



# Software Setup Guide

A large, light gray graphic of a CD-ROM is positioned on the left side of the page, partially behind the title and the table of contents.

**BEFORE INSTALLING  
THE SOFTWARE**

**SETUP IN A WINDOWS  
ENVIRONMENT**

**SETUP IN A MACINTOSH  
ENVIRONMENT**

**TROUBLESHOOTING**

A light gray graphic of a computer monitor and system unit is located at the bottom right of the page. The monitor is on top of the system unit, and a mouse is connected to the side of the system unit.

Thank you for purchasing this product. This manual explains how to install and configure the software that allows the machine to be used as a printer or scanner for a computer.  
If the software is not installed correctly or you need to remove the software, see "4. TROUBLESHOOTING" (page 38).

## Please note

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- The explanations in this manual assume that you have a working knowledge of your Windows or Macintosh computer.
- For information on your operating system, please refer to your operating system manual or the online Help function.
- The explanations of screens and procedures in this manual are primarily for Windows 7® in Windows® environments, and Mac OS X v10.10 in Macintosh environments. The screens may vary depending on the version of the operating system.
- Wherever "XX-xxxx" appears in this manual, please substitute your model name for "XX-xxxx".
- In some cases it may not be possible to use the software described in this manual. This depends on the model and the expansion kits that are installed.
- This manual contains references to the fax function. However, please note that the fax function can only be used with the installation of the facsimile expansion kit (MX-FX11).
- This manual contains explanations of the PC-Fax driver and PPD driver. However, please note that you should install these drivers first if you want to use the PC-Fax driver and PPD driver.  
In this case, please install the English version if you want to use PPD drivers.
- Considerable care has been taken in preparing this manual. If you have any comments or concerns about the manual, please contact your dealer or nearest authorized service representative.
- This product has undergone strict quality control and inspection procedures. In the unlikely event that a defect or other problem is discovered, please contact your dealer or nearest authorized service representative.
- Aside from instances provided for by law, SHARP is not responsible for failures occurring during the use of the product or its options, or failures due to incorrect operation of the product and its options, or other failures, or for any damage that occurs due to use of the product.

## Warning

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- Reproduction, adaptation or translation of the contents of the manual without prior written permission is prohibited, except as allowed under copyright laws.
- All information in this manual is subject to change without notice.
- The network cable or USB cable that is to be connected to this machine should be a shielded cable that is compliant with the specifications.

<p>The display screens, messages, and key names shown in the manual may differ from those on the actual machine due to product improvements and modifications.</p>
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# SOFTWARE LICENSE

The SOFTWARE LICENSE will appear when you download the software\*1 or install the software from the CD-ROM\*2. By downloading and using the software, you are agreeing to be bound by the terms of the SOFTWARE LICENSE.

\*1 If the software is obtained from our website.

\*2 If the "Software CD-ROM" is provided with the machine.

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# 1

# BEFORE INSTALLING THE SOFTWARE

This chapter describes the software programs that allow you to use the printer and scanner functions of the machine, the CD-ROMs that contain the software, and the pages where the installation procedures can be found.

## CD-ROMS AND SOFTWARE

The software that can be used with the machine is on the CD-ROMs that accompany the machine and the expansion kits. Before installing the software, make sure that your computer and the machine meet the system requirements described in "VERIFYING SYSTEM REQUIREMENTS" (page 5).

## SOFTWARE CD-ROM

### ► "Software CD-ROM" that accompanies the machine

#### Software for Windows

##### • Printer driver

These allow the machine to be used as a printer.

##### - PCL6 printer driver

The machine supports the Hewlett-Packard PCL6 printer control languages.

##### - PS printer driver

The PS printer driver supports the PostScript 3 page description language developed by Adobe Systems Incorporated.

##### - PPD driver

The PPD driver enables the machine to use the standard Windows PS printer driver.

☞ WHEN THE MACHINE IS CONNECTED TO A NETWORK (page 9)

☞ WHEN THE MACHINE WILL BE CONNECTED WITH A USB CABLE (page 19)

##### • PC-Fax driver

This enables you to send a file from your computer as a fax using the same procedure as when printing the file. (When the fax option is installed.)

Even if the fax function is not installed, the PC-Fax driver can be updated using the CD-ROM in the internet fax expansion kit to enable you to send a file from your computer as an internet fax in the same way as you print a file.

☞ INSTALLING THE PRINTER DRIVER / PC-FAX DRIVER (page 9)

##### • Scanner driver (TWAIN driver) (can only be used when the machine is connected to a network)

This allows you to use the scanner function of the machine from a TWAIN-compliant software application.

☞ INSTALLING THE SCANNER DRIVER (page 28)

## Software for Macintosh

### • PPD file

The printer description file supports the PostScript 3 page description language developed by Adobe Systems Incorporated.

☞ MAC OS X (page 34)

- The PS3 expansion kit is required to use the machine as a printer in a Macintosh environment. In addition, the machine must be connected to a network. A USB connection cannot be used.
- The scanner driver and PC-Fax driver cannot be used in a Macintosh environment.

## OTHER CD-ROMS

### ► **"PRINTER UTILITIES" CD-ROM that accompanies the PS3 expansion kit (for Windows/Macintosh)**

This contains the display fonts that are used with the PS printer driver.

🖨️ INSTALLING THE PS DISPLAY FONTS (page 30)

### ► **"PRINTER UTILITIES" CD-ROM that accompanies the Internet fax expansion kit (for Windows)**

This CD-ROM is used to update the PC-Fax driver on the "Software CD-ROM" that accompanies the machine so that it can be used to send Internet faxes (PC-I-Fax function).

If you wish to use the PC-Fax function, first install the PC-Fax driver from the "Software CD-ROM" that accompanies the machine and then run the installer on this CD-ROM. If the PC-Fax driver is already installed, run only the installer. (There is no need to reinstall the PC-Fax driver.)

The Hard disk expansion kit is needed for the machine.

🖨️ INSTALLING THE PRINTER DRIVER / PC-FAX DRIVER (page 9)

### ► **To use the "Sharpdesk/Network Scanner Utilities", it's required to download and install the software from the SHARP official website. (for Windows)**

Sharpdesk is a desktop document management application that enables integrated management of scanned images and files created using a variety of applications. For the procedures for downloading the software, see the "Sharpdesk Installation Guide".

# VERIFYING SYSTEM REQUIREMENTS

## SYSTEM REQUIREMENTS

Before installing the software described in this manual, make sure that your computer satisfies the following requirements.

	Windows	Macintosh*5
Operating system*1	Windows Server 2008*2, Windows 7*2, Windows 8.1*2, Windows Server 2012, Windows 10*2, Windows Server 2016	Mac OS X v10.6, Mac OS X v10.7, Mac OS X v10.8, Mac OS X v10.9, Mac OS X v10.10 Mac OS X v10.11 Mac OS X v10.12
Computer type	IBM PC/AT compatible computer Equipped LAN board or equipped standard with a USB 2.0*3/1.1*4 port.	An environment in which any of the operating systems listed above can fully operate (including Macintosh computers with an Intel processor).
Display	1024 x 768 dots resolution and 16-bit color or higher is recommended.	
Other hardware requirements	An environment that allows any of the above operating systems to fully operate.	

\*1 The Windows OS Starter Edition and Embedded Edition are not supported.

Other editions and service packs are supported, however, it is recommended that service packs be updated to the newest available version.

\*2 Including the 32-bit/64-bit edition OS.

\*3 The machine's USB 2.0 port will transfer data at the speed specified by the USB2.0 (Hi-Speed) standard only if the Microsoft USB 2.0 driver is preinstalled in the computer, or if the USB 2.0 driver for Windows that Microsoft provides through "Windows Update" is installed.

\*4 Compatible with models preinstalled with Windows Server 2008, Windows 7, Windows 8.1, Windows Server 2012, Windows Server 2016 or Windows 10 and which are equipped standard with a USB interface.

\*5 Cannot be used when the machine is connected with a USB cable. The PC-Fax driver and scanner driver cannot be used.



### For users of Windows

To perform the procedures described in this manual such as installing the software and configuring settings after installation, administrator authority is required.

# SOFTWARE REQUIREMENTS

The following requirements must be met to use the software described in this manual. For the types of computers and operating systems that can run the software, see "SYSTEM REQUIREMENTS" (page 5).

Operating system environment	Software	Required expansion kits	Type of connection*1
Windows	PCL6 printer driver	Can be used in the standard configuration.	Network/ USB
	PS printer driver, PPD driver	PS3 expansion kit*1	
	PC-Fax driver	Facsimile expansion kit*2	
	Scanner driver	Can be used in the standard configuration.	Network only*3 (cannot be used with a USB connection)
	Printer Status Monitor		
Macintosh	Macintosh PPD file	PS3 expansion kit*1	

\*1 Some functions will not work unless the hard disk expansion kit is installed.

\*2 When the Internet fax expansion kit is installed, the PC-Fax driver can be updated using the "PRINTER UTILITIES" CD-ROM to enable the driver to be used as a PC-I-Fax driver. In this case, the driver can be used without the facsimile expansion kit.

\*3 The scanner driver and Printer Status Monitor cannot be used when the network is only IPv6.



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# CONNECTING THE MACHINE


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## CONNECTING TO A NETWORK

To connect the machine to a network, connect the LAN cable to the machine's network connector. Use a shielded LAN cable.

After connecting the machine to a network, be sure to configure the IP address and other network settings before installing the software. (The factory default setting for the IP address is to receive the IP address automatically when the machine is used in a DHCP environment.)

Network settings can be configured using "Network Settings" in the system settings (administrator) on the machine.

- 
- If the machine is used in a DHCP environment, the IP address of the machine may change. If this happens, printing will not be possible. This problem can be avoided by assigning a permanent IP address to the machine.
  - This manual explains how to set up the software in a Windows network environment and in a Macintosh network environment.
  - When using this machine on an IPv6 network, enable IPv6 setting in the "Network Settings" in the system settings (administrator).

### ► Checking the IP address of the machine

You can check the IP address of the machine by printing out the "All Custom Setting List" in the system settings. To print out the "All Custom Setting List", see the Operation Guide.

## CONNECTING THE MACHINE WITH A USB CABLE (Windows)

The machine can be connected to a computer using a USB cable if the computer is a Windows computer. (The USB interface on the machine cannot be used in a Macintosh environment.)



The machine and computer should be unconnected by a USB cable while the printer driver is being installed, they can be connected after finishing the installation. If a USB cable is connected before the printer driver is installed, the printer driver will not be installed correctly. For the procedure for connecting a USB cable, see "WHEN THE MACHINE WILL BE CONNECTED WITH A USB CABLE" (page 19).



# 2 SETUP IN A WINDOWS ENVIRONMENT

This section explains how to install the software and configure settings so that the printer and scanner function of the machine can be used with a Windows computer.


## OPENING THE SOFTWARE SELECTION SCREEN (FOR ALL SOFTWARE)

**1** Insert the "Software CD-ROM" into your computer's CD-ROM drive.

**2** Click the [Start] button (  ), click [Computer], and then double-click the [CD-ROM] icon (  ).

- In Windows 8.1, Double-click the [CD-ROM] icon.
  - \* If no icon is displayed, click the (  ) icon in the Start screen and then double-click [CD-ROM] icon.
- In Windows Server 2012, if the icon is not displayed, click at the start screen rightly (or swipe upwards from the lower edge) → App bar → [All applications] → [Computer] → Double-click [CD-ROM] icon.
- In Windows 10/Server 2016, click the [File Explorer] icon (  ) on the tool bar, then click [This PC] and double-click the [CD-ROM] icon.

**3** Double-click the [Setup] icon (  ).

 If a message screen appears asking you for confirmation, click [Yes] or [Allow].

**4** The "SOFTWARE LICENSE" window will appear. Make sure that you understand the contents of the license agreement and then click the [Yes] button.

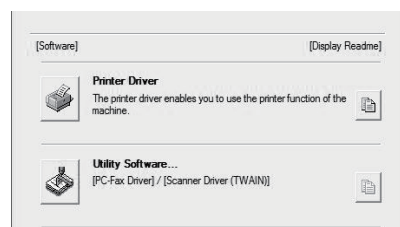


You can show the "SOFTWARE LICENSE" in a different language by selecting the desired language from the language menu. To install the software in the selected language, continue the installation with that language selected.

**5** Read the message in the "Welcome" window and then click the [Next] button.

**6** The software selection screen appears.

Before installing the software, be sure to click the [Display Readme] button and view the detailed information on the software.



For the steps that follow, see the appropriate page below for the software that you are installing.

### INSTALLING THE PRINTER DRIVER / PC-FAX DRIVER

#### • WHEN THE MACHINE IS CONNECTED TO A NETWORK\*1

- Standard installation: page 10
- Advanced installation: page 12
- Installation by specifying the machine's address: page 14
- Printing using the IPP function and the SSL function: page 17

#### • WHEN THE MACHINE WILL BE CONNECTED WITH A USB CABLE: page 19

#### • USING THE MACHINE AS A SHARED PRINTER: page 23

### INSTALLING THE PRINTER STATUS MONITOR: page 27

### INSTALLING THE SCANNER DRIVER: page 28

\*1 If the machine is being used on an IPv6 network, see "Installation by specifying the machine's address" (page 14).

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# INSTALLING THE PRINTER DRIVER / PC-FAX DRIVER

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To install the printer driver or the PC-Fax driver, follow the appropriate procedure in this section depending on whether the machine is connected to a network or connected by USB cable.

🖨️ WHEN THE MACHINE WILL BE CONNECTED WITH A USB CABLE (page 19)

## WHEN THE MACHINE IS CONNECTED TO A NETWORK

This section explains how to install the printer driver and the PC-Fax driver when the machine is connected to a Windows network (TCP/IP network).

Administrator's rights are required to install the software.



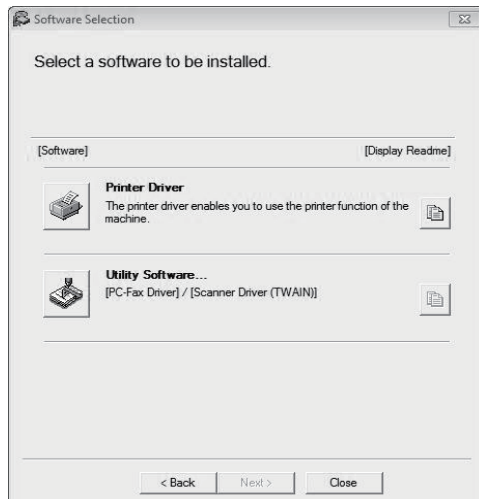
- The printer expansion kit and PS3 expansion kit are required to use the PS printer driver or the PPD driver.
- To print to the machine over the Internet using the IPP function when the machine is installed in a remote location, or to print using the SSL (encrypted communication) function, see "Printing using the IPP function and the SSL function" (page 17) and install the printer driver or the PC-Fax driver.
- **If the machine is connected to an IPv6-only network**  
The software cannot be installed by detecting the machine's address from the installer. After installing the software as explained in "Installation by specifying the machine's address" (page 14), change the port as explained in "Changing to a Standard TCP/IP Port" (page 32).
- The installation procedure in this section is for both the printer driver and the PC-Fax driver, although the explanations are centered on the printer driver.

## ► Standard installation

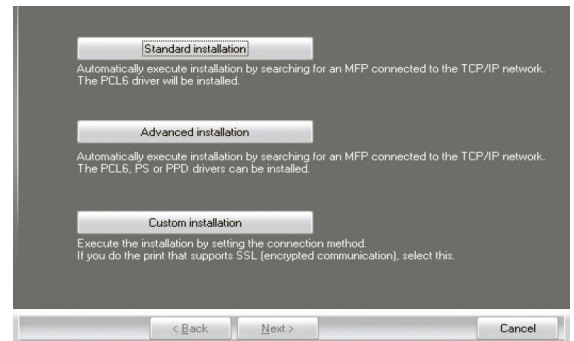
When the software selection screen appears in step 6 of "OPENING THE SOFTWARE SELECTION SCREEN (FOR ALL SOFTWARE)" (page 8), perform the steps below.

### 1 Click the [Printer Driver] button.

To install the PC-Fax driver, click the [Utility Software] button and then click the [PC-Fax Driver] button.



### 2 Click the [Standard installation] button.



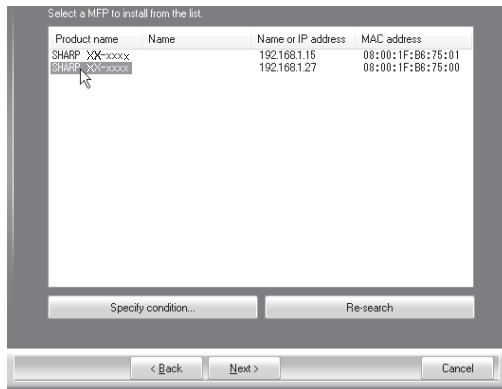
When [Custom installation] is selected, you can change any of the items below. When [Standard installation] is selected, the installation will take place as indicated below.

- Machine connection method: LPR Direct Print (Auto Search)
- Set as default printer: Yes (excluding the PC-Fax driver)
- Printer driver name: Cannot be changed
- PCL printer display fonts (Only at the time of PCL6, PS printer driver or PPD driver installation): Installed

If you selected [Custom installation], select [LPR Direct Print (Auto Search)] and click the [Next] button. If you selected other than [LPR Direct Print (Auto Search)], see the following pages:

- LPR Direct Print (Specify Address): page 14
- IPP: page 17
- Shared printer: page 23
- Connected to this computer: page 19

- 3 Printers connected to the network are detected. Select the machine and click the [Next] button.**



- This screen is not displayed when only 1 device is found in the search results.
  - If the machine is not found, make sure that the machine is powered on and that the machine is connected to the network, and then click the [Re-search] button.
  - You can also click the [Specify condition] button and search for the machine by entering the machine's name (host name) or IP address, or selecting the search period.
- Checking the IP address of the machine (page 7)

- 4 A confirmation window appears. Check the contents and then click the [Next] button.**

- 5 Follow the on-screen instructions.**

Read the message in the window that appears.

- If a warning window regarding security is displayed, please click [Install this driver software anyway] or [Install].

- 6 When the installation completed screen appears, click the [OK] button.**

- 7 Click the [Close] button in the window of step 1.**

- After the installation, a message prompting you to restart your computer may appear. If this message appears, click the [Yes] button to restart your computer.

**This completes the installation.**

- After installation, see "CONFIGURING THE PRINTER DRIVER FOR THE OPTIONS INSTALLED ON THE MACHINE" (page 24) to configure the printer driver settings.
- If you installed the PS printer driver or the PPD driver, the PS display fonts can be installed from the "PRINTER UTILITIES" CD-ROM that accompanies the PS3 expansion kit. See "INSTALLING THE PS DISPLAY FONTS" (page 30).
- If you are using the machine as a shared printer, see "USING THE MACHINE AS A SHARED PRINTER" (page 23) to install the printer driver on each of the client computers.

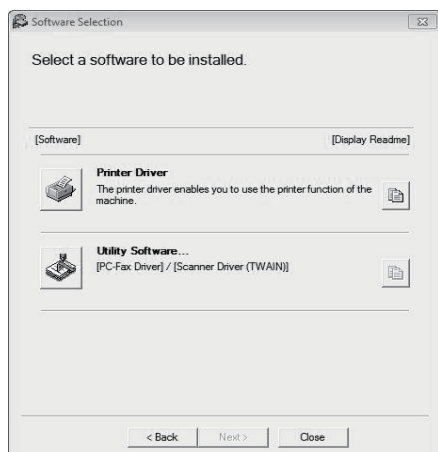
## ► Advanced installation

With the advanced installation, you can select the printer driver to be installed.

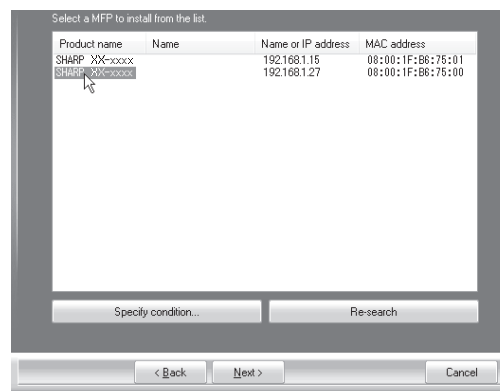
When the software selection screen appears in step 6 of "OPENING THE SOFTWARE SELECTION SCREEN (FOR ALL SOFTWARE)" (page 8), perform the steps below.

When PC-Fax driver is installed, this installation is not performed.

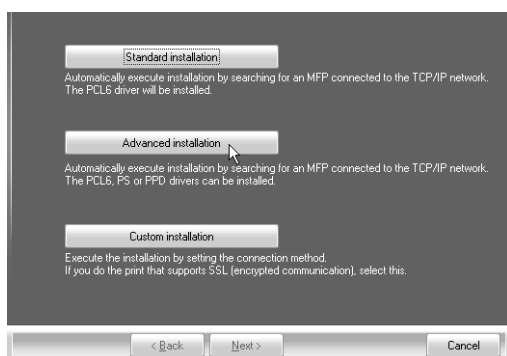
### 1 Click the [Printer Driver] button.



### 3 Printers connected to the network are detected. Select the machine and click the [Next] button.



### 2 Click the [Advanced installation] button.



- If the machine is not found, make sure that the machine is powered on and that the machine is connected to the network, and then click the [Re-search] button.
- You can also click the [Specify condition] button and search for the machine by entering the machine's name (host name) or IP address, or selecting the search period.
- ☞ Checking the IP address of the machine (page 7)

### 4 A confirmation window appears. Check the contents and then click the [Next] button.



When [Custom installation] is selected, you can change any of the items below. When [Standard installation] is selected, the installation will take place as indicated below.

- Machine connection method: LPR Direct Print (Auto Search)

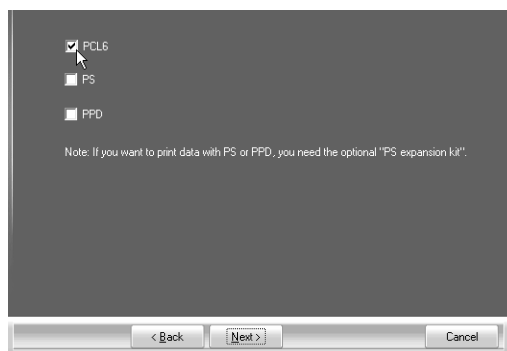
- Set as default printer: Yes
- Printer driver name: Cannot be changed
- PCL printer display fonts: Installed

If you selected [Custom installation], select [LPR Direct Print (Auto Search)] and click the [Next] button. If you selected other than [LPR Direct Print (Auto Search)], see the following pages:

- LPR Direct Print (Specify Address): page 14
- IPP: page 17
- Shared printer: page 23
- Connected to this computer: page 19

## 5 When the printer driver selection window appears, select the printer driver to be installed and click the [Next] button.

Click the checkbox of the printer driver to be installed so that a checkmark ( ☒ ) appears.



## 7 Proceed with the installation by following instructions from step 5 of "Standard installation" (page 11).



- The PS3 expansion kit is required to use the PS printer driver or the PPD driver.
- PPD driver is English, it appears only when you select to install the English version of the driver.

## 6 When you are asked whether or not you want the printer to be your default printer, make a selection and click the [Next] button.

If you are installing multiple drivers, select the printer driver to be used as the default printer.

If you do not wish to set one of the printer drivers as the default printer, select [No].



If you clicked the [Custom installation] button in step 2, the following windows will appear.

### • **Printer name window**

If you wish to change the printer name, enter the desired name and click the [Next] button.

### • **Window confirming installation of the display fonts**

To install the display fonts for the PCL6 printer driver, select [Yes] and click the [Next] button.

- If you are not installing the PCL6 printer driver (you are installing the PS printer driver or the PPD driver), select [No] and click the [Next] button.

## ► Installation by specifying the machine's address

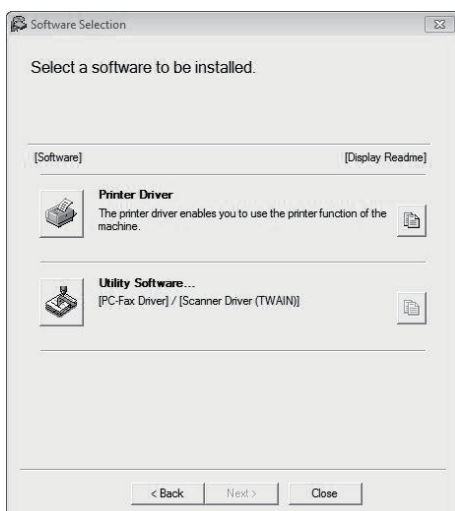
When the machine cannot be found because it is not powered on or otherwise, installation is possible by entering the name (host name) or IP address of the machine.

If the machine is being used on an IPv6 network, after you have installed the software as explained below, change the port as explained in "Changing to a Standard TCP/IP Port" (page 32).

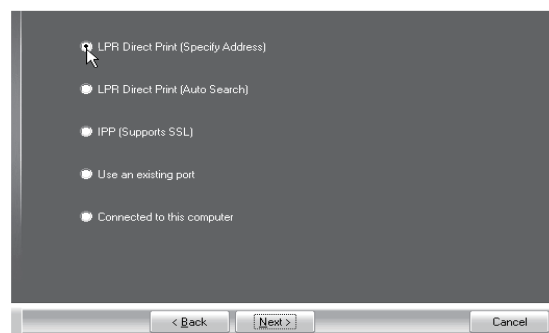
When the software selection screen appears in step 6 of "OPENING THE SOFTWARE SELECTION SCREEN (FOR ALL SOFTWARE)" (page 8), perform the steps below.

### 1 Click the [Printer Driver] button.

To install the PC-Fax driver, click the [Utility Software] button and then click the [PC-Fax Driver] button.

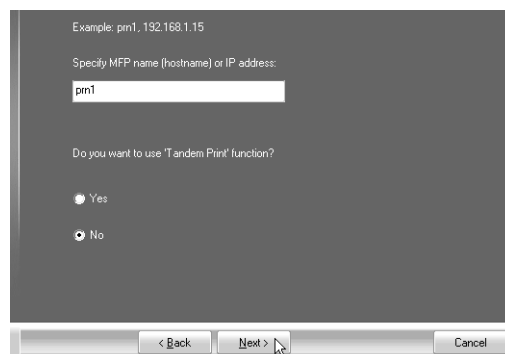


### 3 When you are asked how the printer is connected, select [LPR Direct Print (Specify Address)] and click the [Next] button.



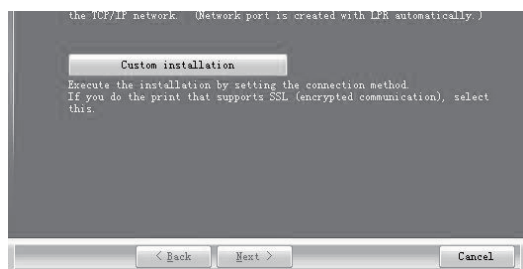
### 4 Enter the name (host name) or IP address of the machine and click the [Next] button.

☞ Checking the IP address of the machine (page 7)



If the machine is being used on an IPv6 network, enter any numbers or characters.

### 2 Click the [Custom installation] button.

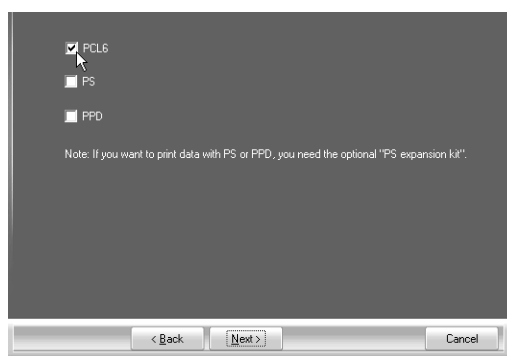




**5** When the model selection window appears, select the model name of your machine and click the [Next] button.

**6** When the printer driver selection window appears, select the printer driver to be installed and click the [Next] button.

Click the checkbox of the printer driver to be installed so that a checkmark ( ☒ ) appears.



- When the PC-Fax driver is being installed, this screen does not appear. Go to the next step.
- The PS3 expansion kit is required to use the PS printer driver or the PPD driver.
- PPD driver is English, it appears only when you select to install the English version of the driver.

**7** Select whether or not you wish the printer to be your default printer and click the [Next] button.

If you are installing multiple drivers, select the printer driver to be used as the default printer.  
If you do not wish to set one of the printer drivers as the default printer, select [No].

**8** When the printer name window appears, click the [Next] button.

If you wish to change the printer name, enter the desired name.

**9** When you are asked if you wish to install the display fonts, select an answer and click the [Next] button.

- When the PC-Fax driver is being installed, this screen does not appear. Go to the next step.
- If you are not installing the PCL6 printer driver (you are installing the PS printer driver or the PPD driver), select [No] and click the [Next] button.

**10** Follow the on-screen instructions.

Read the message in the window that appears and click the [Next] button.  
Installation begins.



If a warning window regarding security is displayed, please click [Install this driver software anyway] or [Install].

**11** When the installation completed screen appears, click the [OK] button.

**12** Click the [Close] button in the window of step 1.



After the installation, a message prompting you to restart your computer may appear. If this message appears, click the [Yes] button to restart your computer.

**This completes the installation.**

- After installation, see "CONFIGURING THE PRINTER DRIVER FOR THE OPTIONS INSTALLED ON THE MACHINE" (page 24) to configure the printer driver settings.
- If you installed the PS printer driver or the PPD driver, the PS display fonts can be installed from the "PRINTER UTILITIES" CD-ROM that accompanies the PS3 expansion kit. See "INSTALLING THE PS DISPLAY FONTS" (page 30).
- When using this machine on an IPv6 network, refer to "Changing to a Standard TCP/IP Port" (page 32) and change the port.

## ► Printing using the IPP function and the SSL function

The IPP function can be used to print to the machine over a network using HTTP protocol.

When the machine is in a remote location, this function can be used in place of the fax function to print a higher quality image than a fax. The IPP function can also be used in combination with the SSL (encrypted communication) function to encrypt the print data. This enables secure printing with no concern that the data will be leaked to others.

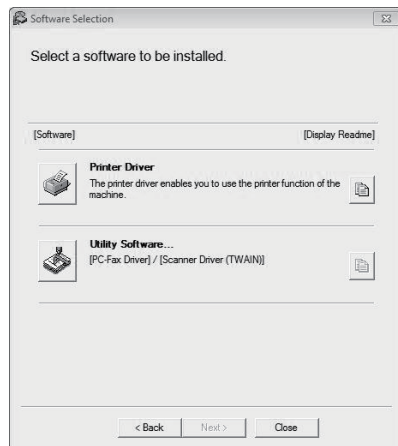


To use the SSL function, configure the "SSL Settings". To configure these settings, see the Operation Guide.

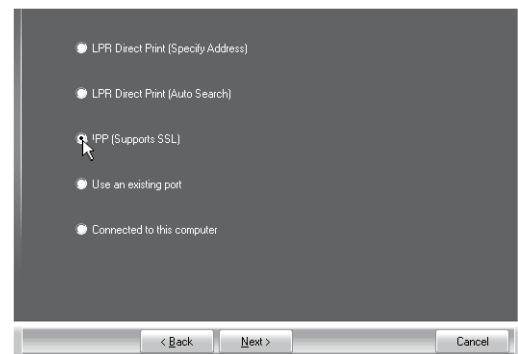
When the software selection screen appears in step 6 of "OPENING THE SOFTWARE SELECTION SCREEN (FOR ALL SOFTWARE)" (page 8), perform the steps below.

### 1 Click the [Printer Driver] button.

To install the PC-Fax driver, click the [Utility Software] button and then click the [PC-Fax Driver] button.

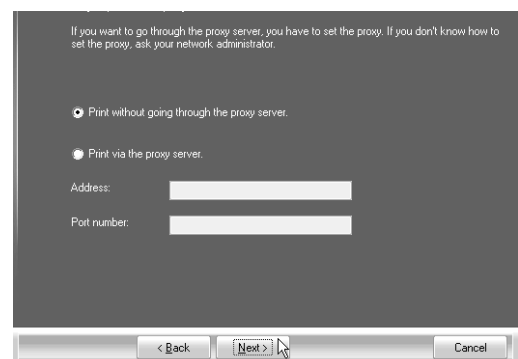


### 3 When you are asked how the printer is connected, select [IPP (Supports SSL)] and click the [Next] button.

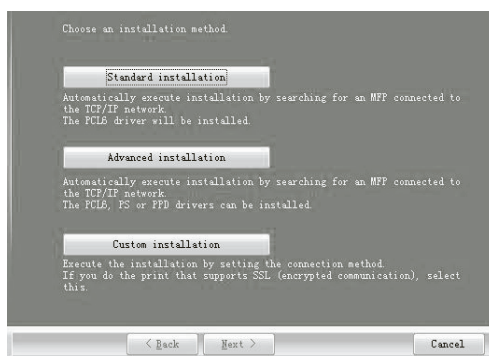


### 4 If a proxy server is used, specify the proxy server and click the [Next] button.

To specify a proxy server, select [Print via the proxy server] and then enter the [Address] and [Port number].



### 2 Click the [Custom installation] button.



## 5 Enter the machine's URL and click the [Next] button.

Enter the URL in the following format:

### Normal format:

http://<the machine's domain name or IP address>:631\*1/ipp

\*1 Normally "631" should be entered for the port number.

If the IPP port number has been changed on the machine, enter the new port number.

### When SSL is used:

https://< the machine's domain name or IP address>:<port number\*2>/ipp

\*2 Normally the port number and the colon ":"

immediately preceding the port number can be omitted. If the IPP port number for SSL has been changed on the machine, enter the new port number.



If your computer and the machine are connected to the same local area network, you can click the [Search] button to search for the machine. The machine's URL will appear. Select the URL and click the [OK] button. You will return to the above screen and the machine's URL will be automatically entered.

## 6 Perform steps 5 through 12 on page 15 to continue the installation.

### This completes the installation.

- After installation, see "CONFIGURING THE PRINTER DRIVER FOR THE OPTIONS INSTALLED ON THE MACHINE" (page 24) to configure the printer driver settings.
- If you installed the PS printer driver or the PPD driver, the PS display fonts can be installed from the "PRINTER UTILITIES" CD-ROM that accompanies the PS3 expansion kit. See "INSTALLING THE PS DISPLAY FONTS" (page 30).

# WHEN THE MACHINE WILL BE CONNECTED WITH A USB CABLE

Administrator's rights are required to install the software.



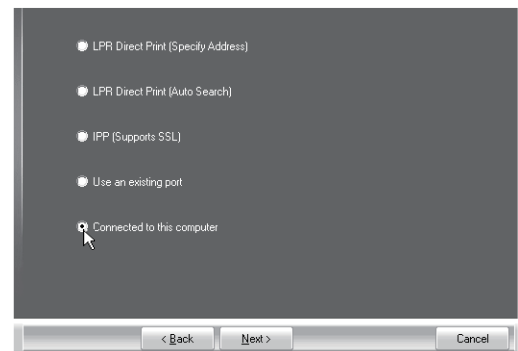
- **Make sure that a USB cable is not connected to your computer and the machine.**  
If a cable is connected, a Plug and Play window will appear. If this happens, click the [Cancel] button to close the window and disconnect the cable.
- The printer expansion kit and PS3 expansion kit are required to use the PS printer driver or the PPD driver.
- To use the port created when the printer driver is installed for fax data transfer, install the printer driver first and then install the PC-Fax driver.

When the software selection screen appears in step 6 of "OPENING THE SOFTWARE SELECTION SCREEN (FOR ALL SOFTWARE)" (page 8), perform the steps below.

## 1 Click the [Printer Driver] button.

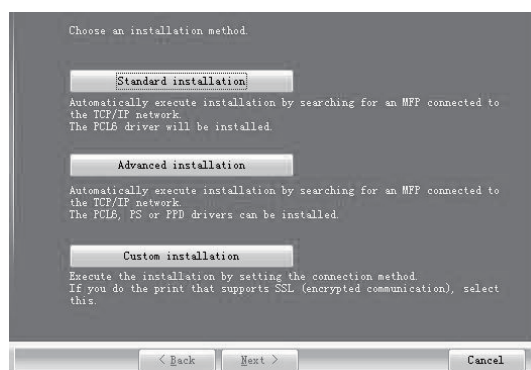


## 3 When you are asked how the printer is connected, select [Connected to this computer] and click the [Next] button.



## 4 When you are asked if you wish to install the display fonts, select an answer and click the [Next] button.

## 2 Click the [Custom installation] button.



## 5 Follow the on-screen instructions.

Read the message in the window that appears and click the [Next] button.

When the installation completed screen appears, click the [OK] button.



If a warning window regarding security is displayed, please click [Install this driver software anyway] or [Install].

## 6 Click the [Close] button in the window of step 1.

When a message appears prompting you to connect the machine to your computer, click the [OK] button.



After the installation, a message prompting you to restart your computer may appear. If this message appears, click the [Yes] button to restart your computer.

## 7 Connect the machine to your computer with a USB cable.

**(1) Make sure that the machine is powered on.**

**(2) Connect the cable to the USB connector (B type) on the machine.**

The USB interface on the machine complies with the USB 2.0 (Hi-Speed) standard. Please purchase a shielded USB cable.

**(3) Connect the other end of the cable to the USB connector (A type) on your computer.**

## 8 Installation of the PCL6 printer driver begins.

### This completes the installation.

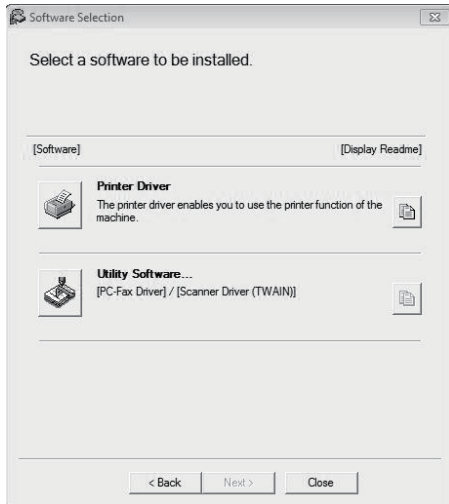
- After installing the printer driver, see "CONFIGURING THE PRINTER DRIVER FOR THE OPTIONS INSTALLED ON THE MACHINE" (page 24) to configure the printer driver settings.
- If you are using the machine as a shared printer, see "USING THE MACHINE AS A SHARED PRINTER" (page 23) to install the printer driver on each of the client computers.

### When installing the PS printer driver, PPD driver, or PC-Fax driver

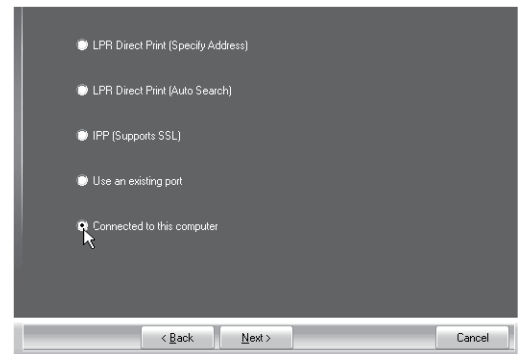
Installation is possible even after the USB cable has been connected. Make sure to install the driver again after you have performed the steps on page 19 to 20. When the software selection screen appears in step 6 of "OPENING THE SOFTWARE SELECTION SCREEN (FOR ALL SOFTWARE)" (page 8), perform the steps below.

#### 1 Click the [Printer Driver] button.

To install the PC-Fax driver, click the [Utility Software] button and then click the [PC-Fax Driver] button.

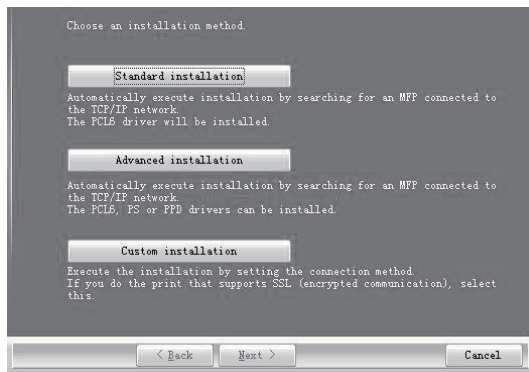


#### 3 When you are asked how the printer is connected, select [Connected to this computer] and click the [Next] button.



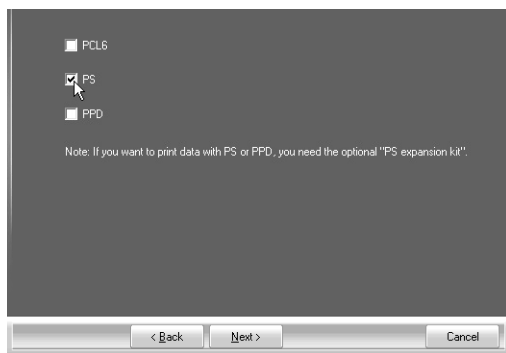
#### 4 When the port selection window appears, select the port that the PCL6 printer driver is using (USB001, etc.) and click the [Next] button.

#### 2 Click the [Custom installation] button.



## 5 When the printer driver selection window appears, remove the [PCL6] checkmark and select the printer driver to be installed, and then click the [Next] button.

Click the checkbox of the printer driver to be installed so that a checkmark (☒) appears.



- When the PC-Fax driver is being installed, this screen does not appear. Go to the next step.
- The PS3 expansion kit is required to use the PS printer driver or the PPD driver.
- PPD driver is English, it appears only when you select to install the English version of the driver.

## 6 Select whether or not you wish the printer to be your default printer and click the [Next] button.

If you are installing multiple drivers, select the printer driver to be used as the default printer.  
If you do not wish to set one of the printer drivers as the default printer, select [No].

## 7 When the printer name window appears, click the [Next] button.

If you wish to change the printer name, enter the desired name and click the [Next] button.

## 8 When you are asked if you wish to install the display fonts, select [No] and click the [Next] button.

When the PC-Fax driver is being installed, this screen does not appear. Go to the next step.

## 9 Follow the on-screen instructions.

Read the message in the window that appears and click the [Next] button.  
Installation begins.



If a warning window regarding security is displayed, please click [Install this driver software anyway] or [Install].

## 10 When the installation completed screen appears, click the [OK] button.

## 11 Click the [Close] button in the window of step 1.



After the installation, a message prompting you to restart your computer may appear. If this message appears, click the [Yes] button to restart your computer.

### This completes the installation.

- After installation, see "CONFIGURING THE PRINTER DRIVER FOR THE OPTIONS INSTALLED ON THE MACHINE" (page 24) to configure the printer driver settings.
- Make sure that the port of the installed driver is the same as the port used by the PCL6 printer driver. The port used by the printer driver of the machine is indicated by a checkmark on the [Ports] tab of the printer driver properties window.  
➡ CHANGING THE PORT (page 31)
- If you installed the PS printer driver or the PPD driver, the PS display fonts can be installed from the "PRINTER UTILITIES" CD-ROM that accompanies the PS3 expansion kit. See "INSTALLING THE PS DISPLAY FONTS" (page 30).



# USING THE MACHINE AS A SHARED PRINTER

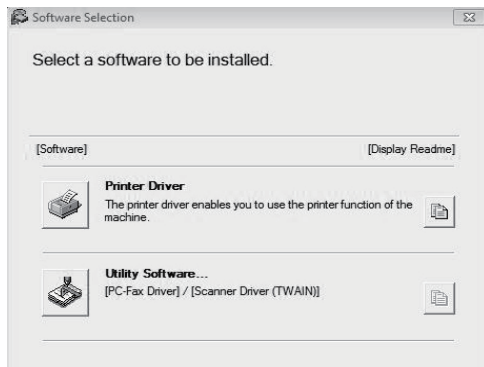
If you are going to use the machine as a shared printer on a Windows network with the printer driver or the PC-Fax driver installed on a print server, follow the steps below to install the printer driver or the PC-Fax driver on the client computers.

- Ask your network administrator for the server name and printer name of the machine on the network.
- For the procedure for configuring settings on the print server, see the operation manual or the Help file of the operating system. The "print server" explained here is a computer that is connected directly to the machine, and "clients" are other computers connected to the same network as the print server.
- Install the same printer driver on client computers as the printer driver that is installed on the print server.

When the software selection screen appears in step 6 of "OPENING THE SOFTWARE SELECTION SCREEN (FOR ALL SOFTWARE)" (page 8), perform the steps below.

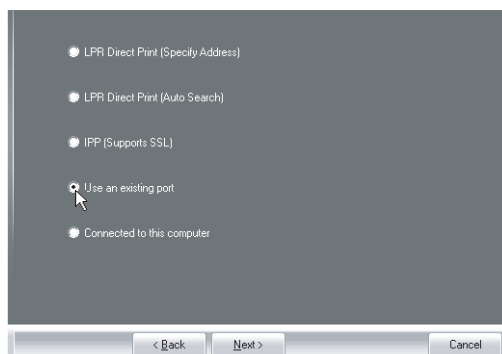
## 1 Click the [Printer Driver] button.

To install the PC-Fax driver, click the [Utility Software] button and then click the [PC-Fax Driver] button.

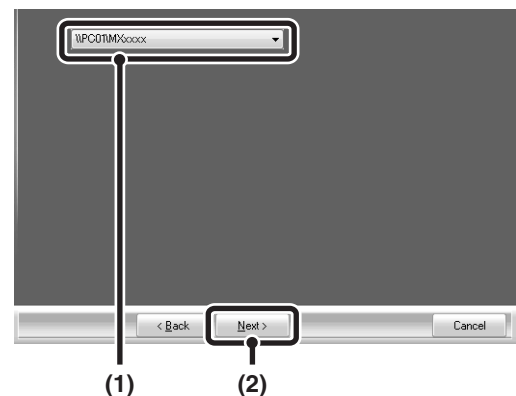


## 2 Click the [Custom installation] button.

## 3 Select [Use an existing port] and click the [Next] button.



## 4 Select the port you want to use with this MFP.



(1) Select the MFP port.

(2) Click the [Next] button.

- If the shared printer does not appear in the list, check the settings on the print server.

## 5 Perform steps 5 through 12 on page 15 to continue the installation.

In the printer driver selection screen, be sure to select the same type of printer driver as the printer driver installed on the print server.

### This completes the installation.

If you installed the PS printer driver or the PPD driver, the PS display fonts can be installed from the "PRINTER UTILITIES" CD-ROM that accompanies the PS3 expansion kit. See "INSTALLING THE PS DISPLAY FONTS" (page 30).


# CONFIGURING THE PRINTER DRIVER FOR THE OPTIONS INSTALLED ON THE MACHINE




After installing the printer driver, you must configure the printer driver settings appropriately for the options that have been installed and the size and type of paper loaded in the machine. Follow the steps below to configure the printer driver.



If the PPD driver is installed, see "When the PPD driver is installed" (page 26).

## ► When the PCL6 printer driver, PS printer driver is installed

**1** Click the [Start] button (  ), click [Control Panel], and then click [Devices and Printers] (or [View devices and printers]).

- For Windows 8.1, click the (  ) icon in the start screen, then click the [Control Panel] → [Hardware and Sound] → [Devices and Printers] → [Printers].
- In Windows Server 2012, click the the start screen rightly(or swipe upwards from the lower edge)→ App bar → [All applications] → [Control Panel] → [Hardware] → [Devices and Printers] → [Printers].
- In Windows 10, right-click the [Start] button (  ), then click the [Control Panel] → [Hardware and Sound] → [Devices and Printers].
- In Windows Server 2016, right-click the [Start] button (  ), then click the [Control Panel] → [View Devices and Printers]

**2** Open the printer properties window.

- (1) Right-click the printer driver icon of the machine.
- (2) Select [Printer properties].

**3** Click the [Configuration] tab.

**4** Click the [Auto Configuration] button.

The settings are automatically configured based on the detected machine status.



If the machine is being used on an IPv6 network, you must configure the options manually as explained in "If automatic configuration fails" (page 25).

**5** Configure the image of the machine.

An image of the machine is formed in the printer driver configuration window based on the options that are installed.

- (1) Select the options that are installed on the machine.
- (2) Click the [OK] button.



To cancel the image settings, click the [Cancel] button.

**6** Click the [OK] button in the printer properties window.

**If automatic configuration fails**

- You can check the options that are installed and the tray settings by printing out the "All Custom Setting List". (However, note that "Input Tray Options" must be set to the number of trays on the machine.)  
To print out the "All Custom Setting List", see the Operation Guide.

- Click the [Set Tray Status] button, the [Paper Type Name] button, and the [Set Tandem Print]\* button to check the settings of each.

Set Tray Status: The "Tray Settings" in "Paper Tray Settings" in system settings of the machine are reflected in the settings shown here. Specify the size and type of paper loaded in each tray.




Paper Type Name: The "Paper Type Registration" settings in "Paper Tray Settings" in the system settings of the machine are reflected in the settings shown here. If a user type name (1 to 7) was changed, enter the changed name.

Set Tandem Print\*: Enter the setting (the IP address of the slave machine) in "Tandem Connection Setting" in the system settings (administrator) of the machine.

\* "Set Tandem Print" can only be configured when the printer driver is installed using a "Custom installation" with "LPR Direct Print (Specify Address/Auto Search)" selected.

## ► When the PPD driver is installed

### 1 Click the [Start] button ( ), click [Control Panel], and then click [Devices and Printers] (or [View devices and printers]).

- For Windows 8.1, click the (  ) icon in the start screen, then click the [Control Panel] → [Hardware and Sound] → [Devices and Printers] → [Printers].
- In Windows Server 2012, click the the start screen rightly(or swipe upwards from the lower edge)→ App bar → [All applications] → [Control Panel] → [Hardware] → [Devices and Printers] → [Printers].
- In Windows 10, right-click the [Start] button (  ), then click the [Control Panel] → [Hardware and Sound] → [Devices and Printers].
- In Windows Server 2016, right-click the [Start] button (  ), then click the [Control Panel] → [View Devices and Printers]

### 2 Open the printer properties window.

- (1) Right-click the printer driver icon of the machine.
- (2) Select [Printer properties].

### 3 Configure the printer driver for the options installed on the machine.

- (1) Click the [Device Settings] tab.
- (2) Configure each item based on the machine configuration.

The items and the procedures for configuring the items vary depending on the operating system version.

- (3) Click the [OK] button.



You can check the options that are installed on the machine by printing out the "All Custom Setting List". (However, note that "Input Tray Options" must be set to the number of trays on the machine.) To print out the "All Custom Setting List", see the Operation Guide.

# INSTALLING THE PRINTER STATUS MONITOR

Printer Status Monitor is a printer utility that allows general users to check the current status of the machine on their computer screen, such as whether or not the machine is ready to print. The Printer Status Monitor shows error information such as paper misfeeds, printer configuration information as an image, the paper sizes that can be used, and the amount of paper remaining.

Administrator's rights are required to install the software.



The Printer Status Monitor cannot be used in the following situations:

- When the machine is connected by a USB cable.
- When printing to the machine using the IPP function.

## 1 Download the Printer Status Monitor (SMON\_XXXXX\_x86\_x64) from our website and execute installation.

For more information, consult your dealer or nearest authorized service representative.

## 2 Follow the on-screen instructions.

## 3 When the installation completed screen appears, click the [Finish] button.

To have the Printer Status Monitor start automatically when your computer is started, select the [Add this program to your Startup folder] checkbox ☒ and click the [Finish] button.



After the installation, a message prompting you to restart your computer may appear. If this message appears, click the [Yes] button to restart your computer.

### This completes the installation.

For the procedures for using the Printer Status Monitor, see the Help file. Follow these steps to view the Help file: Click the Windows [start] button, select [All Programs], select [SHARP Printer Status Monitor] and then select [Help].

- In Windows 8.1, click the (⏻) icon in the start screen, and then select [Help] in the [SHARP Printer Status Monitor] menu.
- In Windows Server 2012, right-click in the startup window (or swipe upward from the bottom edge), then select [Taskbar] → [All Applications] → [Help] in the [SHARP printer status monitor] menu.
- In Windows 10, click the [Start] button (⏻), then click [All Applications] → [Help] in the [SHARP printer status monitor] menu.
- In Windows Server 2016, click the [Start] button (⏻), then select [Help] in the [SHARP printer status monitor] menu.

# INSTALLING THE SCANNER DRIVER

The scanner driver (TWAIN driver) can only be used when the machine is connected to a network. When the scanner driver is installed, PC scan mode of the image send function can be used.

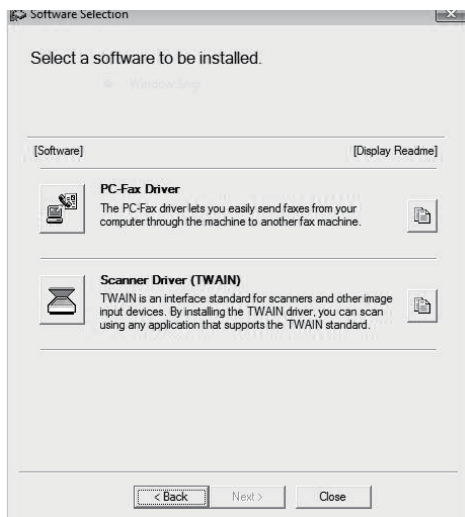
Administrator's rights are required to install the software.

After performing step 1 through step 5 of "OPENING THE SOFTWARE SELECTION SCREEN (FOR ALL SOFTWARE)" (page 8), continue the steps below.



This function requires the hard disk drive.

- 1 Click the [Utility Software] button and then click the [Scanner Driver (TWAIN)] button.**

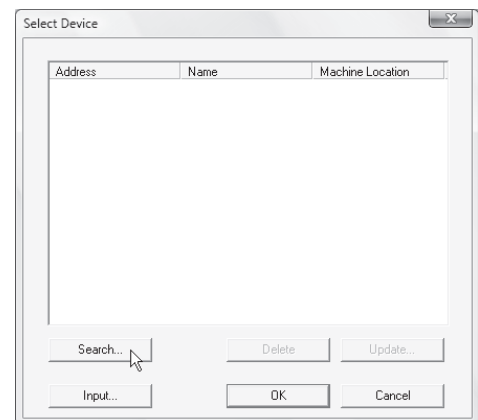


**This completes the installation. Next, configure the IP address of the machine in the scanner driver.**  
When the scanner driver is installed, the "Select Device" utility is also installed.  
The IP address of the machine is configured in the scanner driver using "Select Device".

- 5 Click the [start] button, select [All Programs], select [SHARP MFP TWAIN K], and then select [Select Device].**

- 6 Click the [Search] button.**

If you know the IP address, you can click the [Input] key and enter the IP address without searching.



- 2 Follow the on-screen instructions.**

Read the message in the window that appears and click the [Yes] button.

- 3 When the finish setup window appears, click the [OK] button.**

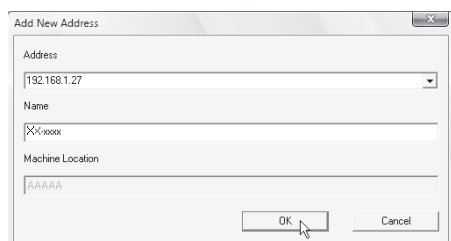
- 4 Click the [Close] button in the window of step 1.**



After the installation, a message prompting you to restart your computer may appear. If this message appears, click the [Yes] button to restart your computer.

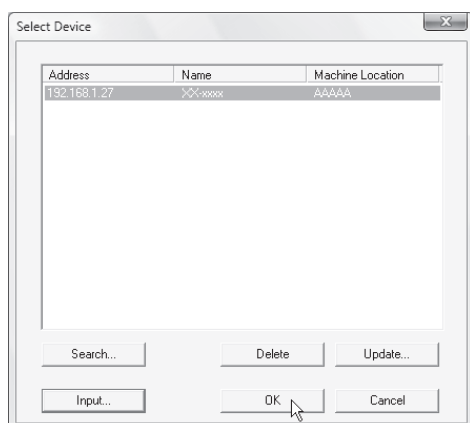
## 7 Select the IP address of the machine from the "Address" menu and click the [OK] button.

- Be sure to ask your system administrator (network administrator) for the IP address of the machine.
- The name (host name) or IP address of the machine can be directly entered in "Address".
- If the port number used by the scanner function of the machine has been changed, enter a colon ":" following the IP address and then enter the port number. (Normally the port number does not need to be entered.)



Dialog box titled "Add New Address". It contains three input fields: "Address" (a dropdown menu showing "192.168.1.27"), "Name" (a text field containing ">X<-xxxx"), and "Machine Location" (a text field containing "AAAAA"). At the bottom right are "OK" and "Cancel" buttons. A mouse cursor is pointing at the "OK" button.

## 8 Click the [OK] button.



Dialog box titled "Select Device". It contains a table with the following data:

Address	Name	Machine Location
192.168.1.27	>X<-xxxx	AAAAA



Below the table are several buttons: "Search...", "Delete", "Update...", "Input...", "OK", and "Cancel". A mouse cursor is pointing at the "OK" button.



**This completes the configuration of the scanner driver.**

# INSTALLING THE PS DISPLAY FONTS


Fonts that can be used by the PS printer driver are contained on the "PRINTER UTILITIES" CD-ROM that accompanies the PS3 expansion kit. Install these fonts as needed for the PS printer driver.

**1** Insert the "PRINTER UTILITIES" CD-ROM that accompanies the PS3 expansion kit into your computer's CD-ROM drive.


**2** Click the [Start] button (  ), click [Computer], and then double-click the [CD-ROM] icon (  ).

- In Windows 8.1, Double-click the [CD-ROM] icon.
  - \* If no icon is displayed, click the (  ) icon in the Start screen and then double-click [CD-ROM] icon.
- In Windows Server 2012, if the icon is not displayed, click at the start screen rightly (or swipe upwards from the lower edge) → App bar → [All applications] → [Computer] → Double-click [CD-ROM] icon.
- In Windows 10/Server 2016, click the [File Explorer] icon (  ) on the tool bar, then click [This PC] and double-click the [CD-ROM] icon.

**3** Double-click the [Setup] icon (  ).

 If a message screen appears asking you for confirmation, click [Yes] or [Allow].

**4** The "SOFTWARE LICENSE" window will appear. Make sure that you understand the contents of the license agreement and then click the [Yes] button.

 You can show the "SOFTWARE LICENSE" in a different language by selecting the desired language from the language menu. To install the software in the selected language, continue the installation with that language selected.

**5** Read the message in the "Welcome" window and then click the [Next] button.

**6** Click the [PS Display Font] button.



**7** Follow the on-screen instructions.

**8** Click the [Close] button in the screen of step 6.



# CHANGING THE PORT

When using the machine in a Windows environment, follow the steps below to change the port when you have changed the IP address of the machine or have installed the PC-Fax driver when the machine is connected with a USB cable. If the machine is being used on an IPv6 network, follow the steps 1 to 3 below and see "Changing to a Standard TCP/IP Port" (page 32) for the remaining steps of the procedure to change the port.

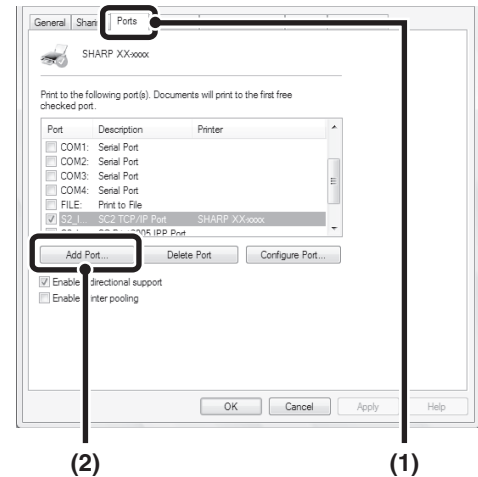
## 1 Click the [Start] button ( ), click [Control Panel], and then click [Devices and Printers] (or [View devices and printers]).

- For Windows 8.1, click the ( ) icon in the start screen, then click the [Control Panel] → [Hardware and Sound] → [Devices and Printers] → [Printers].
- In Windows Server 2012, click the the start screen rightly(or swipe upwards from the lower edge)→ App bar → [All applications] → [Control Panel] → [Hardware] → [Devices and Printers] → [Printers].
- In Windows 10, right-click the [Start] button ( ), then click the [Control Panel] → [Hardware and Sound] → [Devices and Printers].
- In Windows Server 2016, right-click the [Start] button ( ), then click the [Control Panel] → [View Devices and Printers]

## 2 Open the printer properties window.

- (1) Right-click the printer driver icon of the machine.
- (2) Select [Printer properties].

## 3 Adding or changing a port.



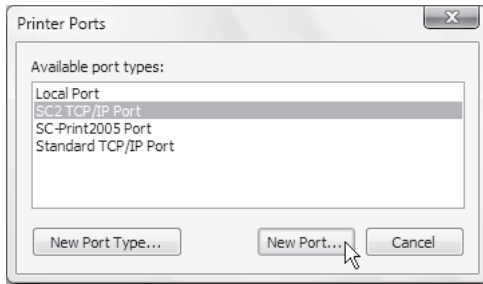
(1) Click the [Ports] tab.

(2) Click the [Add Port] button.



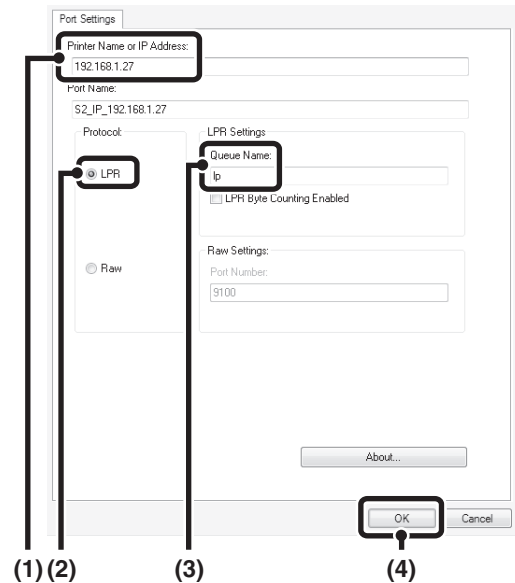
To change to a previously created port such as USB port, select the desired port (USB001, etc.) from the list and click the [Apply] button. This changes the port.

#### 4 Select [SC2 TCP/IP Port] and then click the [New Port] button.



- The "SC2 TCP/IP Port" is added when the printer driver is installed using a "Custom installation" with "LPR Direct Print (Specify Address/Auto Search)" selected.
- If the printer driver is installed using a "Custom installation" with "IPP" selected, the [SC-Print2005 Port] is added. If you need to change the printer port when the machine is connected to an intranet or a wide area network (WAN) using the IPP function, select [SC-Print2005 Port], click the [New Port] button, and follow the on-screen instructions to create the port again.

#### 5 Create the new port.



##### (1) Enter the machine's IP address.

☞ Checking the IP address of the machine (page 7)

##### (2) Make sure that [LPR] is selected.

##### (3) Make sure that [lp] is entered.

##### (4) Click the [OK] button.

#### 6 Click the [Close] button in the screen of step 4.

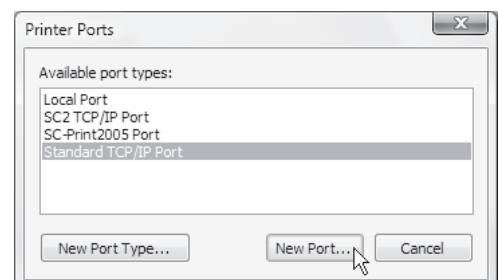
#### 7 Make sure the created printer port is selected in the printer properties window and then click the [Apply] button.

### ► Changing to a Standard TCP/IP Port

If the machine is being used on an IPv6 network, change the port to a port created using the operating system's "Standard TCP/IP Port".

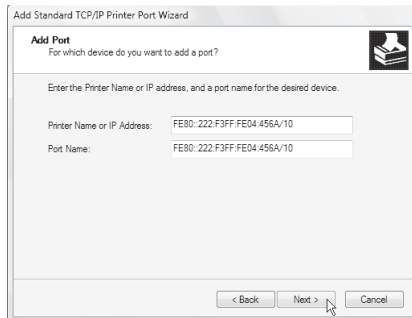
#### 1 Follow steps 1 to 3 of "CHANGING THE PORT" (page 31).

#### 2 Select [Standard TCP/IP Port] and then click the [New Port] button.

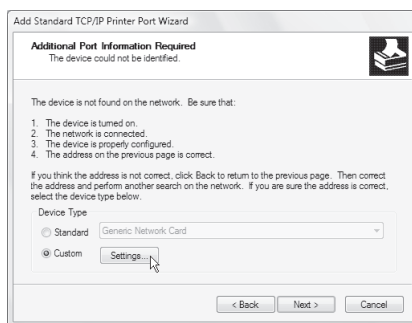


### 3 Click the [Next] button.

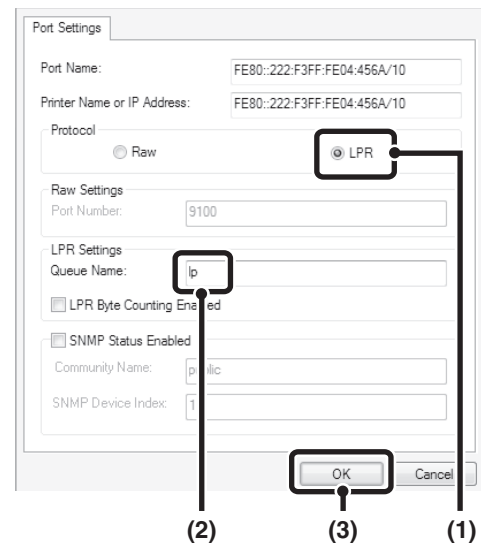
### 4 Enter the machine's IPv6 address in [Printer Name or IP Address] and click the [Next] button.



### 5 Select [Custom] and click the [Settings] button.



### 6 Configure the port settings.



(1) Select [LPR].

(2) Enter [lp].

(3) Click the [OK] button.

### 7 Click the [Next] button in the screen of step 5.

### 8 Click the [Finish] button.

### 9 Click the [Close] button in the screen of step 2.

#### When using a port created with "Standard TCP/IP Port"

When using a port created using "Standard TCP/IP Port", in the screen that appears after you click the [Configure Port] button in the screen of step 3, make sure the [SNMP Status Enabled] checkbox is not selected (☐). If the [SNMP Status Enabled] checkbox is selected (☒) , it may not be possible to print correctly.

# 3

## SETUP IN A MACINTOSH ENVIRONMENT

This chapter explains how to install the PPD file to enable printing from a Macintosh and how to configure the printer driver settings.

- The PS3 expansion kit are required to use the machine as a printer in a Macintosh environment. In addition, the machine must be connected to a network. A USB connection cannot be used.
- The scanner driver and PC-Fax driver cannot be used in a Macintosh environment.

## MAC OS X



The explanations of screens and procedures are primarily for Mac OS X v10.10. The screens may vary in other versions of the operating system.

**1** Insert the "Software CD-ROM" into your computer's CD-ROM drive.

**2** Double-click the [CD-ROM] icon (📀) on the desktop, copy the folder of "MacOS" to your computer.

**3** Double-click the [MacOS] folder.

**4** Double-click the DMG file.

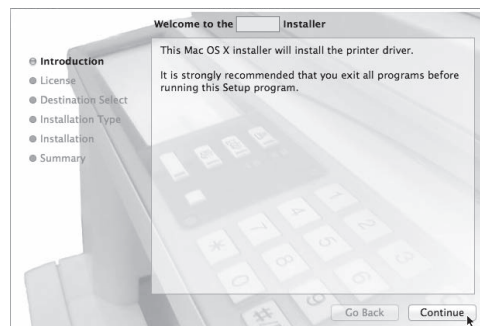
**5** Double-click the [MacOSX] folder.

Before installing the software, be sure to read "ReadMe First". "ReadMe First" is in the [US-English] folder ([English] folder in areas other than the U.S.) in the [Readme] folder.

**6** Double-click the folder corresponding to the versions of the operating system.

**7** Double-click the [MX-C26] icon (🖨️).

**8** Click the [Continue] button.



## 9 The License Agreement window will appear. Make sure that you understand the contents of the license agreement and then click the [Continue] button.

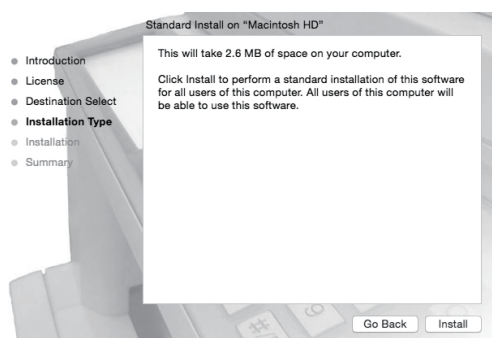
A message will appear asking you if you agree to the terms of the license. Click the [Agree] button.



- If the license appears in the different language, change the language in the language menu.
- In Mac OS X v10.6 to 10.7, you click the [Change Install Location] button if you change the hard drive which the printer driver is installed.

## 10 Click the [Install] button.

Installation begins.



If the "Authenticate" window appears, enter the password and click the [Install Software] button. In Mac OS X v10.6, enter the password and click the [OK] button.

## 11 When the installation completed screen appears, click the [Close] button.

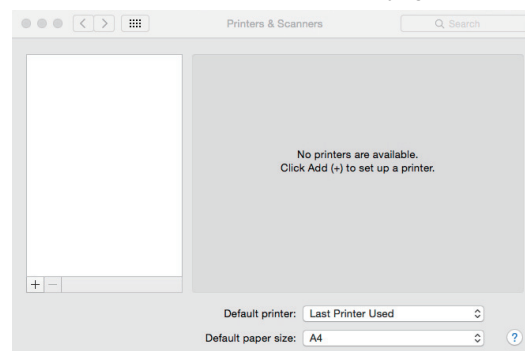
This completes the installation of the software. Next, configure the printer driver settings.

## 12 Click [System Preferences] in the Apple menu () and select [Printers & Scanners] (🖨️).

- If you are using Mac OS X v10.6, click [System Preferences] in the Apple menu () and select [Print & Fax] (🖨️).
- If you are using Mac OS X v10.7 to 10.8, click [System Preferences] in the Apple menu () and select [Print & Scan] (🖨️).

## 13 Click the + button .

When the printer is added automatically, go to step 15.



## 14 Configure the printer driver.

If you wish to use the IPP function, see "Printing using the IPP function" (page 37) to configure the printer driver settings.



(1) Click the [Default] icon.

(2) Click the machine's model name.

(3) Make sure that the PPD file of your model is selected.

The PPD file of the machine is automatically selected.

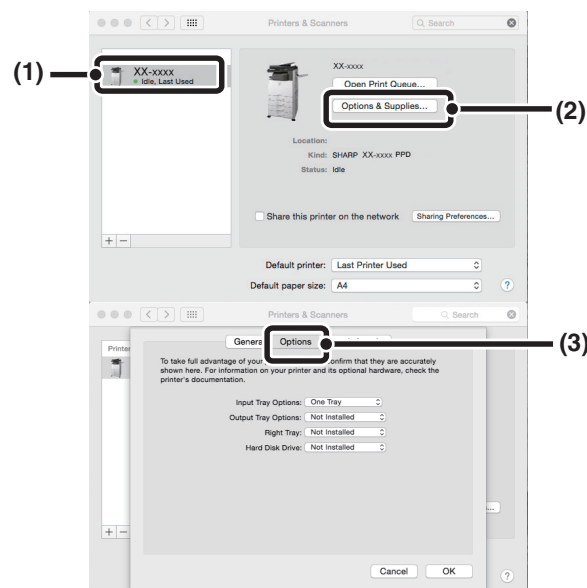
(4) Click the [Add] button.

The "Installable Options" screen appears. Select the machine configuration and click the [Continue] button.



The PPD file is installed in the following folders on the startup disk.  
[Library] - [Printers] - [PPDs] - [Contents] - [Resources]

## 15 Click the printer icon, click the [Options & Supplies] button and click the [Options] (or [Driver]) tab.



## 16 Select the machine configuration.

(1) Select the options that are installed on the machine.

(2) Click the [OK] button.

(3) Close the window.



You can check the options that are installed on the machine by printing out the "All Custom Setting List". (However, note that "Input Tray Options" must be set to the number of trays on the machine.) To print out the "All Custom Setting List", see the Operation Guide.

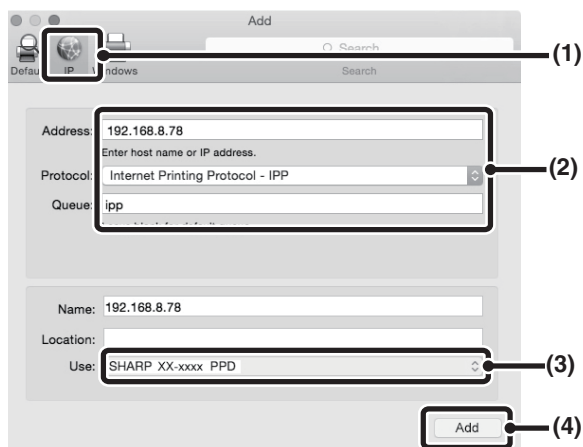
**This completes the configuration of the printer driver.**

## ► Printing using the IPP function

The machine can print using the IPP function. When the machine is in a remote location, this function can be used in place of the fax function to print a higher quality image than a fax. If you wish to use the IPP function, follow these steps to select the PPD file when configuring the printer driver (step 14 on page 36).



This function can not be available for Mac OS X v10.10 to 10.12.



**(1) Click the [IP] icon.**

**(2) Select [Internet Printing Protocol] in "Protocol". Enter the address of the machine (IP address or domain name) and the queue name.**

Enter "ipp" in "Queue".

**(3) Make sure that the PPD file of your model is selected.**

- The PPD file of the machine is automatically selected.
- If you are using Mac OS X v10.6 to 10.7, select the [Select Printer Software] from "Print Using".

**(4) Click the [Add] button.**

- The screen for the machine configuration appears. Make sure that the settings are correct and click the [OK] button.
- If you are using Mac OS X v10.6, click the [Continue] button.

Checking the IP address of the machine (page 7)

# 4 TROUBLESHOOTING



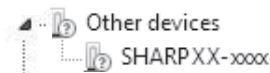
## WHEN INSTALLATION WAS NOT SUCCESSFUL

This section provides solutions to possible installation problems. See the following table of contents to locate the appropriate page for your question or problem.

- The software cannot be installed. . . . . 38
- The machine is not detected (when connected to a network). . . . . 38
- The plug and play screen does not appear (USB connection in Windows). . . . . 39
- The printer driver is not installed correctly by plug and play (USB connection in Windows). . . . . 39

Problem	Point to check	Solution
<b>The software cannot be installed.</b>	Is there sufficient free space on your hard drive?	Delete any unneeded files and applications to increase free space on your hard drive.
	Are you using an operating system that is not supported?	Make sure that the software can run on your operating system.
<b>The machine is not detected (when connected to a network).</b>	Is the IP address of the machine configured?	If the IP address of the machine is not configured, the machine will not be detected. Make sure that the IP address is configured correctly in "Network Settings" in the machine's system settings (administrator). → System Settings (Administrator) > "Network Settings"
	Is your computer connected to the same network as the machine?	Windows: If the machine and your computer are not connected to the same local area network, the machine will not be detected. If the two are connected to different sub-networks, click the [Specify condition] button and enter the machine's name (host name) or IP address to search for the machine.



Problem	Point to check	Solution
<b>The machine is not detected (when connected to a network).</b>	Is the machine power on?	If the machine is powered off, it will not be detected. Switch on the main power switch. (In Windows, search again after powering on the machine.)
	Is your computer connected correctly to the machine?	Make sure that the cable is connected securely to the LAN connectors on your computer and the machine. Check the connections at the hub as well.  <b>CONNECTING TO A NETWORK</b> (page 7)
<b>The plug and play screen does not appear (USB connection in Windows).</b>	Is the machine power on?	When a USB cable is connected, make sure the power of the machine is "ON" and then connect a USB cable to the machine. When the machine is not powered on, switch on the main power switch.
	Can your computer use a USB connection?	<p>Check your computer whether or not a USB interface can be used on the Device Manager in your computer. (For information on "Device Manager", see Help in Windows.)</p> <p>If USB can be used, your controller chipset type and root hub will appear in "Universal Serial Bus controllers" in "Device Manager". (The items that appear will vary depending on your computer.)</p>  <p>If these two items appear, USB should be useable. If a yellow exclamation point appears next to "Universal Serial Bus controllers" or the two items do not appear, refer to your computer manual or check with the manufacturer of your computer to enable USB and then reinstall the printer driver.</p>
<b>The printer driver is not installed correctly by plug and play (USB connection in Windows).</b>	Did you connect the machine to your computer before installing the printer driver?	<p>If the machine was connected to your computer with a USB cable before the printer driver was installed from the installer, check if information on the unsuccessful installation remains in "Device Manager". (For information on "Device Manager", see Help in Windows.)</p> <p>If the model name of the machine appears in "Other devices" in "Device Manager", delete it, restart your computer, and install the printer driver again.</p> 

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# REMOVING THE SOFTWARE


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To remove the printer driver or software installed using the installer, follow the steps below.

## Windows

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### 1 Click the [start] button and then click [Control Panel].

- In Windows Server 2012, right-click in the startup window (or swipe upward from the bottom edge), then select [Taskbar] → [All Applications] → [Control Panel].
- In Windows 8.1, click the (  ) icon in the start screen, and then click the [Control Panel]

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### 2 Click [Uninstall a program].

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### 3 Select the program or driver that you wish to delete.

For more information, see the manual for the operating system or Help.

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### 4 Restart your computer.

## Mac OS X

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### 1 Delete the printer that uses the machine's PPD file from the printer list.

To show the printer list, see step 12 and 13 of "MAC OS X" (page 35).



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