



# A413 Series

## User Manual

- Please read the user manual before using this product and keep the manual in a convenient location.



## Safety Precautions

PLEASE FOLLOW THE INSTRUCTIONS BELOW WHEN USING THIS DEVICE.

 **Warning:** Failure to follow the instructions may cause death or critical injuries.

- You must plug in the power cord directly into the wall outlet. Do NOT use an extension cord.
- If the power cable or plug has been eroded or damaged, pull the plug to remove it.
- Do NOT remove covers or screws unless otherwise stated in this manual in order to avoid electric shock or exposure to laser radiation (for laser devices).
- For the following situations, turn off device and pull the plug to remove the power plug.
  - Something has been spilled on the device
  - Considering making a request for repair of the device
  - Cover of the device has been damaged
- If the device uses toner, do NOT burn spilled or discarded toner.  
Toner particles may ignite when exposed to a flame.
- Use designated store or recycle location to discard the device.
- Turn off when not using the device for a long time or before leaving work.  
Failure to do so may cause unexpected fire.

 **Caution:** Failure to follow the instructions may cause minor to critical injury or property damage.

- Protect device from damp or wet places exposed to rain, snow, etc.
- Remove the power cord from the wall outlet before moving the device.  
Be careful NOT to damage the power cord while device is being moved.
- When unplugging the power cord from the wall outlet, do not pull by the cable. Pull by the plug.
- Do NOT let paper clips, staples or other small metal objects fall into the device.
- Take caution when removing jammed paper or cleaning inside the device.
- For devices that use toner, store toner and cartridge out of reach of children.
- Do NOT discard the device or consumables in garbage disposal areas for households.  
Use designated store or recycle location to discard the device.
- Inside of the device may be extremely hot. Do NOT touch parts labeled "Caution: HOT" or anywhere near the parts. You may suffer a burn.
- This product meets the Standards for High Quality and Performance.  
It is strongly recommended to use ONLY authentic parts available at our designated stores.

## Before Use

Thank you for purchasing a Sindoh product.

This manual provides detailed instructions on the correct use and maintenance of the device for best quality and to contribute to making your office smooth and efficient.

Please read this manual carefully before using the device and keep it close at hand.

You **MUST** read the safety precautions before using the device for safe and correct use.

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# 1. Introduction

The user manual provides detailed explanation and precautions on the operation and usage of the device.

Read the manual carefully before operating the device for user safety and convenience.

Keep the user manual nearby to find it promptly.

## Important

- The descriptions of the user manual can be modified without a prior notice.  
The company is not responsible for any indirect, special, supplementary, and resultant damages caused by the device handling and operation.  
Duplication or printing to produce an illegal duplicate is prohibited.  
Generally, the duplication or printing of bills, revenue stamps, bonds, share certificates, bank drafts, checks, passports, driver's licenses, and so on is prohibited in the local law. The above list is just an example. The details of the above list are not all.  
The company is not responsible for whether the above list is the total or correct list.  
Receive the local legal counseling if it is questionable about whether the duplication or printing of an object is legal.

## Note

- The features of the user manual may be a bit different from those of the actual device.  
Some options may not be usable in a certain country.  
Inquire of the local sales representative of the user about the above matter.  
A unit can be optional depending on the user's country.  
Inquire of the authorized local service depot about the matter.
- A special type may not be used in a certain country.  
Inquire of the local sales representative for further details.
- The two types of size display methods are used in the user manual.  
The meter version is applied to the device.

## 2. How to Read this User Manual

### ● Symbols

The user manual uses following symbols:



Important safety instruction is introduced.  
Not obeying the instruction may cause a serious injury or death.  
Be sure to read it. Refer to the caution on the safe use of the device.



Important safety instruction is introduced.  
Not obeying the instruction may cause a minor injury or damage on property Equipment.  
Be sure to read it. Refer to the caution on the safe use of the device.



The cautions on the use of the device, the wrong feed of paper, the damage of the original copy, and the damage of data are explained. Be sure to read it.  
The symbol represents the prior information needed before operation.



This symbol represents the description on the function of the device and the action on user errors.



The symbol is located in the end of the paragraph, representing the place where the relevant details are.



It represents the message or menu displayed in the device LCD display window.



It represents the name of each function key displayed in the device control panel and the display window.

## 3. Safety Information

Plug the power cord to the wall outlet which is near the device, which is easily accessible and properly grounded. Do not use or store the device in the wet or humid environment.

### Caution Danger of Injury

- The product uses laser. The control, adjustment, or execution of the procedure not stated in the document may cause exposure to harmful electromagnetic wave.  
The product uses a printing media heating method so that gas may be emitted from paper due to heating. In order to prevent the emission of harmful gas, the section addressing the details on the selection of printing media in the operating instructions should be understood.

### Caution High Temperature on the Surface

- The inside of the device may be hot. Let the surface cooled down to prevent the damage caused by a hot part. Touch it later on.

### Caution Damage of Injury

- Follow below instructions to prevent personal injuries or device damage before moving the device. Switch off the device and then unplug the power cord. Remove all cords and cables from the device before moving it. Do not lift the optional feeder and device at the same time. Lift the device first, and then use both side handles to lift the feeder. Use only the power cord provided with this device or the one approved by the manufacturer.

### Caution Danger of Electric Shock

- In case of accessing the system board or installing a memory option device after installing the device, do the work after turning off the device and unplugging the power cord. If another device is connected to the printer, turn off another device and separate the cable connected to the printer.

### Caution Danger of Electric Shock

- The design test of the product was passed and approved by using the component meeting the strict international safety standards. The safety function of a part may not be clear. The corresponding manufacturer is not responsible for the usage of another replacement part.

 **Caution** Danger of Injury

- Do not twist or bend the power cord, step on it, or put a heavy object on it. Be careful not to have the power cord stripped off or overloaded. Do not have the power cord get jammed into the gap of an object such as furniture or a wall. The misuse of the power cord may cause fire or electric shock.  
Check the power cord regularly. Unplug the power cord from the receptacle for inspection. Inquire of the service specialist about the service or repair problem not stated in the user manual

 **Caution** Danger of Electric Shock

- When cleaning the outside of the Devices, disconnect the power cord from the receptacle and all the cables connected to the prevent electric shock.

 **Laser safety**

The Center for Devices and Radiological Health (CDRH) prohibits the repair of laser based optical units in the field. The optical housing unit can only be repaired in a factory or at a location with the requisite equipment. The laser subsystem is replaceable in the field by a qualified Customer Engineer. The laser chassis is not repairable in the field. Customer engineers are therefore directed to return all chassis and laser subsystems to the factory or service depot when replacement of the optical subsystem is required.

 **Warning**

- Use of controls, or adjustment, or performance of procedures other than those specified in this manual may result in hazardous radiation exposure.

 **Warning**

- Turn off the main switch and unplug the machine before beginning any of the procedures in this section. Laser beams can cause serious eye injury.

## ❖ Internal laser radiation

Maximum Average Radiation Power:0.294mW at the laser aperture of LSU(Laser Scanning Unit).

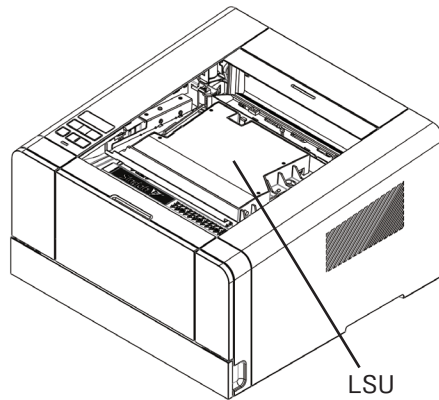
Wavelength:770–800 nm

This Product employs a Class 3B laser diode that emits an invisible laser beam.

The laser diode and the scanning polygon mirror are incorporated in LSU.

LSU is NOT A FIELD SERVICE ITEM:

Therefore, LSU should not be opened under any circumstances.



## 4. Notice

### ❖ Noise Level

Followings are measured according to ISO 7779 and determined to meet ISO 9296. Some modes may not be available in your device.

1 m average sound pressure (dBA)	
Printing	49dBA
Copying	53dBA
Standing by	< 30dBA

### ❖ Temperature

Operating Temperature	15.6 °C~32.2 °C
Shipping and Storage Temperature	-40.0 °C~60.0 °C

### ❖ Disposal of the Device

Do not dispose the device and Consumables in the same as normal garbage. For disposal and recycling, contact your dealer.

### ❖ Power Consumption

#### • Power Consumption of the Product

The below table shows power consumption. Some modes may not be available in your device.

Mode	Description	Power Consumption (W)		
		A413dn, A418dn.	A411dn, A416dn.	A410, A415.
Printing	The device is printing paper with electric input data.	Less 650W	Less 550W	Less 440W
Stand-by	The device is standing by.	Less 100W	Less 100W	Less 100W
Power Saving	The device is in the power-saving mode.	Less 4W	Less 2W	Less 1.5W
Off	The device is off with its power plug plugged.	Less 0.05W	Less 0.05W	Less 0.05W

Above power consumption is the hourly average value.

Instant power consumption can be much higher than the average value.

- **Energy Saver Mode**

The device is designed for the energy saver mode.

The energy saver mode is the EPA sleep mode. In the energy saver mode that the device enters while it is not used for a certain period of time, it reduces power consumption.

By default, the time to activate the energy saver mode is factory.

In the configuration mode, you can change the Energy Saver Mode time to 1 ~ 240 minutes.

If the energy saver mode time is low, you can save energy but the device responses slowly.

If the energy saver mode time is high, the device responses fast but more energy is used.

- **Deactivated Mode**

Even in the deactivated mode, the device consumes power. To stop power consumption fully, unplug the power cord

- **Total Energy Usage**

It would be useful to calculate the Total energy usage of the device.

Since the electricity bill is charge by watt, to calculate energy use, you have to multiply time spent in each mode with power consumption.

Total energy usage is the sum of energy use in each mode.

- **Wireless LAN Specification**

This device may be affected by electromagnetic interference. So, it cannot be used for life saving service.

- ❖ **Condensation**

A dramatic change in ambient temperatures can create small water drops in and out of the device. Remove water drops on the outer surface. To remove water drops inside the device, open the platen or ADF and wait until they disappear.

- ❖ **EMC Notice**

- **INFORMATION TO THE USER**

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications.

Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

When measured using a network cable, shielded type was used.

- **WARNING**

Changes or modifications not expressly approved by the manufacturer could void the user's authority to operate the equipment.

- **FCC COMPLIANCE STATEMENT**

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

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

- ❖ **WLAN Notice**

- Exposure to radio frequency radiation

The following notice is applicable if your printer has a wireless network card installed. The radiated output power of this device is far below the FCC radio frequency exposure limits. A minimum separation of 20 cm (8 inches) must be maintained between the antenna and any persons for this device to satisfy the RF exposure requirements of the FCC.

- ❖ **Laser Notice**

This machine is certified in the U.S. to conform to the requirements of DHHS21 CFR Subchapter J for Class 1 laser products, and elsewhere is certified as a Class 1 laser product conforming to the requirements of IEC 60825-1:2007.

Class 1 laser products are not considered to be hazardous. This machine uses two AlGaAs laser diodes with a wave length of 775~800nm and an output of 15mW.

The laser system and machine are designed so there is never any human access to laser radiation above a Class 1 level during normal operation, user maintenance or prescribed service condition.



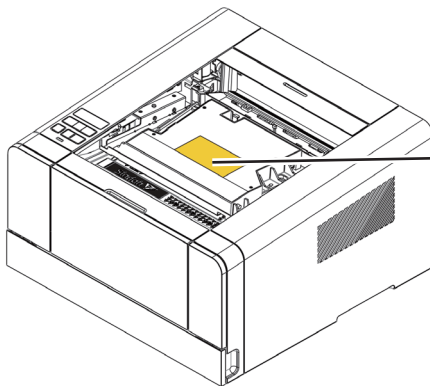


❖ Laser Safety

CDRH (Center for Devices and Radiological Health) prohibits laser unit repairing on a field. A laser unit can only be repaired in a factory or necessary places. A laser unit can be replaced with qualified customer service technician and internal parts of laser unit cannot be replaced on a field. Therefore, the customer service technician is to return the laser unit to a factory or service center if laser unit's parts require replacements.

❖ Caution notations and label

Laser caution label appear on this machine at the following position. Be very careful that an accident does not occur when operations such as removing paper jam is performed.



NOTICE

Do not remove caution labels or notations. If any caution label or caution notation is soiled, please clean to make legible. If you cannot make them legible, or if the caution label or notation is damaged, please contact your service representative.

## 5. Precautions

Follow below instructions along with **Safety Information** provided when you purchase the device.

### ● Install the device

#### Warning

- Install the device where good ventilation is provided.  
Ozone is generated while the device is operating. Though the ozone amount is not dangerous, if the device is used for a long time or a large number of sheets are printed, sufficient ventilation is needed.

#### Caution

- Keep the device's vents a least 10 cm away from walls and other equipment.
- Secure sufficient space around the device for easy ventilation and operation.
- Use the device with temperatures of 10 °C ~ 32 °C and relative humidity of 20% ~ 80%.
- Do not install or use the device outdoor.
- To scan the 11 x 17 paper, keep the device's back 15 cm away from surroundings.

### ● Move the device

#### Warning

- Before moving the device, be sure to unplug the power cord. Use at least two people to move the device.
- Remove the toner cartridge when moving the device.
- Hold the bottom of the device when moving the device.  
Bend your knees enough to protect your spine when lifting the device.

## 6. Handling Consumables

### Caution

- Do not burn toner or drum cartridges. Remaining toners can cause a large fire or burns.

### Warning

- Do not use force to open toners or other consumables. Do not inhale toner powder and keep it away from your skin. Keep toners away from children. If your skin contacts toners, remove them with flowing water and soap. If you have any skin problem, contact your doctor.

### Important

- Do not touch the green surface of the drum cartage or expose it to the direct sunray. This may drop printing quality.
- Do not keep drum cartridges or toner cartridges upside down or store them in the slanted place. This may drop printing quality.
- Do not dismantle drum cartridges or toner cartridges.
- Keep drum cartridges and toner cartridges away from physical impact or vibration.
- Do not unpack drum cartridges and toner cartridges until you are ready to use them.

## 7. Precautions in Using the Device

Plug the power cord to the wall outlet which is near the device, is easily accessible and is properly grounded. Do not use or store the device in the wet or humid environment.

 Warning

- The fusing unit and its surroundings are very hot while the device is operating. Make sure not to touch the fusing unit while removing paper jams or checking inside of the device. This may cause burns.
- Prevent toner powder from entering your eyes or mouth while removing paper jams or replacing toner cartridges. If toner enters your eyes or mouth, wash them away with clean water and consult your doctor.
- Make sure your hands or clothes are tainted with toner. Wash toner away with cold water if your hands or clothes are tainted with toner. If hot water is used, stains may remain.
- Use the device only for functions described in this manual.

## 8. Ventilation

### Warning

- Use the device in a place with good ventilation. If the device is used in a place with bad ventilation, this may be harmful for your health. Ventilate regularly.
- Do not block vents. Inappropriate cooling may lead to high temperatures inside the device, resulting in malfunction.
- In general, the new device produces a little amount of gas. So, provide good ventilation during the first use of the device. If the device is operating for a long time, it is recommended you should be away from the place where the device is installed.

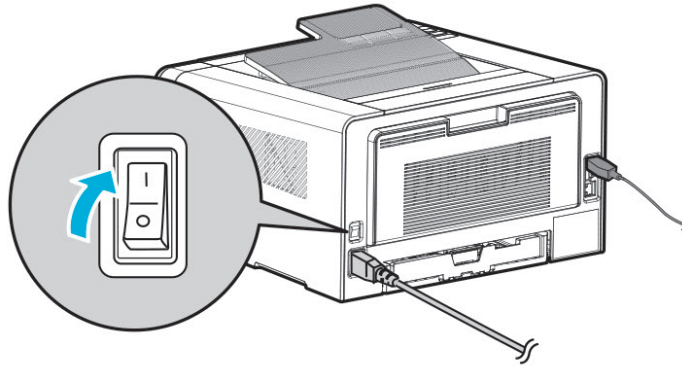
## 9. Disposal of Batteries

 Warning

- Ni-MH batteries are installed for the backup memory. Dispose batteries in an environment friendly way according to manufacturer's instruction. To replace batteries, consult the qualified service technician.

## 10. Turning the Power Switch On or Off

- Connect the Power Cord to this machine.
- Connect the Power Cord to the power outlet.
- When turning the main power on, press | of the Power Switch.



A screen appears to show that this machine is in the process of start-up. When the main screen is displayed, this machine is ready to use.

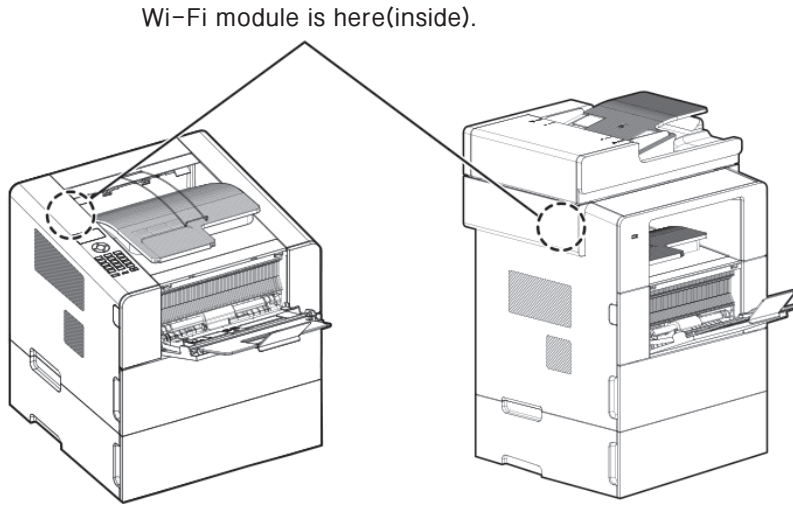
- When turning the main power off, press O of the Power Switch.

### Note

- When restarting this machine, turn the Power Switch off and on again after 10 or more seconds have elapsed. Not doing so may result in an operation failure.

❖ This Product contains the Wi-Fi module that is only compatible with below Sindoh models :

- Printer : A611dn, A616dn, A413dn, A418dn
- Multifunction Printer : M611, M612, M412, M417, M411, M416, M610, M615, M616, M617



❖ Precautions

ISince the product can cause a radio interference, it can be used for service related to human life. Do not expose this product to water, humidity or liquid. Do not expose this product to direct light, hot temperature or fire.

**Warning**

- IChanges or modifications not expressly by the manufacturer could void the user's authority to operate the equipment.

**Caution**

- Antenna shall be mounted in such a manner to minimize the potential for human contact during normal operation. The antenna should not be contacted during operation to avoid the possibility of exceeding the FCC radio frequency exposure limit.



## ❖ Precautions

Frequency	IEEE 802.11b : 2400MHz ~ 2484MHz IEEE 802.11g : 2400MHz ~ 2484MHz IEEE 802.11n(20MHz) : 2400MHz ~ 2483MHz IEEE 802.11n(40MHz) : 2400MHz ~ 2483MHz
Antenna Power Density	IEEE 802.11b : 10mW(10dbm)/MHz IEEE 802.11g : 10mW(10dbm)/MHz IEEE 802.11n(20MHz) : 10mW(10dbm)/MHz IEEE 802.11n(40MHz) : 10mW(10dbm)/MHz
No. of Channels	IEEE 802.11b : 14 IEEE 802.11g : 14 IEEE 802.11n(20MHz) : 14 IEEE 802.11n(40MHz) : 9
Modulation	IEEE 802.11b : DSSS/CCK IEEE 802.11g : OFDM IEEE 802.11n(20MHz) : OFDM IEEE 802.11n(40MHz) : OFDM
Power Consumption	5V 500mA(Maximum)
Dimension	37.0mm X 28.0mm X 3.7 mm
Operation Temperature	0 ~ 60 °C
Storage Temperature	-10 ~ 80 °C



A413 Series  
User Manual

# Introduction

# 1

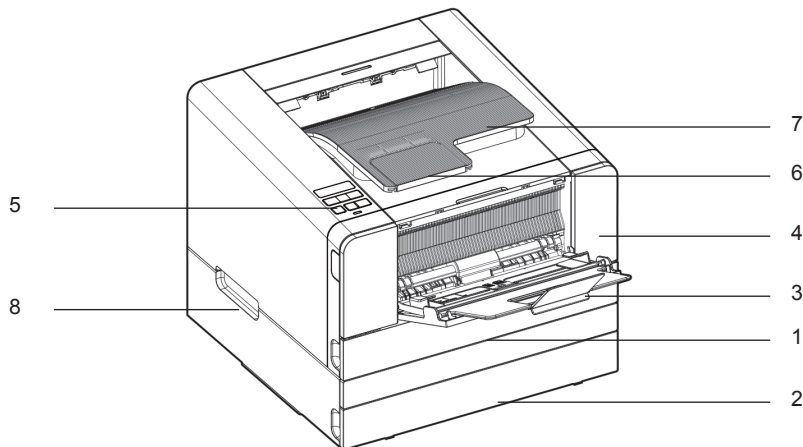
# 1. Specification

Items	Product
	A410 Series
Model Name	A413dn
Output Speed	36ppm(A4), 38ppm(LT)
Memory	512MB
Resolution	1200dpi
Interface	1 USB/Eathernet 10/100M/1G BASE - TX
Emulation	PCL5e/6, PS3
Support Protocols	TCP/IP(IPv4, IPv6), LPR, Port9100, DHCP, DHCPv6, ICMP/ICMPv6, DNS, SNMP, HTTP, WEP, WPA/WPA2, WPS
Tray	250 sheets
Multipurpose tray (MPT)	50 sheets
Cartridge	Enclosed : 1,500 sheets AM : 2,500, 3,000, 5,000, 6,000, 7,500, 9,000 sheets
Duplex (2-sided) print function	Auto 2-sided printing (Duplex installed)
Product size (W x D x H)	383 X 386 X 234(mm)
Power rating	220V-240V~, 50/60Hz, 3.2A
Weight	10.8 Kg

## 2. Names and Functions of the Components

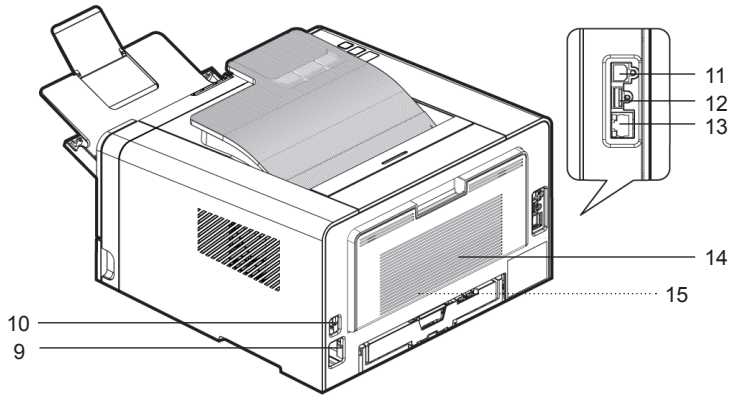
1

### ● Names and Functions of the Components (Front)



Description	Names of each part	Functions
1	Tray 1	Holds 250 sheets (.75g/m <sup>2</sup> (20lb))
2	Tray 2	Optional tray that holds 250 (75g/m <sup>2</sup> (20lb)): Additional purchase required if not installed by default.
3	Multipurpose tray	Spread extension tray for standard paper, label paper or envelopes.
4	Front Cover	Open the cover to install the cartridge or check the device.
5	Control Panel	Buttons, lamp, and LCD display necessary for operation
6	Paper Support	Prevents printed paper from falling.
7	Output Bin	Paper is dispensed with the printed side facing down. Printed sheets can be stacked up to 250. (75g/m <sup>2</sup> (20lb))
8	Handle	Use it to move the printer or install the optional tray.

● Name and Function of Each Part (Back)



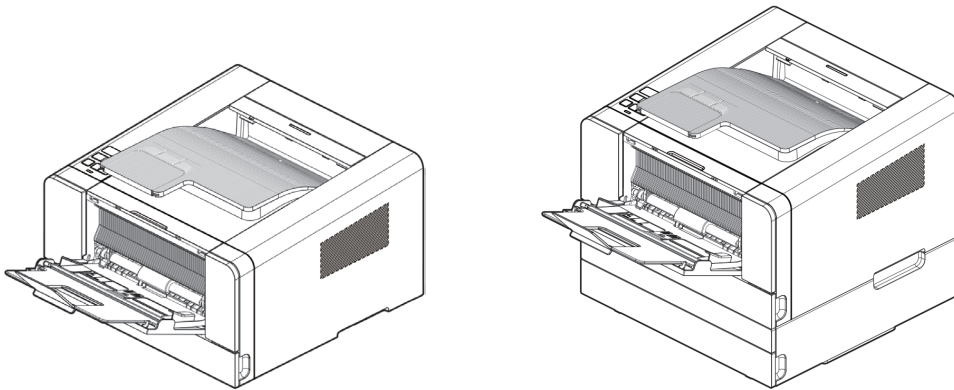
Description	Name of Each Part	Functions
9	Power connector	For plugging in the power cord
10	Power button	Button for turning on the printer
11	USB Port connector	Connects UBS ports of computer and printer
12	USB Host Port	Connection port used for A/S Code Update.
13	Ethernet connector	For plugging in the Ethernet cord
14	Back Cover	It can be used to remove jammed paper or check inside the printer
15	2-sided printer	Automatically prints 2 sides (installed inside the device)

### 3. Printer Description by Model

1

The A410 Series printer has the following two basic configurations.

1. Basic configuration 1: Tray 1 (250 sheets) + multipurpose tray (50 sheets)
2. Basic configuration 2: basic configuration 1 + optional tray (250 sheets)



## 4. Installation and Use

Refer to the enclosed CD or our website for more details on installing or using the printer.

Detailed instructions on installing or disassembling the printer, installing and replacing consumables, feeding paper, or using the driver CD for driver and utilities installation are available.

### ● **Driver CD**

The driver CD contains the printer driver required to operate your printer.

The CD also contains information on printer utilities, printer-related documents, and the user manual.

### ● **Quick Installation Guide and User Manual**

The quick installation guide offers easy instructions for installing and using the printer. The user manual in the CD offers details such as printer installation instructions, how to use the printer as well as general messages, functions, and how to handle paper jams.

### ● **Sindoh Website**

The printer driver or utilities updates, various documents in the driver CD, and other printer-related information can be downloaded from the Sindoh website: [www.sindoh.com](http://www.sindoh.com)



## 5. Specification for Printer Paper & Feeding

This is an introduction of specifications for each type of printer paper used in the printer and paper feeding. Refer to the printer paper guidelines on pages 4-13, especially on card stock or label paper.

Feeder	Feeding per paper type	Paper size	Weight
Tray 1	Standard paper: 250 sheets Thick Paper: 100 sheets	A4, A5, JIS B5, Folio, Letter, Legal, Executive, Statement	60~105 g/m <sup>2</sup> (16~28lb)
Tray 2 (Small)	Standard paper: 250 sheets Thick Paper: 100 sheets	A4, A5, JIS B5, Folio, Letter, Legal, Executive, Statement	60~105 g/m <sup>2</sup> (16~28lb)
Multipurpose tray	Standard paper: 50 sheets Envelope: 5 sheets Label: 15 sheets Card stock: 5 sheets	Paper size between 76.2 X 127mm (3 x 5 inch) min. 216 X 355.6mm max. (8.5 x 14 inch)	60~166 g/m <sup>2</sup> (16~53 lb) Card stock 90lb

Duplex (2-sided) printing is as follows.

Paper size	Weight	Feeder
A4(210X297) Letter (216X279)	Standard paper 60~90 g/m <sup>2</sup> (16~24lb)	Stacking into default output tray

Note :1 Load in the Tray 1 the thick paper, and the paper with size of A5 or bigger to the upper limit set for the paper with intermediate size inside the tray.

For optimized printing quality for papers smaller than size of A5, using multipurpose tray is recommended.

### Caution

- Multipurpose input tray can hold up to 50 sheets of paper or up to 10 more based on thickness.

## 6. Product Certification

### ● Certified Energy Saving Device

This product has been designed and manufactured for efficient energy use. The energy saving mark is only given to qualifying products. This mark indicates that the product satisfies energy saving requirements of the Korean government and is registered as an energy saving product with the Korea Energy Management Corporation. Products with this mark are 30 - 50% more energy efficient than other products.

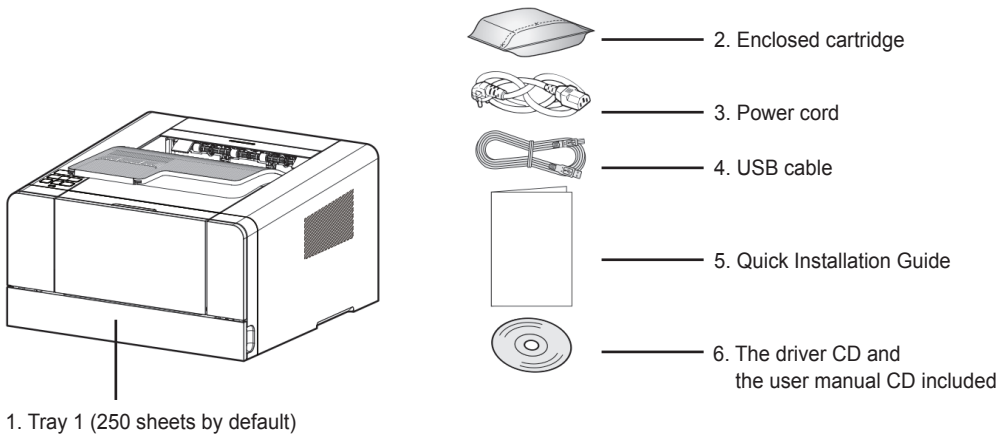
A413 Series  
User Manual

# Printer Installation

# 2

# 1. Unpacking the Printer

- 1** Unpack and install the printer in a well ventilated area.  
In order for proper operation of the cooling fan, nothing should be in the space within 8cm(3 inches) from the left, right, and back of the product. Avoid the following places;
  - A. Exposed to the direct sunlight
  - B. Close to heating equipment or air-conditioner
  - C. Dusty place
- 2** Pull out the printer and other components from the box.  
Keep the box and buffer materials in case you need to pack the printer.
- 3** Remove tape in and on the printer and remove the packing material from the tray.
- 4** Check if the following components are included.



\* **Notification of the Enclosed Parts:** Main Machine, Driver CD(Including a user guide), Power Cord, USB Cable, Quick Installation Manual, Cartridge, Ferrite Core(NOT Included in this model)

- 5** Should you require assistance during installation or if any of components are missing or damaged, contact the store of purchase.
- 6** Install printer on a flat surface.

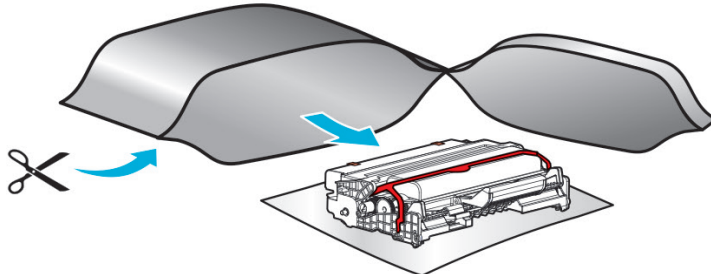


– Installing the printer on an uneven floor may cause machine failure or lead to printing of abnormal images.

## 2. Cartridge Preparation

Unpack and install the cartridge in the following order.

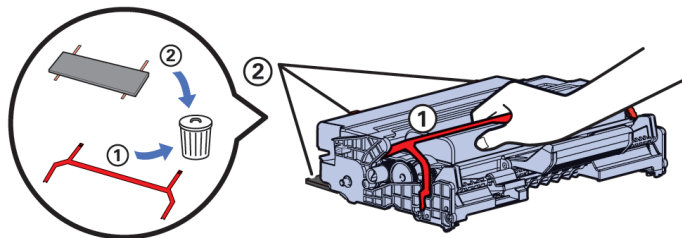
- 1 Cut the bag to the guideline to open it and pull out the cartridge.



### ⚠ Caution

- If the unpacked cartridge is exposed to direct sunray or strong light, it may be damaged. Keep the unpacked cartridge in the shade or cover it with newspaper.
- Do not touch the green drum. Use the handle.
- Lay a sheet of paper down and put the cartridge on it to prevent the cartridge from being damaged.

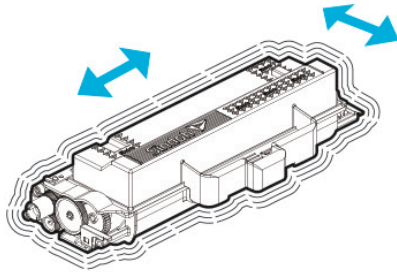
- 2 Remove packing materials from the cartridge.



### ⚠ Caution

- Do not touch the drum beneath the cartridge.

- 3** Hold the unpacked cartridge and shake it so that toner is evenly distributed.

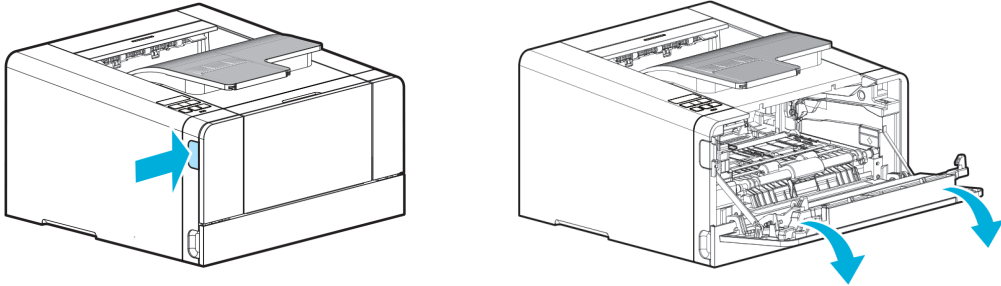


 Caution

- Be careful not to touch the black toner powder
- Do not touch the green drum beneath the cartridge.

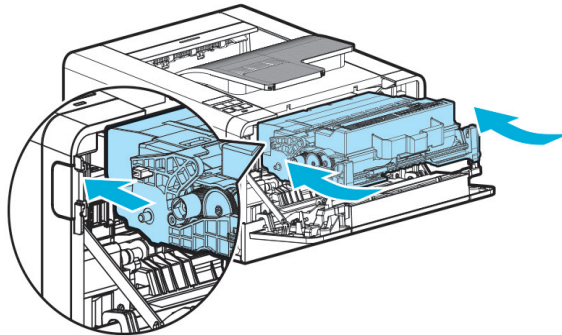
## 3. Cartridge Installation

- 1 Press the Unlock button on the left side to open the front cover.



- 2 Install the cartridge in the following order.

- A. Hold the cartridge handle. (The back of your hand should be facing down)
- B. Align the guides (arrow sticker) of the cartridge to the groove (arrow sticker) of the printer.
- C. Push the cartridge into the printer until you hear a click



- 3 Close the front cover. A click will occur if the cover is properly closed.  
If not, the printer may not work properly.

**⚠ Caution**

- Check if the multipurpose tray is closed.  
If you close the front cover while the multipurpose tray is open, it may cause malfunction.

## 4. Loading Print Paper

The printer has trays with a capacity of 300 sheets.

If the tray 2 is added, capacity is increased to 1300 sheets.

For more information on capacity, supported size or type, see the table below.

Type	Number of sheets	Supported size	Supported type
Tray 1	250	A4, A5, B5, folio, letter, legal, executive	Standard paper, Thick paper
Tray 2	250	A4, A5, B5, folio, letter, legal, executive	Standard paper, Thick paper
Multipurpose Tray	50	Paper size between 76.2X127mm(3x5inch) min. 216X355.6mm (8.5x14inch) max.	Standard paper, Label paper, Envelope, Card stock

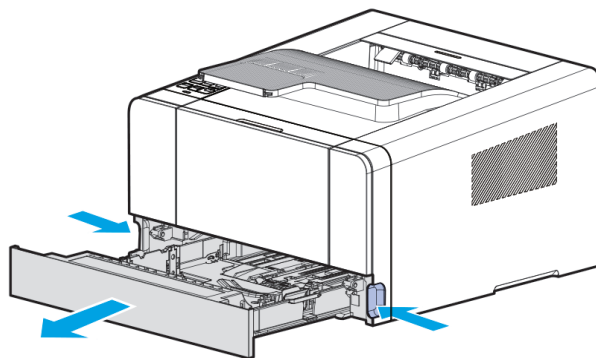
### ● Loading on the Tray

Load paper on the default or optional tray in the following order.

 Important

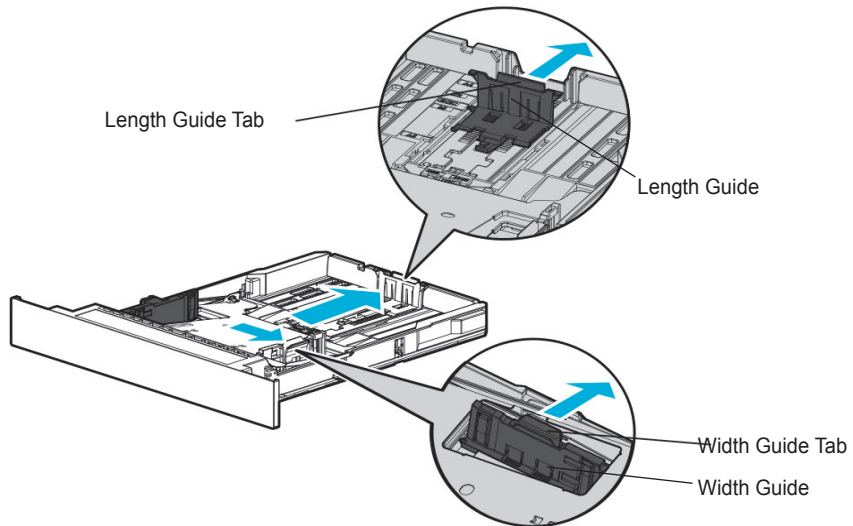
- When you change paper for Tray 1, check if paper type and size have been changed correctly in the driver.

**1** Remove the tray. (Handles for removing the tray are on either side of the tray)

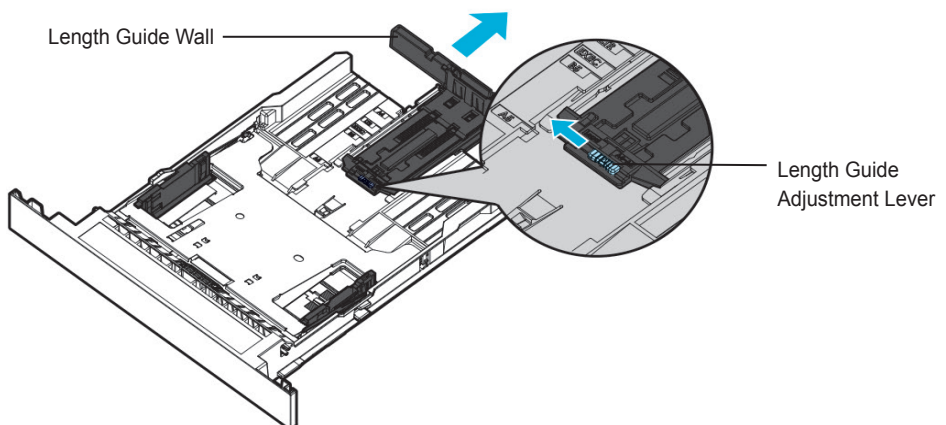




- 2 Hold the width guide tab and width guide together, and push them to the right.
- 3 Hold both length guide tab and length guide and move them to their maximum position.



- 4 For Legal paper, set the length guide adjustment lever to "Legal," and move the length guide wall to its maximum position.

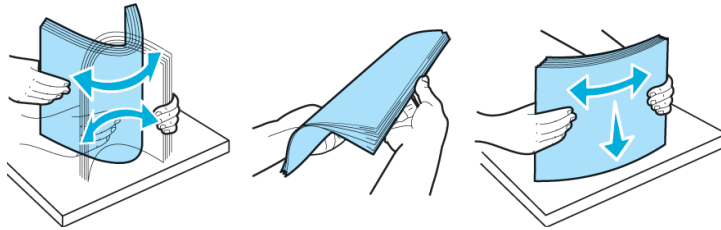


**Caution**

- When paper smaller than A4 size is loaded with the length guide adjustment lever set to "Legal", load paper after setting the length guide adjustment lever to "A5~A4" and pushing the length guide wall in as much as possible to hold it in place.

- 5 Loosen paper by bending it back and forth and blow air between the sheets.  
Do not fold or wrinkle paper.

Load paper with its edges flat and in correct alignment.

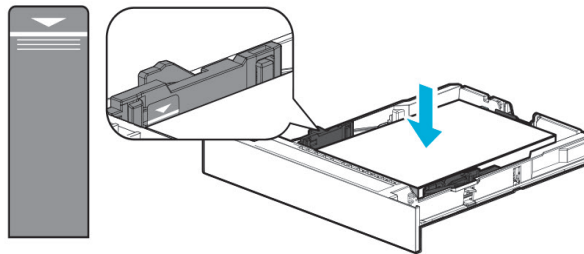


**Important**

- Do not exceed the maximum height marked on the tray when loading paper. This may cause paper jams.

**6** Load paper up to the marked height.

**7** Push paper to the front of the tray with the print side facing down.

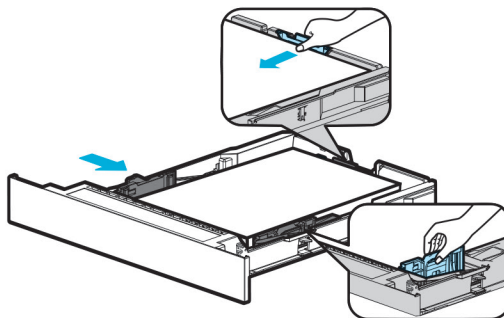


**Caution**

- For label paper, thick paper and other paper smaller than A5, load it to the Thick mark.

**8** Hold both width guide tab and width guide and push to the end of paper.

**9** Hold both length guide tab and length guide and push to the end of paper.



**10** Push in the tray all the way into the printer.

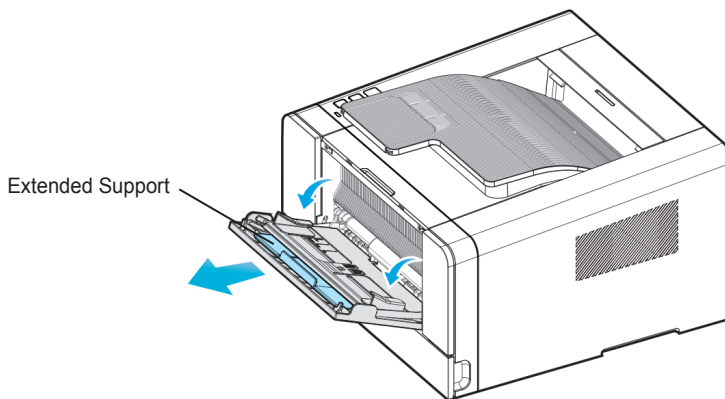
## ● Loading on the Multipurpose Tray

With the multipurpose tray, you can assign the size and type of paper on your computer and send the job to the printer, allowing you to manually load the correct paper type before printing. You may also load paper on the standard trays for automatic printing.

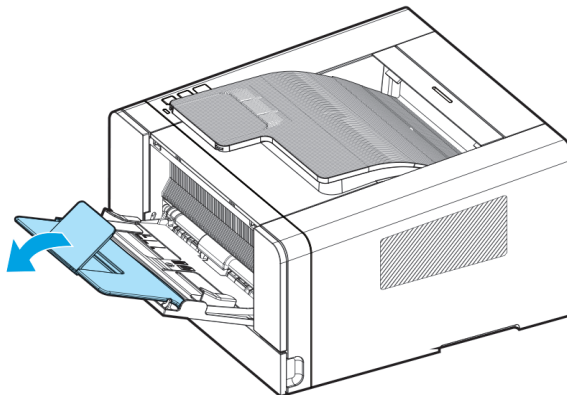
To load paper on the multipurpose tray, please follow the instructions below.

**1** Hold the top of the tray to pull it out.

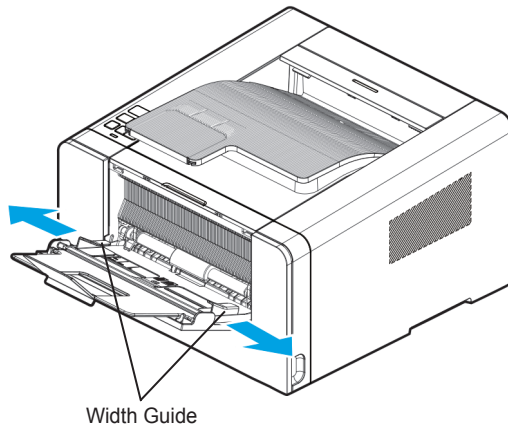
**2** Pull out the extended support.



**3** Unfold the extended support.



- 4** Push out both width guides a little wider than the paper to be loaded.



- 5** Loosen paper by bending back and forth and blow air between the sheets.  
Do not fold or wrinkle paper.  
Load paper with its edges flat and correct.

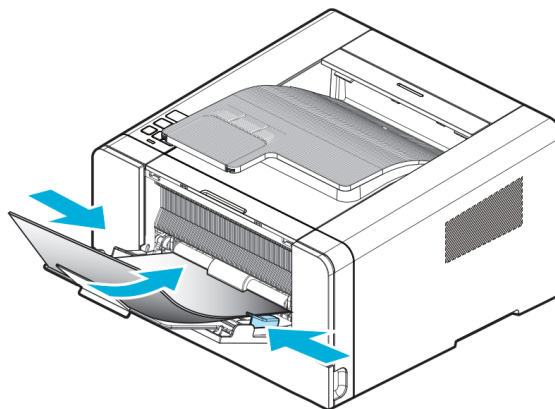
 Important

- Do not overload the multipurpose tray to the point where the paper is tightly placed between the width tabs. Overloading may cause paper jams.

- 6** Hold the print side facing up on the multipurpose tray and place paper in the center of the tray.  
Do not use crumpled or wrinkled paper.

- 7** Gently push paper to the front.

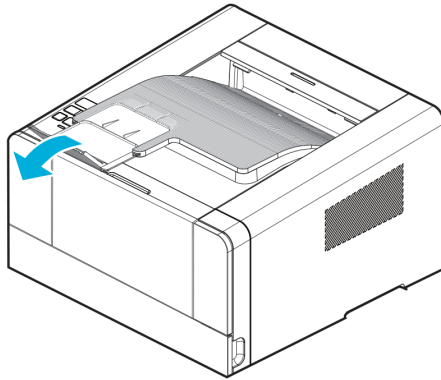
- 8** Gently push the width guides towards the paper.



## ● Installing Paper Support

Paper support helps printed paper on output bin to maintain consistent angle and to be stacked without paper falling off the tray.

Pull paper support up after installing the printer.



## 5. Installing Optional Tray 2

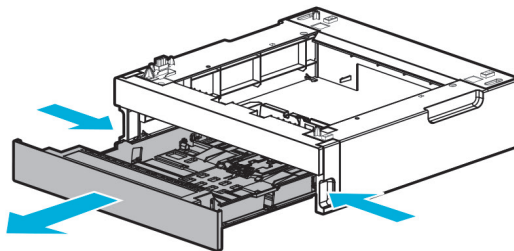
This printer supports optional tray 2 (250 sheets/ 500 sheets).

The optional tray 2 consists of support and tray.

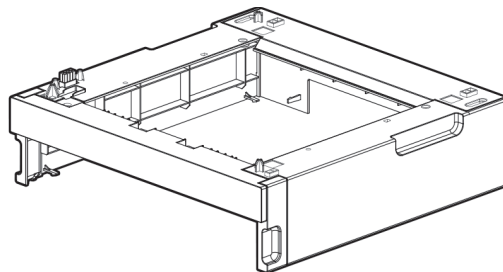
 **Warning**

- To install the optional tray 2 after installing the printer, check if the printer is switched off, power cord is unplugged and all cables are disconnected.

- 1** Remove all packing materials and tapes.
- 2** Pull tray 2 out. (Handles for pulling out the tray are on either side of the tray)



- 3** Hold both ends of the support and put it in a place where the printer will be located.



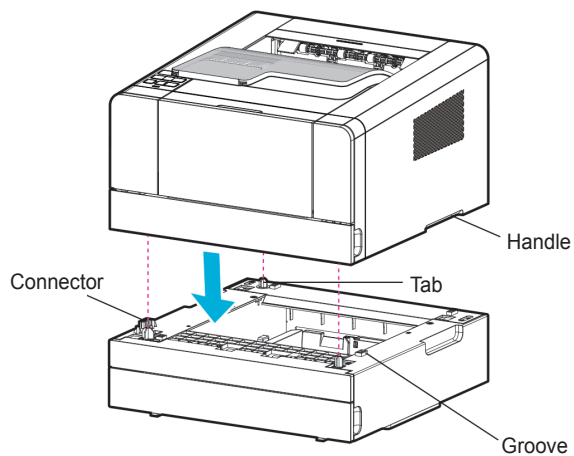
- 4** Push back the tray until it perfectly fits into the support.

## ● Installing Printer on Tray 2

Lift the printer by handles on either side and place it on the place it is to be installed.

To install the printer on the optional tray 2, do the following.

- 1** Align the tab, groove and connector on top of the tray with the bottom of the printer.
- 2** Place the printer on tray 2. Check if the device fits into tray 2 correctly.



## 6. Connecting Cables

### ● Connecting USB Cable

The printer can be directly connected to the PC via the USB cable.

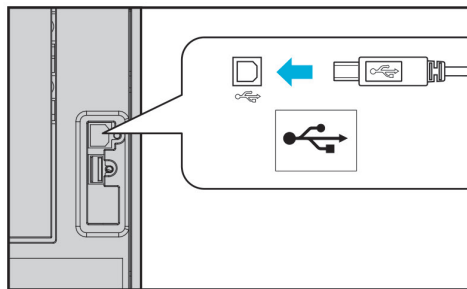
Applicable device model : A410



- While the device is on, do not connect or disconnect any communication ports.

The printer can be connected via the USB cable and its USB port supports the USB standard.

- 1** Check if the power of the printer, the computer, and the other connected devices is turned off.
- 2** Connect the printer to the PC via the USB cable. The USB port needs the USB cable.  
Check if the symbol on the printer matches that on the cable.



### Connecting Network Cable

The printer can be directly connected to the network using a standard network cable.

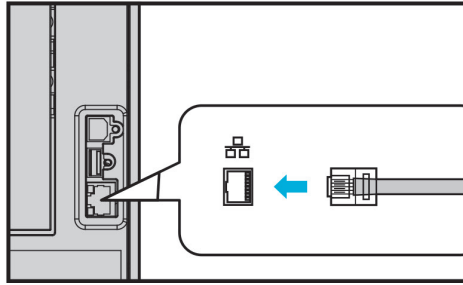
Follow the instructions below to connect to the network.



- Most networks use 10BaseT/100BaseTX Fast Ethernet port as the standard.

- 1** Check whether the power has been turned off on the printer, computer or other connected devices.
- 2** Use the standard cable compatible with the user network to connect the printer to the LAN or hub.





**3** Switch on the printer.

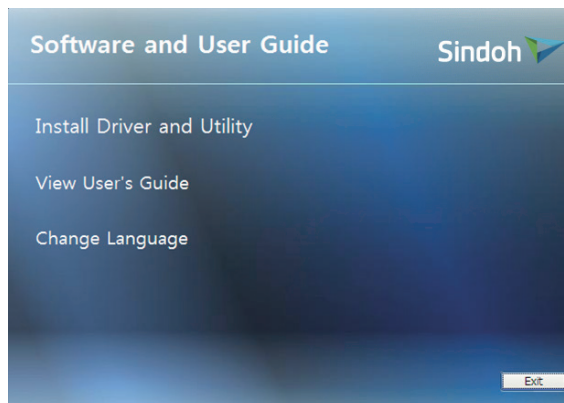
## 7. Installing the Printer Driver

The printer driver is software that enables communication between the PC and printer.

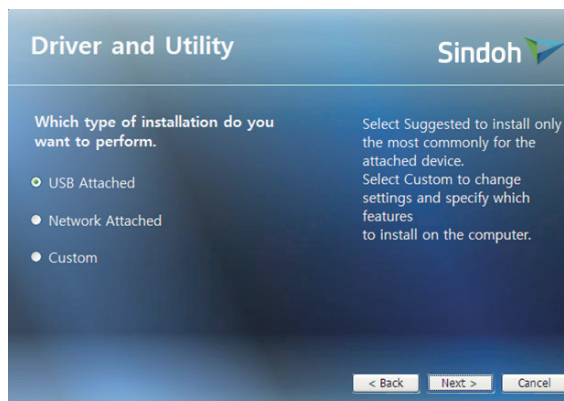
In general, the printer software is installed during the initial setting of the printer. To install the software, follow the Instructions below.

- 1** Close all open programs on your PC.
- 2** Insert the software and user manual CD.
- 3** Click [Install] on the Basic installation window.
- 4** Follow instructions on the screen.

① In the Software and Manual menu, click [Install Driver and Software].



② Select the Installation type for driver and utility and click [Next >].

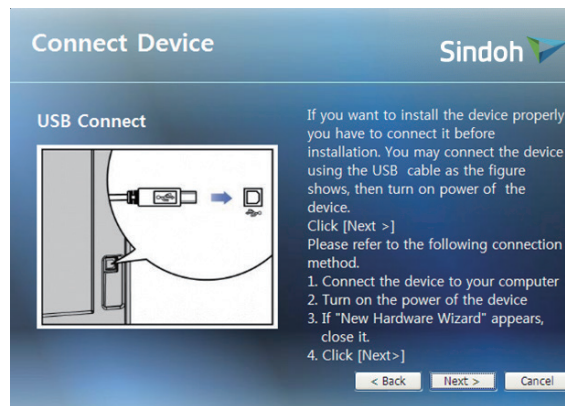


### USB Installation

Select Install USB to install default printer, status monitor.

After installation, you will be able to print via the USB.

Follow instructions in the Connect Device window and click [NEXT >].

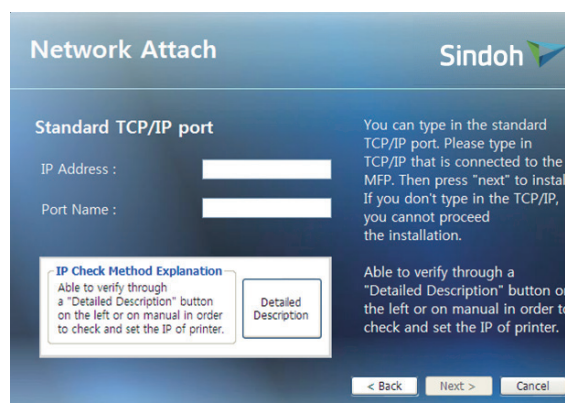


### Network Installation

Select Install Network to install the default printer, status monitor.

Printing can be done via network after it has been installed.

See the network setting for the printer and enter the IP in the IP Address column. Click [NEXT >].

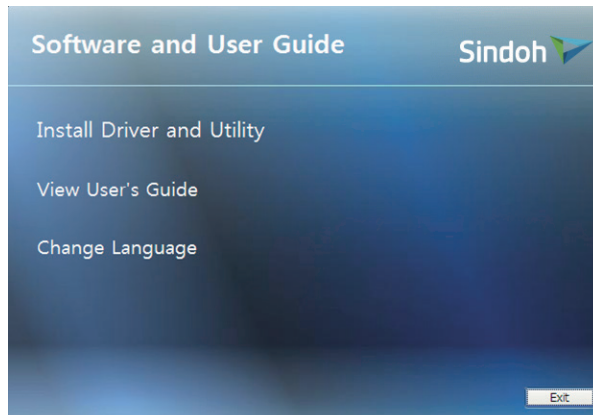


※ User Defined Installation allows the user to select a specific driver.

③ When driver has been installed, click [FINISH].

#### Note

- See 「Network Setting」 on p. 3-20 for network settings information including the printer's IP address.



### ● Updating Options Available for the Printer Driver

After installing the printer software and options, manual addition of printer driver settings may be necessary.

❖ Windows Users;

- 1 Click Start then click Execute.
- 2 Press Start and input Control Printers in the search or execution box.
- 3 Press Enter or click OK to open the printer folder.
- 4 Select Printer.
- 5 Select Settings after clicking Printer with the right button of the mouse.
- 6 Click the Device Option tab.
- 7 Add installed hardware options from available options.
- 8 Click Apply.

## 8. Printer Setting Check

### ● Turning on the printer

- 1 Connect the end of the power cord to the port on the back of the printer and plug the power cord to the properly grounded wall outlet.
- 2 Switch on the printer.  
When initial warming-up is complete, the message [Ready] will appear to indicate the printer is ready to receive data.  
If the message other than [Ready] appears, see 「Understanding Printer Messages」 p. 3-17.
- 3 Check your PC and see if other devices are on.
- 4 Move on to the next step.



- Leaving the printer with power switched off for a long time may result in abnormal images.

### ● Printing the System Report Page

Print the system report to see initial settings and check if options are properly installed.

- 1 Check if the printer is on.
- 2 Press [◀], [▶] to enter [Menu].
- 3 Press [▶] to find [Report]. Then press [OK].
- 4 Check whether [System Report] has been selected. Then press [OK].
- 5 If options are not displayed, switch off the device, unplug the power cord, and then install options again.
- 6 Check the tray and paper type.

### ● Printing the Network Report Page

Print the Network Report to check network settings.

See network settings such as IP in the network report to change network settings.

- 1** Check if the printer is on.
- 2** Press [◀], [▶] to enter [Menu].
- 3** Press [▶] to find [Report]. Then press [OK]
- 4** Press [▶] to find [System Report]. Then press [OK]

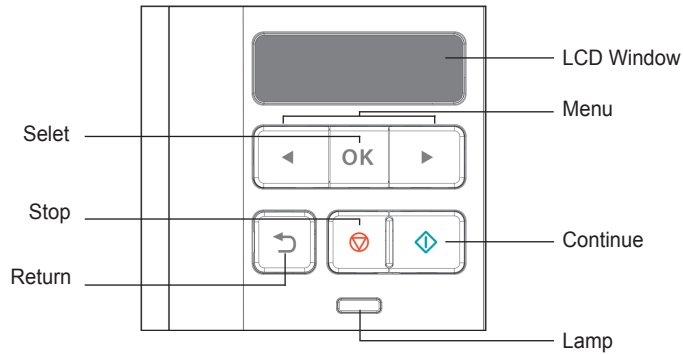
A413 Series  
User Manual

Using the Printer

3

# 1. Using the Control Panel

The control panel consists of 1.8-inch monographic LCD with 128 X 32 resolution, 2 arrow navigation keys, 6 hardware keys, 1 LED for indicating status.



Menu available to use on the control panel has been briefly summarized on the back.

## ● Understanding Colors of Power Button and Lamp

The power button and lamp colors on the printer's control panel indicate a particular status or condition of the printer.

### Lamp Color & Printer Status

Lamp	Printer Status
Off	Power has been turned off/Printer is in Sleep mode.
White gradually brightening	Printer is being heated and in preparation.
White turned on	Printer is ON and ready to use.
White turned off	Data processing/Printing.
Red turned on	User should check the printer.





## ● Button

The 6 buttons on the control panel are used to open the printer, change printer setting or to respond to printer messages.



- Button actions are shown on the second row of the LCD display.
- During the power saving mode, you can press any of 6 buttons to return.



Button	Function
	<p>Press [◊] Continue button to</p> <ul style="list-style-type: none"> <li>• Delete message from the control panel (error message, etc.).</li> <li>• Exit power save mode.</li> </ul>
	<p>Press [◀], [▶] buttons to</p> <ul style="list-style-type: none"> <li>• When [Ready] is displayed, the printer becomes offline and enters the menu. If the printer is offline, it goes to the menu.</li> <li>• Go to the next or previous item in the menu.</li> <li>• Press the [◀] or [▶] button to enter the number (ex: number of sheets). Press the button until the desired number appears.</li> </ul>
OK	<p>Click on the [OK] button,</p> <ul style="list-style-type: none"> <li>• The menu selected in the second line in the control panel is displayed. The menu depends on the type. <ul style="list-style-type: none"> <li>- When a menu is selected, its item is displayed.</li> </ul> </li> <li>• If a new menu item is saved, the printer shows [Saving], and then returns to the menu item.</li> </ul>
	<p>Press [↶] Return button to go to the previous menu or menu item.</p>
	<p>Pressing [⊘] Stop button in [Printing] status will display [Canceling... ] in the screen and the current printing job will be cancelled.</p>

## 2. Understanding the Printer Settings Menu

### ● Changing printer settings with Printer Settings Menu

- 1** Press [◀], [▶] when in [Ready] mode. [Menu] will appear.
- 2** Operate [◀], [▶] buttons until the desired menu is displayed.
- 3** Press [OK] button to select the [Menu] or [Menu item] displayed in the second line of the LCD display window of the control panel.
  - A. Select [Menu] to open and show the first setting.
  - B. Select [Menu item] to show its default value. Each menu item has a list of values. They consist of words, phrases, and numbers or On/Off.
- 4** Press [OK] button to select the value on the second line of the LCD.

A new value is saved when you press [OK] button. Press [↶] button to go to the previous menu.

User defined settings are used until new settings are saved or settings are reset to factory settings.  
Change settings to your environments.

### ● Restoring to Factory Setting

To reset the current settings to the factory default settings, select the factory setting menu from the general setting menu, and follow the steps described below.

Follow the following instructions to restore to the initial factory setting:

- 1** Check whether the printer is turned on.
- 2** Press [◀], [▶] to enter [Menu].
- 3** Check if [Settings] has been selected.  
Then press [OK].
- 4** Press [▶] to find [General Menu Settings].  
Then press [OK].
- 5** Press [▶] to find [Factory Reset].  
Then press [OK].

**6** [Reset All Settings/Values] will appear on the LCD.

**7** Press **[▶]** to go to [Yes]. Then press [OK].

[Factory Settings being Restored] will appear and [Ready] will be displayed.

Note that all settings will be restored to factory setting.

## ● Printing System Report Page

The system report page shows the current setting (the user-defined setting) such as the menu, currently installed option, usable printer memory, etc. You can check the printer setting through this page. Should you need assistance regarding the LCD display window and buttons, see 「Using the Control Panel」 p. 3-2.

**1** Check whether or not the printer is turned on.

**2** Press **[◀], [▶]** to enter [Menu].

**3** Press **[▶]** to go to [Report].  
Then press [OK].

**4** Check whether [System Report] has been selected.  
Then press [OK].

[System Report Printing] appears while the report is being printed.

When the report is printed, the printer is switched to [Ready].

If another message is displayed while the page is being printed,  
refer to 「Understanding Printer Messages」 p. 3-17.

## 3. Cancelling Print Jobs

### ● Cancelling with Buttons on the Control Panel

To cancel a print job under processing, [Printing] must be in display.

- 1 While [Printing] is displayed, press the **【Clear/⊗】** button.
- 2 Select [Yes] when [Cancel?] appears.
- 3 [Cancelling...] will appear and the current printing job will be cancelled.

### ● Cancelling from My Computer

- 1 Double-click the My Computer icon.
- 2 Double-click the [Printer] icon.  
A list of available printers is displayed.
- 3 Double-click the printer doing the print job.  
The print job list appears.
- 4 Select jobs you want to cancel.



- Instructions for checking printer status may differ by OS.  
For more information, see the User Manual or Help on your OS.

- 5 Press the [Delete] key.

## 4. Menu

### Settings

#### Paper Settings

Default source
Tray 1 size
Tray 1 type
Tray 2 size
Tray 2 type
Tray 3 size
Tray 3 type
Multipurpose tray size
Multipurpose tray type
Paper texture
Paper weight
Substitute A4/LT

#### General settings

Power save
Auto reset time
Busy P. Sleeptime
Idle P. Sleeptime
Time Setup
Time zone
Boozer
Language
Factory Default
Firmware Update

#### Print settings

Darkness
Settings priority

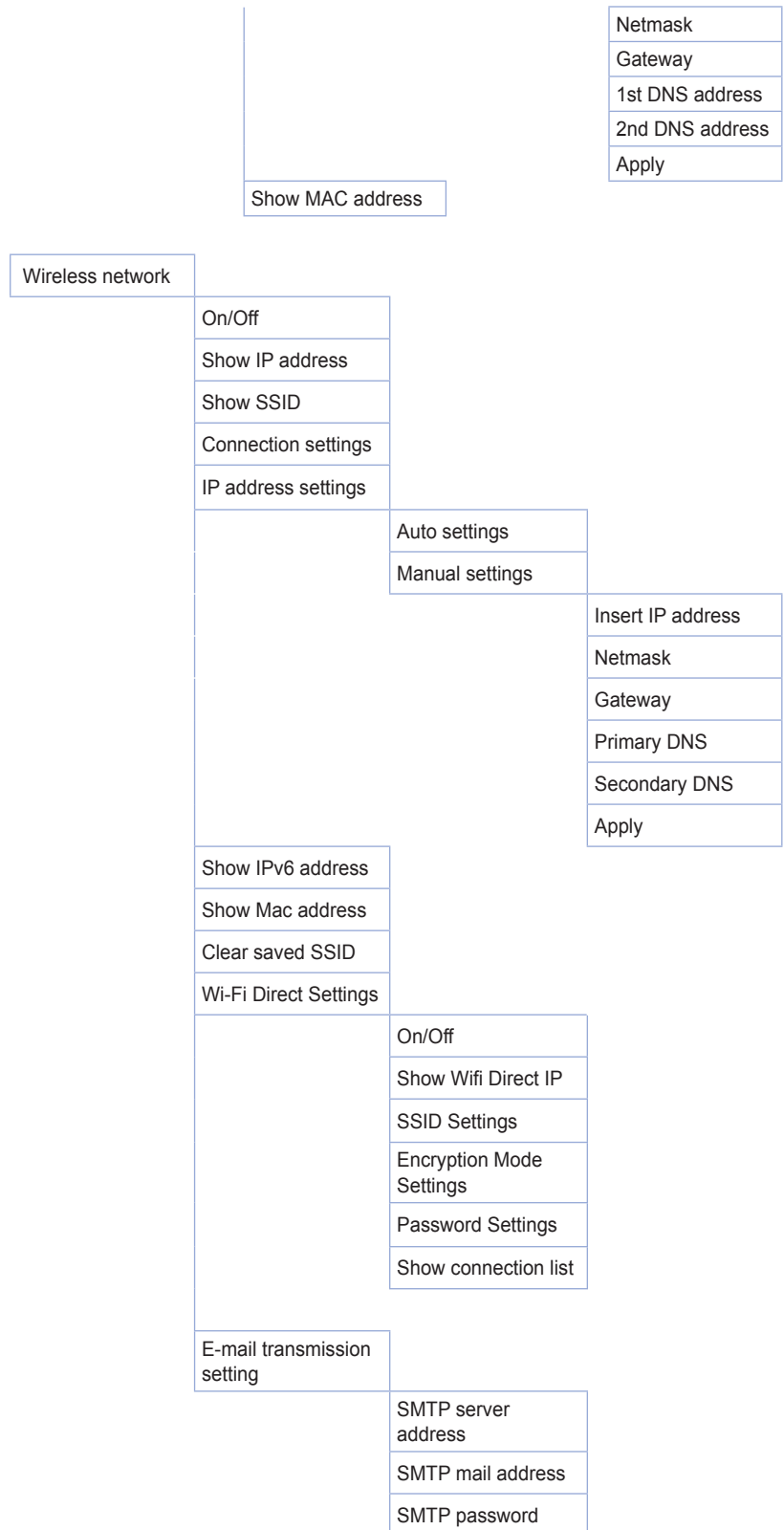
#### Network settings

Wired network
---------------

Show IP address
Show IPv6 address
IP address settings

Auto settings
Manual settings

Insert IP address





	SMTP port
E-mail notification of status	
	Mail notification option
	Notification option setting
	administrator email address

Report	
	System report
	Network report
	Display error log
	Sample page
	Print for Fuser Cleaning

The menu consists of [Settings], [Report], and [Print USB Memory], [Settings] consists of [Paper Settings], [General Settings], [Print Settings] and [Network Settings].

## ● Paper Settings

Menu	Purpose	Value
Tray N paper size	Tray N paper size settings  Note - N can be 1, 2 or 3. Tray 2 or 3 is displayed only when optional tray has been installed.	*A4, A5SEF, B5, Letter, Legal, Executive, Statement, US Folio, Quatro, G. Letter, G. Legal
Tray N Paper Type	Tray N paper type settings  Note - N can be 1, 2 or 3. Tray 2 or 3 is displayed only when optional tray has been installed.	*Standard paper, Tracing paper, Paper Label
MPT Size	MPT Paper Size Settings	*A4, A5 SEF, A5 LEF, A6 SEF, B5, B6, Letter, Legal, Executive, Statement, US Folio, Quatro, G. Letter, G. Legal, Post Card 100 x 148, Post Card 148 x 200, Post Card 200 x 148, Monarch Envelope, Com9 Envelope, Com10 Envelope, C5 Envelope, C6 Envelope, DL Envelope
MPT Type	MPT Paper Type Settings	* Standard paper, Tracing paper, Paper label, Vinyl label, Cardboard, Envelope, Postcard
Paper texture	Paper texture setting	Smooth, *Normal, Rough * Normal: default setting Smooth: select this when the texture of the paper is smoother than normal paper → Select when the printing comes out distorted. Rough: select this when the texture of the paper is rougher than normal paper → Select this when toner does not adhere to the printed image. You can select options for each paper type. Select the paper type in “Tray N Type” and “MPT Type”.
Paper weight	Paper weight settings	Lightweight, *Standard weight, Heavy *Standard weight: Default Lightweight: Select if paper is thinner than normal paper. → Select if printing come out distorted. Heavy: Select if paper is thicker than normal. → Select if the toner does not adhere to the printed image. You can select options for each paper type. Select the paper type in “Tray N Type” and “MPT Type”.



Menu	Purpose	Value
Assign Default Tray	Default Tray Settings	Select the default tray that will feed paper first; *Tray 1, Tray 2, Tray 3 or MPT. Trays 2 and 3 only appear when they have been installed. Tray with the same size and type of paper will automatically be connected. To cancel automatic connection, change tray settings so that each tray has a different setting.
Substitute A4/LT	Replace it when the printing paper size is different from the paper feeder size.	Yes or NO

(\*) is default factory setting.

Default factory setting may be different according to region.

## ● General Menu Settings

Menu	Purpose	Value
Power Save	Time before entering Power Save mode (min.) * Auto Power Save Mode: An automatic power saving mode transition function through analysis/memory of printer usage patterns	0 ~ 240 (Disabled when 0) * Auto Power Save Mode
Auto reset time	Time setting (in minutes) to change modified settings or screens to default settings.	Not used, 10 seconds to 600 seconds
Busy P. Sleeptime	The set standby time will be applied before going into Powersave mode if any printing operation occurred during the time period of the past week (min)	1 ~ 60 (1*)
Idle P. Sleeptime	The set standby time will be applied before going into Powersave mode if no printing operation occurred during the time period of the past week (min)	1 ~ 60 (1*)
Time Setup	Device time setting function	
Time zone	Not used, 10 seconds to 600 seconds	
Boozer	Boozer on/off settings	On/Off
Language	Control Panel Language Settings	*Korean, English
Factory Default	The firmware update through the network	Firmware update No/Yes

Menu	Purpose	Value
Firmware Update	The firmware update through the network	Firmware update No/Yes

### ● Print Settings

Menu	Purpose	Value
Print darkness	Print darkness settings	1~10, *6
Settings Priority	Priority is given to the printer setting or driver setting.	Priority is given to *Driver settings/ Printer settings

(\*) Asterisk is factory default setting.

## ● Network Settings

Menu	Menu	Purpose	Value	
Wired Network	Show IP address	Show current IP (IPv4) address for this printer	000.000.000.000 ~ 255.255.255.255	
	Show IPv6 address	Show current IPv6 IP address	0000:0000:0000:0000:0000:0000 ~ FFFF:FFFF:FFFF:FFFF:FFFF:FFFF	
	IP address settings	Auto Settings	Automatically assign IP address	
		Manual Settings	Enter IP address → IP address - Netmask: Enter Netmask - Gateway: Enter Gateway address. - 1st DNS address: Enter DNS address - 2nd DNS address: Enter DSN address - Apply: Apply all settings  * For more information, see 「Network Setting」 p. 3-20.	IP address : 000.000.000.000 ~ 255.255.255.255  Netmask : 000.000.000.000 ~ 255.255.255.255  Gateway : 000.000.000.000 ~ 255.255.255.255  1st DNS address : 000.000.000.000 ~ 255.255.255.255  2nd DNS address : 000.000.000.000 ~ 255.255.255.255
	Show MAC Address	IP Address	Shows the unique MAC address.	00: 00: 00: 00: 00: 00 ~ FF:FF:FF:FF:FF:FF
Wireless Network	On/Off	Turn Wi-Fi On/Off  * Off ->On after connecting to wireless AP device to connect to last AP.	Wifi On  Wifi Off	
	Show IP address	Show current IP address (IPv4)	000.000.000.000 ~ 255.255.255.255	
	Show SSID	Show name of current Wireless AP device		
	Connection Settings	Show list of available APs. Select one and connect.		

Menu	Menu	Purpose	Value	
Wireless Network	IP address settings	Auto settings	Automatically assign IP address	
		Manual settings	- IP Address : Enter IP address - Netmask : Enter Netmask . - Gateway: Enter Gateway address. - 1st DNS address: Enter DNS address. - 2nd DNS address: Enter DSN address. - Apply: Apply all settings.  * For more information, see 「Network Setting」 p. 3-20.	
	Show IPv6 address		Show current IPv6 IP address of this printer	0000:0000:0000:0000: 0000:0000:0000:0000 ~ FFFF:FFFF:FFFF:FFFF: FFFF:FFFF:FFFF:FFFF
	Show MAC address		Show the unique MAC address of the network device	00: 00: 00: 00: 00: 00~ FF:FF:FF:FF:FF:FF
	Clear saved SSID		Disconnect from the currently connected wireless AP device.	Encryption Mode Settings : NONE WEP WPAPSK WPA2PSK WPAPSK/WPA2PSK
	Wi-Fi Direct Setting	On/Off	Wi-Fi-Direct on/off setting	*See <Wireless encryption> p.3-22 for meaning of each setting.  Password Setting : 1)Enter current password 2)Enter new password 3)Confirm new password * 2) Enter new password will appear first if there is no current password.
		Show Wifi Direct IP	See the Wifi-Direct connection IP	
		SSID Setting	Setting printer name searched on the mobile device	
		Encryption Mode Settings	Select encryption mode	
		Password Setting	Set password for Wi-Fi Direct	
Show connection list		Show mobile device connected to printer		



Menu	Menu	Purpose	Value
E-mail transmission setting	SMTP server address	Select an email server(SMTP server) to send e-mails	Please inquire e-mail server administrator or service provider for secure access method to the SMTP server
	SMTP mail address	Enter Account (ID) and password to log into the server for e-mail transmission. E-mail address entered can be used to receive replies for sent e-mails	E-mail account (ID) and Password
	SMTP password		
	SMTP port	Select a port number to connect with e-mail transmission server	Please inquire E-mail server administrator or service provider for port numbers
E-mail notification of status	Mail notification option	Decide whether to notify the current device status to administrator's e-mail	Yes or NO
	Notification option setting	Select when to send an e-mail to administrator	No toner Replace drum cartridge Device repair No paper Paper jam Ejecting tray is full.
	Administrator e-mail address	Notify the current device status Administrator's e-mail address	Email address 1 Email address 2 Email address 3 Email address 4 Email address 5 Email address 6 Email address 7 Email address 8 Email address 9 Email address 10



Note


- Use the "SINDOH Network Printer Setup" program to set the IPv6 address.


## ● Report

Menu		Purpose
System Report		Shows the specification, setting, and mounted option information of the printer
Network Report		Shows network setting and related information
Print Error Log		Show log of recent 10 errors
Print for Fuser Cleaning		<p>Print page for cleaning the fuser unit.</p> <p> Important</p> <ul style="list-style-type: none"> <li>- 4 A4 or letter type pages are printed.</li> <li>- You must have 4 or more sheets of A4 or letter paper on the tray.</li> <li>- Top four pages on the tray will be printed in order.</li> </ul>
		<p> Important</p> <ul style="list-style-type: none"> <li>- Use 75~90g/m2 for printing. (Check paper on the tray)</li> <li>- Do not use thin/thick/reusable paper. These may cause paper jams.</li> </ul>
Fonts List	PCL Fonts List	Print PCL fonts
	PS Fonts List	Print PS fonts


## 5. Understanding Printer Messages

The LCD of the control panel of this printer is designed to display the current status and problems. This chapter describes messages and how to respond to them.

Message	Description	Response
Printing	Printing or receiving data	
Cancelling...	Current job is being cancelled.	
Re-insert Cartridge	Cartridge has not been properly installed.	Open the front cover and reinstall the cartridge.
Front Cover Open	The front cover is open.	Close the cover.
Ready	Printer is ready to receive data and [Ready] to print.	Send job to printer.
Toner Low	The toner is low.	Shake the toner to use the remaining toner. Replace the cartridge.   Reference - If you don't replace the cartridge, quality problems can occur. Also, the printer will stop after printing a few more sheets.
Change Toner Cartridge	Toner cartridge is empty. Replace the cartridge.	Replace with new toner cartridge.
No paper	No paper in the tray.	Load paper on the tray.
1<xx> Paper Jam	Paper jammed.	Remove jammed paper.
100 Paper Jam	No paper supplied to multi purpose tray	Check if paper has been properly placed on the MPT.
101 Paper Jam	No paper supplied from Tray 1.	Check if paper is properly loaded in Tray.
102 Paper Jam	No paper supplied from Tray 2	Check if paper is properly loaded in Tray.
103 Paper Jam	No paper supplied from Tray 3.	Check if paper is properly loaded in Tray.
104 Paper Jam	Jam inside of printer.	Open the front cover, pull out the cartridge and remove the jammed paper from the feeder.
105 Paper Jam	Jam inside of printer.	Open the front cover, pull out the cartridge and remove the jammed paper from the feeder.

Message	Description	Response
106 Paper Jam	Jam in exit area.	Open back cover and remove jammed paper from the exit area.
107 Paper Jam	Jam inside of duplex.	Open duplex cover and remove jammed paper from duplex feeder.
Replace Drum Cartridge	Replace drum cartridge.	<p>Replace the cartridge with a new one and reset the drum cartridge counter to have the message disappear.</p> <p> Reference</p> <ul style="list-style-type: none"> <li>- If you do not replace the cartridge, quality problems may occur.</li> </ul>
Drum Cartridge Empty	This drum cartridge is empty. Replace cartridge.	<p>Device disabled.</p> <p>Replace with a new drum cartridge. Replace the cartridge with a new one and reset the drum cartridge counter to have the message disappear.</p>
Insufficient Memory	The original exceeds print capacity.	Separate the original for printing.
Output Bin Full	The output bin is full of paper.	Move the printed paper to another place.
Searching Wireless AP	Available wireless APs are being searched	Wait until available wireless APs are found.
Connecting to Wireless AP...	The connection to the selected wireless AP is being made.	Wait until the connection is made
Wireless AP Not Found	No available wireless AP.	<p>Check the wireless AP.</p> <p>If the wireless AP is normal, put it closer to the device.</p>
Wireless Connection Failure	Failed to connect to the wireless AP.	<p>Check the wireless AP you want to use.</p> <p>If a password has been entered, check that the password is correct.</p>
Wi-Fi Connection Failure	Failed to connect to the wireless AP.	<p>Check the wireless AP you want to use.</p> <p>If a password has been entered, check that the password is correct.</p>
Password Required	Enter the password to the wireless AP.	Ask the network administrator for the password for the wireless AP.



Message	Description	Response
Wi-Fi Not Connected	No wireless AP is connected.	Connect to a wireless AP to use wireless network. See 「Network Setting」 on p. 3-17 for connecting method.
Other Messages with Numbers	Check if options are properly installed. If you are not a printer technician, contact the Customer Support Center (☎ 1588-5850) or your place of purchase.	 Warning - 3XX messages are critical. Be sure to contact the Customer Support Center (☎ 1588-5850) or a printer technician.

## 6. Network Setting

First, you must set the IP address for network print and control. Basic network set-up can be performed using the “SINDOH Network Printer Setup” software program in the control panel of the product or the enclosed CD.

### ● Wire Network Setting

First, you must set the IP address for network print and control. The DHCP server automatically allocate or fix the IP. Also, the IP address can be manually set.



- Use the “SINDOH Network Printer Setup” program to set the IPv6 address.

#### ❖ Using the Control Panel

- 1 When the printer is ready, press the **【◀】** or **【▶】** button.
- 2 Press **【◀】** or **【▶】** until setting appear, and then press the **【OK】** button.
- 3 Operate in the order of: Network Settings → Wired Network → Setup Connection.
- 4
  - ① IP Automatic setting: select DHCP and press the **【OK】** button.
  - ② IP Manual setting: select Static, enter the IP Address, Netmask, Gateway suitable for the network in use, and press the **【OK】** button.



- Use “SINDOH Network Printer Setup” program to set the IPv6 address.

#### ❖ IP Manual Setting

Follow the below instructions to enter the IP address:

- ① Use **【◀】** or **【▶】** to select Network Settings → Wired Network or Wireless Network → Setup Connection → Select Manual IP Address → IP Address.
- ② Use **【◀】** or **【▶】** buttons to enter IP
- ③ Press the **【OK】** button to show the current values and move to the next step.
- ④ Enter 12-digit address using the same method for Netmask, Gateway, etc.
- ⑤ Enter all settings for IP address/Netmask/Gateway, etc. And press Apply to apply the manual IP settings.

## ● Wireless Network Settings

An additional Wi-Fi device is required for accessing wireless network settings(sold separately)

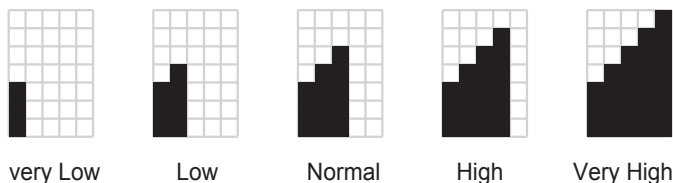
### Wireless Network Connection

- 1 When the printer is ready, press the **[MENU]** button.
- 2 Press **[◀]** or **[▶]** until settings appear, and then press the **[OK]** button.
- 3 Go to Network Settings → Wireless Network → Setup Connection.  
Press **[OK]** in Connection Settings to search Wireless networks.
- 4 Available wireless network devices are displayed.  
Select the wireless network AP(SSID), and then press the **[OK]** button.  
E.g. When the wireless AP (SSID) is "A40x\_AP" it is displayed as follows.



In front of the AP (SSID), the reception level is displayed.

There are five reception levels.



- If reception is very poor, the wireless AP will not be found. Although it may be found on other devices, it may not be found on this product.

- 5 ① If there is no security setting, wireless network setting is complete.  
② If the wireless AP has security settings, the wireless network security window appears.

WEP:

Enter the WEP security key for authentication. If a connection is successfully made, wireless network setting is complete.

 Note

- For WEP, the 64-bit or 128-bit WEP encryption key is used.

### WPA/WPA2:

Enter the WPA key. If a connection is successfully made, wireless network setting is complete.

 Note

- Just as with WEP, WPA uses TKIP (Temporal Key Integrity Protocol) and AES(Advanced Encryption Standard) for data encryption.

### ❖ Enterprise WPA/Enterprise WPA2 (Wireless IEEE802.1x&EAP):

In the case of enterprise WPA/enterprise WPA2, for user authentication, you must enter the user ID and password. See “Entering Wireless Security Password” and follow the LCD message to enter the user ID and password. If a connection is successfully made, wireless network setting is complete.

### ❖ Entering Wireless Security Password

Enter the IP according to the procedures below;

- ① When the password window appears, enter the password to access the wireless AP.  
When characters (upper case English, lower case English, numbers, or symbols) appear by pressing **【◀】** or **【▶】**, enter the **【OK】** button to input.
- ② To enter text, use the number keypad. Press number keys repeatedly to change number to upper case → lower case → “ ”.
- ③ Use arrows to enter symbols. Use **【◀】**, **【▶】** to select a symbol on the control panel and press **【OK】**.  
To see symbols on the next page, use **【▲】**, **【▼】** arrow keys.  
To modify a value, press **【Clear/⊗】** button to erase previous value.
- ④ Repeat ② and ③ to enter the wireless AP password.
- ⑤ After entering the password to the last digit, press the **【◀】**, **【▶】** button to connect with the selected SSID.
- ⑥ To cancel input, press the **【↶】** button. You will go to the upper menu.

 Caution

- For your convenience, each password character is displayed. Be careful not to expose the wireless AP password to others.

## IP Address Settings

First, you must set the IP address for network print and control. The DHCP server can automatically allocate or fix the IP. Also, the IP address can be manually set.



- Use the "SINDOH Network Printer Setup" Program to manually set an IP address in IPv6 mode.

### Using the Control Panel

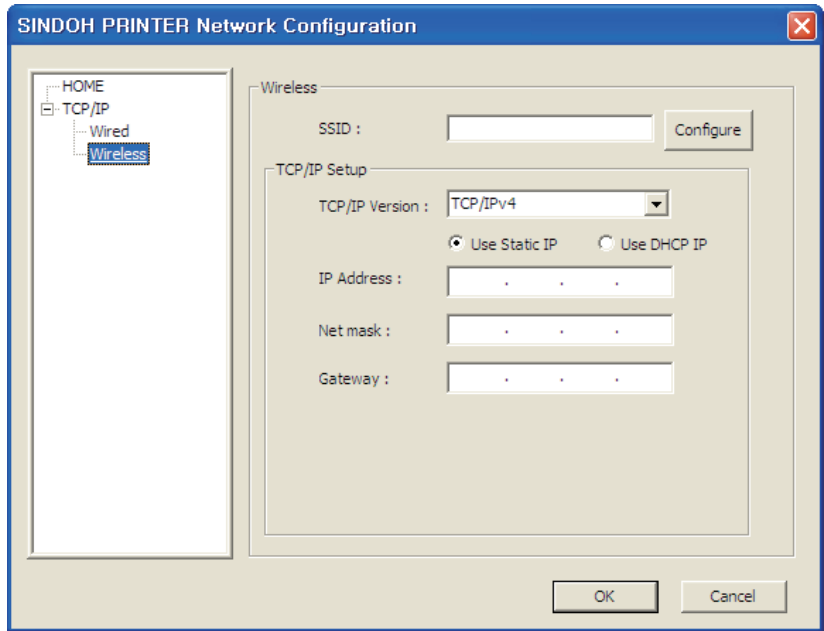
- 1** When the printer is ready, press the **[◀],[▶]** button.
- 2** Press **[◀],[▶]** until settings appear, and then press the **[OK]** button.
- 3** Go to Network Settings → Wireless Network → Setup Connection.
- 4**
  - ① IP Automatic Setting: Select DHCP, and then press the **[OK]** button.
  - ② IP Manual Setting: Select Static to type in the IP address, Netmask and Gateway, and then press the **[OK]** button.  
To set the IP address manually, see 「Method for Manual IP Set-up」 p. 3-17.



- Use the "SINDOH Network Printer Setup" Program to manually set an IP address in IPv6 mode.

### Using the Network Setting Program

- 1** Connect the USB cable and turn on the device. The printer should not be connected to the device via USB cable.
- 2** Run the network setting utility, "SINDOH Network Setup"
- 3** In the left window, go to [TCP/IP → Wireless].
- 4** For IPv4 configuration, select TCP/IPv4; For IPv6, select TCP/IPv6.
- 5**
  - ① IP Automatic Setting(DHCP): Select [Use Static IP], and then press the **[OK]** button.
  - ② IP Manual Setting: Select [Use DHCP IP] to enter network settings, and then press the **[OK]** button.



 Note

- In the control panel, you can print the Network Report.
- If "SINDOH A610 Series Printer Status Monitor" connected via the USB port is running, you cannot use the network settings program (SINDOH Network Printer Setup).  
If "SINDOH A610 Series Printer Status Monitor" connected via the USB port is currently running on the bottom left tray of your PC, close it and run the network setting program.

When the device is shipped from the factory, its default network setting uses automatic configuration, by which an IP is automatically assigned. To change network setting to fixed IP (Manual setting), contact your network administrator. If the IP address is selected arbitrarily, the device may not be connected to the network.

### Wi-Fi Direct Connection

Wi-Fi Direct technology allows the printer and mobile devices to connect with ease for printing and management. You can use both wired and wireless networks using Wi-Fi Direct.

❖ Using the control panel

- 1 When the printer is ready, press the [◀] or [▶] button.
- 2 Press [◀] or [▶] until Network Settings appear, and press [OK].
- 3 Press button until you see Network Settings → Wireless Network → Wi-Fi Direct → Turn On/Off.

- 4 ① Select On and press **[OK]**.
- ② You can set to Wi-Fi on your mobile device.

## SSID Settings

You can set the name of the printer searched on your mobile device.

- 1 When the printer is ready, press the **[◀],[▶]** button.
- 2 Press **[◀]** or **[▶]** until Network Settings appear, and press **[OK]**.
- 3 Press button until you see Network Settings -> Wireless Network -> Wi-Fi Direct -> SSID Settings
- 4 Enter SSID (Printer Name) and press **[OK]**.

## Encryption Method Settings

You can set the encryption method for connecting to the printer.

- 1 When the printer is ready, press the **[◀],[▶]** button.
- 2 Press **[◀]** or **[▶]** until Network Settings appear, and press **[OK]**.
- 3 Press button until you see Network Settings -> Wireless Network -> Wi-Fi Direct -> SSID Settings
- 4 Select a desired encryption method and press **[OK]**.
- 5 See "IP Encryption Methods" for encryption methods.

## Password Setting

You can set the password necessary to connect to the printer.

- 1 When the printer is ready, press the **[◀],[▶]** button.
- 2 Press **[◀]** or **[▶]** until Network Settings appear, and press **[OK]**.
- 3 Press button until you see Network Settings -> Wireless Network -> Wi-Fi Direct -> SSID Settings
- 4 ① Enter new password.
  - \* If a password already exists, a password confirmation page will appear first.
- ② Re-enter new password to confirm.
- ③ If new password and the re-entered password match, the new password will be saved.

To enter password, see 「How to Enter Wi-Fi Password」 p. 3-19.

## 7. Changing the Print Setting of the Print Driver

You can change settings of the printer driver to use preferred functions.

This section describes functions of the printer driver in detail and provides instructions.

Here, you will be guided on how to utilize the functions of the printer driver and answer any questions you may have. For easy understanding, functions are explained by each tab of the printer driver. You can also read the same instructions with the Help function of the driver.

### ● Entering Default Print Settings

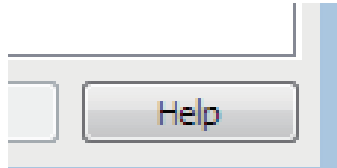
#### For Windows Users

- 1** Click Start and click Run.
- 2** Press Start and type “control printers” in the box.
- 3** Press Enter or click OK to open the printer folder.  
Or Follow the below instructions.
  - Click Windows Start menu.
    - Window 2000: Select Settings > Printer.
    - Window XP/2003: Select Printer and Fax.
    - Window 2008/Vista: Select Control Panel > Hardware and Sound > Printer.
    - Window 7: Select Control Panel > Hardware and Sound > Device and Printer.
    - Window Server 2008 R2: Select Control Panel > Hardware > Device and Printer.
- 4** Select SINDOH A413\_A418 Series.
- 5** Right click SINDOH A413\_A418 Series with your mouse.
- 6** Window XP/2003/2008/Vista: Click Print Default Setting.  
Window 7, Window Server 2008 R2: Click Print Default Setting from each menu.

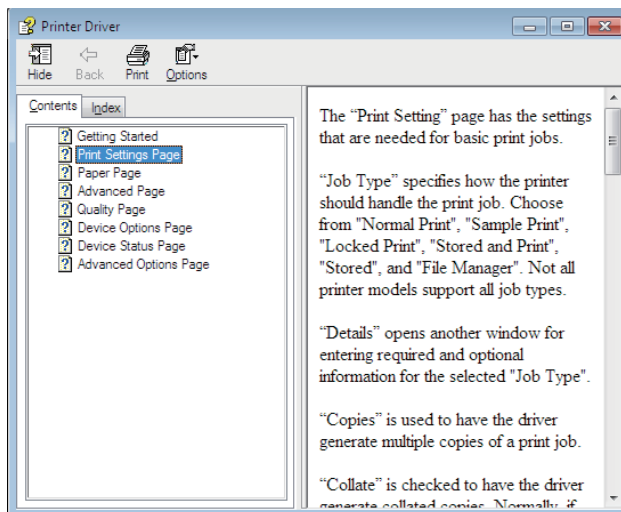


## Using Help

- 1 Open the Default Print Setting window on the computer and press the [F1] key on your keyboard.
- 2 Or click [Help] in the right bottom of the window.



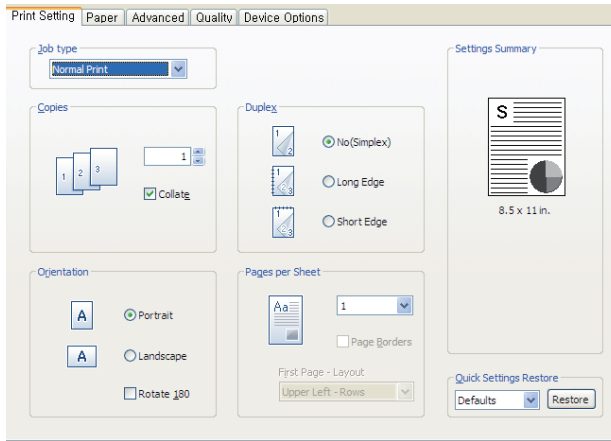
- 3 Select "1" and "2" to open the help window on functions provided by the driver.



## ● Using Advanced Tab Functions

### Functions in the Print Setting Tab

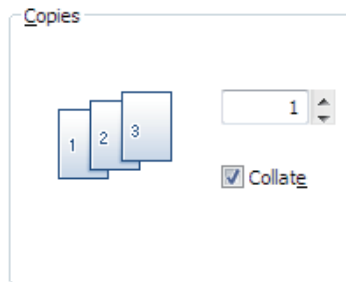
Available functions are “Job Type”, “Copies”, “Orientation”, “2 - Booklet” and “Pages per Sheet”. Open the Default Print Setting window to select the print setting tab to change print settings.



(PS3, PCL5e/6 Printer Driver)

### Copies

The driver allows you to print multiple copies. Also, it is possible to collate multiple copies into sets. In sequence open the default print setting window to select the print setting tab to change below print settings.



(PS3, PCL5e/6 Printer Driver)

#### Reference

- For the printer models applicable for a specific driver, see the descriptions of the emulation in p. 1-2.

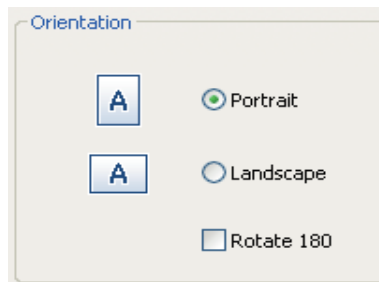
#### ❖ Description

- Copies
  - You can enter the number of copies you want Adjust using up/down arrows.

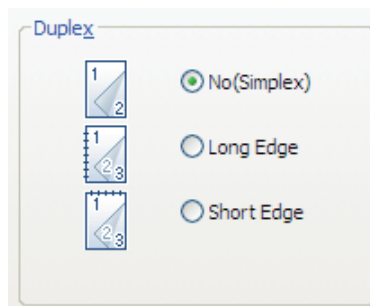
- Collate
  - Check to print one set. Generally, if you are making two copies of three pages, 2 copies of page 1, 2 copies of page 2, and 2 copies of page 3 will be printed. If you select Collate, Pages 1, 2, 3 will be printed and pages 1, 2, 3 will be Printed. The application precedes this setting and can provide this function.

## Print Orientation

You can set paper orientation. In "Portrait" mode, pages are printed with the short side facing the top. In "Landscape" mode, the long side of the paper faces the top. Most applications provide "Page Setting" for setting paper orientation, which precedes this setting. You can select "180 rotation" to rotate the page by 180 degrees if necessary. To change the following print setting, open the default print setting window and select the print setting tab.






You can print on both sides of the paper. Select the binding direction of the paper before printing.



## ❖ Instructions

**1** Select orientation.

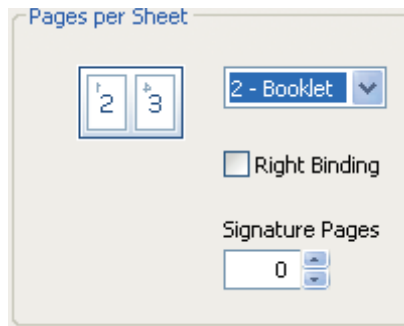
Image	Orientation	Description
	1 Side Print	Print on one side(general).
	Portrait	Typically used for books.(Turn pages by the long side)
	Landscape	Layout used for calendars

**2** Click the paper tab to select paper size, source and type.

**3** Click OK or Print before exiting the window.

## 2-Booklet Printing

With this function, you can do duplex(2-sided) printing and then bind printed pages into a book.



## ❖ How to Use

**1** Select 2-Booklet in the Pages per Sheet.

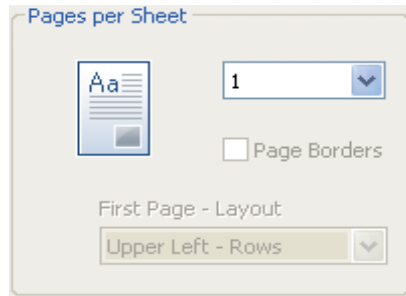
**2** Click the paper tab to select paper size, paper source and paper type.

**3** Click OK or Print before exiting the window.

**4** Fold paper in half and bind it.(You can cut paper in half and bind it.)

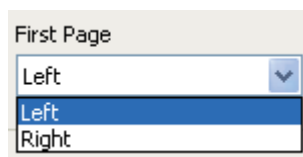
## Pages per Sheet

Multiple pages can be printed on one sheet. If the number of pages to be printed is less than that of pages designated for the sheet, blank pages are printed. The booklet is a special format of 2-up. In booklet printing, fold output pages to make a book. If poster print is selected in the image driver, "Pages per Sheet" cannot be selected. Open the Default Print Setting window to select the print setting tab to change below print settings.

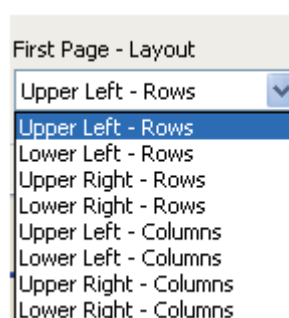


### ❖ Description

- Number of Copies for Pages per Sheet
  - Select the number of copies for Pages per Sheet
  - ※ SDAPL Printer Driver : 1Sheet, 2Sheet, 4Sheet, 6Sheet, 8Sheet, 9Sheet, 12Sheet, 16Sheet, 25Sheet
  - ※ PS3, PCL5e/6 Printer Driver: 1Sheet, 2Sheet, 4Sheet, 6Sheet, 8Sheet, 9Sheet, 16Sheet
- Page Borders
  - Check Page Borders to print the page edge on the paper.
- First Page - Layout
  - From page 2, it can be set. Left and right are available for page 2.
  - For page 4 to 25, rows (top/bottom left, top/bottom right) and columns(top/bottom left, top/bottom right) are available.



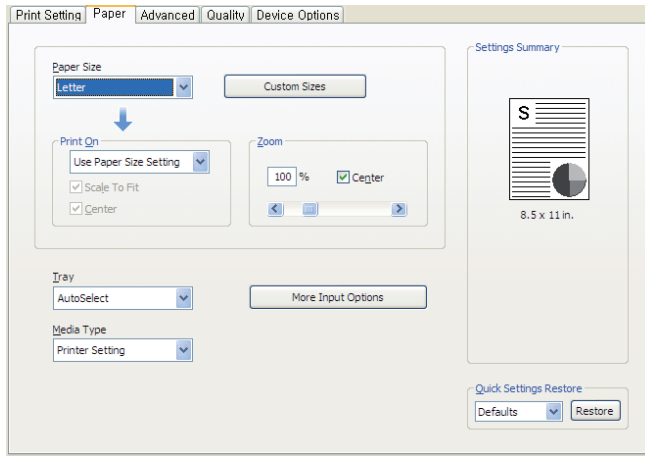
[Page 2]



[Page 4 ~ 25]

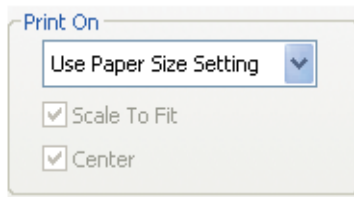
### Paper Tab

Available functions are “Paper Size”, “Print On”, “Custom Size”, “Zoom”, “Tray”, “Media Type” and “More Options”. To change the settings below, open the Default Print Setting window to select the paper setting tab.



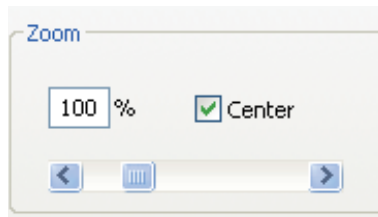
### Print On

Regardless of the size of the original, you can print the document to desired paper size. Useful options(Fit to Paper and Center) are available. Open the Default Print Setting window to select the paper setting tab to change below print settings.



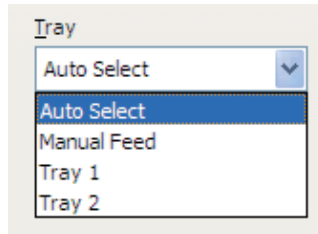
### Zoom

You can zoom in or out the document. Type in or use left/right arrow to decide the zoom ratio. Click Center to place the document at the center of paper. Open the Default Print Setting window to select the paper setting tab to change below print settings.



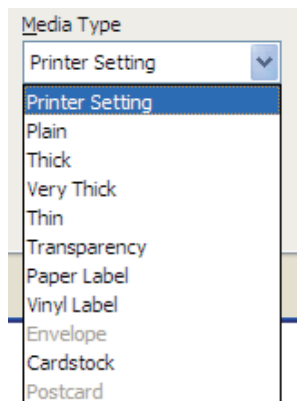
## Tray

User can select the paper tray to use for printing. You will only see the options “Auto select”, “Manual Feed” and “Tray1”. “Tray2 and 3” are optional. If “Tray 2 and 3” are installed, user can select this from the Tray part of the paper tab after installing “Tray2 and 3” in the “Device Settings” tab. Open the Default Print Setting window to select the paper setting tab to change below print settings.



## Media Type

User can select the type of paper.



- 1) Printer Setting: follow the printer setting from the printer setting and driver setting. Check current settings in Print Settings - Setting Priority.

### Caution

- For paper types 2) ~11), make sure you change the driver setting in Print Settings - Setting Priority.

- 2) Standard paper: select this when using standard paper.
- 3) Thick paper: select this for thick paper or when toner does not adhere properly to images printed.
- 4) Very Thick paper: select this when toner still does not adhere properly to images printed after selecting Thick Paper.
- 5) Thin paper: select this when using thin paper or when prints come out distorted or paper is crinkled.

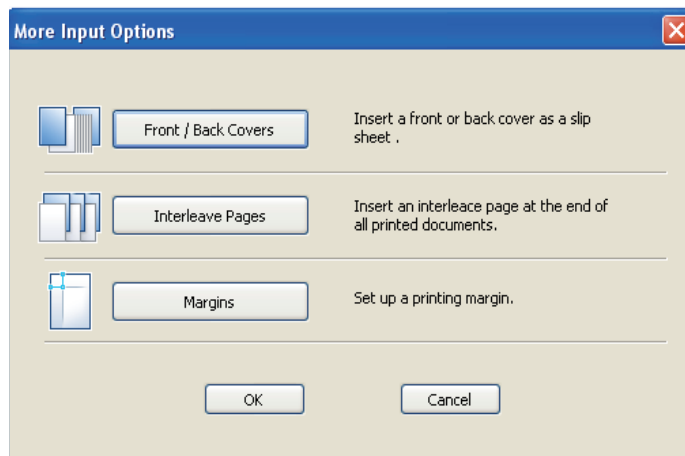
- 6) Tracing paper: select this to print on tracing sheet(OHP).
- 7) Label paper: select this for printing on label sheets.
- 8) Vinyl label: select this for printing on vinyl labels.
- 9) Envelope: select this for printing on envelopes.
- 10) Card stock: select this for printing on card stocks.
- 11) Postcard: select this for printing on postcards.

### Caution

- If the select icon is not activated, the tray selection may be incorrect.  
Check the tray selection again.

## More Options

More options that are available are: "Front Cover", "Back Cover", "Slip sheets", "Margins" and "Shift From Binding". To change the following print settings, open the Default Print Setting screen, click the Paper tab and click the More Options button.

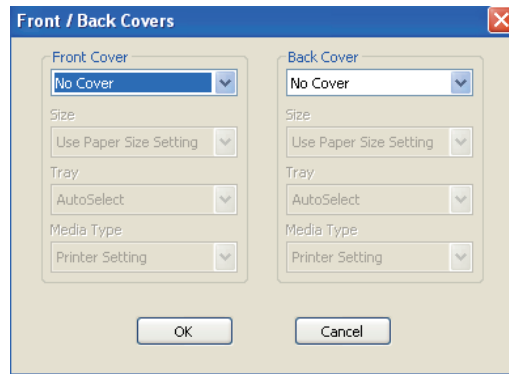


### ❖ Description

#### • Front / Back Cover

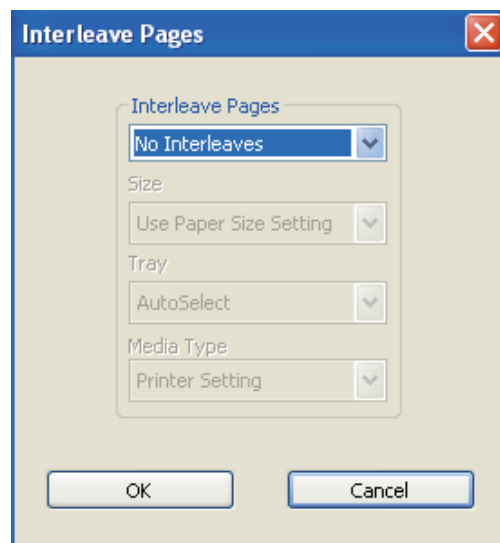
- With "Front Cover" you can select the tray and paper type. This option provides a blank or printed cover(not available for SDAPL printer drivers). The Front Cover function cannot be used together with duplex printing and poster printing.
- With "Back Cover" you can select the tray and paper type. This option provides blank cover or printed cover(not available for SDAPL printer drivers). The back Cover function cannot be used together with duplex printing and poster printing.





(PS3, PCL5e/6 Printer Driver)

- Slip sheets
  - Insert an additional page after each printed page.
  - You can select a different paper type or another tray for slip sheets.
  - Slip sheets can be a blank page or a duplicate of a printed page.
  - Slip sheets should be the same size as the printed pages.
  - If "Pages per Sheet" is set as 2-Booklet in the Paper tab, you cannot add the Use Slip Sheets option.



(PS3, PCL5e/6 Printer Driver)

#### Reference

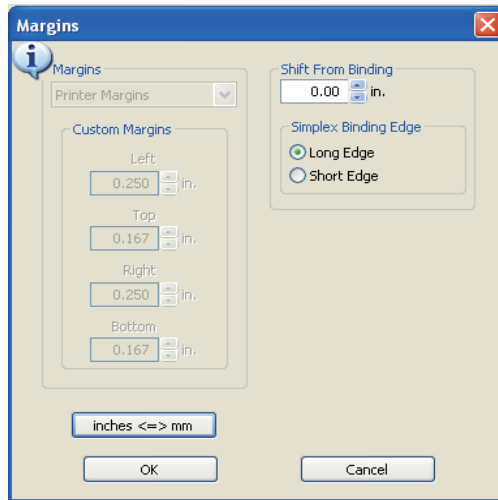
- To see which devices can be used for your printer driver, read Emulation on p. 1-2.

- Margin

- You can modify the minimum margin. To use the default margin, select “Printer Margin”. To use the margin of your choice, select “Custom Margin”. A custom margin cannot be smaller than the default margin. You cannot use custom margins if 2-Booklet has been selected in “Pages per Sheet”.
- The custom margin cannot be modified for the document to be printed. You can only make modifications in Default Print Settings in Printer & Fax folder.



- Margin function is supported from the PCL5e/6, PS3 driver

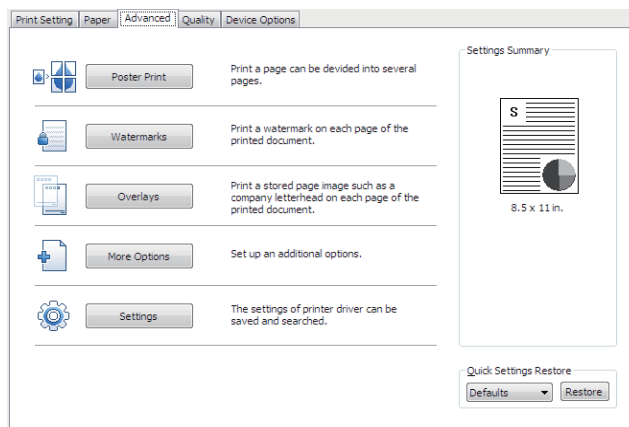


## Advanced Tab

“Poster Print”, “Watermark”, “Overlay”, “More Options” and “Settings” are available. To change the following print settings, open Default Print Settings page and click Advanced Tab.



- Margin function is supported from the PCL5e/6, PS3 driver

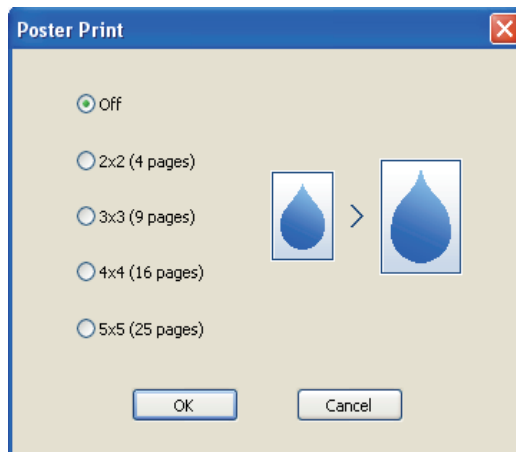


## Poster Print

In Poster Print, you can select a page to be enlarged and printed on multiple pages. The printed pages can be placed side by side to form one large poster. This function is disabled when you select More than One Page on Each Sheet, Booklet, Front Cover, Back Cover, Slip sheet or Inserted Page (Front/Back Cover). With Poster Print function, you can print your page on 4, 9, 16 or 25 pages then join them to make one large poster.

### ❖ How to Use

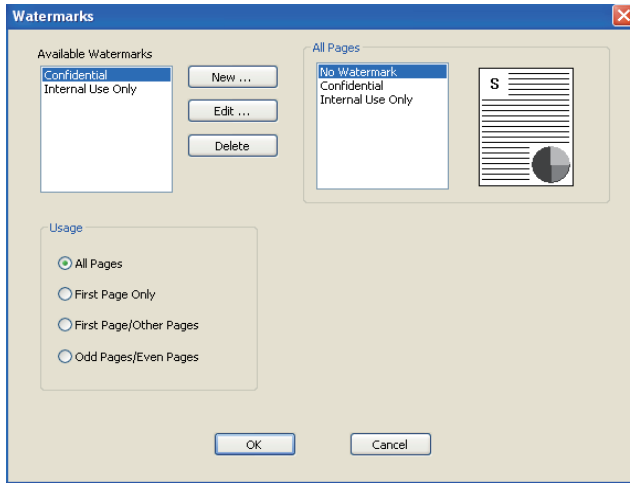
- Select desired page layout (Available layout).
  - Poster 2x2: The document is enlarged into 4 pages.
  - Poster 3x3: The document is enlarged into 9 pages.
  - Poster 4x4: The document is enlarged into 16 pages.
  - Poster 5x5: The document is enlarged into 25 pages.



## Watermark

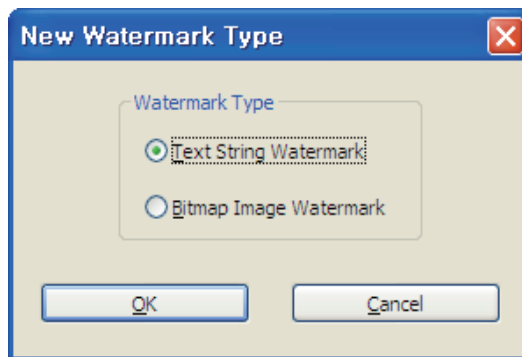
With this option, you can print text in the background of an existing document. For example, you can print "Confidential" or "Internal Use Only" on the first page or on all pages in blurred, large font.

This product provides several watermarks. They can be edited or you can add a new watermark.

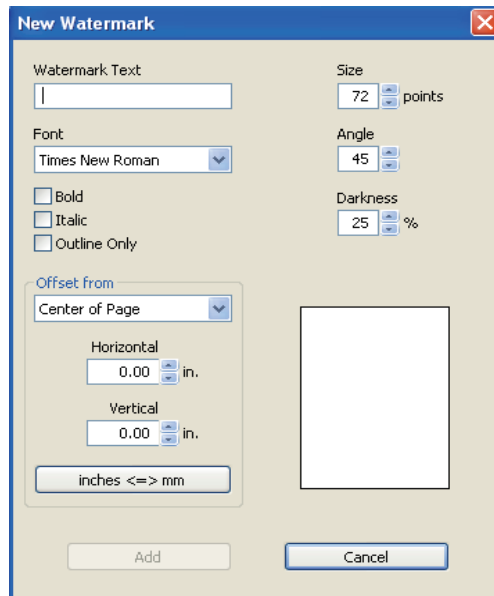


❖ How to Use

- Basic Watermark
  - Select a watermark from the list. You can see the watermark in Preview.
  - Click OK or Print before exiting the print window
- Custom Watermark
  - Select Create New in the watermark list.
  - The new watermark type window appears. Select Text Watermark or Bitmap Image Watermark.



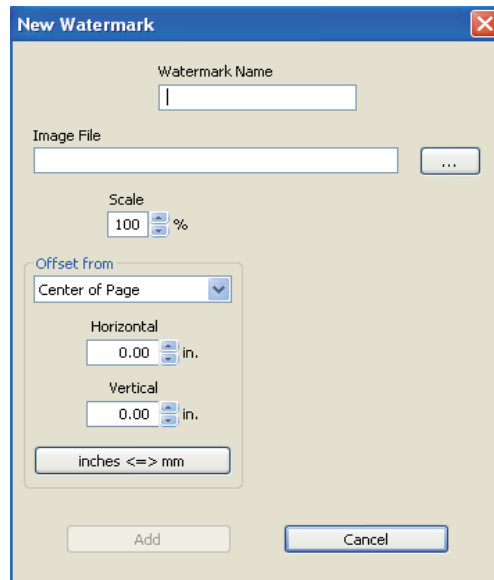
- Text String Watermark: Type in your text in the message box. You can enter up to 63 characters. Preview is available. You can also select options for the font such as Bold, Italic, Print Outline Only, Size, Angle, Contrast, and Offset Starting Point.



- Bitmap Image Watermark: You can enter the name of the watermark, insert a BMP image or adjust the ratio. You can also adjust the offset starting point (Center, Tile, Top Left Corner, Top Center, Top Right Corner, Right Side Center, Bottom Right Corner, Bottom Corner Center, Bottom Left Corner, Left Side Center, Fit to Page) to create your bitmap image watermark.

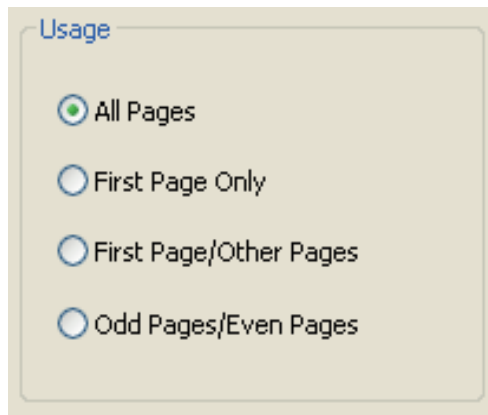
 Note

- Bitmap Image Watermark function is supported from PCL5e/6, PS3 driver.



- Click Add to add the new watermark to the watermark list.
- Click OK or Print before exiting the print screen.

- Edit Watermark
  - Click Edit in the “Available Watermark” list. Edit Watermark screen will appear.  
(See the Watermark List screen.)
  - Select a desired watermark from the watermark list and modify the message and options.
  - Click Change to save changes.
  - Click OK or Print before exiting the print screen.
- Delete Watermark
  - Select a desired watermark and click Delete from the watermark list.  
(See the watermark list screen.)
  - Click OK or Print before exiting the print screen.
- Select Apply Watermark



- All Pages: Apply the existing or newly-created watermark to all pages.
- First Page Only: Apply the existing or newly-created watermark to the first page only.
- First Page / Other Pages: Apply the existing or newly-created watermark to the first page and other pages respectively.
- Odd No. Page / Even No. Page: Apply the existing or newly-created watermark to odd number pages and even number pages respectively.

## Overlay

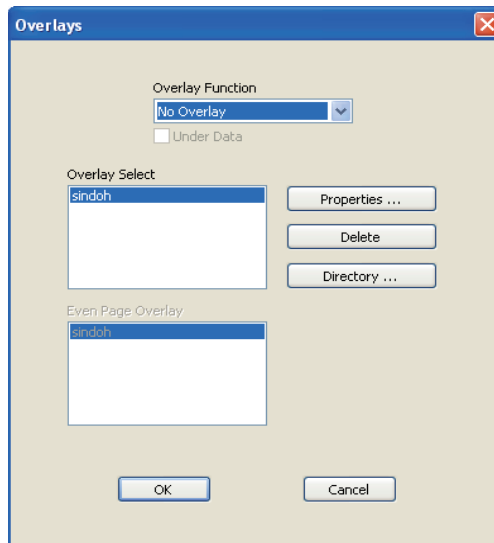
You can save an overlay in your hard disk drive and paste on your document before printing.

An Overlay is used instead of a template paper. You can use an overlay same as a ready-made template.

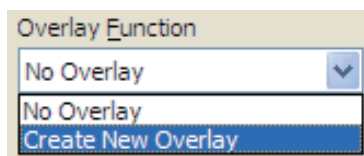
Instead of loading template paper of your company, you can add an overlay to the document and print.



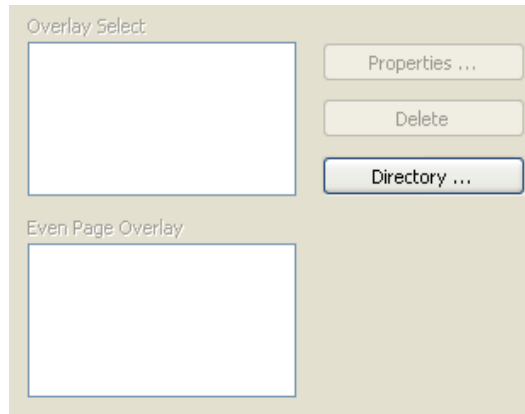
- Overlay function is supported from PCL5e/6, PS3 driver.



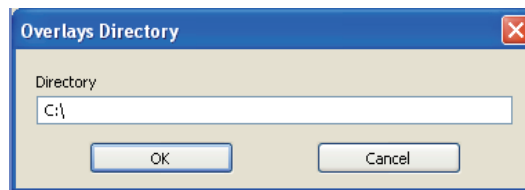
- Create New Overlay: To use an overlay, create a new overlay with details you want to include.
  - Open a file to be used as the overlay (document to be overlaid on the original).
  - Open Default Print Setting to change print settings from the software application.
  - Click the Advanced tab to select Overlay and select an item from the list.
  - Click Overlay and select Create New Overlay.



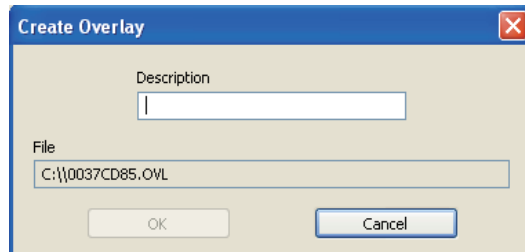
- Click 'Save to' to select location and click Print.



- Overlay Directory  
(e.g. To save the overlay on Drive C, type in "C:\". A new overlay will be created in C:\.)



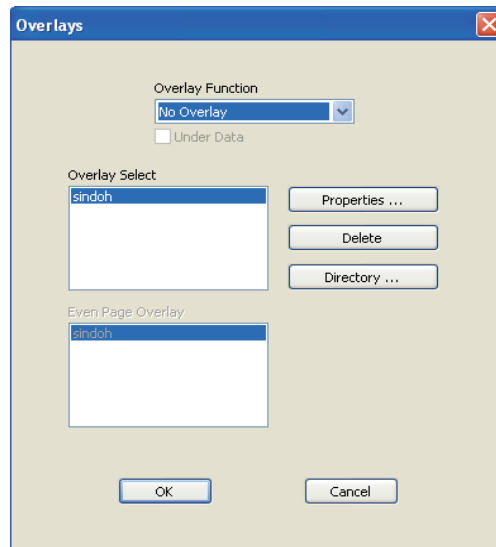
- Click OK to open Create Overlay window. Type in overlay description in the Description field. Check the name of the overlay file and click OK.  
(e.g. The file name is 005AD859.OVL.)



- Print the overlay document.
- The overlay is printed on the corresponding location.



- Using an Overlay
  - Open the file where the overlay will be applied.
  - Open the overlay function to see the created overlay.
  - Select an overlay in 'Select Overlay' and click OK. In Properties, you can see overlay properties, delete an overlay and see the saved location. You can select a different overlay for each page if you have more than two overlays.

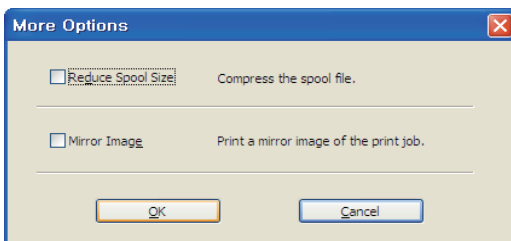


- Click OK or Print before exiting the print screen.

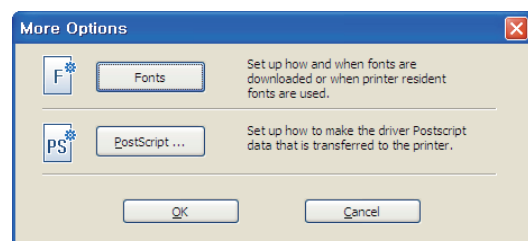
## More Options

You can open the window for more options:

“Fonts” for the PDL driver, “PostScript” for the PostScript driver, “Mirror Print” for the image driver, and “Reduce Spool Size” for the image driver.



(SDAPL Printer Driver)



(PS3, PCL5e/6 Printer Driver)

## Reference

- To see which devices can be used for your printer driver, read Emulation on p. 1-2.

### ❖ Description

- Reduce Spool Size: The spool size of the image driver is reduced by compression.
- Mirror Image: You can print a reverse version of the original as though looking into the mirror.

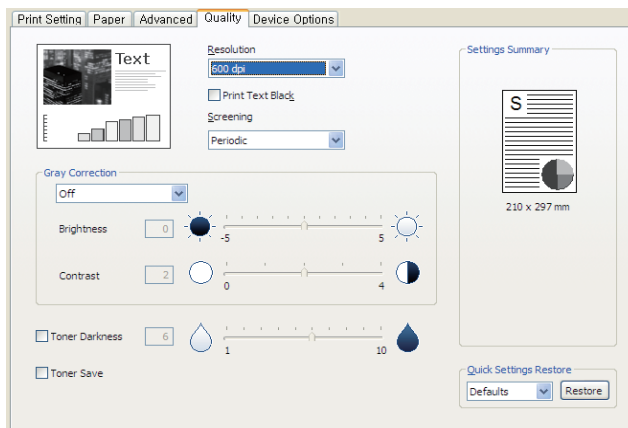
### Settings

You can save current settings, restore previous settings, or reset to the default settings.



### Print Quality Tab

Available options are “Resolution”, “Print Text Black”, “Gray Correction”, “Toner Darkness”, “Save Toner”. To change below print settings, open Default Print Setting and click the print quality tab.

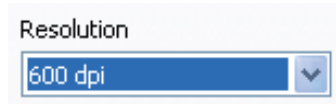


#### Note

- Gray Correction function is supported from SDAPL driver.

## Resolution

You can select a different resolution for your print job. With this option you can select the resolution Dots per Inch (DPI or dpi). High resolution provides better print quality but takes longer to send the job to the printer and to print. Higher resolution requires more memory space. If you see an “Out of Memory” error, you must select a lower resolution. Available options are 600dpi, 1200dpi, and Photo 1200dpi.



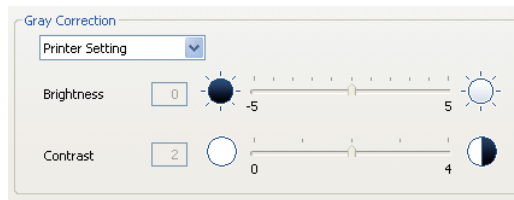
## Print Text Black

You can print all texts in black regardless of the color you had selected in the application.



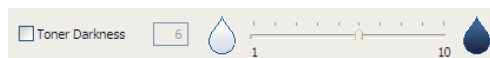
## Grey Correction

You can adjust the contrast and darkness of your document. Using User Settings, you can adjust the brightness and contrast. Default brightness is 0 and default contrast is 2.



## Toner Darkness

You can adjust toner contrast level.



## Toner Save

You can reduce the amount of toner used for printing.





A413 Series  
User Manual

# Printer Management

# 4

# 1. Maintenance of Consumables

## ● Consumables Status

The LCD indicates the consumables necessary for replacement

In [Reports] you can print a [System Report] page to check the status of consumables.

- Press [◀] or [▶] button to enter [Menu].
- Press [▶] to go to [Report], then press [OK] .

### **In report,**

You will see the remaining amount of toner under “Toner remain life in percent”.

You will see the remaining drum life under “Drum remain life in percent”.

If toner cartridge is about to expire due to low toner, “Toner Low” will appear on the LCD.

If “Toner Low” appears, order a new cartridge from a consumables store and replace the cartridge before using the printer.

If the toner cartridge expires, “Exchange Toner Cartridge” will appear on the LCD.

You must replace the toner cartridge to continue to use the printer.

If the drum cartridge expires, “Exchange Drum Cartridge” will appear on the LCD.

When this message appears, order a new drum cartridge from a consumables store and replace before using the printer.

If the drum cartridge expires, “Drum Cartridge Empty” will appear on the LCD.

You must replace the drum cartridge to continue to use the printer.

Remaining amounts displayed are estimates based on consecutive printing of images (ISO/IEC 19752) that take up 5% in a normal environment (image on 5% of page). If images are not printed in a normal environment or low in density, the remaining amounts displayed may not be accurate.

## 2. Printer Maintenance

To keep your printer in a good condition, regularly remove the cartridge and clean the printer.

For more information, see 「Replacing Cartridges」 p. 4-5 and 「Cleaning the Printer」 p. 4-11.

If the printer is used by several users, designate one responsible for device maintenance.

### ● Saving Consumables

Save consumables to reduce printing costs.

You can save toner or paper using an application or settings.

Go to [Print Settings] → [Darkness] to decide toner darkness.

You can adjust darkness from 1 (lightest) to 10 (darkest).

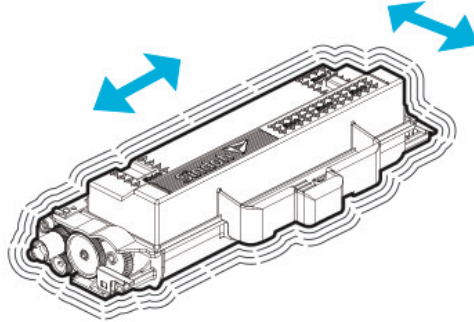
For more information, See 「Print Settings」 p. 3-12. You can also save toner by adjusting toner darkness in the printer driver.

### ● Ordering a Consumable

To order consumables, contact or visit your place of purchase.

### ● Ordering a Cartridge

If [Toner Low] is displayed, order a new cartridge. If the output is not clear when [Toner Low] is displayed, remove the cartridge from the printer and gently shake the cartridge back and forth. You will be able to use the cartridge for a little longer. However, it is recommended that you replace the cartridge as soon as possible.



Available cartridge capacities are 2,500, 3,000, 5,000, 6,000, 7,500, 9,000 sheets. They are based on the average use (5% printing). Check the information on the product warranty regulations for more information.

#### Caution

- If you continue to use the device after [Toner Low] has been displayed without replacing the cartridge, [Change Toner cartridge] is displayed and the device will stop.  
Replace with a new cartridge.

### ● Storing a Cartridge

Keep cartridge sealed before installing.

Do not store cartridge in following conditions.

- 40°C (104°F) or higher
- Rapid changes in temperature or humidity
- Salty air
- Long time in the car.
- Dirty place
- Direct sunray
- Corrosive gas



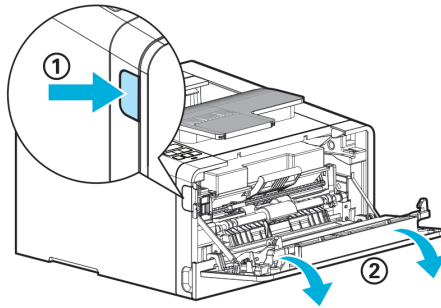
## 3. Replacing Cartridges

### ⚠ Caution

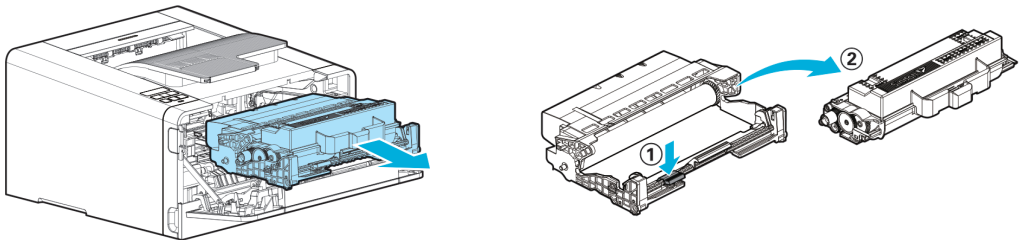
- It is recommended NOT to use a refill cartridge that is not a genuine part. Otherwise, print quality and compatibility cannot be guaranteed. Use a genuine product to maintain the best condition.

### ● Removing a Used Toner Cartridge

- 1 Switch off the printer.
- 2 Press the unlock button (①) on its left side to open the front cover (②).

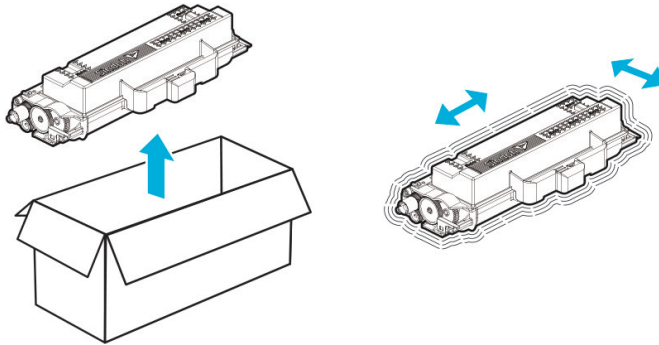


- 3 Pull out the cartridge from the device, and then press the toner cartridge removal button (①) to remove the old cartridge (②). Dispose of the old cartridge according to regulations.



**4** Pull out the new toner cartridge from the box.

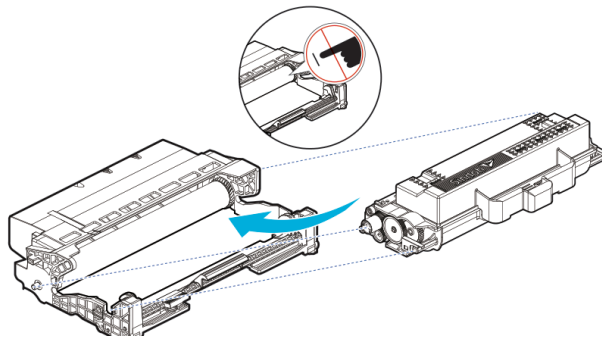
Gently shake the new toner cartridge to distribute toners evenly within the cartridge.



**Warning** **Damage Risk**

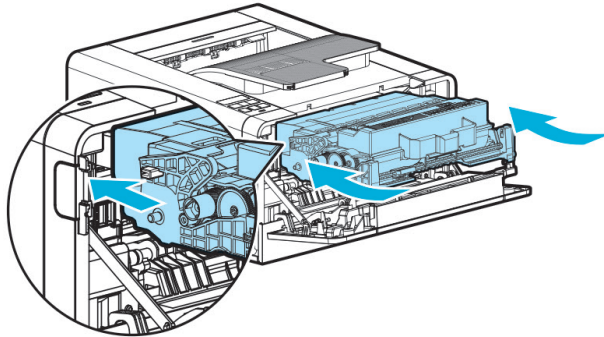
- Do not expose the drum cartridge to direct sunlight for a long time. Long term exposure to direct sunlight may damage the photoconductor's coating film, causing print quality problems.

**5** Hold the handles of the toner cartridge, align the tabs (white) of the toner cartridge on either side with the track (arrow sticker) of the drum cartridge, and push the toner cartridge into the drum cartridge. The toner cartridge is properly installed into the drum cartridge when you hear a click.

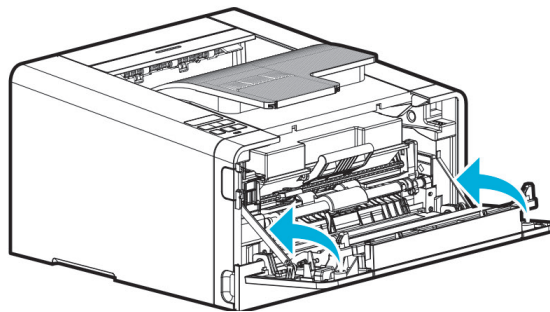


**6** Follow the steps below to install cartridge.

- A. Hold the handle of the cartridge. (Back of your hand facing down.)
- B. Align the hooks on either side of the cartridge at the front (arrow sticker) with the guides (arrow sticker) of the printer.
- C. Push the cartridge into the printer until you hear a click.



**7** Close the front cover



**Caution**

- Check if the MPT is closed when closing the front cover. If the front cover is closed with the MPT open, it may cause malfunction.

## ● Drum Cartridge Replacement

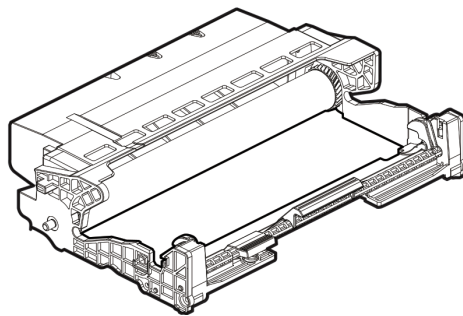
Printer displays [Replace Drum Ctg.] on the LCD to give notice automatically before the drum cartridge reaches its life. You can print the menu setting page to check the status of the drum cartridge. (If you change the drum cartridge before resetting the drum cartridge counter, the menu page may not present the status of the drum cartridge correctly).

When [Replace Drum Ctg.] appears on the LCD for the first time, you must replace the drum cartridge immediately. After the drum cartridge reaches its life, the device can operate for some time but print quality drops significantly.

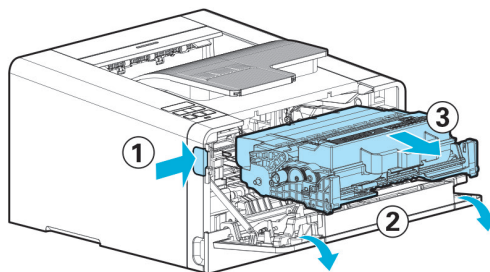
When [Replace Drum Ctg.] is displayed but the drum cartridge is used without replacement, at some point, the LED lamp will blink in red to alert that replacement is needed.

If the drum cartridge continues to be used without replacement in this condition, at some point, users may experience inconvenience (user must press a button below the LCD window to print, this is not an error) and the LED lamp will keep blinking in red. If the drum cartridge still continues to be used without replacement, the printer will stop working for its own protection and [Drum Ctg. Life End] will be displayed.

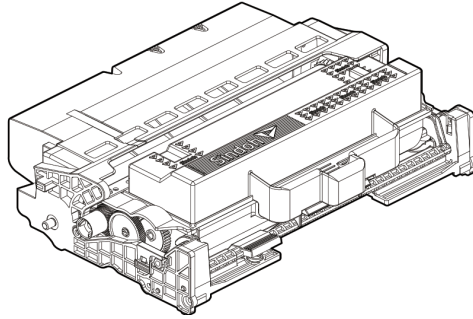
User must replace the old drum cartridge with a new one immediately.



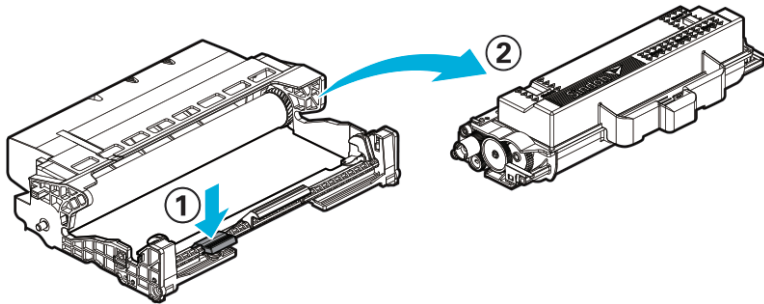
- 1** Switch off the printer.
- 2** Press the unlock button (①) on the left side of the printer to open the front cover (②).
- 3** Hold the handle to pull out the cartridge.  
(Be sure to hold handle with the back of your hand facing up)



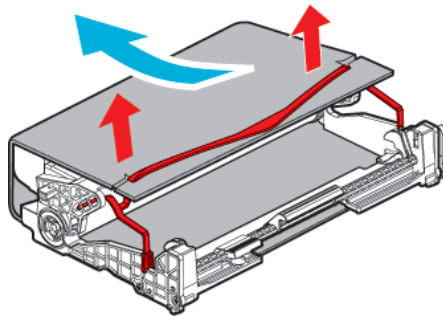
- 4 Place the cartridge on the level and clean surface.



- 5 Press Unlock Toner Cartridge (1) and hold the handle of the toner cartridge (2) to pull out the toner cartridge.



- 6 Pull out the new drum cartridge from its box and remove the protect cover. Be careful not to touch the drum of the drum cartridge or other objects.



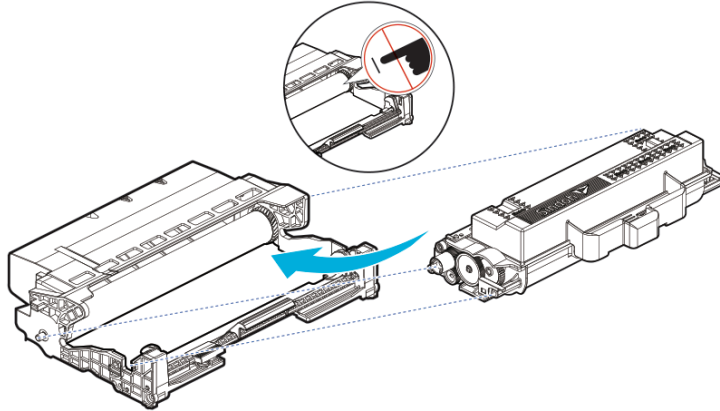
**Caution**

- After removing the protective cover, lay a sheet of paper on the work bench and put the drum on the paper to prevent damage to the drum surface.

- 7** Hold the handle of the toner cartridge and place the tabs on either side (white) on the drum cartridge tracks (the parts with the arrow stickers). Push it to the front and gently press down to install the new cartridge in the drum cartridge.

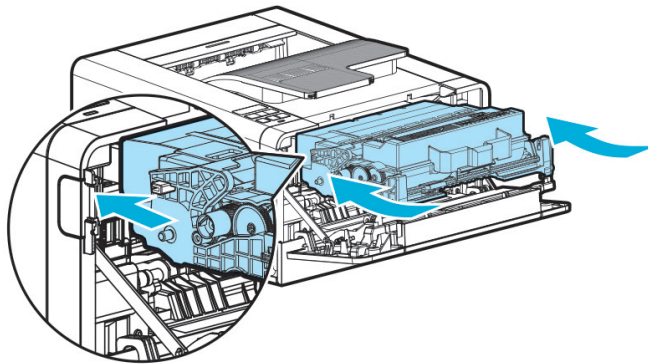
If the toner cartridge hooks into the drum cartridge with a click, it has been properly installed.

Do not touch the photoconductor on the bottom of the drum cartridge.



- 8** Follow the steps below.

- A. Hold the handle of the cartridge. (Back of your hand facing up)
- B. Align the front hooks (arrow sticker) of the cartridge to the guides (arrow sticker) of the printer.
- C. Push the cartridge into the printer until you hear a click.

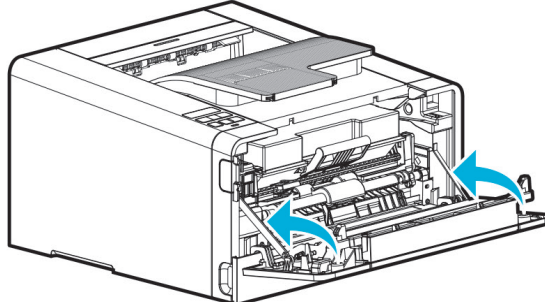


- 9** Reset the drum cartridge counter after replacing the drum cartridge. For more information, see the guide enclosed with the new drum cartridge

**Warning** **Damage Risks**

- If you reset the drum cartridge counter without replacing the drum cartridge, the device may be damaged and contaminated, which is not covered by the warranty.

- 10 Close the front cover.

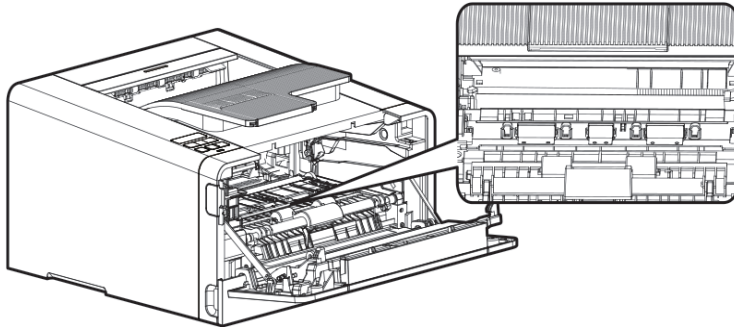


**Caution**

- Check if the MPT cover is closed when closing the front cover. If the front cover is closed with the MPT cover open, it may cause printer malfunction.

## ● Cleaning the Printer

Gently wipe the hidden part with clean, lint-free cloth towards the front of the printer.



**Caution**

- Do not touch the transmission roller or the plastic sensor.

## 4. Guidelines on Printer Paper

You can avoid potential problems by selecting appropriate paper.

See the card stock or the label paper for the special paper.

To print non-standard size paper, set up the paper size using the “Custom Paper Size” setting function of the printer driver. (See 「Paper Tab」 p. 3-33)

The actual size can be set in the application program.

### ● Paper

For best quality, use 75g/m<sup>2</sup> long-textured transfer paper.

Test print before purchasing in large quantities.

A laser printer raises the temperature of standard paper up to approximately 180°C(356°F). Use paper that can endure high temperature without color smudging, running down or being released. Check with the paper manufacturer or supplier whether the paper is suitable for use with a laser printer.

The Sindoh paper is suitable for a laser printer.

Paper stacking up on the output bin may cause paper jams.

Regularly remove piled up paper from the output bin.

Do not use the following types of paper.

- Paper with rough surface and large texture pattern
- Easily erasable coating paper
- Form divided into many pieces
- Synthetic chemical paper
- Chemically manufactured paper that may discolor the printer
- Thermal printer paper
- Torn, wet or warped paper
- Paper torn off or cut by hand

### ● Tracing Paper (OHP)

- Use OHP that does not melt, discolor or discharge any harmful substances at 175°C (347°F) or lower. Make sure the pages are not stuck together before feeding the tracing paper (OHP).
- For high quality results, be careful not to get your fingerprints on the paper.
- Shake the tracing paper (OHP) to avoid the sheets sticking together and to separate them.
- Set the paper setting to Tracing Paper (OHP) in the printer driver to prevent adverse effect on the printer.



## ● Envelope

You can feed up to 5 envelopes into the MPT.

Use envelop made with 75 - 90g/m2 (20- 24lb) of quality paper.

Do not use the following types of paper.

- With metal rings, binding thread, or binding rings
- Stuck together
- Damaged in any form
- Bent sharply
- With holes, cuts, or sashes
- With a mail stamp
- With adhesive material applied on the fold of the envelope

Use an envelope that is not bent, rolled or not discharging any harmful substances at 205°C (401°F).

If uncertain, check with the envelope supplier.

Select the correct envelope size after setting the tray to Manual and the paper type to Envelope in the printer driver. Put the folded part of the envelope facing down and have the side with receiver's address enter the printer first.



- Depending on the application environment and the envelope state, an envelope may be wrinkled. Envelope opened a long time ago may be bent or expanded making it difficult to be fed.

In this case, load it after flattening the side of the envelope that will be fed first, especially the corners.

## ● Label Paper

Label paper is provided in letter or A4 size. The adhesive part of label paper, the paper printed, and the protective film part should endure the 205°C (401°F) of temperature and 25 lb/psi of pressure for proper usage.

Test a sheet of the label paper to be used before purchasing the paper in a mass quantity.

Do not use the label paper with the adhesive surface exposed.

## ● Card Stock

Card stock is heavy one-fold paper. Depending on the features such as humidity, thickness, and texture, the card stock may affect the print quality. Card stock can be fed only through the multipurpose tray.

Be sure to test the card before purchasing it in a mass quantity.

### ● Reusable papers

When reusable papers are used, it is recommended to soft wipe the rubber pad and roller in the paper feeder with a clean and lint-free cloth.

A413 Series  
User Manual

# Troubleshooting

# 5

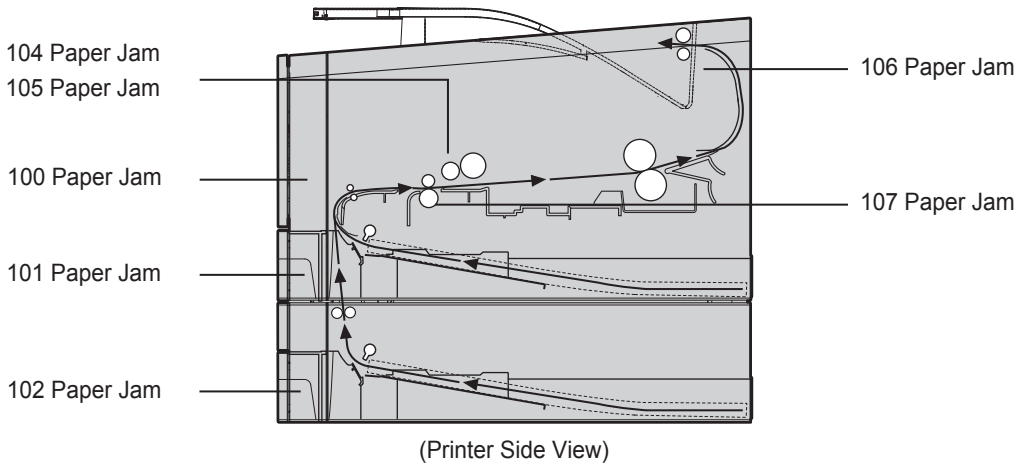
# 1. Paper Jam Removal

If you choose quality paper and load it correctly, most of the paper jams can be prevented. If paper jam occurs often, see 「Printer Paper Feed Specification」 p. 1-7 or 「Guidelines on Printer Paper」 p. 4-12.

**Caution**

- Remove all paper jams on the paper path. Press the **[⬠]** button and then printing continues. Even when jammed paper is removed and the **[⬠]** button is pressed, if the “10X Paper Jam” lamp is on, check the inside of the device.

The figure below shows the paper path within the device.  
The path may vary according to the tray (tray or MPT), or feeder.



## ● 104/105 Paper Jam (Under the Cartridge)

### ⚠ Warning

- When the cartridge is removed, the inside of the printer is hot.
- Do not touch the inside of the printer when removing jammed paper.

### ⚠ Caution

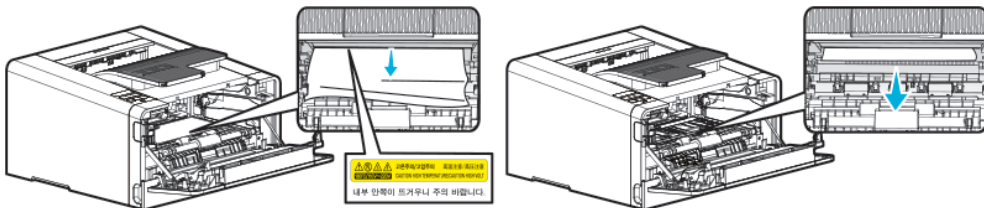
- The back of paper may not be visible.

Follow the below steps if paper jam occurs under the cartridge.

- 1 Open the front cover
- 2 Remove the cartridge. See 「Replacing Cartridges」 p. 4-5.
- 3 Pull jammed paper towards you with both hands and remove the paper.

### ⚠ Caution

- If it is difficult to pull out the jammed paper, remove it from the feeder cover on the back.
- Be careful. The inside of the printer is hot.



### ⚠ Caution

- If it is difficult to pull out the jammed paper, open the back exit cover. To remove jammed paper from the exit area cover, see Jam in Exit Area.
- If paper jam occurs while paper is being fed from the MPT, remove remaining paper from the MPT, close the MPT cover, and then open the front cover.  
If the front cover is closed while MPT cover is open, it may cause malfunction.

4 Reinstall the cartridge. See 「Replacing a Cartridge」 on p. 4-5.

5 Close back cover.

 Important

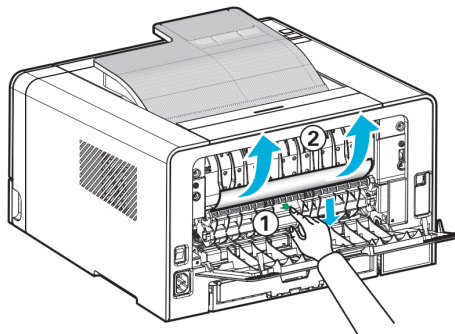
- If you cannot remove the jammed paper with above steps:

A. Paper jam may have occurred inside the fusing unit. In this case, remove the jammed paper as follows.

(1) Pull down the marked part in the direction of the arrow.

(2) While pressing down, remove the jammed paper.

(3) Check if the pressed part returns to its original position.



 Caution

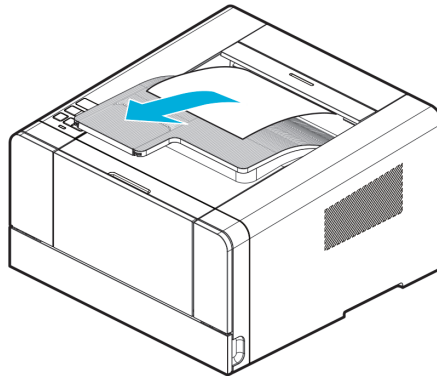
- If you pull down the display unit, the inside of the device will be very hot. If possible, use tongs rather than your hands to remove jammed paper.
- Be careful not to damage the roller inside when using a tool.

## ● 106 Paper Jam (Exit Area Cover)

For this type of paper jam, open the front cover and the cover of the exit area in the back.  
 Removing Paper from Exit Area for paper jammed before completely leaving the exit area.  
 Removing Paper Not in Exit Area for paper jammed before reaching the exit area.

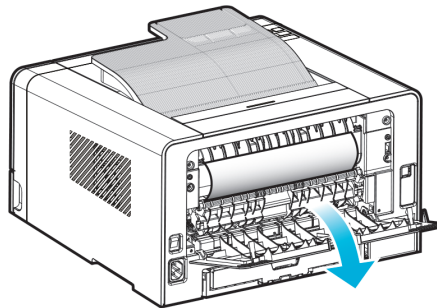
### ● Removing Paper Visible in Exit Area

- 1 Gently pull jammed paper.
- 2 If paper is not easy to remove, see Removing Paper Not Visible in Exit Area.



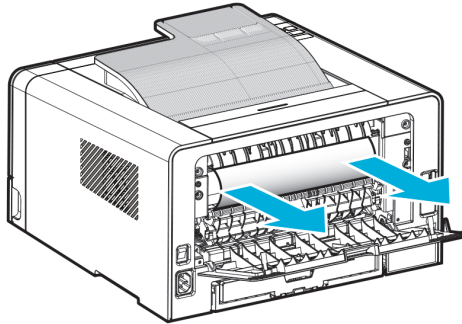
### ● Removing Paper Not Visible in Exit Area

- 1 Open the back exit cover.

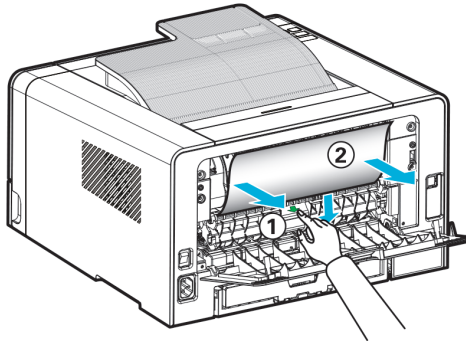


**2** Remove the jammed paper softly according to the degree of exposure of the paper.

A. If the middle part of paper is visible but its end is not, hold its both sides and pull it out.



B. If the end of paper is visible, pull it out directly.



**3** Push the back exit cover shut after removing paper.

 Caution

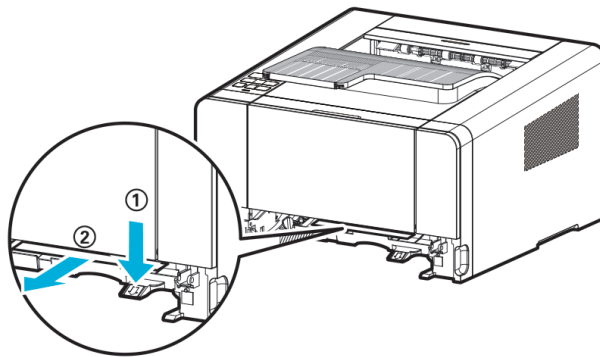
- Check both sides are shut properly.



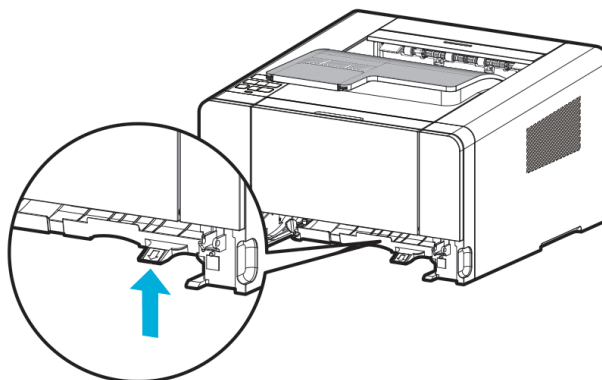
## ● 107 Paper Jam (Under the Device, 2-Sided Paper Jam)

During 2-sided (duplex) printing, paper jam can occur under the printer and over the tray. Follow the below steps to remove jammed paper.

- 1 Pull out Tray 1 completely.
- 2 Find the handle on the bottom left side of the printer.
- 3 Pull handle down.



- 4 Find the jammed paper. Continue to step 6 if you do not see it.
- 5 Gently pull the jammed paper towards you.
- 6 Pull handle or duplex up and close.



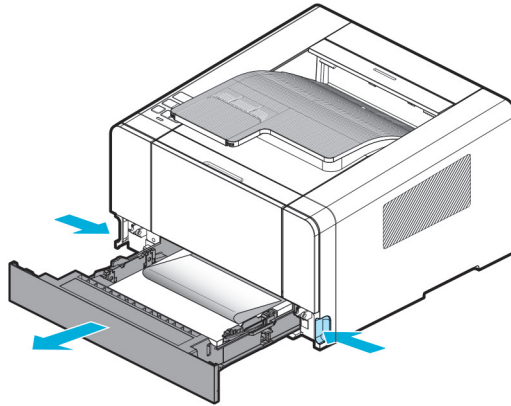
**⚠ Caution**

- Check both sides are properly shut.

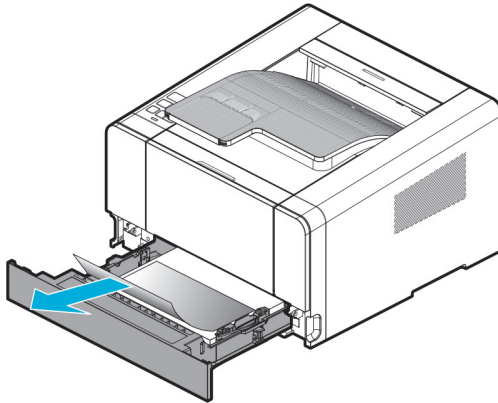
- 7 If you do not see the paper at the front, open the back exit cover and remove paper.

## ● 101 Paper Jam (Tray 1)

- 1 Gently pull tray 1.  
(Handles for removing tray are on both sides.)



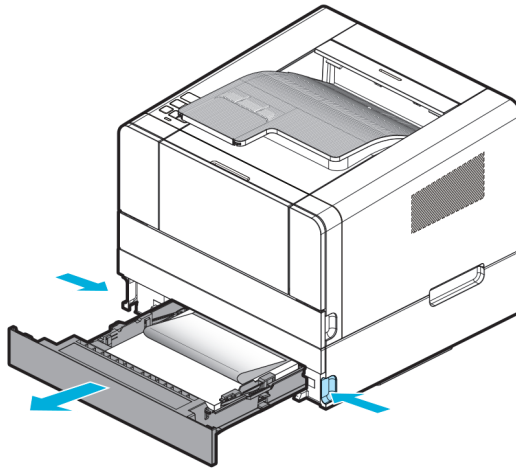
- 2 Pull jammed paper out



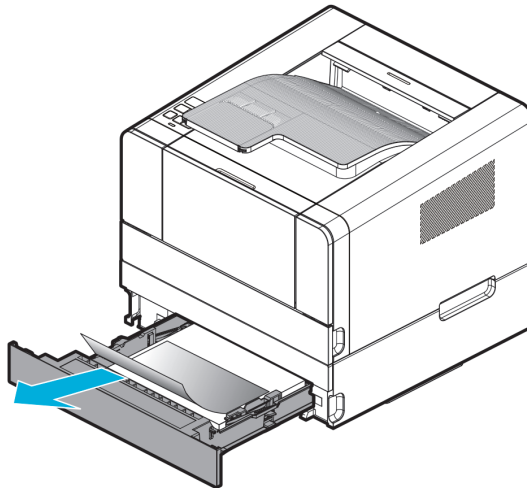
- 3 Push tray in.

## ● 102 Paper Jams (Trays 2)

- 1 Gently pull Tray 2 (Handles for removing tray are on both sides)



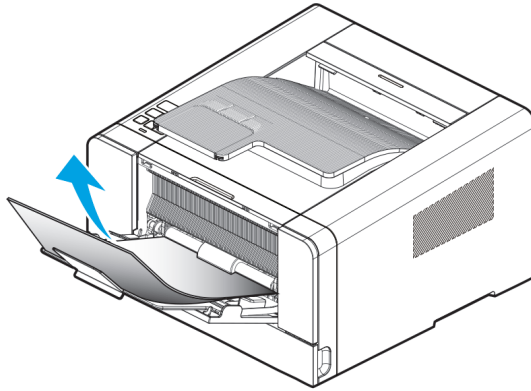
- 2 Pull jammed paper out.  
Check if paper has been jammed in the top part of the tray. Remove paper.



- 3 Push tray in after removing paper.

## ● 100 Paper Jam (MPT)

- 1 Pull jammed paper out.



 Caution

- If paper is jammed while being fed into the MPT, remove all paper loaded on the MPT, close the cover and open the front cover before removing jammed paper from inside the printer. Closing the front cover without closing the MPT cover may result in malfunction.

## 2. Basic Printer Troubleshooting

Sometimes print problems can be easily resolved. Try the below instructions when a problem occurs.

- 1** See 「Understanding Printer Messages」 on p. 3-16 if the red lamp blinks.
- 2** Check if the power cord is correctly connected to the printer and wall outlet.
- 3** Turn on the printer.
- 4** Check if the switch of the power receptacle is turned off or damaged.
- 5** Check if other electronic appliances connected to the same wall outlet are working.
- 6** Check if all parts are properly installed.
- 7** If the problem persists even after above instructions are followed. Turn off the device, wait 10 seconds and turn on the device again.

If a problem is not solved even though all above measures have been taken, see another item under 「Troubleshooting」 p. 5-1.

### ● Control Panel Troubleshooting

- **Problem 1: LCD Displays nothing.**

Solution: Turn off the printer, wait 10 seconds, and then turn on the device again.

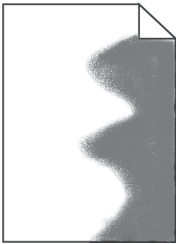
If the message is not displayed, turn off the device and contact your place of purchase.

### ● Printer Troubleshooting

- **Problem 1: Slow in printing paper with a width of less than 182mm.**

Solution: Narrow paper slows printing speed.

For faster printing speed, use paper of 182 mm or wider in width.



- **Problem 2: The printer cannot print at all or black stain is printed on the right side of paper.**

Solution: Check if the cartridge is properly installed.

Open the front cover and reset the cartridge.

- **Problem 3: The printer cannot print.**

Solution: 1) Check if Ready is displayed on the LCD.

2) Check if paper has been fed.

3) Check if the device language and driver are properly selected.

4) Check if the USB cable is properly connected

5) Check if the correct paper size is selected in the printer setting or printer driver.

6) Check if data sending was not paused on the device status window.



- Device status checking methods may vary by OS.  
For more information, see the OS manual or Help.

- **Problem 4: The USB port is connected but the device cannot print.**

Solution: Check if your OS supports the USB port.

- **Problem 5: There is a problem in paper feeding or several sheets of paper are fed at once.**

Solution: 1) Check if proper paper is used.

2) Reload paper by changing its side or orientation and check if printing quality is improved.

3) Check if the guides for aligning paper are positioned accurately to fit the paper size.

4) For the paper A5 or smaller, feed the paper through the multi-purpose tray and check that the feeding quality has been improved.

- **Problem 6: Paper from the different tray is used.**

Solution: Check paper setting in the printer setting or printer driver.

- **Problem 7: Output page is not correctly stacked.**

Solution: Reload paper by changing its side or orientation.

- **Problem 8: Parts are missing or damaged.**

Solution: Contact your place of purchase.

- **Problem 9: The printer is on but the lamp in the control panel is not.**

Solution: The lamp can be on several seconds later.

Check if the power cord is properly connected.

- **Problem 10: The top front cover cannot be closed.**

Solution: Check if the cartridge is properly installed.

- **Problem 11: The printer is on but it does not print.**

Solution: Check if the cartridge has been properly installed.

Check that the USB cable, network cable, and Wi-Fi module are connected correctly on the rear side of the printer.

To check the function of the wired network cable or Wi-Fi module, see “Trouble 15 Network Connection Failure”.

- **Problem 12: Paper is not fed from tray 1.**

Solution: 1) Remove paper from Tray 1 and blow in between the sheets for better feeding.

- 2) Select Tray 1 from the printer driver or control panel.
- 3) Do not overload the tray.
- 4) Adjust paper width and length guides to fit paper size.


- **Problem 13: Paper is not fed from tray 2.**

Solution: 1) Select the tray 2 from the printer driver or control panel.

- 2) Push tray 2 in properly.
- 3) Press the metal plate in tray 2, and then push the tray 2.  
(When the tray 2 enters the device, the metal plate goes up.)
- 4) Do not overload the tray 2 past the height meter.
- 5) Adjust paper width and length guides to fit paper size.
- 6) Remove paper from Tray 1 and blow in between the sheets for better feeding.

- **Problem 14: After jammed paper has been removed, the control panel still displays [Paper Jam].**

Solution: 1) Remove paper from the paper path.

- 2) Press  or open and close the front cover to restart the printer.
- 3) Insert the cartridge.

- **Problem 15: Cannot connect the network.**

Solution: Check the cable.

- For wire network

Check if the LED lamp blinks. If not, the network is not properly connected.

To check if the network cable has a problem, connect the LAN cable that is connected to the printer to the PC or other devices.

- For wireless network

If the wireless network adapter is working properly, the LED on the adapter will come on when the device power is turned on. Check if the LED of the wireless adapter is turned on.

If the LED of the wireless adapter is on, Check the wireless AP's SSID and password (if necessary) and retry network connection.

If the wireless AP is not found, it has a problem or reception is weak. Use another network device (PC, smart phone) to see if the AP is found and reception is strong. If the reception is weak, place the wireless AP closer to the printer.



## ● Printer Quality Troubleshooting

Replace consumables to improve printer quality or maintain parts which reached their expiry.

See below instructions for printer quality troubleshooting.

If you cannot solve the problem, contact your place of purchase.



### ● Problem 1: Text is blurred.

Solution: 1) The toner may have run out. Replace the toner cartridge.

2) The drum cartridge may be defective.

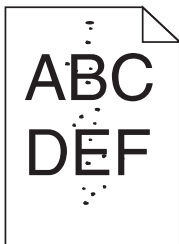
Replace with a new drum cartridge.

3) Set toner density to 8 or higher Printer Setting or Driver.

4) Select correct settings in printer driver to print on tracing paper (OHP), card stock, label, etc.

5) Check if paper on the tray is not wet.

6) Do not use paper with rough surface.



### ● Problem 2: Toner stains appear on the front or back of paper.

Solution: 1) Check if paper comes out straight without warping or curling.

2) There may be a problem with the toner cartridge.

Replace with a new one.

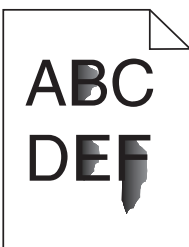
3) Toner is smudged on the send roller. Clean the send roller with a cloth.

To prevent contamination, do not feed paper smaller than the image you are printing.

4) Assign the correct paper size in Print Settings or Driver.

5) Open and close the front cover on the top of the printer.

Printer will automatically clean the send roller.



### ● Problem 3: The toner is smeared on paper.

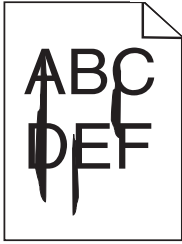
Solution: 1) Set paper weight to Heavy and choose Rough texture from the print setting.

2) Check if the paper is suitable for this printer.

3) Check if correct paper type has been selected in Printer Setting or Driver.

4) Use a different type of paper. Copier paper provides the best quality.

5) The toner cartridge may be defective. Replace with a new toner cartridge.

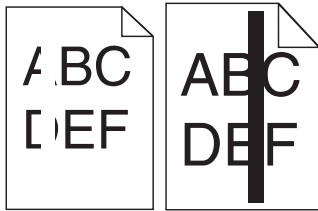


• **Problem 4: Vertical or horizontal line appears on the page.**

- Solution: 1) The toner may be running out. To use the remaining toner, remove the cartridge and gently shake before reinstalling.
- 2) The toner cartridge may be defective. Replace with a new one.

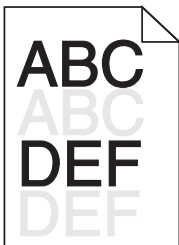
• **Problem 5: When pie charts, bar graphs or other gray graphics are printed, vertical lines of various widths appear.**

- Solution: 1) Contaminants such as paper powder or lint are on the head lens. Clean the head lens.
- 2) The toner cartridge may be defective. Replace with a new one.
- 3) The drum cartridge may be defective. Replace with a new one.



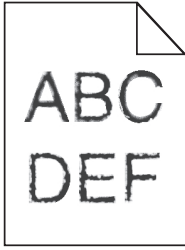
• **Problem 6: White or black lines are printed on the tracing paper(OHP) or paper.**

- Solution: 1) The toner may be running out.  
To use the remaining toner, remove the cartridge and gently shake before reinstalling.
- 2) The toner cartridge may be defective.  
Replace with a new one.
- 3) The drum cartridge may be defective.  
Replace with a new one.



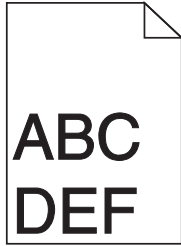
• **Problem 7: Pale images or repeated spots are printed on paper.**

- Solution: 1) The toner cartridge may be defective.  
Replace with a new one.
- 2) The drum cartridge may be defective.  
Replace with a new one.



- **Problem 8: The text outline is not clear and image quality is poor.**

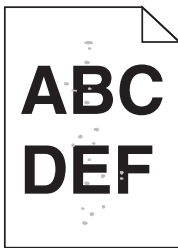
Solution: Change printer resolution in Printer Driver.



- **Problem 9: Printer works but left and right margins are not aligned.**

Solution: 1) Check if you have selected the correct paper size in Printer Setting or Driver.

2) Check if the margin has been correctly selected in the software application.



- **Problem 10: Prints come out too dark.**

Solution: 1) Change toner darkness in Printer Setting or Driver.

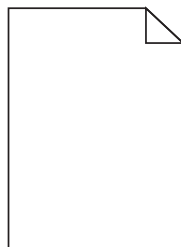
2) Check if the paper on the tray is not wet.

3) Do not use paper with rough surface.

4) Check if the media type in Print Properties and the paper on the tray match.

5) Check if the paper type selected in Printer Control Panel and the paper on the tray match.

6) The toner cartridge may be defective.  
Replace with a new one.



- **Problem 11: Paper comes out blank.**

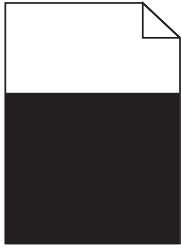
Solution: 1) Toner may be empty or the toner cartridge may be defective.  
Replace with a new one.

2) It may be a software error. Restart the printer.

3) Check if packing material has been properly removed from the cartridge.

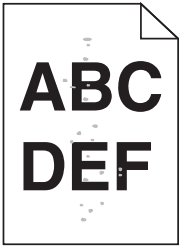
4) Check if the cartridge has been properly installed.

5) Contact Customer Support Center if the problem persists.



- **Problem 12: All or part of paper is printed in black.**

Solution: Check if the cartridge is installed properly.  
Open the front cover and reset the cartridge.



- **Problem 13: Toner stain or shadow in the background.**

Solution: 1) Check if the cartridge has been properly installed.  
2) The toner cartridge may be defective.  
Replace with a new one.  
3) The drum cartridge may be defective.  
Replace with a new one.  
4) Toner is in the paper path. Contact Customer Support Center.

- **Problem 14: Poorer quality when thick or rough paper is used.**

Solution: please set the paper texture of the paper setting and paper weight item to the rough and heavy.  
see P.3-10[Paper Setting]

### ● **Tray 2 Troubleshooting**

- **Problem 1: Printer does not operate properly or stops while printing after Tray 2 was added.**

Solution: A. Switch off the printer. Wait 10 seconds before turning it back on.  
If the problem persists, check if the tray 2 is properly connected to the printer.  
B. Check if you have made proper settings in the printer driver to use Tray 2.

### ● **Other Troubleshooting**

- **Problem 1: How can I get updated versions of the printer driver or related utilities?**

Solution: You can download them from the Sindoh's website: [www.sindoh.com](http://www.sindoh.com)

### ● **Customer Support**

When contacting the Customer Support Center, be ready to explain the problem, message displayed on the screen, and the steps you took to solve the problem. You should have the model number and serial number of your printer with you.

## Warranty (Product Name: A410 Series)

- The term of the warranty for the product is 1 (one) year.
- Recommended Use Quantity:  
3,000 sheets/month(A413dn)
- Consumables Use Quantity

Category	First Installation	Sales	Remark
Toner	A413dn : 1,500 sheets	2,500 sheets 3,000 sheets 5,000 sheets 6,000 sheets 7,500 sheets 9,000 sheets	*A4 5% chart *Evaluation environment: Temperature 23±2℃ *Humidity: 50±10%RH (ISO/IEC 19752)
Drum	45,000 sheets (continuous output) 30,000 sheets (3 sheets printed per use) 18,000 sheets (1 sheet printed per use)		

- ※ When A4 5% (or document with multiple images) is processed, the life of toner and drum cartridges are reduced.
- ※ Errors can happen according to operation environments.
- ※ Consumables claims are judged based on our standard.

- Consumable Parts

Category	Parts	Capacity	Remark
A413dn	Tray pickup roller	120,000 sheets	*Standard paper * A4 5% chart
	Tray separation pad		
	Transfer Roller		
	Fuser Unit	100,000 sheets	
	Multipurpose tray separation pad	30,000 sheets	

- ※ Consumables specified above have direct effect on image and machine operation.  
Please replace them in a timely manner.
- ※ Defects that occur during the exchange cycle will be processed according to the company's claim standard.

