paper from inside the machine. Scraps of paper left in the device could cause subsequent jamming.

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).
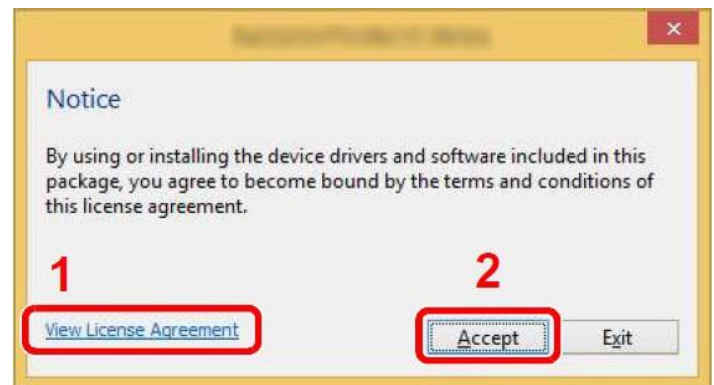
NOTE

+ 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.
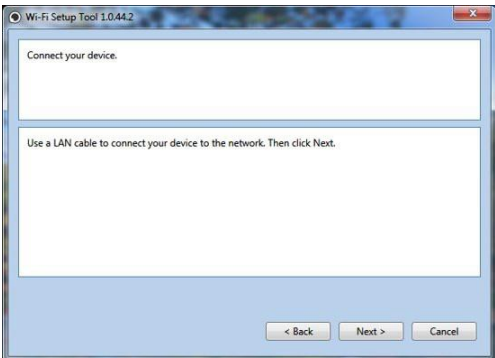Wi-Fi Setup Tool > [OK].
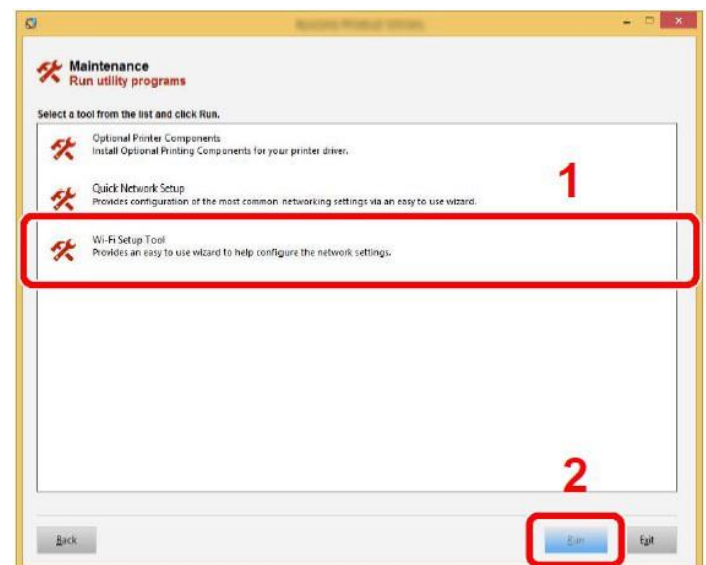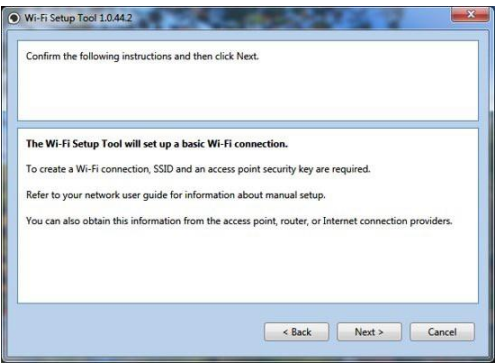
Configure the settings
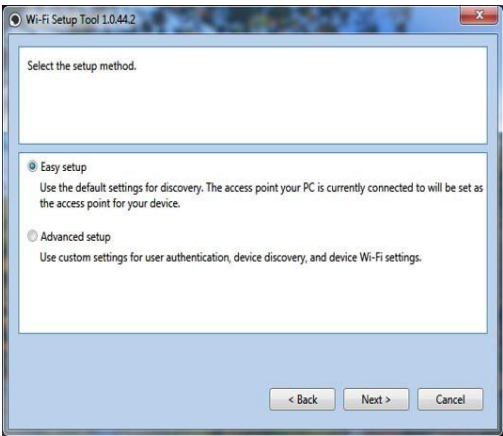
Select "Do not use WPS".
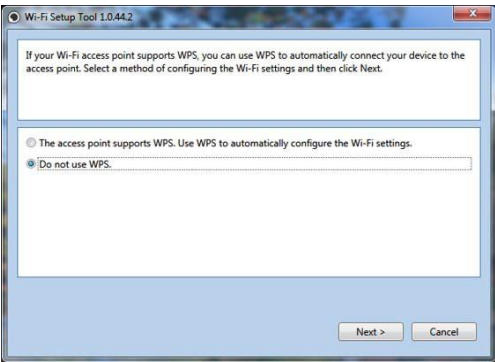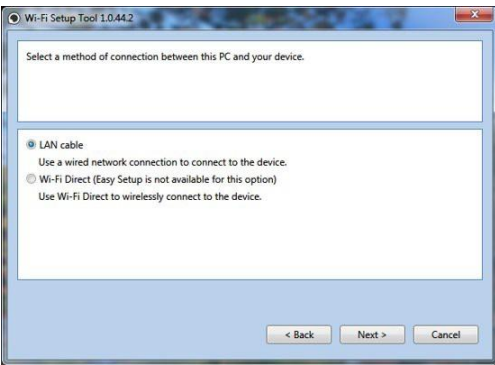

Select LAN cable and press Next.
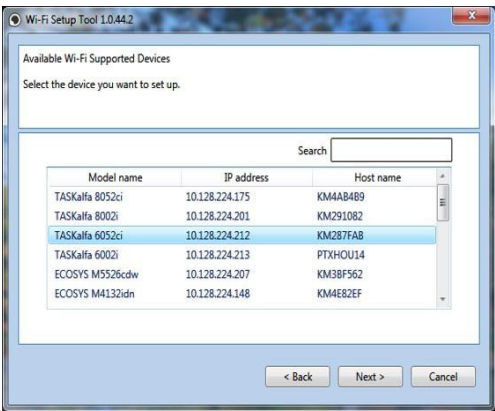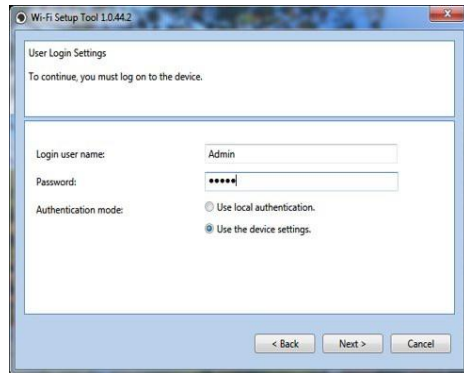

Press next.

Press next.

Press next.
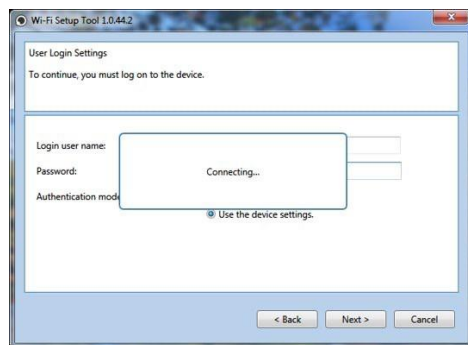

Select Easy setup and Press Next.

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

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

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

Software will show connecting status.

Software will show connecting status.

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.

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 [▲] 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 |

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

Configure the settings.
　[▲] [▼]　　　key > [On] > [OK] key

Restart the network.

[Menu] key > [▲] [▼]　　　key > [Wi-Fi Settings] [►] key > [▲] [▼] key
>[Restart Network]
[OK] key > [OK] key

Find Wi-Fi Direct SSID and password

[Menu] key > [▲] [▼] key > [Wi-Fi Direct Set] > [►] 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**].
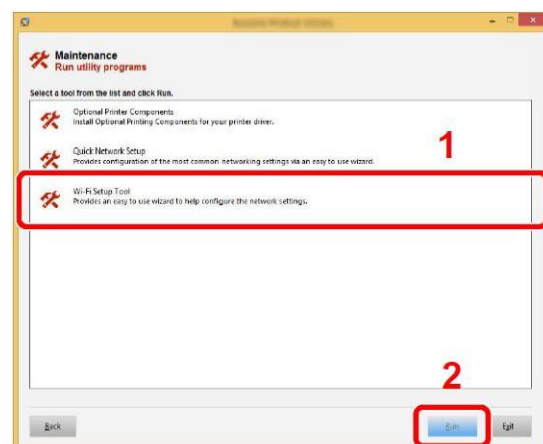> + If the user account management window appears, click [**Yes**] ([**Allow**]).

1. Click [View License Agreement] and read the License Agreement.
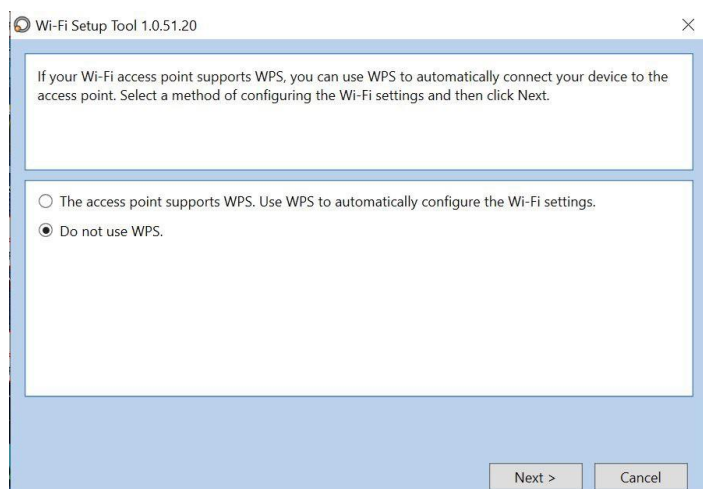
2. Clic [Accept].
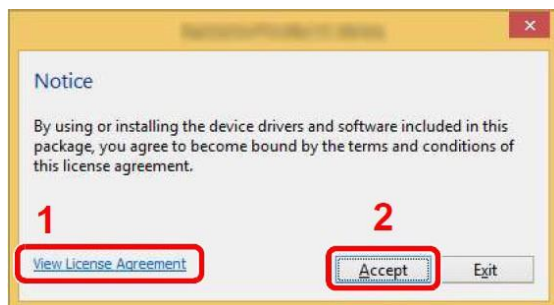
3. Select [Maintenance].

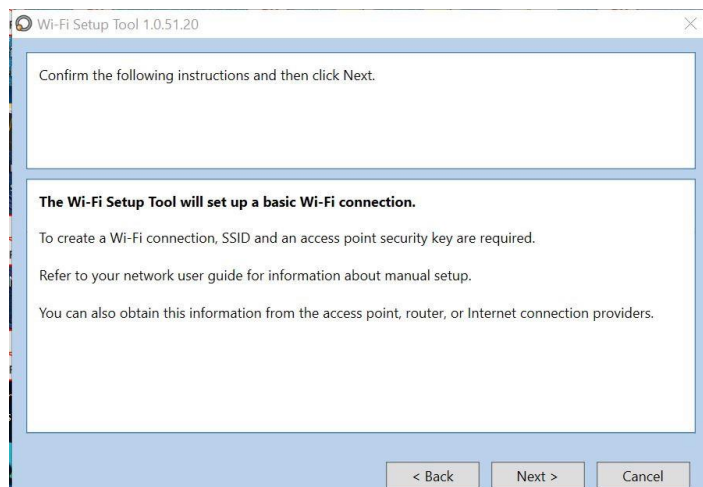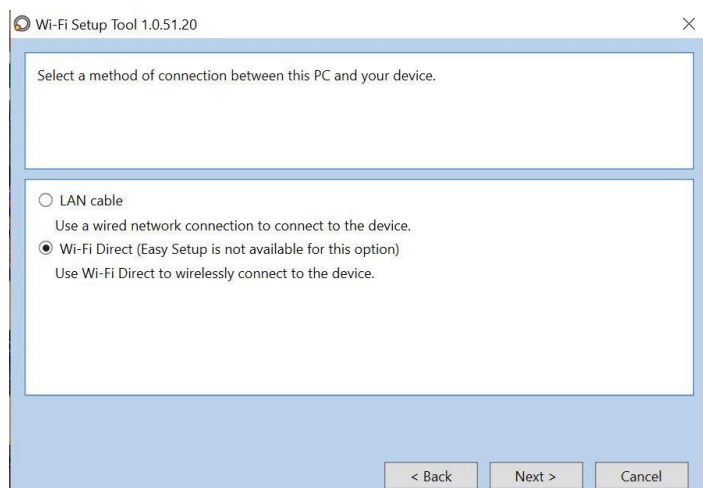**4.** [Wi-Fi Setup Tool] > [OK].
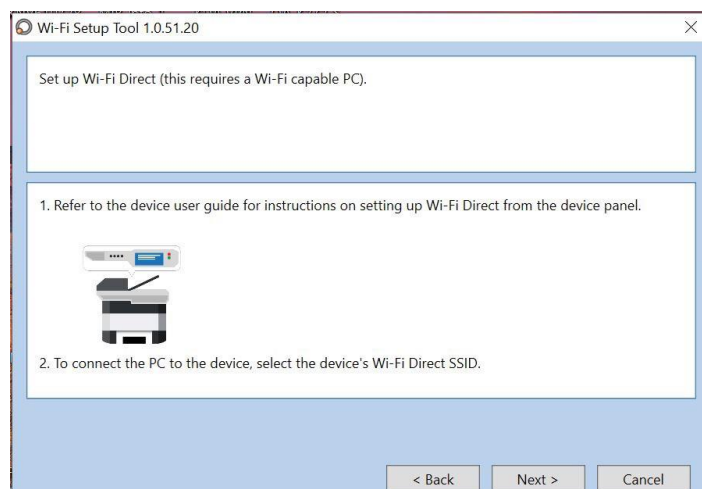
Configure the settings

Select "Do not use WPS".

Select Wi-Fi Direct and press Next.

Press Next.

Press Next.
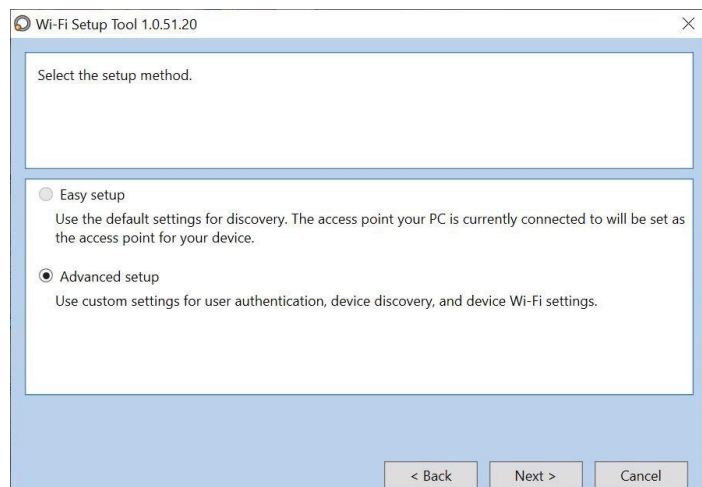
Press Next.

Select Advanced setup and Press Next.
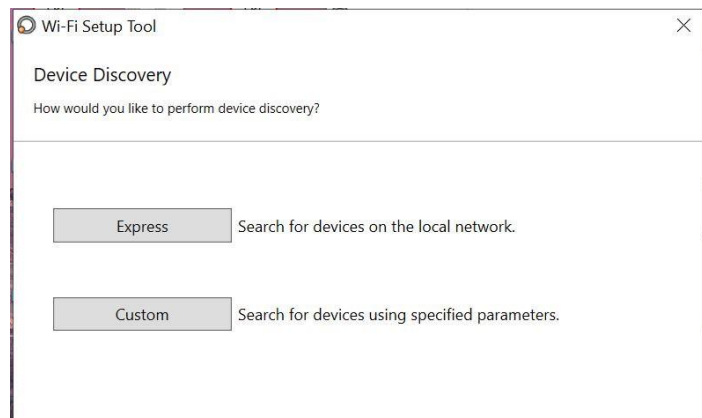
Select Express.
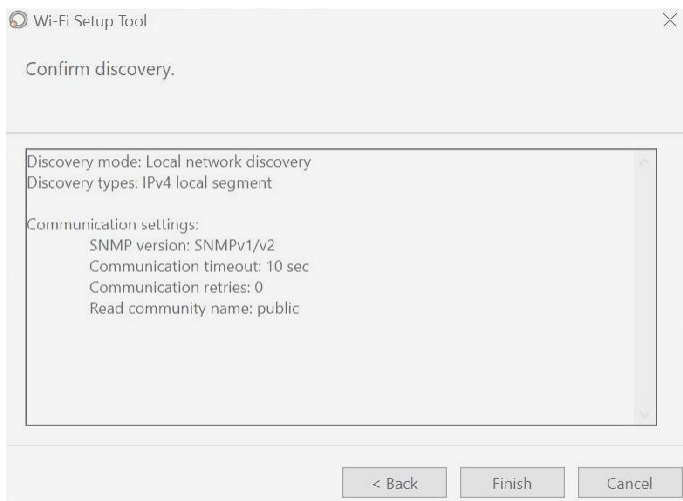
Select Finish.
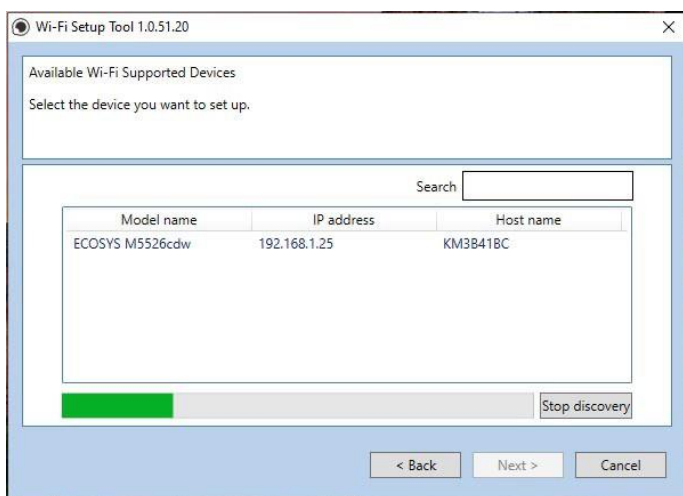
A list of available printers will be displayed, select your model and press Next.
Software will show connecting status.
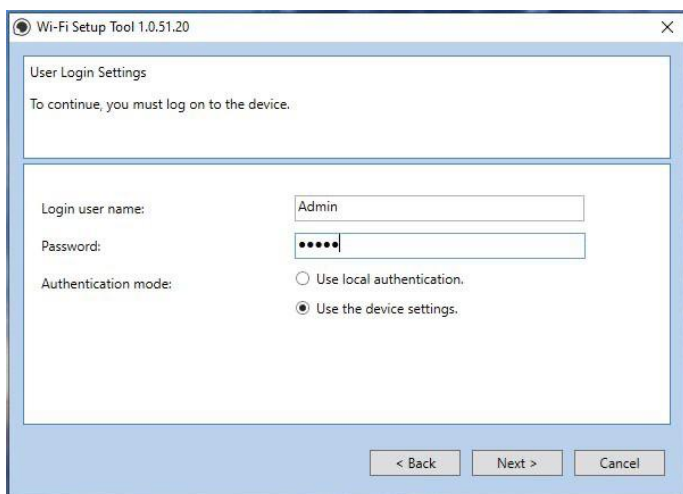
Enter Admin for Username and Admin for password. Select Use device settings.
Press Next.
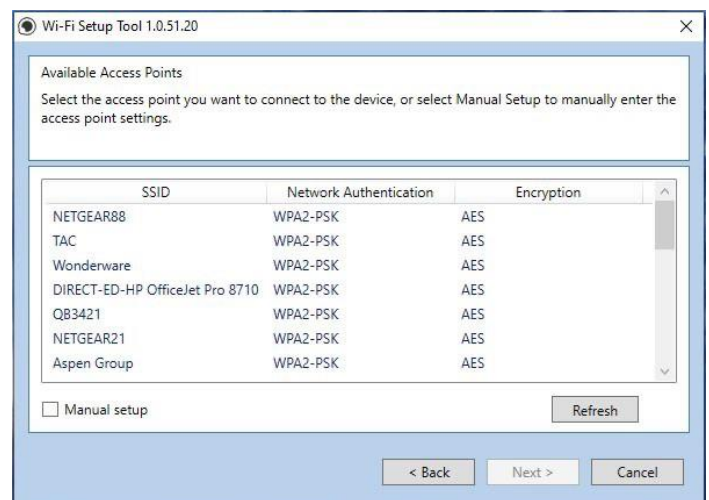
Select you network SSID and press Next.
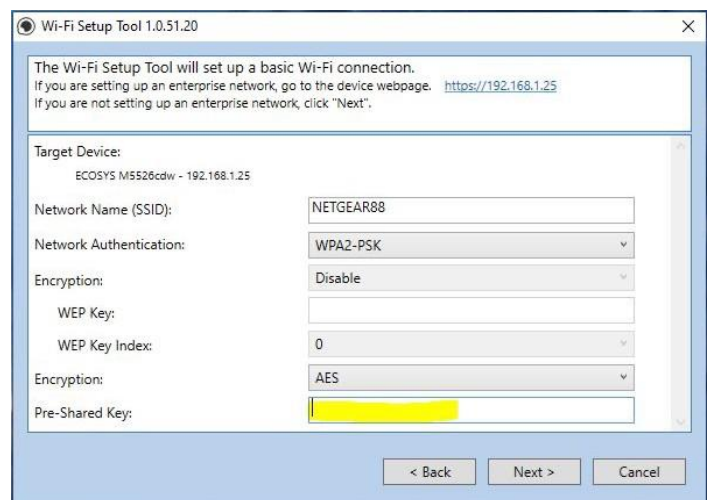
Select your Network Authentication type and enter Password in the Pre-Shared Key field. Press Next.
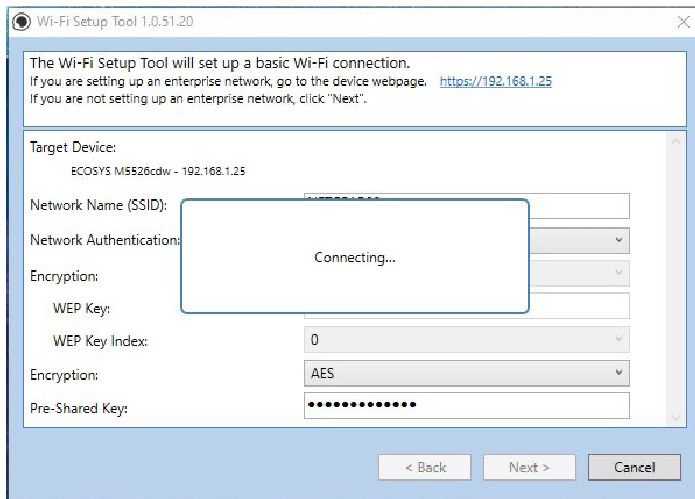
Software will show connecting status.
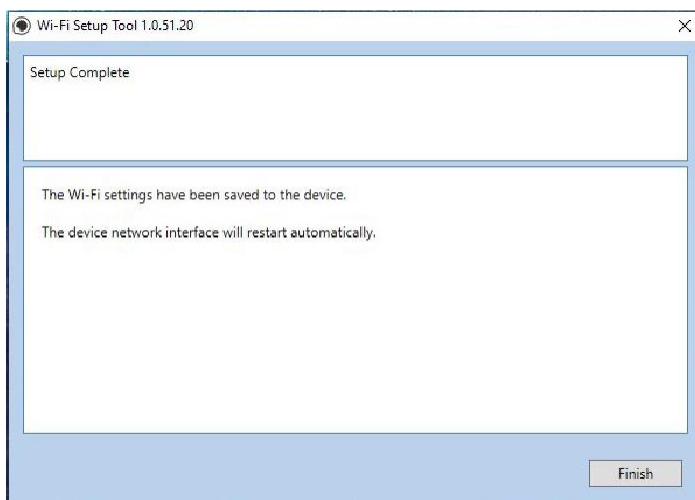
Setup Complete. Select Finish.

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 PW.
If the issue persists, try a different browser.
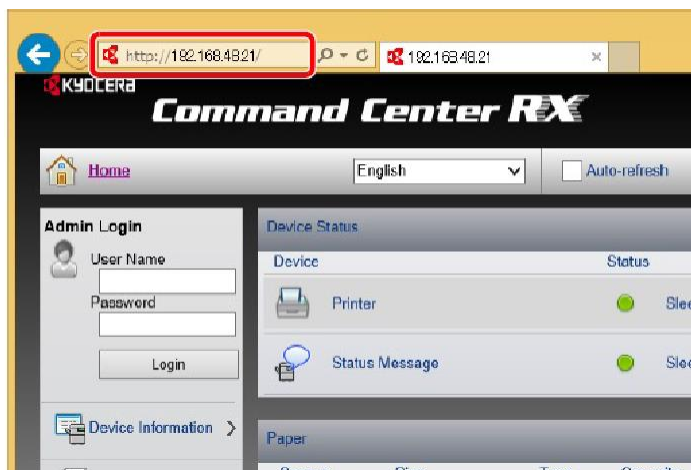
Once logged in you will see the available links listed on the left side of the page.

How can I print onto "Special Media" such as Envelopes or Labels on my 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.

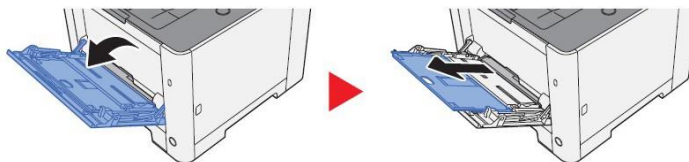## Paper Settings

[Menu] key > [▲] [▼] key > [Paper Settings] > [►] 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/m²), TRANSPARENCY, PREPRINTED, LABELS, BOND, RECYCLED, VELLUM (60 - 220 g/m²), ROUGH, LETTERHEAD, COLOR, PREPUNCHED, ENVELOPE, CARDSTOCK, COATED, THICK (106 - 220 g/m²), 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.
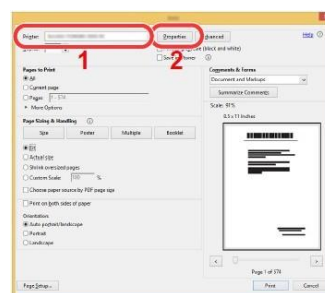
Select the Basic tab to set the desired Media type.
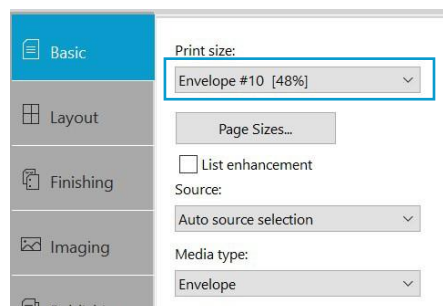
Click [**OK**] button to return to the Print dialog box.

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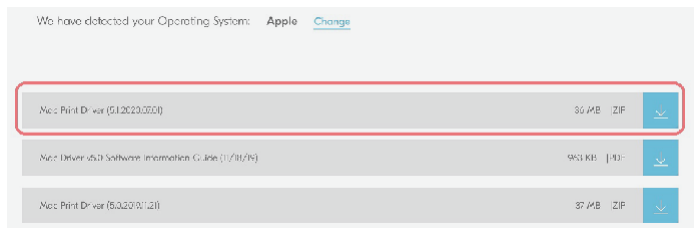
Your file will start downloading. Depending on your browser the download progress will be in a different spot. Once your download is complete, go to your download folder (1) and you should see a file similar to this one. As versions change the file name will change. Double click on the .zip file.

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.
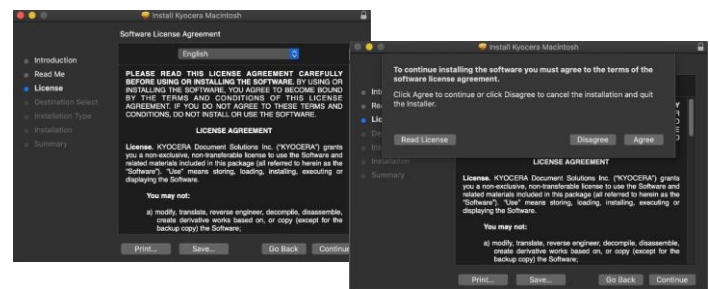

The welcome screen will come up first, select continue.
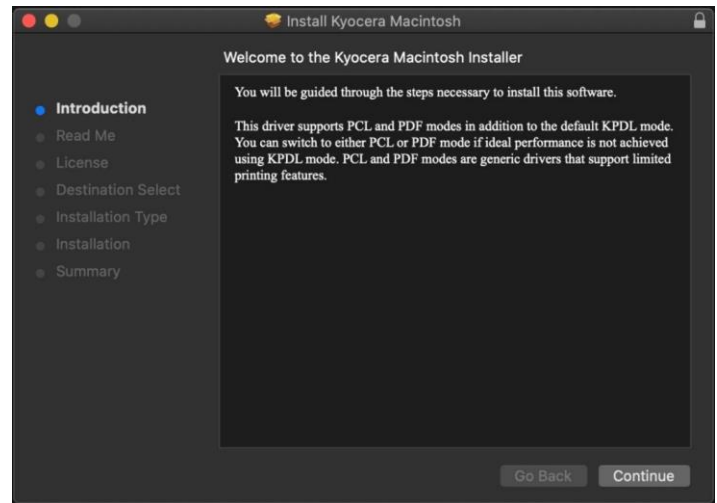
Next will be the read me notes, this contains information about what has been updated in this version and known issues. Select continue.
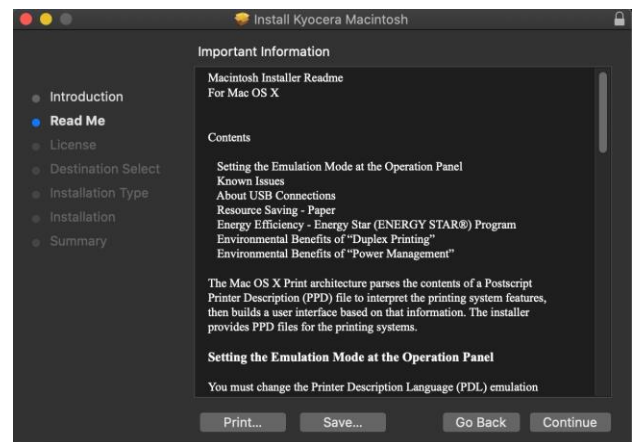

Next up is license agreement, select continue and agree.

This next screen describes how much space will be taken up by installer. At this point you can customize your install, select customize.
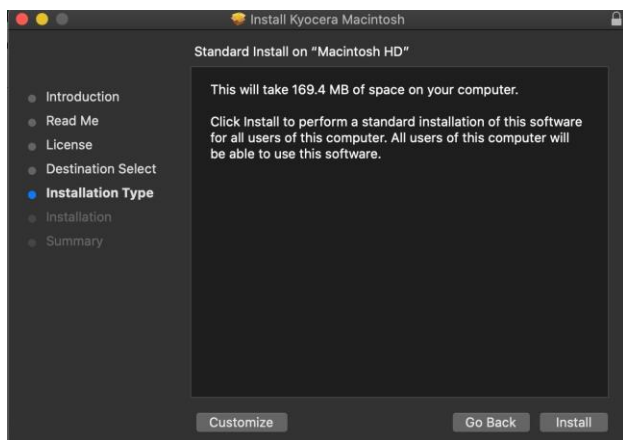
Here you will have the choice of turning off duplex by default, enabling Print option (for PCL and PDF output), Or enabling Kyocera Net Manager. Select install (1) Enter the Admin Username and password for computer. And select install software.
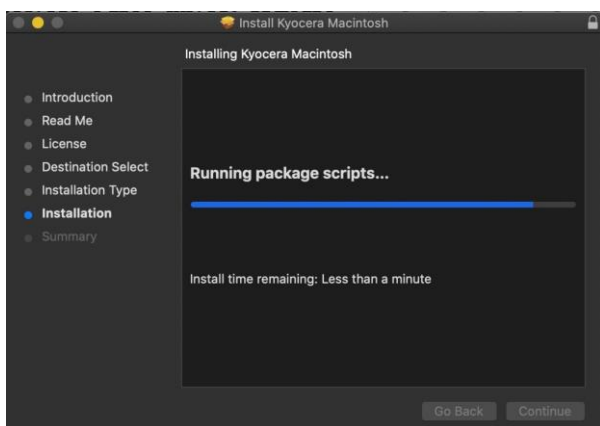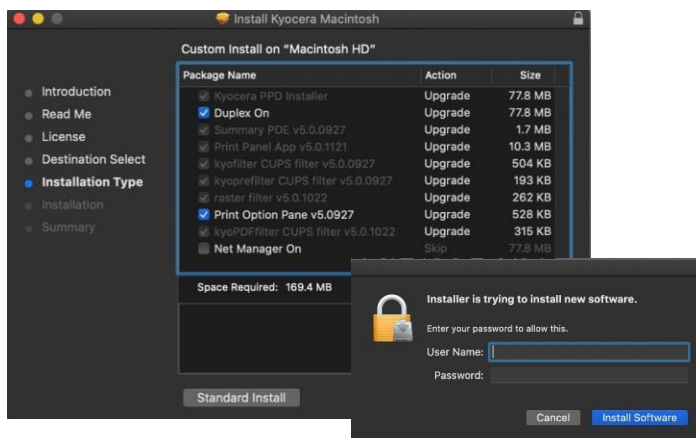

Install will continue, then select close. This will install the required files needed to configure the print driver.
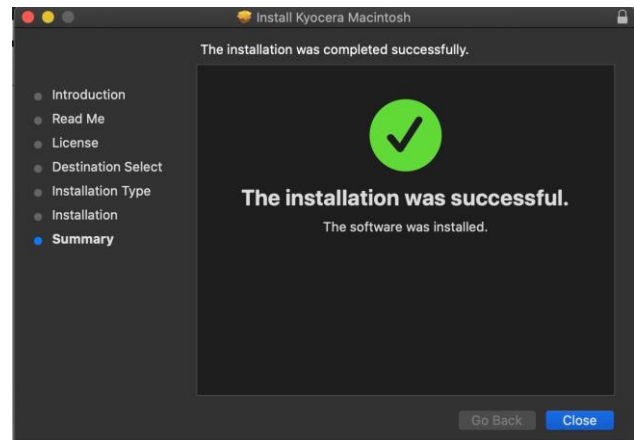

That install put the printer files and PPDs where they need to go on the Apple computer. Now for the actual printer setup.

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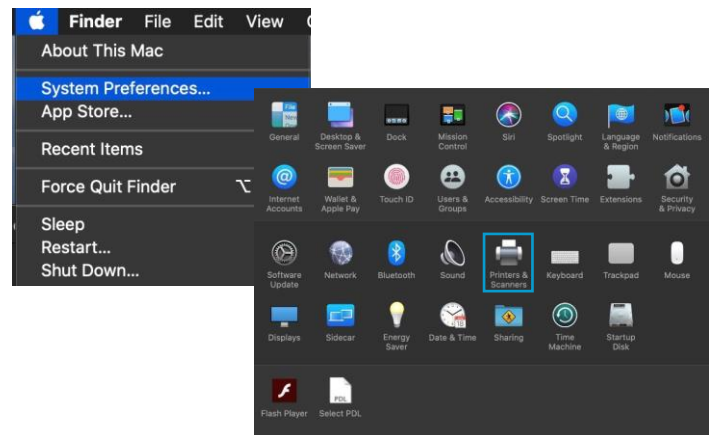
This will bring up the list of installed printers. To add a printer, press the plus sign in lower left.
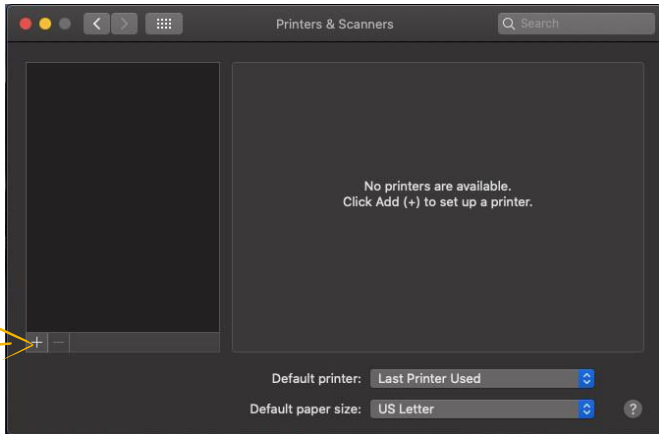
This will start the install dialog.

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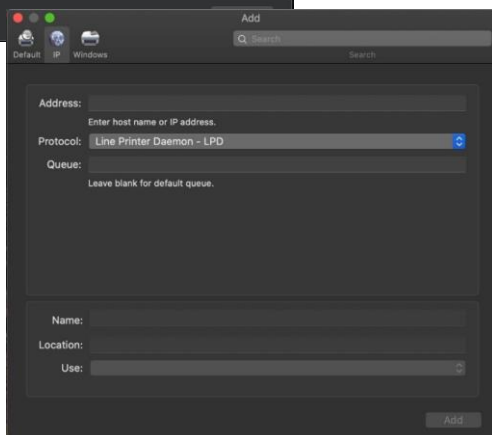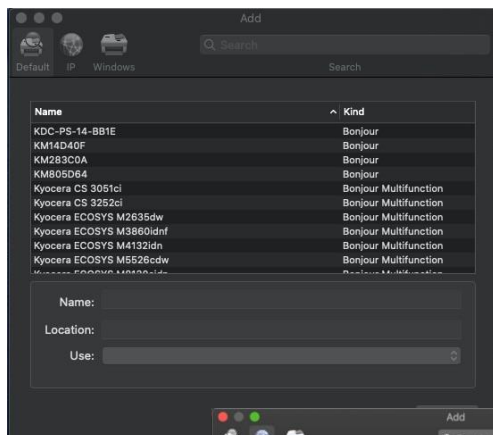
Default. Select the default tab. All your network and USB connected devices should appear in the window. Select your device, at this point verify in the "Use" field the correct model is selected with KPDL in parenthesis. By default, Apple selects Secure Airprint. This selection will not work correctly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

Press add and the printer will be added to the device list.
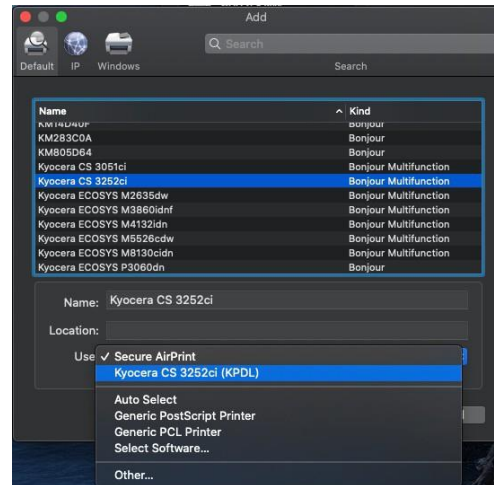
IP, this is the most common and preferred method, Select the IP tab. Verify the Protocol is set to Line printer daemon/LPD, this is the recommended protocol for Kyocera printers.
Enter the IP address of the desired printer, the queue will remain blank.

+ 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.
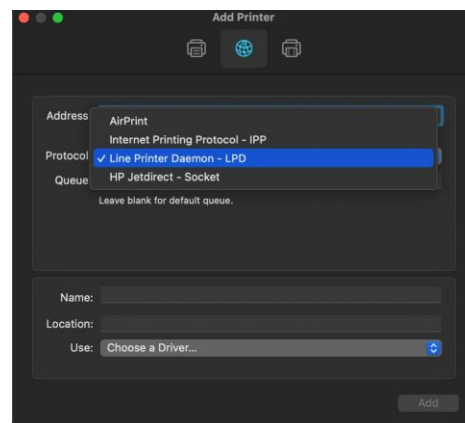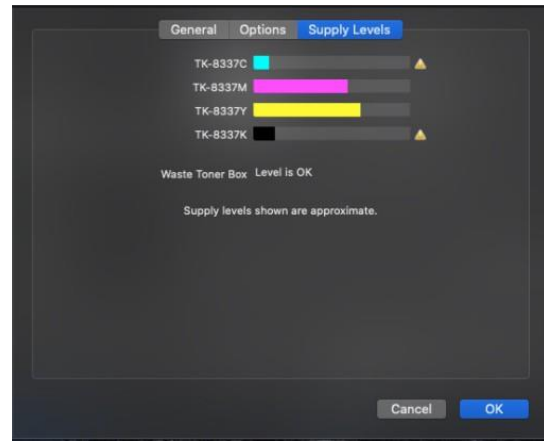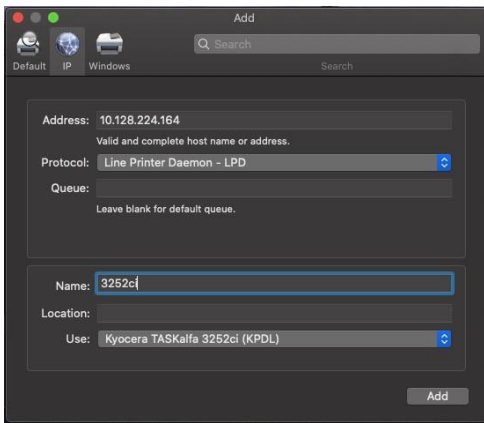
+ After any one of the previous install procedures, it leads us to this screen. The printer has been installed. Here you can verify the PPD and the Options.
+ Press options and supplies, in the General tab you can change the name or location and check the version of the driver.
+ In the Options tab you can change the installed options Supply levels will show current status of toner and waste toner.

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.
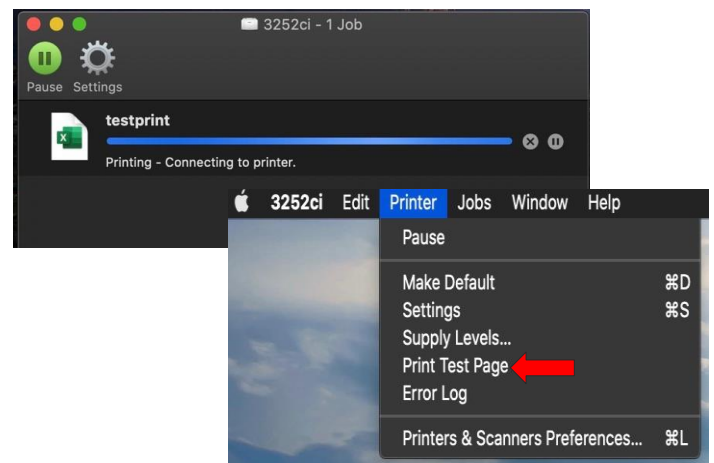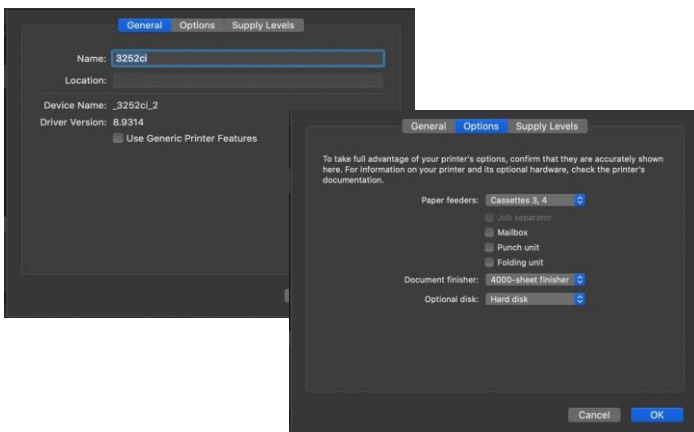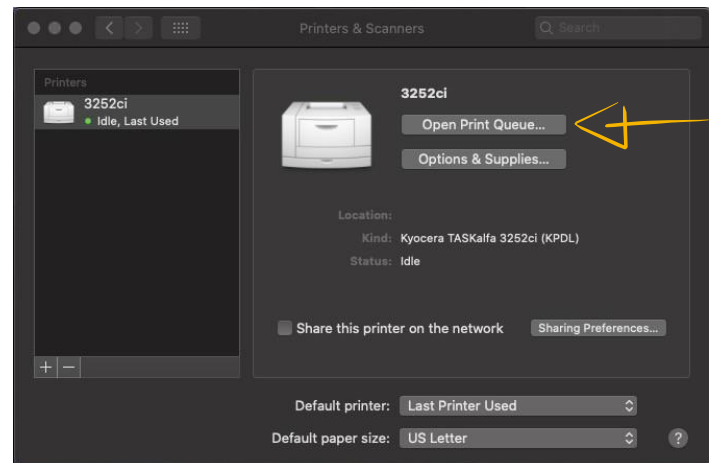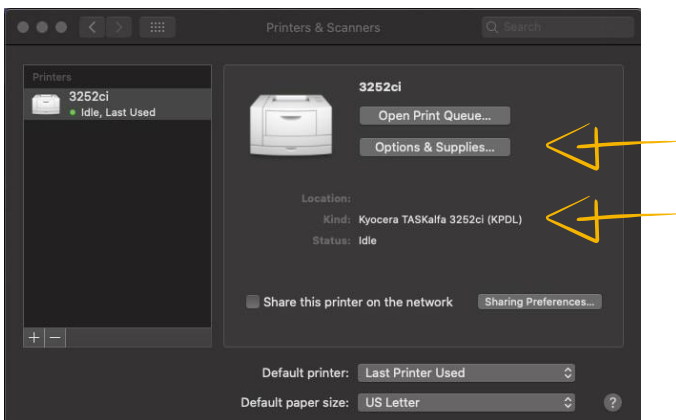
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