Dell™ 1250c Color Printer
User's Guide

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Appendix 161

Before Beginning

Notes, Notices, and Cautions

📝 **NOTE:** A **NOTE** indicates important information that helps you make better use of your printer.

⊙ **NOTICE:** A **NOTICE** indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.

⚠ **CAUTION: A CAUTION indicates a potential for property damage, personal injury, or death.**

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Dell™ 1250c Color Printer User's Guide

Click the links to the left for information on the features, options, and operation of your printer. For information on other documentation included with your printer, see "Finding Information" on page 17.

To order replacement toner cartridges or supplies from Dell:

1 Double-click the icon on your desktop.

If you cannot find the icon on your desktop, follow the procedure below.

a Navigate to **x:\abc\Dell Printers\Additional Color Software\Reorder**, where **x:\abc** is the location where the printer software is installed.

b Click the file **DLRMM.EXE**.

c Click **File** on the toolbar.

d Choose **Send To** from the drop-down menu, and then click **Desktop(create shortcut)** on the submenu that appears.

2 Visit the Dell Printer Supplies website at **www.dell.com/supplies**, or order Dell printer supplies by phone.

For best service, have your Dell printer Service Tag ready.

To locate the Service Tag of your printer, see "Express Service Code and Service Tag" on page 19.

2

Finding Information

📝 **NOTE:** The USB cable is not shipped with your printer.

What are you looking for?	Find it here
• Drivers for my printer • My *User's Guide*	*Drivers and Utilities* CD The *Drivers and Utilities* CD contains setup video, documentation, and drivers for your printer. You can use the CD to install/re-install drivers or access your setup video and documentation. Readme files may be included on your CD to provide last-minute updates about technical changes to your printer or advanced technical reference material for experienced users or technicians.
• How to use my printer	*Quick Reference Guide*
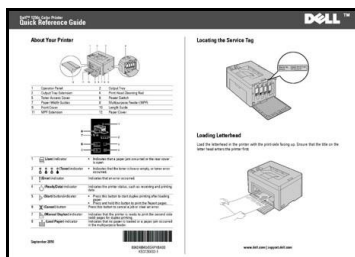
What are you looking for?	Find it here
• Safety information • Warranty information	*Product Information Guide* **CAUTION: Read and follow all safety instructions in your *Product Information Guide* prior to setting up and operating your printer.**
How to set up my printer	*Setup diagram*
Troubleshooting	"Troubleshooting" on page 141
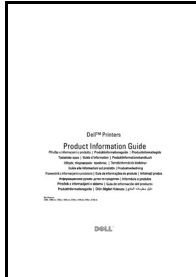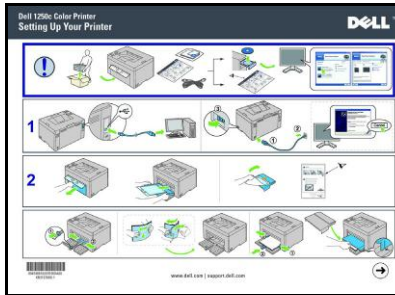
What are you looking for?	Find it here
Express Service Code and Service Tag	

Service Tag	Express Service Code
xxxxxxx	000 000 000 00
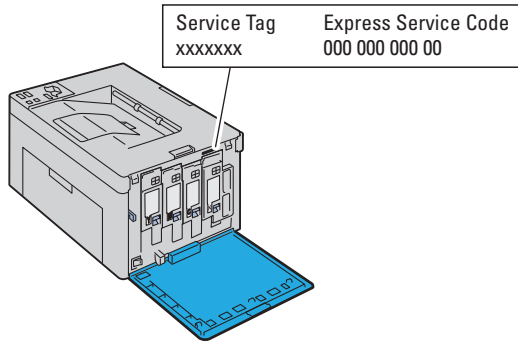
The Express Service Code and Service Tag are located inside the side door of your printer.

- Latest drivers for my printer
- Answers to technical service and support questions
- Documentation for my printer

Go to **support.dell.com**

support.dell.com provides several online tools, including:

- Solutions — Troubleshooting hints and tips, articles from technicians, and online courses
- Upgrades — Upgrade information for components, such as printer driver
- Customer Care — Contact information, order status, warranty, and repair information
- Downloads — Drivers
- Manuals — Printer documentation and product specifications

Go to **support.dell.com**. Select your region, and fill in the requested details to access help tools and information.

3

Product Features

This chapter describes the product features and indicates their links.

2-Sided (Manual Duplex Print)
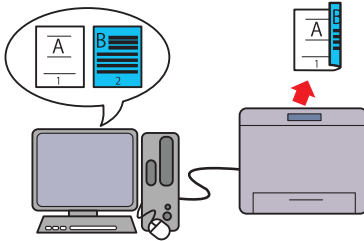
Manual Duplex Print is to print two or more pages on the front and back side of a single sheet of paper manually. This feature allows you to reduce the paper consumption.
For more information, see "Manual Duplex Printing (Windows Printer Driver Only)" on page 81.

Multiple Up in the Layout tab (N-up Print)
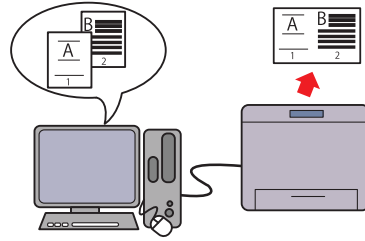
N-up Print enables you to print multiple pages on a single sheet of paper. This feature allows you to reduce the paper consumption.
For more information, see the printer driver's help.

4

About the Printer

This chapter provides an overview of your Dell™ 1250c Color Printer.

Front View
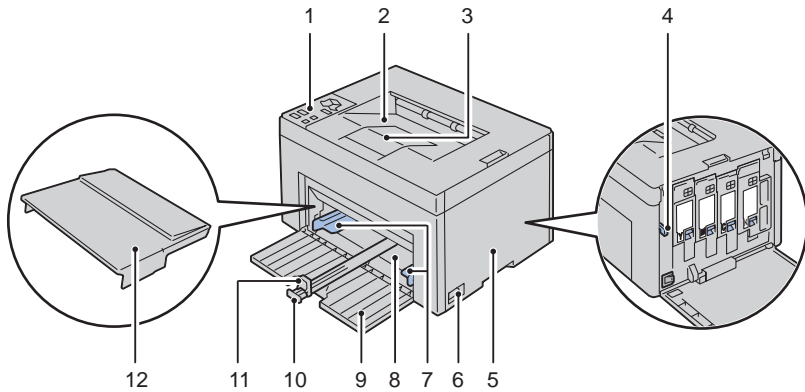
1	Operator Panel	2	Output Tray
3	Output Tray Extension	4	Print Head Cleaning Rod
5	Toner Access Cover	6	Power Switch
7	Paper Width Guides	8	Multipurpose Feeder (MPF)
9	Front Cover	10	Length Guide
11	MPF Extension	12	Paper Cover

Rear View
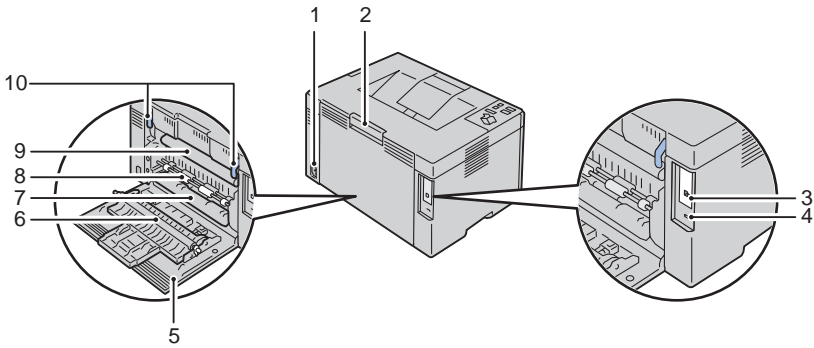
1	Wall Jack Connector	2	Rear Cover Release Handle
3	USB Port	4	Security Slot
5	Rear Cover	6	Transfer Roller
7	Paper Chute	8	Paper Feed Roller
9	Transfer Belt	10	Fuser Release Lever

Space Requirements

Place the printer at a location such that there is adequate space for using the printer feeder and covers.
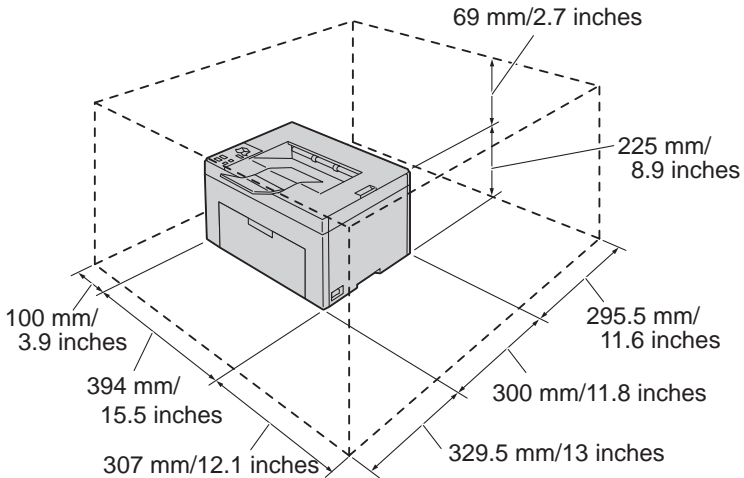
To avoid irregular screen image or malfunctioning of your printer, avoid placing the printer in direct sunlight with the front cover opened.

Operator Panel
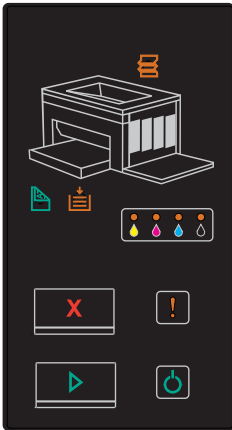
For more information on the operator panel, see "Operator Panel" on page 69.

Securing the Printer

To protect your printer from theft, you can use the optional Kensington lock.

Attach the Kensington lock to the security slot on your printer.

Security slot
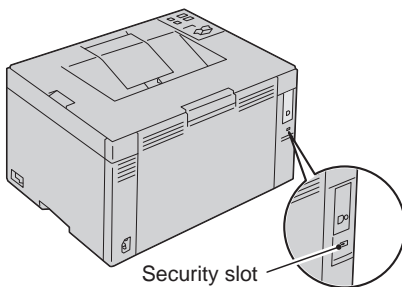
For details, see the operating instructions supplied with the Kensington lock.

Ordering Supplies

You can order consumables from Dell on the Internet when using a networked printer. Enter the IP address of your printer in your web browser, launch the **Dell Printer Configuration Web Tool**, and click the **Order Supplies at:** to order toner for your printer.

You can also order toner cartridges by the following method:

1   Click **Start** → **All Programs** → **Dell Printers** → **Additional Color Laser Software** → **Dell Supplies Management System**.

The **Dell Supplies Management System** window appears.

2   Select your printer from the **Select Printer Model** list.

3   If ordering from the web:

   a   Select a web address from the **Select Reorder URL** list.

   b   Click the **Visit Dell Printer supplies ordering web site**.

   The **Dell 1250c Color Printer - Dell Supplies Management System** screen appears.

   c   Enter the Service Tag, and then click **OK**.

   The Service Tag is located inside the toner access cover of your printer.

   Dell supplies web site appears.
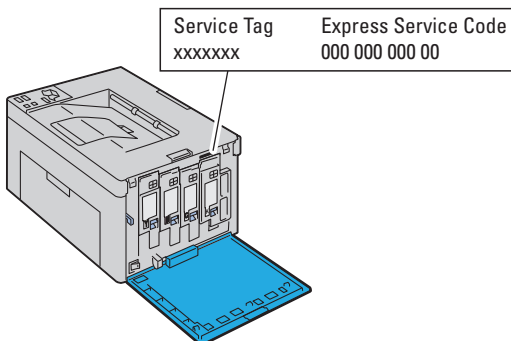
If you order by phone, call the number that appears in the **Order by Phone** section.

Setting Up Printer (Printer Setup)

5

Connecting Your Printer

Your Dell™ 1250c Color Printer interconnection cable must meet the following requirements:

Connection type	Connection specifications
USB	USB 2.0 compatible
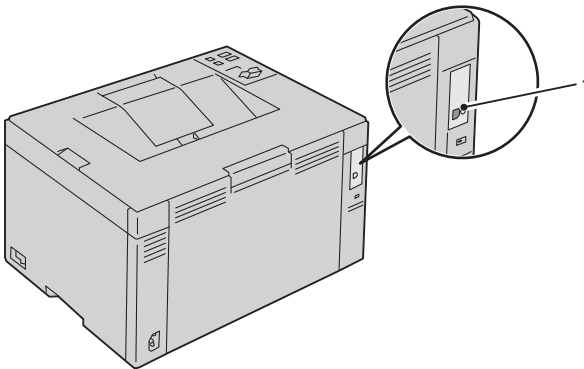
1	USB Port

Connecting Printer to Computer

A local printer is a printer attached to your computer using the USB cable.

USB Cable

The following operating systems support USB connection:

- Microsoft® Windows® XP
- Microsoft Windows XP 64-bit Edition

- Windows Server® 2003
- Windows Server 2003 x64 Edition
- Windows Server 2008
- Windows Server 2008 64-bit Edition
- Windows Server 2008 R2
- Windows Vista®
- Windows Vista 64-bit Edition
- Windows 7
- Windows 7 64-bit Edition
- Mac OS® X 10.3.9/10.4.11/10.5/10.6

To attach the printer to a computer:

1 Ensure that the printer, computer, and any other attached devices are turned off and unplugged from the power source/outlet.

2 Connect the smaller USB connector into the USB port at the back of the printer.
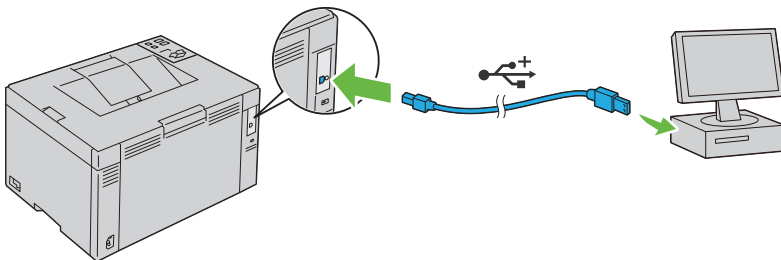
3 Connect the other end of the cable into a USB port of the computer.

 NOTE: Do not connect the printer USB cable to the USB port available on the keyboard.

Turning On the Printer

 CAUTION: Do not use extension cords or power strips.

⚠ **CAUTION: The printer should not be connected to a UPS system.**

1 Connect the power cable to the wall jack connector on the back of your printer (see "Rear View" on page 24).
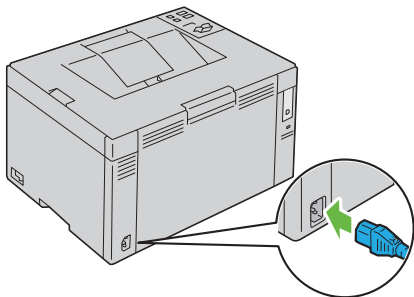
2 Connect the other end of the cable to the power source.

3 Turn on the printer.

6
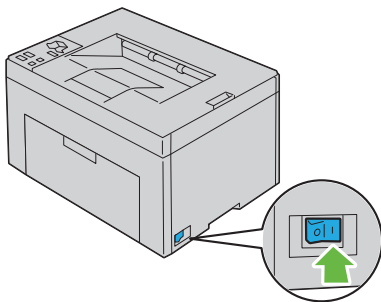
Loading Paper

![NOTE icon] **NOTE:** Use only laser print media. Do not use ink jet paper in your printer.

![NOTE icon] **NOTE:** For printing envelopes, see "Loading Print Media" on page 59.

1 Open the front cover by pulling out the instruction sheet.
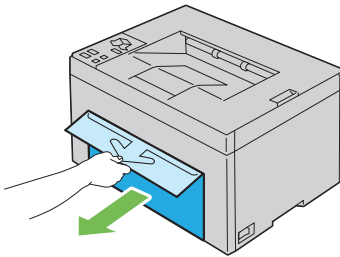
2 Pull the paper cover out.
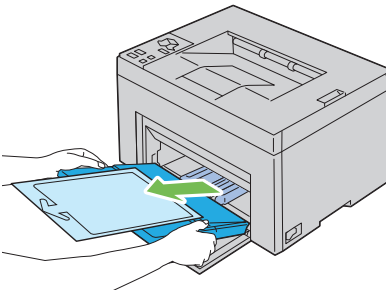
3 Remove the instruction sheet attached to the paper cover with adhesive tape.
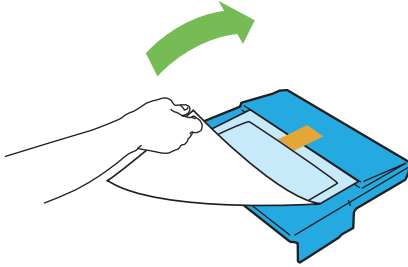
4 Pull the length guide forward until it stops.
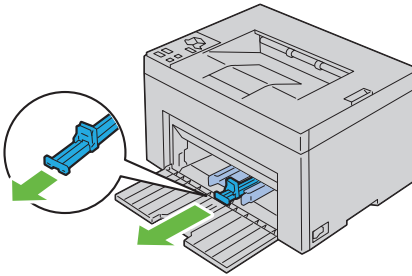
5 Pull the MPF extension forward until it stops.
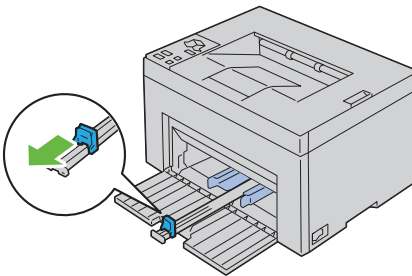
6 Adjust the paper width guides to their maximum width.
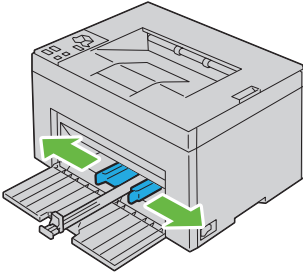
7 Before loading the print media, flex the sheets back and forth, and then fan them. Straighten the edges of the stack on a level surface.
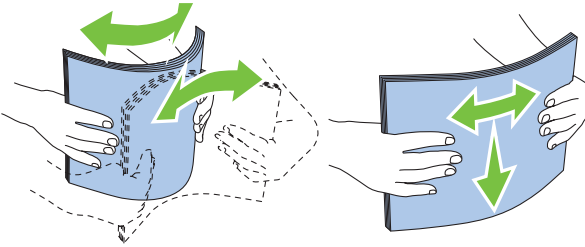
8 Load print media on the MPF with the top edge first and with the recommended print side facing up.
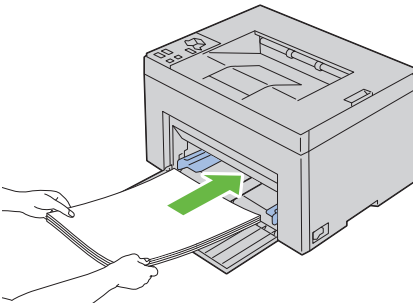
9 Adjust the width guides until they rest lightly against the edges of the stack of print media.
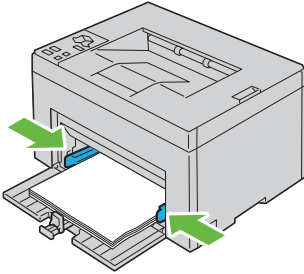
10 Slide the length guide towards the printer until it touches the print media.
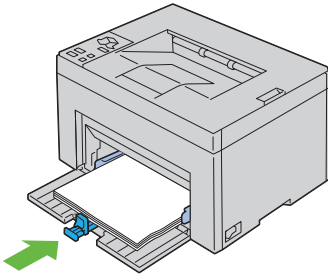
📝 **NOTE:** Depending on the size of print media, first slide the length guide backward until it stops, and then slide the MPF extension until it touches print media.
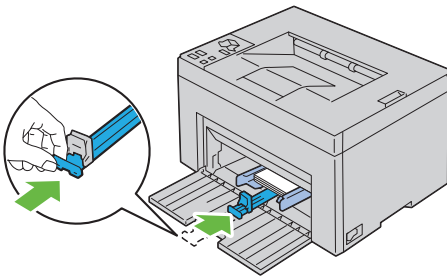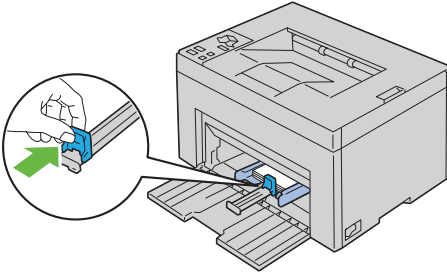
11 Insert the paper cover into the printer and then align the paper cover to the marking on the paper tray.
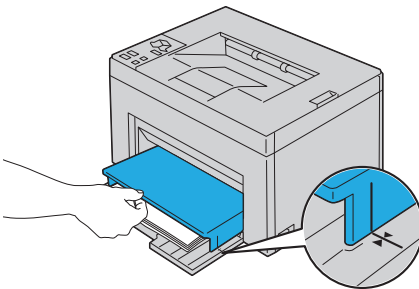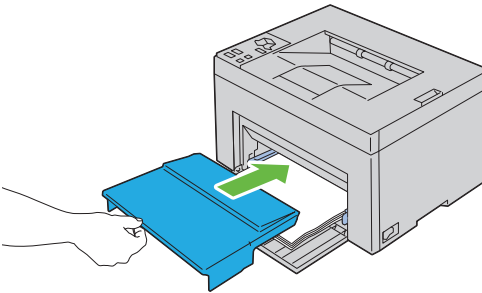
12 Select the paper type from the printer driver if the loaded print media is not standard plain paper. If a user-specified print media is loaded in the MPF, you must specify the paper size setting by using the printer driver.

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Installing Printer Drivers on Computers Running Windows

Inserting the Drivers and Utility CD

1   Insert the *Drivers and Utilities* CD into your computer to start Easy Setup Navigator.

    ✎ **NOTE:** If the CD does not automatically launch, click **Start**→ **All Programs** (for Windows Vista and Windows 7)→ **Accessories** (for Windows Vista and Windows 7)→ **Run**, and then type D:\setup_assist.exe (where D is the drive letter of your CD), and then click **OK**.

Installing Printer Driver

For installing host-based printer driver

1   Click **Software Installation**.

    Connect printer to your computer screen appears.

2   When the installation is completed, click **Finish** to exit this tool.

For installing XML Paper Specification (XPS) printer driver

✎ **NOTE:** Download and install the XPS printer driver at **support.dell.com/support**

✎ **NOTE:** XPS driver is supported on the following operating systems: Windows 7, Windows 7 64-bit Edition, Windows Vista, Windows Vista 64-bit Edition, Windows Server 2008 R2, Windows Server 2008, and Windows Server 2008 64-bit Edition.

Windows Vista or Windows Vista 64-bit Edition

1   Extract the zip file you downloaded to your desired location.

2   Click **Start**→ **Control Panel**→ **Hardware and Sound**→ **Printers**.

3   Click **Add a printer**.

4   Click **Add a local printer**.

5 Select the port connected to this product, and then click **Next**.

6 Click **Have Disk** to display the **Install From Disk** dialog box.

7 Click **Browse**, and then select the extracted folder in step 1.

8 Click **OK**.

9 Select your printer name and click **Next**.

10 To change the printer name, enter the printer name in the **Printer name** box. To use this printer as the default printer, select the check box displayed under the **Printer name**. Click **Next**.

Installation starts.

If the **User Account Control** dialog box appears, click **Continue**.

📝 **NOTE:** If you are an administrator on the computer, click **Continue**; otherwise, contact your administrator to continue the desired action.

11 As the driver installation is completed, click **Print a test page** to print a test page.

12 Click **Finish**.

Windows Server 2008 or Windows Server 2008 64-bit Edition

📝 **NOTE:** You must log in as an administrator.

1 Extract the zip file you downloaded to your desired location.

2 Click **Start→ Control Panel→ Hardware and Sound→ Printers**.

3 Click **Add a printer**.

4 Click **Add a local printer**.

5 Select the port connected to this product, and then click **Next**.

6 Click **Have Disk** to display the **Install From Disk** dialog box.

7 Click **Browse**, and then select the extracted folder in step 1.

8 Click **OK**.

9 Select your printer name and click **Next**.

10 To change the printer name, enter the printer name in the **Printer name** box.

To use this printer as the default printer, select the **Set as the default printer** check box. Click **Next**.

Installation starts.

11 If you do not share your printer, select **Do not share this printer**. If you share your printer, select **Share this printer so that others on your network can find and use it**. Click **Next**.

12 As the driver installation is completed, click **Print a test page** to print a test page.

13 Click **Finish**.

Windows 7, Windows 7 64-bit Edition, or Windows Server 2008 R2

1 Extract the zip file you downloaded to your desired location.

2 Click **Start→ Devices and Printers**.

3 Click **Add a printer**.

4 When you use Windows Server 2008 R2, click Add a local or network printer as an administrator.

If the **User Account Control** dialog box appears, click **Yes**.

> 📝 **NOTE:** If you are an administrator on the computer, click **Yes**; otherwise, contact your administrator to continue the desired action.

5 Click **Add a local printer**.

6 Select the port connected to this product, and then click **Next**.

7 Click **Have Disk** to display the **Install From Disk** dialog box.

8 Click **Browse**, and then select the extracted folder in step 1.

9 Click **OK**.

10 Select your printer name and click **Next**.

11 To change the printer name, enter the **printer name** in the Printer name box, and then click **Next**.

Installation starts.

12 If you do not share your printer, select **Do not share this printer**. If you share your printer, select **Share this printer so that others on your network can find and use it**. Click **Next**.

13 As the driver installation is completed, click **Print a test page** to print a test page. To use this printer as the default printer, select the **Set as the default printer** check box.

14 Click **Finish**.

8

Installing Printer Drivers on Computers Running Macintosh

Download and install the printer drivers and software for Macintosh operating system at **support.dell.com/support**

Installing the Drivers and Software

1 After downloading the drivers and software, double-click the **Dell 1250c Installer** icon, and then click **Continue**.

2 Click **Continue** on the **Introduction** screen.

3 Select a language for the Software License Agreement.

4 After reading the Software License Agreement, click **Continue**.

5 If you agree to the terms of the Software License Agreement, click **Agree** to continue the installation process.

6 Confirm the installation location, and then click **Continue**.

7 Click **Install** to perform the standard installation.

   If you choose the custom installation, click **Customize**, select the items that you want to install, and then click **Install**.

   • Printer Driver

   • Status Monitor Widget

8 Type the administrator's name and password, and then click **OK**.

9 Click **Install** to proceed with the installation.

10 Click **Close** to complete installation.

Adding a Printer on Mac OS X 10.5 or Later Version(s)

1 Turn on the printer.

2 Connect the USB cable between the printer and Macintosh computer.

3 Open the **System Preferences**, and click **Print & Fax**.

4 Click the Plus (+) sign, and click **Default**.

5 Select the printer connected via USB from the **Printer Name** list.

6 **Name** and **Print Using** are automatically entered.

7 Click **Add**.

Adding a Printer on Mac OS X 10.4.11

1 Turn on the printer.

2 Connect the USB cable between the printer and Macintosh computer.

3 Start **Printer Setup Utility**.

> ✍ **NOTE:** You can find **Printer Setup Utility** in the **Utilities folder** in **Applications**.

4 Click **Add**.

5 Click **Default Browser** in the **Printer Browser** dialog box.

6 Select the printer connected via USB from the Printer list.

7 **Name** and **Print Using** are automatically entered.

8 Click **Add**.

Adding a Printer on Mac OS X 10.3.9

1 Turn on the printer.

2 Connect the USB cable between the printer and the Macintosh computer.

3 Start **Printer Setup Utility**.

> ✍ **NOTE:** You can find **Printer Setup Utility** in the **Utilities folder** in **Applications**.

4 Click **Add**.

5 Select **USB** from the menu.

6 The **Printer Model** is automatically selected.

7 Click **Add**.

Using Your Printer

9

Print Media Guidelines

Print media can be paper, labels, envelopes, and coated paper among others. Your printer provides high-quality printing on a variety of print media. Selecting the appropriate print media for your printer helps avoid printing troubles. This section describes selecting print media, caring for print media, and loading the print media in Multipurpose Feeder (MPF).

Paper

For the best print quality in color, use 75 g/m^2 (20 lb) xerographic, grain long paper. For the best print quality in black and white, use 90 g/m^2 (24 lb) xerographic, grain long paper. Before buying large quantities of any print media, it is recommended that you try a sample first.

When loading paper, identify the recommended print side on the paper package, and load the paper accordingly. See "Loading Paper" on page 35 for detailed loading instructions.

Paper Characteristics

The following paper characteristics affect print quality and reliability. It is recommended that you follow these guidelines when evaluating new paper stock.

Weight

The MPF automatically feeds paper whose weights range from 60 to 163 g/m^2 (16 to 44 lb bond) grain long. Paper lighter than 60 g/m^2 (16 lb) may not feed properly, and could cause paper jams. For best performance, use 75 g/m^2 (20 lb bond) grain long paper.

Curl

Curl is the tendency of print media to curve at its edges. Excessive curl can cause paper feeding problems. Curl usually occurs after the paper passes through the printer, where it is exposed to high temperatures. Storing paper

unwrapped, even in the paper feeder, can contribute to paper curling prior to printing and cause feeding problems regardless of humidity. When printing on curled paper, straighten the paper and then insert it into the MPF.

Smoothness

The degree of paper smoothness directly affects print quality. If the paper is too rough, the toner does not fuse to the paper properly, resulting in poor print quality. If the paper is too smooth, it can cause paper feeding problems. Smoothness between 150 and 250 Sheffield points produces the best print quality.

Moisture Content

The amount of moisture in the paper affects both print quality and the ability of the printer to feed the paper properly. Leave the paper in its original packaging until you are ready to use it. This limits the exposure of the paper to moisture changes that can degrade its performance.

Grain Direction

Grain refers to the alignment of the paper fibers in a sheet of paper. Grain is either grain long, running the length of the paper, or grain short, running the width of the paper. For 60 to 135 g/m^2 (16 to 36 lb bond) paper, grain long fibers are recommended. For paper heavier than 135 g/m^2 (36 lb bond), grain short is preferred.

Fiber Content

Most high-quality xerographic paper is made from 100% chemically pulped wood. Paper containing fibers such as cotton possess characteristics that can result in degraded paper handling.

Recommended Paper

To ensure the best print quality and feed reliability, use dry 75 g/m^2 (20 lb) xerographic paper. Business paper designed for general business use also provide acceptable print quality. Only use paper able to withstand high temperatures without discoloring, bleeding, or releasing hazardous emissions. The laser printing process heats paper to high temperatures. Check with the manufacturer or vendor to determine whether the paper you have chosen is acceptable for laser printers.

📝 **NOTE:** Always print several samples before buying large quantities of any type of print media. When choosing any print media, you should consider the weight, fiber content, and color.

Unacceptable Paper

The following paper types are not recommended for use with the printer:

- Chemically treated paper used to make copies without carbon paper, also known as carbonless paper, carbonless copy paper (CCP), or no carbon required (NCR) paper
- Preprinted paper with chemicals that may contaminate the printer
- Preprinted paper that can be affected by the temperature in the fuser
- Preprinted paper that require a registration (the precise print location on the page) greater than ±0.09 inches, such as optical character recognition (OCR) forms

  In some cases, you can adjust registration with your software program to successfully print on these forms.

- Coated paper (erasable bond), synthetic paper, thermal paper
- Rough-edged, rough or heavily textured surface paper, or curled paper
- Recycled paper containing more than 25% post-consumer waste that do not meet DIN 19 309
- Multiple-part forms or documents
- Print quality may deteriorate (blank spaces or blotches may appear in the text) when printing on talc or acid paper.
- Moist paper that may cause wrinkle

Selecting Paper

Proper paper selection helps prevent jams and ensures trouble-free printing.

To help avoid jams or poor print quality:

- Always use new, dry, and undamaged paper.
- Before loading the paper, identify the recommended print side of the paper. This information is usually indicated on the paper package.
- Do not use paper that you have cut or trimmed yourself.

- Do not mix print media sizes, weights, or types in the same source. This may result in a paper jam.
- Ensure that the paper is properly loaded in the MPF.
- Flex paper back and forth, and then fan them. Straighten the edges of the stack on a level surface.
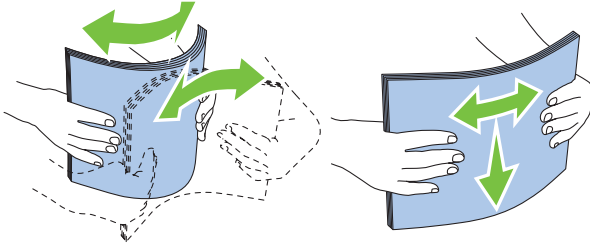
Selecting Preprinted Media and Letterhead

When selecting preprinted media and letterhead paper for the printer:

- Use grain long paper for best results.
- Use only forms and letterhead printed using an offset lithographic or engraved printing process.
- Select paper that absorb ink, but do not bleed.
- Avoid paper with rough or heavily textured surfaces.
- Use paper printed with heat-resistant inks designed for use in xerographic copiers. The ink must withstand temperatures of 225°C (437°F) without melting or releasing hazardous emissions.
- Use inks that are not affected by the resin in toner or the silicone in the fuser. Inks that are oxidation-set or oil-based should meet these requirements; latex inks might not. If you are in doubt, contact your paper supplier.

Printing on Letterhead

Check with the manufacturer or vendor to determine whether the pre-printed letterhead you have selected is acceptable for laser printers.

Loading Letterhead

Load the letterhead in the printer with the print side facing up. Ensure that the title on the letter head enters the printer first.
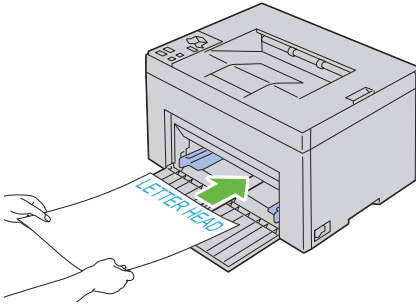
Selecting Pre-Punched Paper

Pre-punched paper brands can differ in the number and placement of holes and in manufacturing techniques. However, it may not be possible to print on the paper to depending on the placement of holes on the paper.

To select and use pre-punched paper:

- Test paper from several manufacturers before ordering and using large quantities of pre-punched paper.
- Paper should be punched at the paper manufacturer and not drilled into paper already packaged in a ream. Drilled paper can cause jams when multiple sheets feed through the printer. This may result in a paper jam.
- Pre-punched paper can include more paper dust than standard paper. Your printer may require more frequent cleaning and feed reliability may not be as good as standard paper.
- Weight guidelines for pre-punched paper are the same as non-punched paper.

Envelopes

Depending on the choice of envelopes, it is possible to expect variable levels of light wrinkling. Before buying large quantities of any print media, it is recommended that you try a sample first. See "Loading Print Media" on page 59 for instructions on loading an envelope.

When printing on envelopes:

- Use only high-quality envelopes that are designed for use in laser printers.

- Set the print media source to MPF. Set the paper type to **Envelope**, and select the correct size of envelope from the printer driver.

- For best performance, use envelopes made from 75 g/m^2 (20 lb bond) paper. You can use up to 105 g/m^2 (28 lb bond) weight for the envelope feeder as long as the cotton content is 25% or less. Envelopes with 100% cotton content must not exceed 90 g/m^2 (24 lb bond) weight.

- Use only freshly unpackaged, undamaged envelopes.

- Use envelopes that can withstand temperatures of 205°C (401°F) without sealing, excessive curling, wrinkling, or releasing hazardous emissions. If you have any doubts about the envelopes you are considering, check with the envelope supplier.

- Adjust the guide to fit the width of the envelopes.

- To load envelope in MPF, the print side must be facing up.

- See "Loading Envelopes" on page 64 for instructions on loading an envelope.

- Use one envelope size during a print job.

- Ensure that the humidity is low because high humidity (more than 60%) and the high printing temperatures may seal the envelopes.

- For best performance, do not use envelopes that:
  - Have excessive curl or twist
  - Are stuck together or damaged in any way
  - Contain windows, holes, perforations, cutouts, embossing
  - Use metal clasps, string ties, or metal folding bars
  - Have an interlocking design
  - Have postage stamps attached

- Have nicked edges or bent corners
- Have rough, cockle, or laid finishes

Labels

Your printer can print on many labels designed only for use with laser printers.

When selecting labels:

- Label adhesives, face sheet (printable stock), and topcoats must be able to withstand temperatures of 205 °C (401 °F) and pressure of 25 pounds per square inch (psi).
- Use labels that can be without sealing, excessive curling, wrinkling, or releasing hazardous emissions.
- Do not use label sheets with a slick backing material.

⊙ **NOTICE:** Before buying large quantities of any print media, it is recommended that you try a sample first.

When printing on labels:

- Use labels that can withstand temperatures of 205 °C (401 °F) without sealing, excessive curling, wrinkling, or releasing hazardous emissions.
- Set the paper type to **Label** from the printer driver.
- Do not load labels together with paper in the same tray.
- Do not print within 1 mm (0.04 inches) of the die-cut.
- Do not print within 1 mm (0.04 inches) of the edge of the label, of the perforations, or between die-cuts of the label.
- Do not print a label through the printer more than once.
- Portrait orientation is preferred, especially when printing bar codes.
- Do not use labels that have exposed adhesive.
- Use full label sheets. Partial sheets may cause labels to peel off during printing, resulting in a jam.
- Do not use label sheets that have adhesive to the edge of the sheet. It is recommended that zone coating of the adhesive is done at least 1 mm (0.04 inches) away from edges. Adhesive material contaminates your printer and could void your warranty.

⚠ **CAUTION: Otherwise the printer occur in a jam and contaminate your printer and your cartridges with adhesive. As a result, could void your printer and cartridge warranties.**

Storing Print Media

For proper print media storage, the following guidelines help avoid media feeding problems and uneven print quality.

- For best results, store print media in an environment where the temperature is approximately 21°C (70°F) and the relative humidity is 40%.
- Store cartons of print media on a pallet or shelf, rather than directly on the floor.
- If you store individual packages of print media out of the original carton, ensure that they rest on a flat surface so that the edges do not buckle or curl.
- Do not place anything on top of the print media packages.

Identifying Print Media and Specifications

This section provides information on supported paper sizes, types, and specification.

Supported Paper Sizes

	Multipurpose Feeder (MPF)
A4 (210x297 mm)	Y
B5 (182x257 mm)	Y
A5 (148x210 mm)	Y
C5 (162x229 mm)	Y
Monarch (3.875x7.5 in)	Y
Monarch LEF (7.5x3.875 in) [*1]	Y
Envelope #10 (4.125x9.5 in)	Y
DL (110x220 mm)	Y

	Multipurpose Feeder (MPF)
DL LEF (220x110 mm)[1]	Y
Letter (8.5x11 in)	Y
Legal (8.5x14 in)	Y
Folio (8.5x13 in)	Y
Executive (7.25 x 10.5 in)	Y
Custom[2][3]	Y

[1] You can place the originals in a long-edge feed direction or in a short-edge feed direction. The following illustration shows SEF and LEF. The arrow mark in the illustration shows the orientation of the paper loading.

NOTE: Not available when the XPS Printer Driver is used.

[2] Custom width: 76.2 mm (3.00 inches) to 215.9 mm (8.50 inches)
The maximum width for envelope (DL LEF): 220 mm (8.66 inches)
Custom length: 127 mm (5.00 inches) to 355.6 mm (14.00 inches)
The maximum length for envelope (Monarch LEF): 98.4 mm

[3] Only the administrator user can set the custom size from the printer driver.

SEF
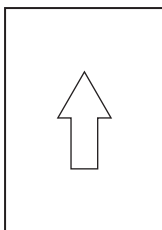
LEF
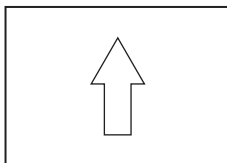
Supported Paper Types

Media	Multipurpose Feeder (MPF)
Plain	Y*
Plain Side 2	Y
Plain Thick	Y
Plain Thick Side 2	Y

Media	Multipurpose Feeder (MPF)
Recycled	Y
Recycled Side 2	Y
Label	Y
Covers	Y
Covers Side 2	Y
Envelope	Y
Coated	Y
Coated Side 2	Y

* Values marked by an asterisk (*) are the factory default menu settings.

Paper Type Specifications

Paper type	Weight (gsm)	Remarks
Plain Paper	60–90	-
Plain Thick Paper	91–105	-
Covers	106–163	-
Coated	106–163	Inkjet printer paper cannot be used.
Label	-	Inkjet printer paper cannot be used.
Envelopes	-	-
Recycled	60–105	-

10

Loading Print Media

Loading print media properly helps prevent jams and ensures trouble-free printing.

Before loading print media, identify the recommended print side of the print media. This information is usually on the print media package.

Capacity

Multipurpose Feeder (MPF) can hold:

- 150 sheets of standard paper
- 16.2 mm (0.64 inches) of thick paper
- One sheet of coated paper
- 16.2 mm (0.64 inches) of post cards
- Five envelopes
- 16.2 mm (0.64 inches) of labels

Print Media Dimensions

The MPF accepts print media within the following dimensions:

- Width — 76.2 mm (3.00 inches) to 215.9 mm (8.50 inches)
- Length — 127 mm (5.00 inches) to 355.6 mm (14.00 inches)

Loading Print Media

NOTE: Use only laser print media. Do not use ink jet paper in this printer.

1 Open the front cover.
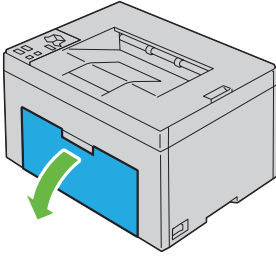
2 Pull the paper cover out.
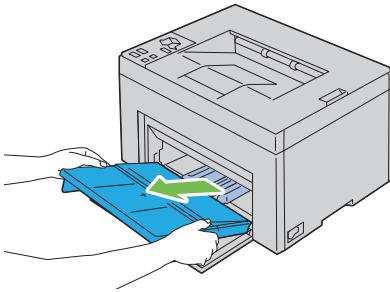
3 Pull the length guide forward until it stops.
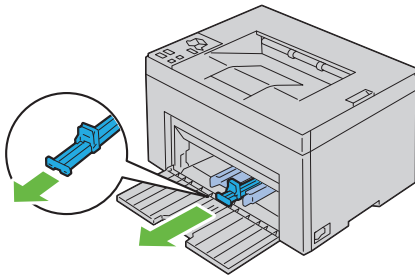
4 Pull the MPF extension forward until it stops.
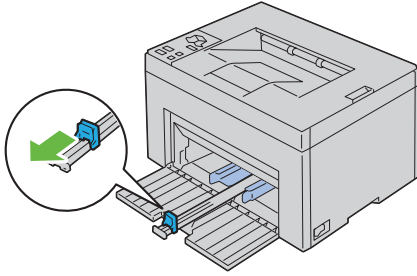
5 Adjust the paper width guides to their maximum width.
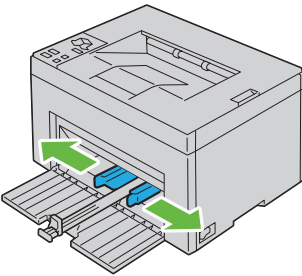
6 Before loading the print media, flex the sheets back and forth, and then fan them. Straighten the edges of the stack on a level surface.
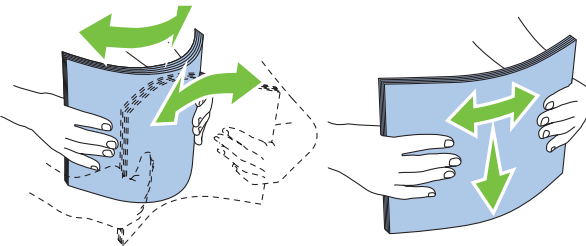
7 Load print media on the MPF with the top edge first and with the recommended print side facing up.
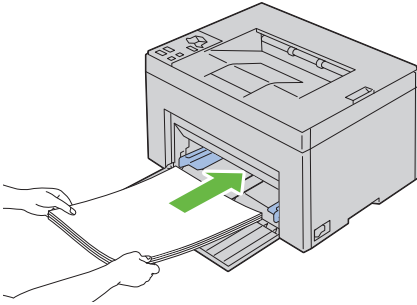
8 Adjust the width guides until they rest lightly against the edges of the stack of print media.
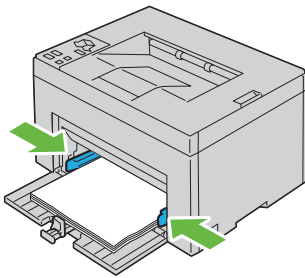
9 Slide the length guide towards the printer until it touches the print media.
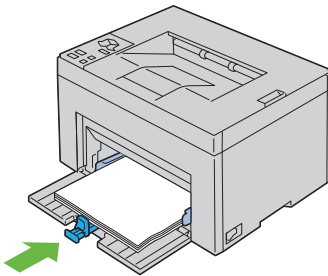
📝 **NOTE:** Depending on the size of print media, first slide the length guide backward until it stops, and then slide the MPF extension until it touches print media.

10 Insert the paper cover into the printer and then align the paper cover to the marking on the paper tray.
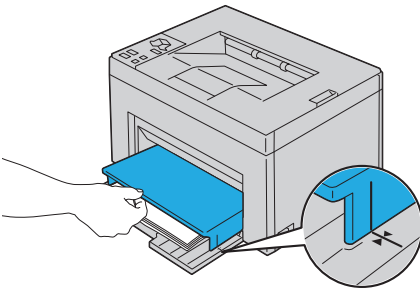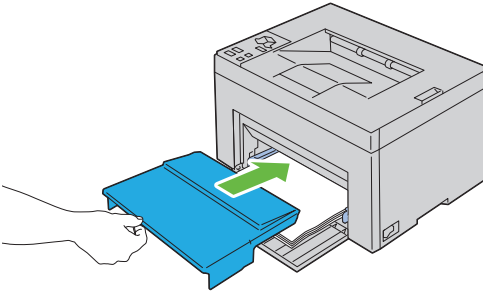
Loading Envelopes

📝 **NOTE:** When you print on envelopes, be sure to specify the envelope setting on the printer driver. If not specified, the print image will be rotated 180 degrees.

When Loading Envelope#10, DL, or Monarch

Load envelopes with the side to be printed on facing up, the flap side facing down, and the flap turned to the right.
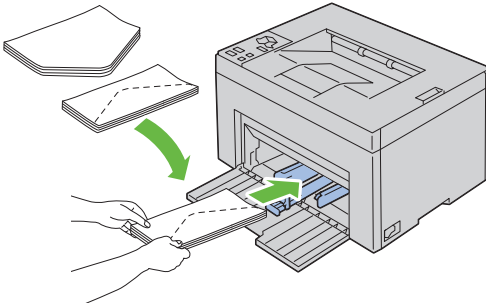
To prevent DL and Monarch from being wrinkled, they are recommended to be loaded with the print-side facing up, flap opened, and facing you.
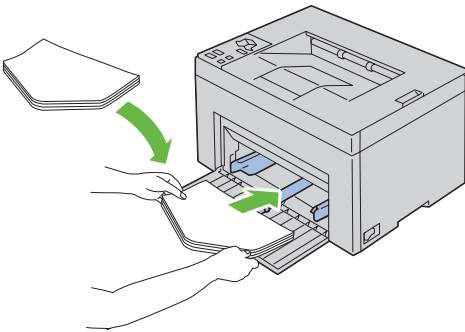
When Loading C5

Load envelopes with the side to be printed on facing up, with the flap open.
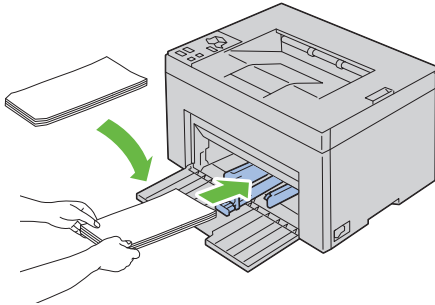
⊗ **NOTICE:** Never use envelopes with windows, or coated linings. These lead to paper jams and can cause damage to the printer.

✎ **NOTE:** If you do not load envelopes in the MPF right after they have been removed from the packaging, they may bulge. To avoid jams, flatten them as shown below when loading them in the MPF.
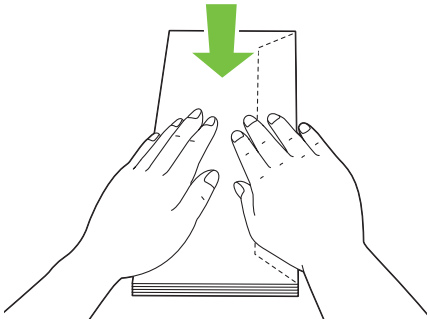
✎ **NOTE:** If envelopes are still not fed correctly, add some bending to the flap of the envelopes as shown in the following illustration.
The amount of the bending shall be 5mm (0.20 inches) or less.
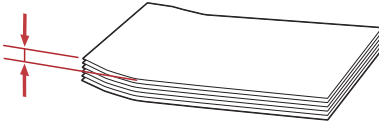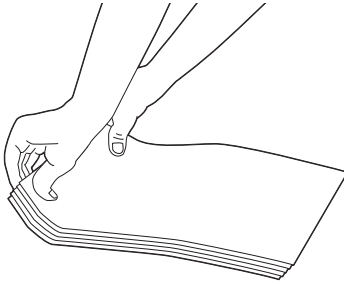
📝 **NOTE:** To confirm the correct orientation of each print media such as envelopes, see the instruction on the Envelope/Paper Setup Navigator on the printer driver.

Loading Letterhead

The letterhead must be toward the top edge of MPF with the print side facing up. However, the letterhead must be inserted top edge first with the print side facing down when loading paper into the MPF.
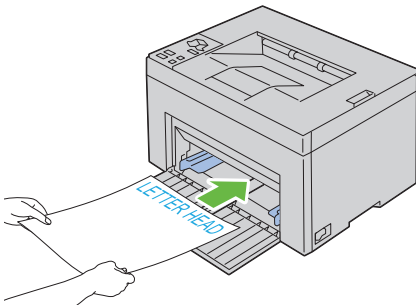
Using the Output Tray Extension

The output tray extension is designed to prevent print media from falling from the printer after the print job is complete.

Before printing a document, ensure that the output tray extension is fully extended.

11
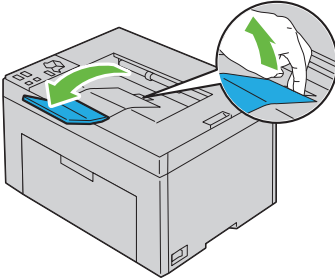
Operator Panel

Using the Operator Panel Buttons

The operator panel has two buttons and several indicators that show the status of the printer.
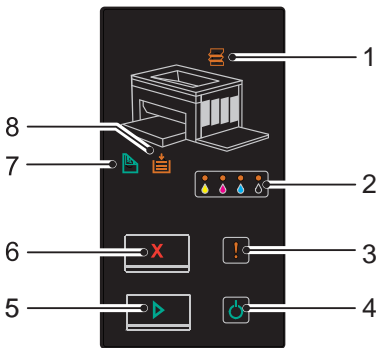
1 ⊜ **(Jam)** indicator
- Indicates that a paper jam occurred or the rear cover is open.

2 🔴🔴🔴🔴 **(Toner)** indicator
- Indicates that the toner is low or empty, or toner error occurred.

3 ❗ **(Error)** indicator
- Indicates that an error occurred.

4 ⏻ **(Ready/Data)** indicator
- Indicates the printer status, such as receiving and printing data.

5 ▷ **(Start)** button/indicator
- Press this button to start duplex printing after loading paper.
- Press and hold this button to print the Report pages.

6 ✘ (**Cancel**) button
- Press this button to cancel a job or clear an error.

7 ▤ (**Manual Duplex**) indicator
- Indicates that the printer is ready to print the second side (odd) pages for duplex printing.

8 ▤ (**Load Paper**) indicator
- Indicates that no paper is loaded or a paper jam occurred in the multipurpose feeder.

The indicators provide information on the status of the printer and help you locate each problem.

Indicator	Status	Condition
Jam	Orange on	A paper jam occurred.
	Orange blinks	The rear cover is open.
Toner	Orange on	The specified toner cartridge is empty or not installed when Dell toner cartridges are used (`Non-Dell Toner` is set to `Off`).
	Orange blinks	The specified toner is low when Dell toner cartridges are used (`Non-Dell Toner` is set to `Off`).
		All toner indicators blink when the printer is in the non-Dell toner mode (`Non-Dell Toner` is set to `On`).
Error	Orange on	A fatal error occurred.
	Orange blinks	An error occurred.
Ready/Data	Green on	The printer is ready to print.
	Green blinks	The printer is processing or printing.
	Orange on	The printer is in the power saver mode.
	Orange blinks	The printer is canceling.
Start	Green on	To continue printing, press the ▶ (**Start**) button.
Cancel	-	To cancel the current job or clear the error, press the ✘ (**Cancel**) button.

Indicator	Status	Condition
Manual Duplex	Green blinks	The printer is waiting for manual duplex printing.
Load Paper	Orange on	No paper is loaded or a paper jam occurred in the multipurpose feeder.
	Orange blinks	The wrong size of paper is loaded.

Understanding the Operator Panel Lights

The operator panel lights mean different things, depending on their sequence. Orange or green lights that are off, on, and/or blinking indicate printer conditions such as printer status, intervention (for example, out of paper), or service.

Off	On	Fast Blink	Slow Blink
-	●	☀	None
-	●	☀	☀
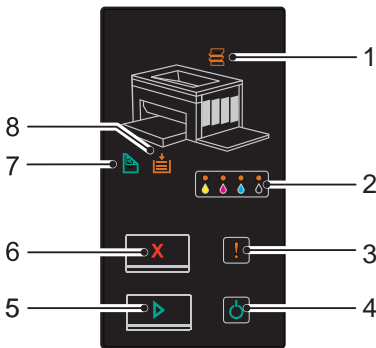
Common Light Sequences

The following table shows the most common light status.

1	2	3	4	5	7	8	Printer Status
Jam	Toner	Error	Ready /Data	Start	Manual Duplex	Load Paper	
-	-	-	● (green)	-	-	-	Ready
-	-	-	☀ (green blink)	-	-	-	Processing
-	-	-	☀ (green blink)	-	-	-	Printing
-	-	-	☀ (orange blink)	-	-	-	Canceling
-	-	-	☀ (green blink)	-	-	-	Calibrating
-	-	-	☀ (green blink)	-	-	-	Warming up
-	-	-	☀ (green blink)	-	-	-	Waiting for incoming data
-	-	-	☀ (green blink)	-	-	-	Initializing NVM
-	-	-	☀ (green blink)	-	-	-	On Diagnosis when starting
-	-	-	● (orange)	-	-	-	In power saver mode
-	-	-	☀ (green blink)	● (green)	☀ (green blink)	-	Waiting for manual duplex printing. [*1]

[*1] Load paper for the second side (odd) pages, and press the ▶ (Start) button . See "Manual Duplex Printing (Windows Printer Driver Only)" on page 81.

Warnings

The following table shows the warning conditions. You can continue printing even though the warning appears.

1	2				3	4	5	7	8	Printer Status
Jam	Toner				Error	Ready/ Data	Start	Manual Duplex	Load Paper	
	Y	M	C	K						
-	☀	-	-	-	-	[1]	-	-	-	The yellow toner is low.[2]
-	-	☀	-	-	-	[1]	-	-	-	The magenta toner is low.[2]
-	-	-	☀	-	-	[1]	-	-	-	The cyan toner is low.[2]
-	-	-	-	☀	-	[1]	-	-	-	The black toner is low.[2]
-	☀	☀	☀	☀	-	[1]	-	-	-	The printer is in the non-Dell toner mode.
-	●	-	-	-	-	[1]	-	-	-	The yellow toner is empty.[3]
-	-	●	-	-	-	[1]	-	-	-	The magenta toner is empty.[3]
-	-	-	●	-	-	[1]	-	-	-	The cyan toner is empty.[3]

[1] The **Ready/Data** indicator blinks or lights up green depending on the printer status.

[2] This warning appears only when Dell toner cartridges are used (Non-Dell Toner is set to Off).

[3] In this case, you can continue printing in black and white.

Operator Call Errors

The following table shows the location where an error occurred. Operator call errors require some kind of intervention to resolve the problem.

1	2				3	4	5	7	8	Cause/Remedy
Jam	Toner				Error	Ready/Data	Start	Manual Duplex	Load Paper	
	Y	M	C	K						
-	-	-	-	-	☀	-	🟢	-	●	No paper is loaded. Load paper and press the ▷ (**Start**) button. See "Loading Paper" on page 35.
●	-	-	-	-	☀	-	-	-	-	Paper jam occurred. See "Clearing Jams" on page 131.
☀	-	-	-	-	☀	-	-	-	-	The rear cover is open. Close the rear cover.
-	-	-	-	-	☀	-	🟢	-	☀	The wrong size of paper is loaded. See "Loading Paper" on page 35.
-	-	-	-	-	☀	-	-	-	-	An error occurred. Press and hold the ▷ (**Start**) button to display the secondary error light sequences.
-	●	-	-	-	☀	-	-	-	-	The specified toner cartridge is low, not installed or not supported. See "Replacing Toner Cartridges" on page 118.
-	-	●	-	-	☀	-	-	-	-	
-	-	-	●	-	☀	-	-	-	-	
-	-	-	-	●	☀	-	-	-	-	
-	☀	-	-	-	☀	-	-	-	-	The density of the specified toner is not enough. Re-install or replace the specified toner cartridge. See "Replacing Toner Cartridges" on page 118.
-	-	☀	-	-	☀	-	-	-	-	
-	-	-	☀	-	☀	-	-	-	-	
-	-	-	-	☀	☀	-	-	-	-	

Secondary light sequences

When the Error indicator blinks, a secondary error has occurred. Press and hold the ▶ **(Start)** button to display the secondary error light sequences.

1	2				3	4	5	7	8	Cause/Remedy
Jam	Toner				Error	Ready/ Data	Start	Manual Duplex	Load Paper	
	Y	M	C	K						
-	-	-	-	●	☀	☀	-	-	●	Memory overflow Press the ✖ **(Cancel)** button to clear the message and cancel the current print job. See "Canceling a Print Job" on page 80.
-	-	-	●	-	☀	☀	-	-	●	PDL (Page Description Language) error Press the ✖ **(Cancel)** button to clear the message and cancel the current print job. See "Canceling a Print Job" on page 80.
-	-	●	-	-	☀	☀	-	-	●	Invalid job environment The configuration of the printer set on the printer driver does not match the configuration of your printer. Press the ✖ **(Cancel)** button to cancel the current print job. See "Canceling a Print Job" on page 80.

Fatal Errors

Contact Dell if this error occurs repeatedly. See "Contacting Dell" on page 164.

1	2	3	4	5	7	8	Cause/Remedy
Jam	Toner	Error	Ready/Data	Start	Manual Duplex	Load Paper	
-	-	●	-	-	-	-	A fatal error occurred. Turn off the printer, and then on.

Firmware Errors

Contact Dell if this error occurs repeatedly. See "Contacting Dell" on page 164.

1	2				3	4	5	7	8	Cause/Remedy
Jam	Toner				Error	Ready/Data	Start	Manual Duplex	Load Paper	
	Y	M	C	K						
-	-	-	-	●	☀	-	-	●	●	A firmware error occurred. Press the ✗ (Cancel) button to clear the error. See "Canceling a Print Job" on page 80.
-	-	-	●	●	☀	-	-	●	●	A ROM erasing error occurred. Turn off the printer, and then on.
-	-	●	●	●	☀	-	-	●	●	A ROM writing error occurred. Turn off the printer, and then on.

1	2				3	4	5	7	8	Cause/Remedy
Jam	Toner				Error	Ready/ Data	Start	Manual Duplex	Load Paper	
	Y	M	C	K						
-	●	●	●	●	☀	-	-	●	●	An error occurred while downloading the firmware. Turn off the printer, and then on.

Printing a Device Settings Page

Press and hold the ▶ (**Start)** button when the Ready/Data indicator lights (ready status) until the Ready/Data indicator blinks.

Resetting Defaults

After executing this function and rebooting the printer, all the menu parameters are reset to their default values.

1   Turn off the printer.

2   Open the rear cover.

3   While holding down the ▶ (**Start)** and the ✗ (**Cancel)** buttons at the same time, turn on the printer.

4   After the Orange LED on the Ready/Data indicators go out, release the ▶ (**Start)** and ✗ (**Cancel)** buttons.

5   Close the rear cover.

   • Initializes the non-volatile memory (NVM).

   ⚠ **CAUTION: Never attempt to turn off the printer. The printer will cease to function.**

   The printer restarts automatically to apply the settings and prints the printer settings and device settings pages.

6   Check if the factory settings are restored by referring to the Printer Settings and Device Settings pages.

12

Printing

This chapter covers tips for printing, how to print certain lists of information from your printer, and how to cancel a job.

Tips for Successful Printing

Tips on Storing Print Media

Store your print media properly. For more information, see "Storing Print Media" on page 117.

Avoiding Paper Jams

✎ **NOTE:** It is recommended that you try a limited sample of any print media you are considering using with the printer before purchasing large quantities.

By selecting appropriate print media and loading it properly, you can avoid paper jams. See the following instructions on loading print media:

- "Loading Print Media" on page 59
- "Avoiding Jams" on page 131

If you experience a jam, see "Jam" on page 157 for instructions.

Sending a Job to Print

To support all of the printer features, use the printer driver. When you choose **Print** from a software program, a window representing the printer driver opens. Select the appropriate settings for the specific job you are sending to print. Print settings selected from the driver have precedence over the default menu settings selected from Tool Box.

You may need to click **Preferences** from the initial **Print** box to see all of the available system settings you can change. If you are not familiar with a feature in the printer driver window, open the online Help for more information.

To print a job from a typical Windows® application:

1 Open the file you want to print.

2 From the **File** menu, select **Print**.

3 Verify that the correct printer is selected in the dialog box. Modify the system settings as needed (such as the pages you want to print or the number of copies).

4 Click **Preferences** to adjust system settings not available from the first screen, and then click **OK**.

5 Click **OK** or **Print** to send the job to the selected printer.

Canceling a Print Job

There are several methods for canceling a print job.

Canceling From the Operator Panel

To cancel a job after it has started printing:

1 Press the ✖ (**Cancel**) button.

> ✐ **NOTE:** Printing is canceled only for the current job. All the following jobs will continue to print.

Canceling a Job From the Computer Running Windows

Canceling a Job From the Taskbar

When you send a job to print, a small printer icon appears in the right corner of the taskbar.

1 Double-click the printer icon.

A list of print jobs appears in the printer window.

2 Select the job you want to cancel.

3 Press **Delete** on the keyboard.

Canceling a Job From the Desktop

1 Minimize all programs to reveal the desktop.

Click **Start→ Printers and Faxes** (for Windows XP)**.**

Click **Start→ Devices and Printers** (for Windows 7 and Windows Server®
2008 R2).

Click **Start**→ **Control Panel**→ **Hardware and Sound**→ **Printers** (for Windows Vista®).

Click **Start**→ **Control Panel**→ **Printers** (for Windows Server 2008).

A list of available printers appears.

2 Double-click the printer you selected when you sent the job.

A list of print jobs appears in the printer window.

3 Select the job you want to cancel.

4 Press **Delete** on the keyboard.

Manual Duplex Printing (Windows Printer Driver Only)

![note icon] **NOTE:** When printing on curled paper, straighten the paper and then insert it into the feeder.

![note icon] **NOTE:** The XPS printer driver does not support manual duplex printing.

When you start manual duplex printing, the instruction window appears. Note that the window cannot be reopen once closed. Do not close the window until duplex printing is complete.

1 First print the even pages (rear sides).

For a six page document, rear sides are printed in the order of page 6, page 4, then page 2.
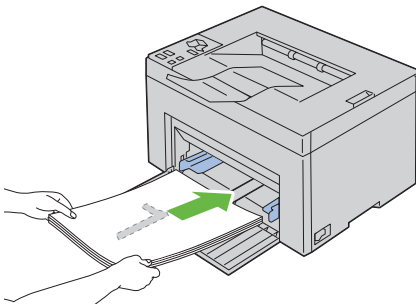
2 After the printing of even pages is complete, remove the paper stack from the output tray.

✍ **NOTE:** Warped or curled prints can cause paper jams. Straighten them before setting them.

3 Next stack the prints and set them as they are (with the blank side face up) into the MPF. Pages are printed in the order of page 1, page 3, then page 5.
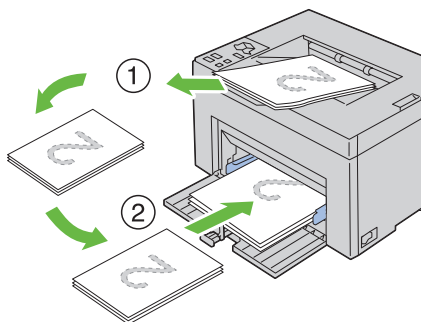
4 Press the ▶ **(Start)** button.

✍ **NOTE:** Printing on both sides of the paper is not possible if the document consists of various sizes of papers.

Printing a Report Page

To confirm your printer settings, print a report page.

This section describes two methods of printing a report page.

Printing a Printer Settings Page

To verify detailed printer settings, print a printer settings page.

See "Operator Panel" on page 69 or "Understanding the Tool Box Menus" on page 87 to identify the display and operator panel buttons if you need help.

The Operator Panel

1 Ensure that the green LED on the ⏻ (**Ready/Data**) indicator is on and not blinking, and then press and hold the ▶ (**Start**) button for over three seconds.

The printer settings page is printed.

The Tool Box

📝 **NOTE:**

1 Click **Start**→ **All Programs**→ **Dell Printers**→ **Dell 1250c Color Printer**→ **Tool Box**.

> 📝 **NOTE:** The Select Printer window appears in this step, when multiple printer drivers are installed on your computer. In this case, click the name of **Dell 1250c Color Printer** listed in Printer Name, and then click OK.

The **Tool Box** opens.

2 Click the **Printer Settings Report** tab.

3 Select **Reports** from the list at the left side of the page.

The **Reports** page is displayed.

4 Click the **Printer Settings** button.

The printer settings page is printed.

Printer Settings

You can select menu items and corresponding values from the Tool Box.

📝 **NOTE:**

📝 **NOTE:** Factory defaults may vary for different countries.

These settings are active until new ones are selected or the factory defaults are restored.

To select a new value as a setting:

1 Click **Start**→ **All Programs**→ **Dell Printers**→ **Dell 1250c Color Printer**→ **Tool Box**.

NOTE: The Select Printer window appears in this step, when multiple printer drivers are installed on your computer. In this case, click the name of **Dell 1250c Color Printer** listed in Printer Name, and then click OK.

The **Tool Box** opens.

2 Click the **Printer Maintenance** tab.

3 Select the desired menu item.

Each menu item has a list of values for the menu item. A value can be:

- A phrase or word to describe a setting
- A numerical value that can be changed
- An On or Off setting

4 Select the desired value, and then click the associated button with each menu item.

Driver settings may have precedence over changes previously made and may require you to change the Tool Box defaults.

Know Your Printer

13

Understanding the Tool Box Menus

The Tool Box allows you to view or specify the printer settings. You can also diagnose the printer settings by using the Tool Box.

The Tool Box consists of the **Printer Settings Report**, **Printer Maintenance**, and **Diagnosis** tabs.

> ✏️ **NOTE:** For how to start Tool Box, see "Understanding Your Printer Software" on page 103.

Printer Settings Report

The **Printer Settings Report** tab contains the **Printer Information**, **Menu Settings**, and **Reports** pages.

> ✏️ **NOTE:** Values marked by an asterisk (*) are the factory default menu settings.

Printer Information

Purpose:

To display the information of your printer.

Values:

Dell Service Tag Number	Displays Dell's service tag number.
Express Service Code	Displays the express service code of the printer.
Printer Serial Number	Displays the serial number of the printer.
Printer Type	Displays the type of the printer. **Color Laser** is displayed normally.
Asset Tag Number	Displays the asset tag number of the printer.
Memory Capacity	Displays the memory capacity.
Processor Speed	Displays the processing speed.
Firmware Version	Displays the version of the controller.
MCU Firmware Version	Displays the version of the Machine Control Unit (MCU) firmware.

Printing Speed (Color)		Displays the speed for color printing.
Printing Speed (Monochrome)		Displays the speed for monochrome printing.

Menu Settings

Purpose:

To display the current settings of your printer.

Values:

System Settings	Power Saver Timer Sleep	Displays the time taken by the printer before it enters Sleep mode after it finishes a job.
	Power Saver Timer Deep Sleep	Displays the time taken by the printer before it enters Deep Sleep mode after it goes into Sleep mode.
	Fault Time-Out	Displays the time taken by the printer before it cancels jobs that stop abnormally.
	Job Time-Out	Displays the amount of time that the printer waits for data to arrive from the computer.
	Auto Log Print	Displays whether to automatically print a job history report after every 10 jobs.
	Default Print Paper Size	Displays the default paper size.
	Low Toner Alert Message	Displays whether to show the alert message when the toner is low.
Paper Density	Plain	Displays the paper density of plain paper.
	Label	Displays the paper density of labels.
Adjust BTR	Plain	Displays the voltage setting of the transfer roller for plain paper.

	Plain Thick	Displays the voltage setting of the transfer roller for thick plain paper.
	Recycled	Displays the voltage setting of the transfer roller for recycled paper.
	Covers	Displays the voltage setting of the transfer roller for cover paper.
	Coated	Displays the voltage setting of the transfer roller for coated paper.
	Envelope	Displays the voltage setting of the transfer roller for envelopes.
	Label	Displays the voltage setting of the transfer roller for labels.
Adjust Fuser	Plain	Displays the temperature setting of the fuser for plain paper.
	Plain Thick	Displays the temperature setting of the fuser for thick plain paper.
	Recycled	Displays the temperature setting of the fuser for recycled paper.
	Covers	Displays the temperature setting of the fuser for cover paper.
	Coated	Displays the temperature setting of the fuser for coated paper.
	Envelope	Displays the temperature setting of the fuser for envelopes.
	Label	Displays the temperature setting of the fuser for labels.
Auto Registration Adjustment	Displays whether to automatically adjust color registration.	
Adjust Altitude	Displays the altitude of the location where the printer is installed.	
Non-Dell Toner	Displays whether to use toner cartridge of another manufacturer.	
BTR Refresh Mode	Displays whether to execute counter measures for curling/ separating discharge of the paper.	

Reports

Purpose:

To print the settings and history information of your printer.

The reports are printed in the paper size specified in printer settings. The default is A4 or Letter.

Values:

Printer Settings	Click to print a detailed list of the printer settings.
Device Settings	Click to print a detailed list of the device settings.
Job History	Click to print the completed jobs history.
Error History	Click to print the error history.
Color Test Page	Click to print a color test page.

Printer Maintenance

The **Printer Maintenance** tab contains the **System Settings**, **Paper Density**, **Adjust BTR**, **Adjust Fuser**, **Color Registration Adjustment**, **Adjust Altitude**, **Reset Defaults**, **Non-Dell Toner**, and **BTR Refresh Mode** pages.

📝 **NOTE:** Values marked by an asterisk (*) are the factory default menu settings.

System Settings

Purpose:

To configure the power saving mode, time-out time, job log auto print, mm/inch setting, default paper size setting, and low toner alert message setting.

Values:

Sleep[*1]	5 minutes*	Specifies the time taken by the printer before it enters Sleep mode after it finishes a job.
	5–30 minutes	
Deep Sleep	6 minutes*	Specifies the time taken by the printer before it enters Deep Sleep mode after it goes into Sleep mode.
	1–6 minutes	

Fault Time-Out	0: Off	Disables the fault time-out.
	60 seconds*	Specifies the time taken by the printer before it cancels jobs that stop abnormally. The print job is cancelled if it times out.
	3–300 seconds	
Job Time-Out	0: Off	Disables the job time-out.
	30 seconds*	Specifies the amount of time that the printer waits for data to arrive from the computer. The print job is cancelled if it times out.
	5–300 seconds	
Auto Log Print	Off*	Does not automatically print a job history report.
	On	Automatically prints a job history report after every 10 jobs.
Default Print Paper Size*2	A4	Specifies the default paper size.
	Letter	
Low Toner Alert Message	On*	Shows the alert message when the toner is low.
	Off	Does not show the alert message.
Apply New Settings	After you complete the settings, press the **Apply New Settings** button to apply the changes.	
Restart printer to apply new settings	Press the **Restart printer to apply new settings** button to apply the changes.	

*1 Enter 5 in **Sleep** to put the printer in the Sleep mode five minutes after it finishes a job. This uses less energy, but requires more warm-up time for the printer. Enter 5 if your printer shares an electrical circuit with room lighting and you notice lights flickering.

Select a high value if your printer is in constant use. In most circumstances, this keeps the printer ready to operate with minimum warm-up time. Select a value between 5 and 30 minutes for the Sleep mode if you want a balance between energy consumption and a shorter warm-up period.

The printer automatically returns to the standby mode from the Sleep mode when it receives data from the computer. You can also return the printer to the standby mode by pressing any button on the operator panel.

*2 The default for **mm/inch** and **Default Print Paper Size** vary depending on country-specific factory default.

Paper Density

Purpose:

To specify the paper density.

Values:

Plain	Normal*	Specifies the paper density of plain paper.
	Light	
Label	Normal*	Specifies the paper density of labels.
	Light	
Apply New Settings		After you complete the settings, press the **Apply New Settings** button to apply the changes.
Restart printer to apply new settings		Press the **Restart printer to apply new settings** button to apply the changes.

Adjust BTR

Purpose:

To specify the optimum voltage settings for printing for the transfer roller (BTR). To lower the voltage, set negative values. To increase, set positive values.

The default settings may not give the best output on all paper types. If you see mottles on the print output, try to increase the voltage. If you see white spots on the print output, try to decrease the voltage.

NOTE: The print quality changes depending on the values you select for this item.

Values:

Plain	0*
	-3 – +3
Plain Thick	0*
	-3 – +3
Recycled	0*
	-3 – +3

Covers	0*	
	-3 – +3	
Coated	0*	
	-3 – +3	
Envelope	0*	
	-3 – +3	
Label	0*	
	-3 – +3	
Apply New Settings	After you complete the settings, press the **Apply New Settings** button to apply the changes.	
Restart printer to apply new settings	Press the **Restart printer to apply new settings** button to apply the changes.	

Adjust Fuser

Purpose:

To specify the optimum temperature settings for printing for the fuser. To lower the temperature, set negative values. To increase, set positive values.

The default settings may not give the best output on all paper types. When the printed paper has curled, try to lower the temperature. When the toner does not fuse on the paper properly, try to increase the temperature.

NOTE: The print quality changes depending on the values you select for this item.

Values:

Plain	0*	
	-3 – +3	
Plain Thick	0*	
	-3 – +3	
Recycled	0*	
	-3 – +3	
Covers	0*	
	-3 – +3	

Coated	0*
	-3 – +3
Envelope	0*
	-3 – +3
Label	0*
	-3 – +3
Apply New Settings	After you complete the settings, press the **Apply New Settings** button to apply the changes.
Restart printer to apply new settings	Press the **Restart printer to apply new settings** button to apply the changes.

Color Registration Adjustment

Purpose:

To set **Color Registration Adjustment** (individual yellow, magenta, cyan correction) settings. When **Auto Registration Adjustment** is set to **On**, the printer prints the color registration chart and adjusts the color registration by using the chart. Color registration adjustments need to be made during the initial setup of the printer or when the printer is moved to a different location.

Values:

Auto Registration Adjustment	On*	Automatically adjusts color registration.
	Off	Does not automatically adjust color registration.
Auto Correct[1]		Click **Start** to automatically correct color registration.
Print Color Regi Chart[1][2]		Click **Start** to open the **Print Color Regi Chart** window, and then select the paper size and click **OK** to print a color registration chart.

Registration Adjustments[*1]	**Y(Yellow)**	0*	Specifies lateral (perpendicular to paper feed direction) color adjustment values individually.
		-5–+5	
	M(Magenta)	0*	
		-5–+5	
	C(Cyan)	0*	
		-5–+5	
	LY(Left Yellow)	0*	Specifies process (paper feed direction) color adjustment values individually.
		-5–+5	
	LM(Left Magenta)	0*	
		-5–+5	
	LC(Left Cyan)	0*	
		-5–+5	
	RY(Right Yellow)	0*	
		-5–+5	
	RM(Right Magenta)	0*	
		-5–+5	
	RC(Right Cyan)	0*	
		-5–+5	
Apply New Settings			After you complete the settings, press the **Apply New Settings** button to apply the changes.
Restart printer to apply new settings			Press the **Restart printer to apply new settings** button to apply the changes.

*1 This item is available only when **Auto Registration Adjustment** is set to Off.
*2 The color registration chart prints a lattice pattern of yellow, magenta, and cyan lines. On the chart, find the values on the right side that are next to the line that is perfectly straight for each of the three colors. If the value for this line is 0, color registration is not needed. If the value for this line is any value other than 0, specify the adjustment values under **Registration Adjustments**.

Adjust Altitude

Purpose:

To specify the altitude of the location where the printer is installed.

The discharge phenomenon for charging the photo conductor varies with barometric pressure. Adjustments are performed by specifying the altitude of the location where the printer is being used.

NOTE: An incorrect altitude adjustment setting leads to poor printing quality, incorrect indication of remaining toner.

Values:

0 meter*	Specifies the altitude of the location where the printer is installed.
1000 meters	
2000 meters	
3000 meters	
Apply New Settings	After you complete the settings, press the **Apply New Settings** button to apply the changes.
Restart printer to apply new settings	Press the **Restart printer to apply new settings** button to apply the changes.

Reset Defaults

Purpose:

To initialize NVM (non-volatile memory) for system parameters. After executing this function and rebooting the printer, all the menu parameters are reset to their default values.

For details, see "Resetting Defaults" on page 100.

Values:

Start	Click to initialize the system parameters.

Non-Dell Toner

Purpose:

To use toner cartridge of another manufacturer.

> ℤ **NOTE:** Using non-Dell-brand toner cartridges may make some printer features unusable, reduce print quality and decrease the reliability of your printer. Dell recommends only new Dell-brand toner cartridges for your printer. Dell does not provide warranty coverage for problems caused by using accessories, parts, or components not supplied by Dell.

> ℤ **NOTE:** Before you use toner cartridge of another manufacturer, be sure to restart the printer.

Values:

Non-Dell Toner	Off*	Does not use toner cartridge of another manufacturer.
	On	Use toner cartridge of another manufacturer.
Apply New Settings		After you complete the settings, press the **Apply New Settings** button to apply the changes.
Restart printer to apply new settings		Press the **Restart printer to apply new settings** button to apply the changes.

BTR Refresh Mode

Purpose:

To execute counter measures for curling/separating discharge of the paper.

Values:

BTR Refresh Mode	Off*	Does not automatically execute counter measures for curling/separating discharge of the paper.
	On	Automatically executes counter measures for curling/separating discharge of the paper.
Apply New Settings		After you complete the settings, press the **Apply New Settings** button to apply the changes.
Restart printer to apply new settings		Press the **Restart printer to apply new settings** button to apply the changes.

Diagnosis

The **Diagnosis** tab contains the **Chart Print**, **Machine Check**, **Environment Sensor Info**, **Developer Stir Mode**, and **Refresh Mode** pages.

Chart Print

Purpose:

To print various charts that can be used for diagnosing your printer.

Values:

Paper Size	A4	Selects the paper size to print charts.
	Letter	
Ghost Configuration Chart		Click to print a chart to check for ghost printing.
4 Colors Configuration Chart		Click to print bands of yellow, magenta, cyan, and black with varying density.
Alignment Chart		Click to print a chart, and then check for proper alignment of the print image on the paper.
Drum Refresh Configuration Chart		Prints a chart to check the light fatigue of the drum cartridge.

Machine Check

Purpose:

To check the operation of the different components of the printer.

Values:

Machine Check	Main Motor Operation Check*	Click **Start** to operate the main motor inside the printer. Confirm the motor sound.
	Feed Roll Operation Check[1]	Click **Start** to operate the feed roll. Confirm the motor sound.
	REGI CLUTCH Operation Check	Click **Start** to operate the REGI CLUTCH. Confirm that you can hear the clutch clicking.
	Dispense Motor Check (Yellow)	Click **Start** to operate the dispense motor for each toner cartridge. Confirm the motor sound.
	Dispense Motor Check (Magenta)	
	Dispense Motor Check (Cyan)	
	Dispense Motor Check (Black)	
Play of Sound		Click to play back through speakers of your computer a recording of the normal sound for the currently selected **Machine Check** item.
Start		Click to check the operation of the items selected with **Machine Check** and output the results to **Result**.

[1] When you perform the feed roll operation check, remove the paper from the Multipurpose Feeder (MPF).

Environment Sensor Info

Purpose:

To output the internal environment sensor information of the printer to **Result** by pressing the **Get Environment Sensor Info** button.

Developer Stir Mode

Purpose:

To rotate the developer motor and stir the toner in the toner cartridge.

Values:

Start	Click to stir the toner.

Refresh Mode

Purpose:

To use up a toner cartridge when you need to replace it before the end of its life, or to stir the toner in a new toner cartridge.

✎ **NOTE:** Using the Refresh Mode consumes extra toner.

Values:

Yellow	Click to clean the toner in the yellow toner cartridge.
Magenta	Click to clean the toner in the magenta toner cartridge.
Cyan	Click to clean the toner in the cyan toner cartridge.
Black	Click to clean the toner in the black toner cartridge.

Resetting Defaults

After executing this function and rebooting the printer, all the menu parameters are reset to their default values.

✎ **NOTE:**

1 Click **Start**→ **All Programs**→ **Dell Printers**→ **Dell 1250c Color Printer**→ **Tool Box**.

   ✎ **NOTE:** When multiple printer drivers are installed on your computer, the **Select Printer** window appears. In this case, click the name of Dell 1250c Color Printer listed in **Printer Name**, and then click **OK**.

   The **Tool Box** opens.

2 Click the **Printer Maintenance** tab.

3 Select **Reset Defaults** from the list at the left side of the page.

   The **Reset Defaults** page is displayed.

4 Click **Start**.

The printer restarts automatically to apply the settings.

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Understanding Your Printer Software

Use the *Drivers and Utilities* CD that shipped with your printer to install a combination of software programs, depending on your operating system.

Windows®

Printer Status Window

The **Printer Status** window alerts you when there is a warning or when an error occurs, for example, when a paper jam occurs or toner is running low.

By default, the **Printer Status** window launches only when an error occurs. When an error occurs, the error message appears on the **Printer Status** window. You can set the **Printer Status** window to always launch when printing in **Printing Status Window Properties**.

You can also check the toner level of your printer.

Status Monitor Console

Use the **Status Monitor Console** to manage multiple instances of the **Status Window** for a particular printer.

Select a printer from the list view (or **Printer Selection**) by clicking its name to open a **Status Window** for a particular printer.

Dell Supplies Management System

You can launch the **Dell Supplies Management System** dialog box from the **All Programs** menu or the desktop icon.

You can order consumables by phone or from the web.

1   Click **Start**→ **All Programs**→ **Dell Printers**→ **Additional Color Laser Software**→ **Dell Supplies Management System**.

The **Dell Supplies Management System** window appears.

2   Select your printer from the **Select Printer Model** list.

3 If you are ordering from the web:

    a Select a web address from the **Select Reorder URL** list.

    b Click **Visit Dell printer supplies ordering web site**.

       Dell 1250c Color Printer - Dell Supplies Management System window appears.

    c Enter the Service Tag, and then click **OK**.

If you order by phone, call the number that appears in the **Order by Phone** section.

Software Update

The firmware and/or driver updates can be downloaded from the Dell Support website located at **support.dell.com**.

Quick Launch Utility

Using the **Quick Launch Utility** window, you can open **Status Window**, **Tool Box**, **Updater** and **Troubleshooting**.

To use the **Quick Launch Utility**, select to install the **Quick Launch Utility** when you install the Dell software.

To open the **Quick Launch Utility** window:

1 Click **Start→ All Programs→ Dell Printers→ Additional Color Laser Software→ Quick Launch Utility.**

The **Quick Launch Utility** dialog box opens.

2 The **Quick Launch Utility** window provides four buttons; **Status Window**, **Tool Box**, **Updater**, and **Troubleshooting.**

To exit, click the X button at the top-right of the window.

For details, click the **Help** button of each application.

Status Window	Click to open the **Printing Status** window. See "Printer Status Window" on page 103.
Tool Box	Click to open the Tool Box. See "Understanding the Tool Box Menus" on page 87.
Updater	Click to update the Dell software and printer firmware.
Troubleshooting	Click to open the Troubleshooting Guide, which allows you to resolve issues by yourself.

User Setup Disk Creating Tool

The **User Setup Disk Creating Tool** program located in the **Make Disk** folder of the **Utilities** folder on the *Drivers and Utilities* CD and the printer drivers located on the *Drivers and Utilities* CD are used to create driver installation packages that contain custom driver settings. A driver installation package can contain a group of saved printer driver settings and other data for things such as:

- Print orientation and Multiple Up (document settings)
- Watermarks

If you want to install the printer driver with the same settings to multiple computers running on the same operating system, create a setup disk in a floppy disk or in a server on the network. Using the setup disk that you have created will reduce the amount of work required when installing the printer driver.

- Install the Dell™ 1250c Color Printer driver in the computer on which the setup disk is to be created.
- The setup disk can only be used on the operating system on which the disk was created or computers running the same operating system. Create a separate setup disk for each of the operating systems.

Macintosh®

Status Monitor Widget

Status Monitor Widget is a printer utility that promotes efficient use of the printer through the exchange of information between the Macintosh and the printer.
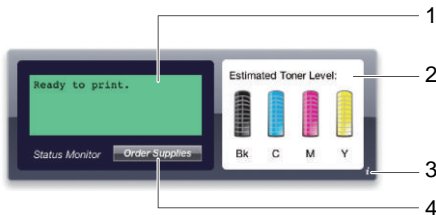
To open the **Status Monitor Widget**:

Click the Dashboard icon in the dock to launch Dashboard.

> **NOTE:** If the `Select a printer.` message is displayed, select your printer in **Preferences**. For more information on Preference, see "Preferences" on page 107.

Status Monitor window appears.

1 Printer Status Message Area

Displays a message of the current printer status.

> **NOTE:** The **Status Monitor Widget** automatically obtains the printer information at the updated interval that can be specified in **Preferences**. Also, the printer status is refreshed when Dashboard is launched or **Preferences** is closed.

 NOTE: If you receive no response from the printer or the printer is processing a job using a USB connection, the message `Cannot get printer information` is displayed.

2 Printer Status Image Area

Displays the image of printer condition.

- Estimated Toner Level image

  Displays the estimated toner level of each color if the printer is functioning properly.

Less than 29%   Less than 9%   Unknown

 NOTE: If the utility does not receive a response from the printer, the **Unknown** toner image is displayed.

- Printer error image

  Displays an indication image when an error occurs.

 An error has occurred and the printer requires your attention to correct a problem.

 An error has occurred and the printer cannot be used.

 An unknown error has occurred and the printer cannot be used.

3 Info (i) button

Click this button to open **Preferences**.

 NOTE: The **Info (i)** button appears on the lower-right corner of the window when the cursor is over the **Status Monitor** window.

Printer	Displays a list of available printer names in the drop-down list. The first printer displayed in this list is set as default.
Status Update Interval	You can update the interval of the printer status. By default, it is set to obtain the printer information every 10 seconds. The range varies between 0 and 600.
SNMP Community Name	You can change the SNMP (Simple Network Management Protocol) community name if using default community name (public). Up to 31 characters can be entered.
Service Tag button[*1]	
done button	Click this button to return to the **Printer Status** window.
*1 This item is only available for the network printer.	

4 Order Supplies button

Click this button to display the **Order** window.

This window provides you with the information for ordering printer supplies by telephone or from the web site.

NOTE: The **Order** window automatically appears when low toner is detected.
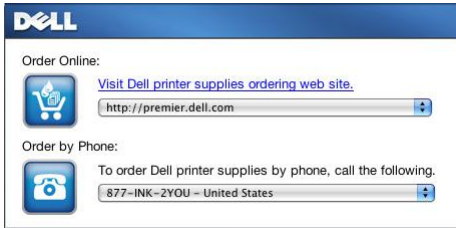
Order Online	Select a web address from the drop-down list and click **Visit Dell printer supplies ordering web site**. hyperlink to access the web site for ordering Dell printer supplies.
Order by Phone	Displays a list of available phone numbers that you can call to order Dell printer supplies.

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Specifications

Operating System Compatibility

Your Dell™ 1250c Color Printer is compatible with Microsoft® Windows® XP, Windows XP 64-bit Edition, Windows Server® 2003, Windows Server 2003 x64 Edition, Windows Server 2008, Windows Server 2008 64-bit Edition, Windows Server 2008 R2, Windows Vista®, Windows Vista 64-bit Edition, Windows 7, and Windows 7 64-bit Edition, Mac OS® X Version 10.3.9, 10.4.11, 10.5.8, and 10.6.

[1] Dell technical phone support only supports factory-installed operating systems (Microsoft) for the first 30 days for free. See **http://www1.us.dell.com/content/products/compare.aspx/ laser?c=us&cs=555&l=en&s=biz** for more details. The customer will have to purchase technical support from the manufacturer of the operating system in order to get technical assistance beyond 30 days.

[2] If the customer has other operating systems and has purchased Gold Technical Support (for more information on Gold Technical Support, see **http://www1.us.dell.com/content/topics/global.aspx/services/en/ gts?c=us&cs=555&l=en&s=biz**), the telephone support will be a "best effort" attempt to resolve the operating system issue. If the manufacturer needs to be contacted, the customer must pay an additional fee for that support. The only time that Dell pays for the third party support is when Dell is responsible for the issue. In the case of getting the printer installed and working, this is configuration and the customer would be responsible for paying.

Power Supply

Rated Voltage	220-240 VAC	110-127 VAC
Frequency	50/60 Hz	50/60 Hz
Current	5.0 A	11.0 A

Dimensions

Height: 225 mm (8.9 inches) Width: 394 mm (15.5 inches) Depth: 300 mm (11.8 inches)

Weight (not including cartridge): 11.3 kg (24.9 lb)

Memory

Base memory	64 MB

Page Description Language (PDL)/Emulation, Operating System, and Interface

PDL/Emulations	Host-based printing system
OSes	Microsoft Windows 7, Windows 7 64-bit Edition, Windows Vista, Windows Vista 64-bit Edition, Windows Server 2008, Windows Server 2008 64-bit Edition, Windows Server 2008 R2, Windows XP, Windows XP 64-bit Edition, Windows Server 2003, Windows Server 2003 x64 Edition, Mac OS X Version 10.3.9, 10.4.11, 10.5.8, and 10.6
Interface	Standard local: USB 2.0

Environment

Operation

Temperature	10-32°C
Relative humidity	10-85% RH (no condensation)

Print Quality Guarantee

Temperature	15-28°C

Relative humidity	20-70% RH (no condensation)

Storage

Temperature range	-20-40°C
Storage humidity range	5-85% RH (no condensation)

Altitude

Operating	Up to 3,100 m (10,000 feet)
Storage	70.9275 Kpa

Cables

Your interconnection cable must meet the following requirements:

	Connection type	Connection specifications and symbols
1	USB	USB 2.0

Maintaining Your Printer

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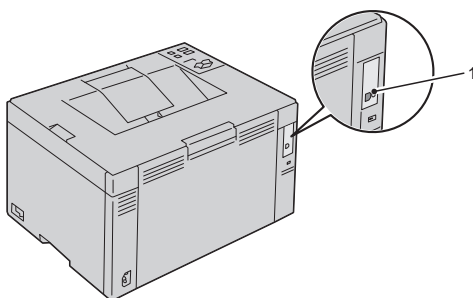
Maintaining Your Printer

Periodically, your printer requires you to complete certain tasks to maintain optimum print quality. If several people are using the printer, you may want to designate a key operator to maintain your printer. Refer printing problems and maintenance tasks to this key operator.

Conserving Supplies

You can change several settings in your printer driver to conserve toner cartridge and paper.

Supply	Setting	Function
Toner cartridge	**Toner Saving Mode** in the **Advanced** tab of the printer driver	This check box allows the users to select a print mode that uses less toner. When this feature is used, the image quality will be lower than when it is not used.
Print media	**Multiple Up** in the **Layout** tab of the printer driver	The printer prints two or more pages on oneside of a sheet. The available numbers that each printer driver can print one sheet of paper are as follows: • Windows Printer Driver: 2, 4, 8, 16, or 32 pages • Macintosh Printer Driver: 2, 4, 6, 9 or 16 pages Combined with the duplex setting, **Multiple Up** allows you to print up to 64 pages on one sheet of paper. (32 images on the front and 32 on the back)

Storing Print Media

To avoid potential paper feeding problems and uneven print quality, you need to consider the following points:

- To achieve the best possible print quality, store print media in an environment where the temperature is approximately 21°C (70°F) and the relative humidity is 40%.

- Store cartons of print media on a pallet or shelf, rather than directly on the floor.

- If you store individual packages of print media out of the original carton, ensure that they rest on a flat surface so the edges do not buckle or curl.

- Do not place anything on top of the print media packages.

Storing Consumables

Store consumables in their original packaging until you need to use them. Do not store consumables in:

- Temperatures greater than 40°C (104°F).

- An environment with extreme changes in humidity or temperature.

- Direct sunlight.

- Dusty places.

- A car for a long period of time.

- An environment where corrosive gases are present.

- An environment with salty air.

Replacing Toner Cartridges

⚠ **CAUTION: Before performing any of the following procedures, read and follow the safety instructions in your *Product Information Guide*.**

Dell toner cartridges are available only through Dell. You can order more cartridges online at **http://www.dell.com/supplies** or by phone. To order by phone, see "Contacting Dell" on page 164.

It is recommended that you use Dell toner cartridges for your printer. Dell does not provide warranty coverage for problems caused by using accessories, parts, or components not supplied by Dell.

⚠ **CAUTION: Never throw used toner cartridges into fire. The residual toner could explode resulting in burns and injuries.**

⚠️ **CAUTION: Do not shake the used toner cartridge to avoid spilling of toner.**

Removing the Toner Cartridges

1 Turn off the printer.

2 Open the toner access cover.
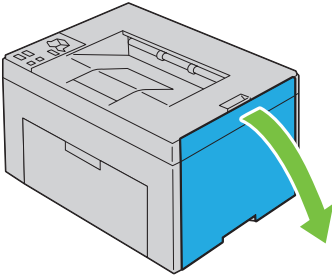
3 Pinch the cartridge firmly as shown in the illustration.
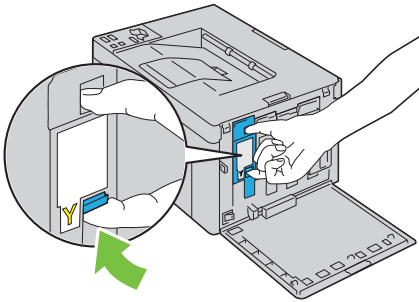

4 Pull the toner cartridge out.
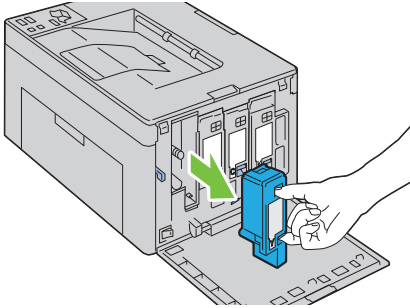
⚠️ **CAUTION: Always pull the cartridge out slowly so that you do not spill any toner.**

Installing a Toner Cartridge

1   Unpack a new toner cartridge of the desired color and shake it five to six times to distribute the toner evenly.
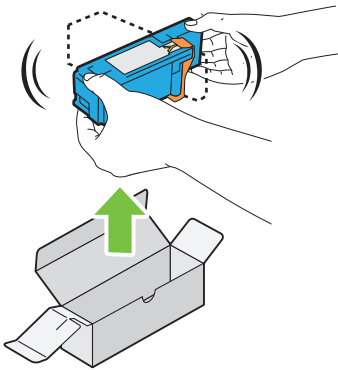
📝 **NOTE:** Ensure that the color of the new toner cartridge matches that on the handle before replacing it.

📝 **NOTE:** Handle the toner cartridge carefully to avoid spillage of the toner.

2   Remove the tape from the toner cartridge.
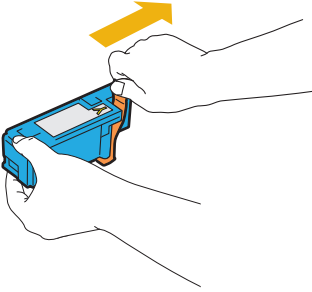
3 Adjust the toner cartridge to the associated cartridge holder, and then insert it firmly by pressing near the center of the label until the cartridge clicks.
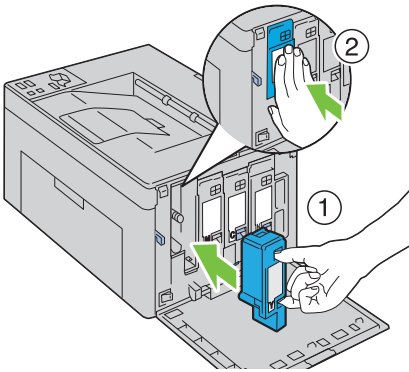

4 Close the toner access cover.
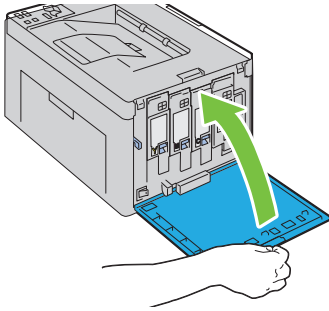
Cleaning Inside the Printer

⚠ **CAUTION: To prevent electric shock, always turn off the printer and disconnect the power cable from the grounded outlet before performing maintenance.**

1   Confirm that the printer is not in operation, and open the toner access cover.
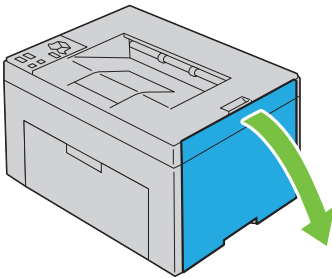
2   Pinch the cartridge firmly as shown in the illustration.
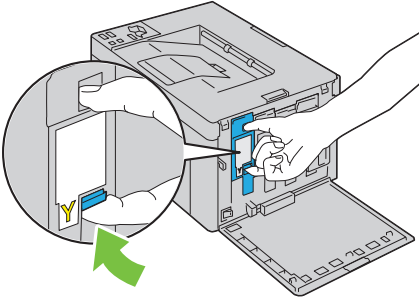
3 Pull the toner cartridge out.
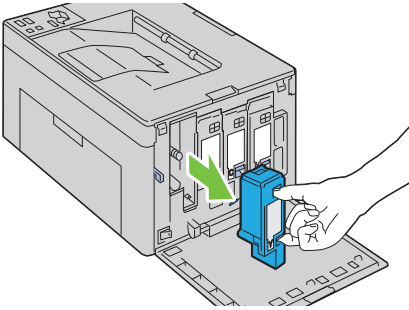
4 Pull the other three cartridges out as well.

5 Pull the cleaning rod out.
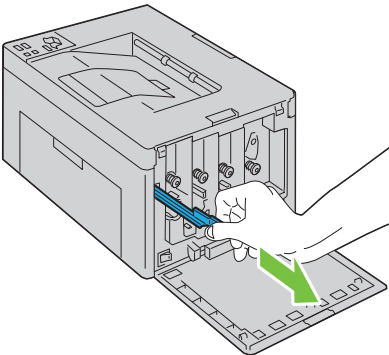
6 Insert the cleaning rod fully into the hole beside the arrow on the printer until its tip reaches the interior of the printer as illustrated below, and then pull it out.
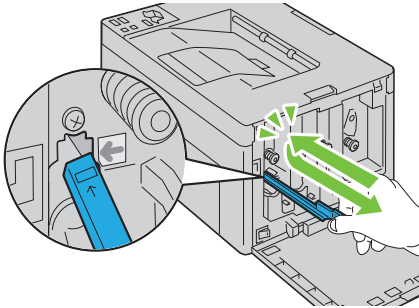
7 Repeat the same procedure for the other three holes.

8 Return the cleaning rod to its original location.
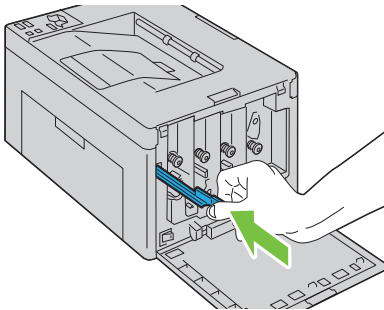
9 Replace the black cartridge by adjusting it to the associated cartridge holder, and then insert it firmly by pressing near the center of the label until the cartridge clicks.
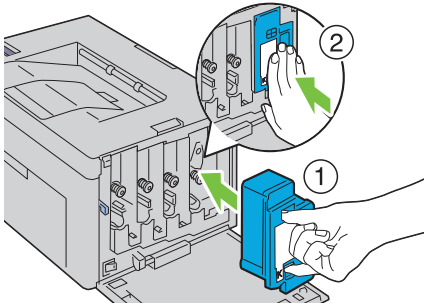
10 Replace the other three cartridges as well.

11 Close the toner access cover.
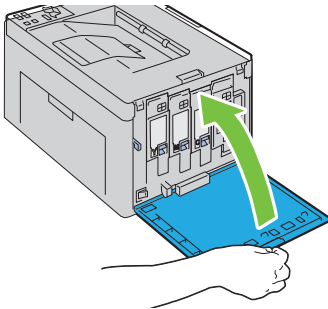
Cleaning the Color Toner Density (CTD) Sensor

⚠️ **CAUTION: To prevent electric shock, always turn off the printer and disconnect the power cable from the grounded outlet before performing maintenance.**

1 Ensure that the printer is turned off.

2 Push the rear cover release handle and open the rear cover.
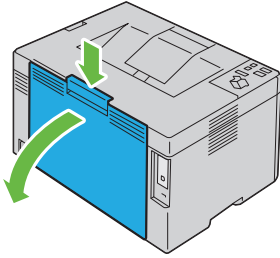
3 Clean the CTD sensor inside the printer with a clean dry cotton swab.
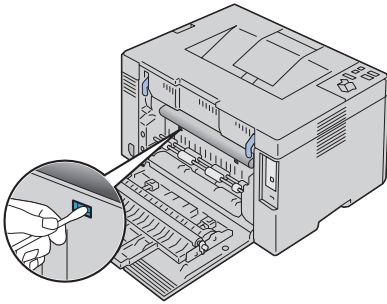
4 Close the rear cover.
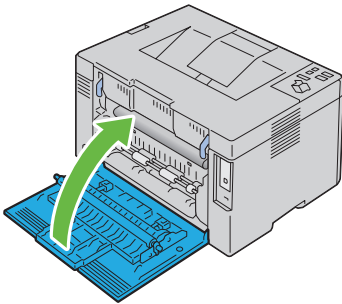
Adjusting Color Registration

This section describes how to adjust the color registration when you first install the printer or after moving it to a new location.

Performing Auto Correct

Auto Correct on the **Tool Box** allows you to correct the color registration automatically.

📝 **NOTE:**

1 Click **Start**→ **All Programs**→ **Dell Printers**→ **Dell 1250c Color Printer**→ **Tool Box**.

> 📝 **NOTE:** The **Select Printer** window appears in this step, when multiple printer drivers are installed on your computer. In this case, click the name of **Dell 1250c Color Printer** listed in **Printer Name**, and then click **OK**.

The **Tool Box** opens.

2 Click the **Printer Maintenance** tab.

3 Select **Color Registration Adjustment** from the list at the left side of the page.

The **Color Registration Adjustment** page is displayed.

4 Uncheck the check box next to **On**.

5 Click the **Start** button next to **Auto Correct**.

The color registration is corrected automatically.

Printing the Color Registration Chart

📝 **NOTE:**

1 Click **Start**→ **All Programs**→ **Dell Printers**→ **Dell 1250c Color Printer**→ **Tool Box**.

> 📝 **NOTE:** The Select Printer window appears in this step, when multiple printer drivers are installed on your computer. In this case, click the name of **Dell 1250c Color Printer** listed in Printer Name, and then click OK.

The **Tool Box** opens.

2 Click the **Color Printer Maintenance** tab.

3 Select **Color Registration Adjustment** from the list at the left side of the page.

The **Registration Adjustment** page is displayed.

4 Click the **Start** button next to **Color Regi Chart**.

The color registration chart is printed.

Determining Values

On the color registration chart printed, find the straightest lines where the two black lines and the colored line are most closely aligned for each color (Y, M, and C).

If you find the straightest line, make a note of the value (-5 - +5) indicated by the straightest line for each color.

When the value is 0 for each color, you do not need to adjust the color registration.

When the value is not 0, enter the value according to the procedure in "Entering Values" on page 129.
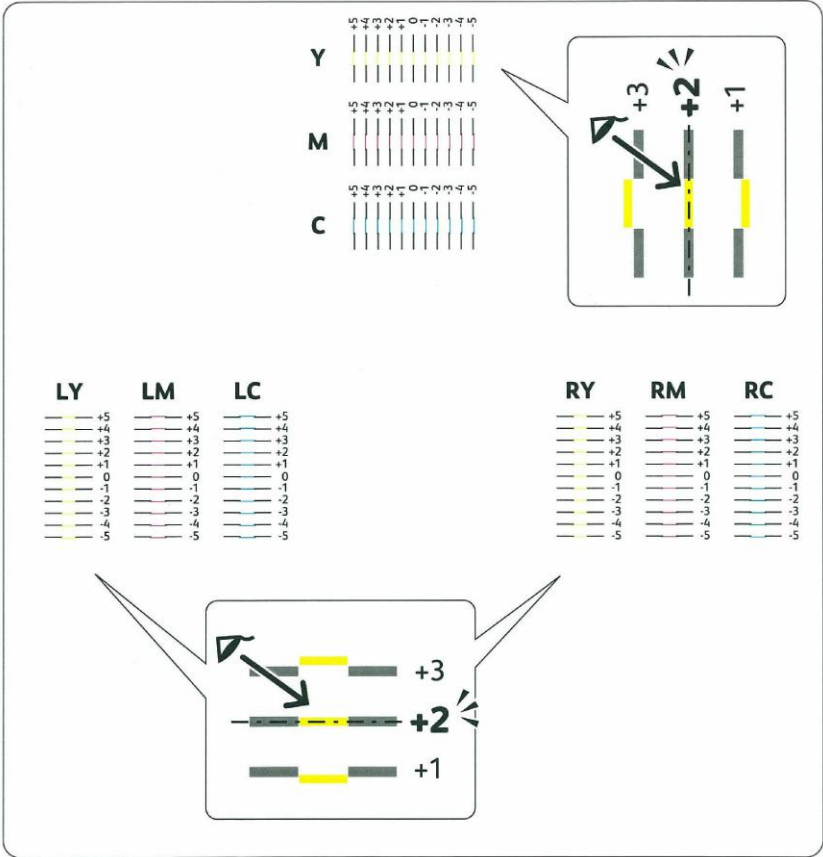
Entering Values

Using the Tool Box, enter the values that you found in the color registration chart to make adjustments.

🖉 **NOTE:**

1 Click **Start**→ **All Programs**→ **Dell Printers**→ **Dell 1250c Color Printer**→ **Tool Box**.

NOTE: The Select Printer window appears in this step, when multiple printer drivers are installed on your computer. In this case, click the name of **Dell 1250c Color Printer** listed in Printer Name, and then click OK.

The **Tool Box** opens.

2 Click the **Printer Maintenance** tab.

3 Select **Color Registration Adjustment** from the list at the left side of the page.

The **Color Registration Adjustment** page is displayed.

4 Select the value with the straight line, and then click the **Apply New Settings** button.

5 Click the **Start** button next to **Print Color Regi Chart**.

The color registration chart is printed with the new values.

6 Adjust till all straight lines are at the value of 0. Show image of before and after adjustment will help.

⊃ **NOTICE:** After printing the color registration chart, do not turn off the printer until the printer motor has stopped running.

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Clearing Jams

Careful selection of appropriate print media and proper loading allow you to avoid paper jams. See "Print Media Guidelines" on page 49 for more information.

NOTE: Before buying large quantities of any print media, it is recommended that you try a sample first.

Avoiding Jams

- Use only recommended print media. See "Print Media Guidelines" on page 49 for more information.
- See "Loading Print Media" on page 59 to load print media properly.
- Do not overload the print media sources. Ensure that the stack print media height does not exceed the maximum height indicated by the line with an arrow on each width guide.
- Do not load wrinkled, creased, damp, or curled print media.
- Flex, fan, and straighten print media before you load it. If a jam occurs with print media, try feeding one sheet at a time through the feeder.
- Do not use print media that you have cut or trimmed yourself.
- Do not mix print media sizes, weights, or types in the same print media source.
- Ensure that the recommended print side is face up when you insert the print media.
- Keep print media stored in an acceptable environment. For more information, see "Storing Print Media" on page 56.
- Ensure that all cables that connect to the printer are correctly attached.
- Over tightening the guides may cause jams.

Identifying the Location of Paper Jams

⚠️ **CAUTION: Do not attempt to clear any jams using tools or instruments. This may permanently damage the printer.**

The following illustration shows where paper jams may occur along the print media path.
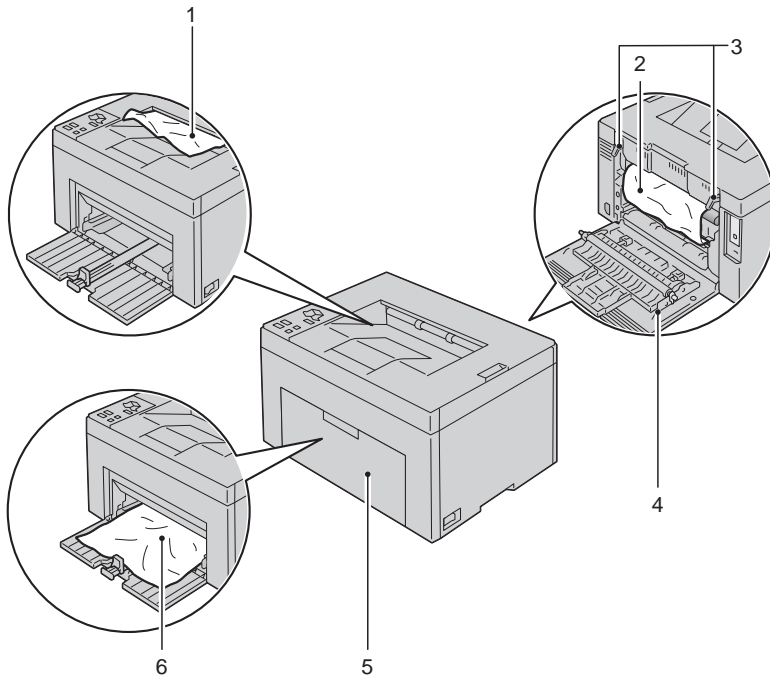
1	Output Tray
2	Transfer Belt
3	Fuser Release Lever
4	Rear Cover
5	Front Cover
6	Multipurpose Feeder (MPF)

Clearing Paper Jams From the Front of the Printer

⚠ **CAUTION: Before performing any of the following procedures, read and follow the safety instructions in your Product Information Guide.**

📝 **NOTE:** To resolve the error displayed on the operator panel, you must clear all print media from the print media path.

1 Pull the paper cover out.
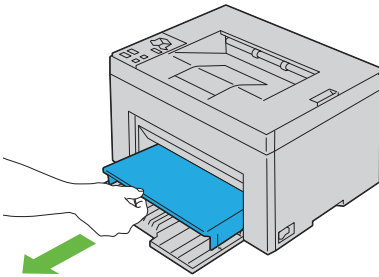

2 Remove any paper jammed from the front of the printer.
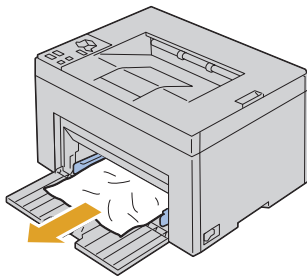
3 Replace the paper cover in the printer.
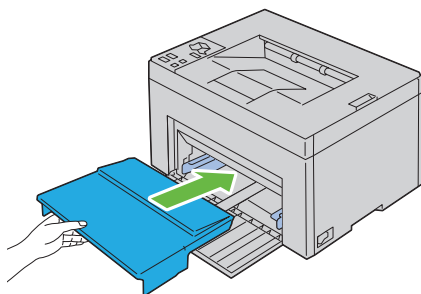
Clearing Paper Jams From the Back of the Printer

⚠ **CAUTION: Before performing any of the following procedures, read and follow the safety instructions in your Product Information Guide.**

⚠ **CAUTION: To prevent electric shock, always turn off the printer and disconnect the power cable from the grounded outlet before performing maintenance.**

⚠ **CAUTION: To avoid burns, do not clear paper jams immediately after printing. The fuser becomes extremely hot during use.**

✏ **NOTE:** To resolve the error displayed on the operator panel, you must clear all print media from the print media path.

1 Push the rear cover release handle and open the rear cover.
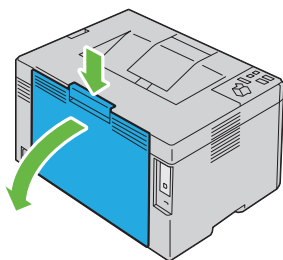
2 Lift up the fuser release levers.
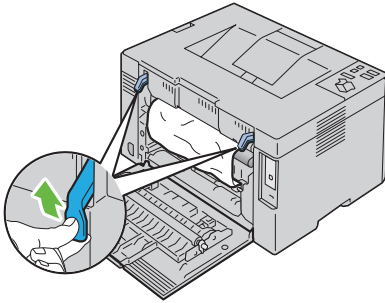
3 Remove any paper jammed from the back of the printer.

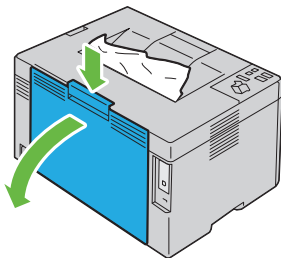**4** Lower the fuser release levers to their original position.
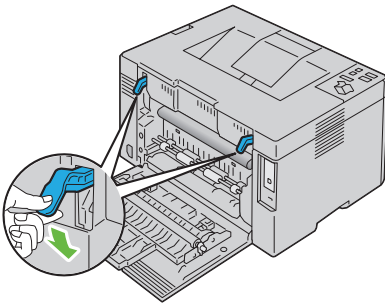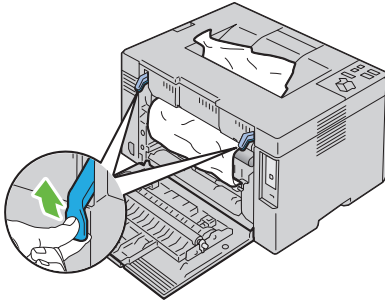

5 Close the rear cover.
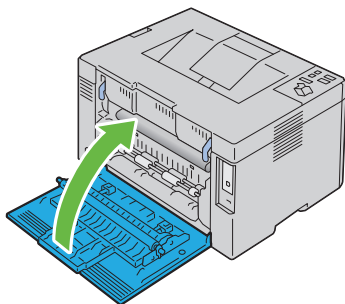
Clearing Paper Jams From the Output Tray

⚠ **CAUTION: Before performing any of the following procedures, read and follow the safety instructions in your Product Information Guide.**

⚠ **CAUTION: To prevent electric shock, always turn off the printer and disconnect the power cable from the grounded outlet before performing maintenance.**

⚠ **CAUTION: To avoid burns, do not clear paper jams immediately after printing. The fuser becomes extremely hot during use.**

📝 **NOTE:** To resolve the error displayed on the operator panel, you must clear all print media from the print media path.
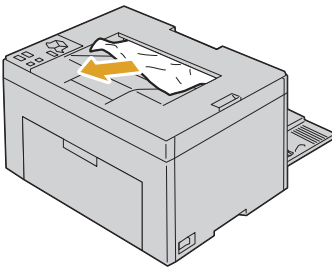
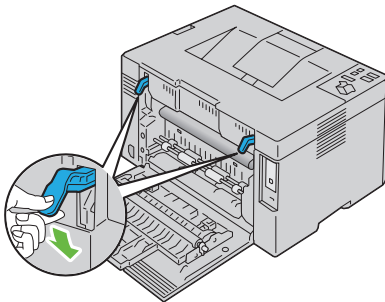1   Push the rear cover release handle and open the rear cover.
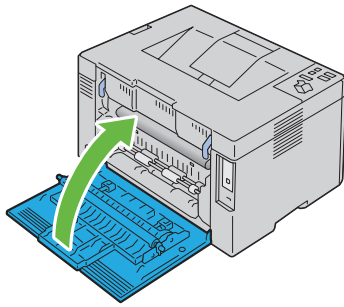

2   Lift up the fuser release levers.

3 Remove any paper jammed from the back of the printer. If no paper is found in the paper path, then remove any paper jammed out of the output tray.

4 Lower the fuser release levers to their original position.

5 Close the rear cover.

Troubleshooting

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Troubleshooting

Basic Printer Problems

Some printer problems can be easy to resolve. If a problem occurs with your printer, check each of the following:

- The power cable is connected to the printer, and to a properly grounded electrical outlet.
- The printer is turned on.
- The electrical outlet is not turned off at any switch or breaker.
- Other electrical equipment plugged into the outlet is working.

If you have checked all of the above and still have a problem, turn off the printer, wait for 10 seconds, and then turn on the printer. This often fixes the problem.

Display Problems

Problem	Action
After the printer is turned on, (Ready/Data) indicator is not lit.	Turn off the printer, wait for 10 seconds, and turn on the printer.

Printing Problems

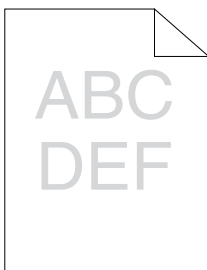| Problem	Action
Job did not print or incorrect characters printed.	Ensure that ⏻ (**Ready/Data**) indicator is lit.
	Ensure that print media is loaded in the printer.
	Verify that you are using the correct printer driver.
	Ensure that you are using the correct USB cable and that it is securely connected to the printer.
	Verify that the correct print media size is selected.
	If you are using a print spooler, verify that the spooler has not stalled.
Print media misfeeds or multiple feeds occur	Ensure that the print media you are using meets the specifications for your printer. See "Supported Paper Sizes" on page 56 for more information.
	Fan the print media before loading it.
	Ensure that the print media is loaded correctly.
	Do not overfill the print media sources.
	Do not force print media into the Multipurpose Feeder (MPF) when you load it. Otherwise, it may skew or buckle.
	Ensure that the print media is not curled.
	Load the recommended print side correctly for the type of print media you are using. See "Loading Print Media" on page 59 for more information.
	Turn the print media over or around and try printing again to see if feeding improves.
	Do not mix print media types.
	Do not mix reams of print media.
	Remove the top and bottom curled sheets of a ream before loading the print media.
	Load a print media source only when it is empty.
The envelope is creased after printing.	Ensure that the envelope is loaded as instructed in "Loading Envelopes" on page 64.

Problem	Action
Page breaks in unexpected places.	Increase the setting for **Fault Time-Out** in the **System Settings** menu in the Tool Box.
Job prints from the wrong source or on the wrong print media.	Check the `Paper Type` in the printer driver.
Print media does not stack neatly in the output bin.	Turn the print media stack over in the MPF.

Print Quality Problems

📖 **NOTE:** In this section, some procedures use the Tool Box or the Status Monitor. For more information about Tool Box, see "Understanding the Tool Box Menus" on page 87.
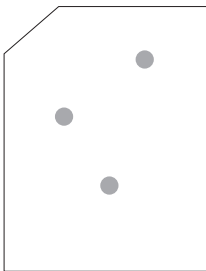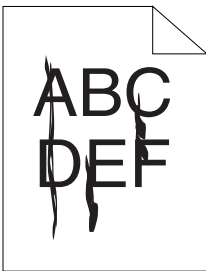For more information about Status Monitor, see "Printer Status Window" on page 103.

The output is too light

	Action	Yes	No
1	The toner cartridges may be low or need to be replaced. Confirm the amount of toner in each toner cartridge. **1** Check the toner level in the **Status** tab in the Status Monitor. **2** Replace the toner cartridges as necessary. Is the problem recovered?	The task is complete.	Go to action 2.

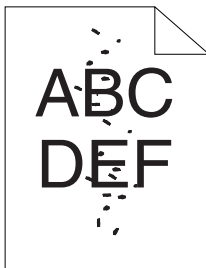| Action	Yes	No
2	Verify that the print media is not damp and the correct print media is used. See "Supported Paper Sizes" on page 56. If not, use the print media recommended for the printer.	The task is complete.	Go to action 3.
	Is the problem recovered?		
3	Verify that the **Paper Type** setting in the printer driver matches the print media you loaded. **1** On the **Paper/Output** tab in **Printing Preferences** of the printer driver, check the **Paper Type** setting. **2** Load dry (not damp) and correct print media, and then click **Print Test Page** in **Properties** of the printer driver.	The task is complete.	Go to action 4.
	Is the problem recovered?		
4	Disable the **Toner Saving Mode** in the printer driver. **1** On the **Advanced** tab in **Printing Preferences** of the printer driver, ensure that the **Toner Saving Mode** check box is not selected.	The task is complete.	Contact Dell.
	Is the problem recovered?		

Toner smears or print comes off/Stain on back side

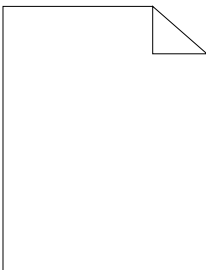| Action		Yes	No
1	The print media surface may be uneven. Try changing the **Paper Type** setting in the printer driver. For example, change the plain paper to thick. **1** On the **Paper/Output** tab in **Printing Preferences** of the printer driver, change the **Paper Type** setting. Is the problem recovered?	The task is complete.	Go to action 2.
2	Verify that the correct print media is being used. See "Supported Paper Sizes" on page 56. If not, use the print media recommended for the printer. Is the problem recovered?	The task is complete.	Go to action 3.
3	Adjust the fuser temperature. **1** Launch the Tool Box, click **Adjust Fuser** on the **Printer Maintenance** tab. **2** Adjust the fixing temperature by turning up the value for your printing media. **3** Click **Apply New Settings**. **4** Click close box to exit Tool Box. Is the problem recovered?	The task is complete.	Contact Dell.

## Random spots/Blurred images

Action	Yes	No
1 Ensure that the toner cartridges are installed correctly. See "Installing a Toner Cartridge" on page 120. Is the problem recovered?	The task is complete.	Go to action 2.
2 If you use non-Dell brand toner cartridges, install Dell brand toner cartridges. Is the problem recovered?	The task is complete.	Go to action 3.

3 Clean up the fuser unit.
  1 Load one sheet of paper on the MPF, and then print a solid image all over paper.
  2 Load the printed sheet with the side to be printed on facing down, and then print a blank sheet of paper.
 	
Is the problem recovered?
	The task is complete.	Contact Dell.

The entire output is blank

If this trouble comes out, contact Dell.
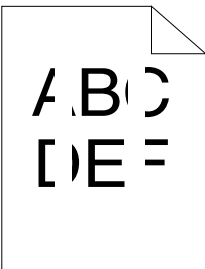
Streaks appear on the output
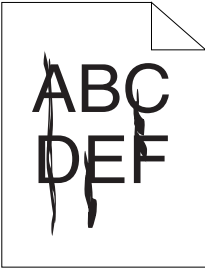
If this trouble comes out, contact Dell.

Pitched color dots
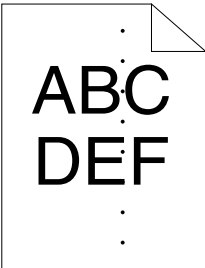
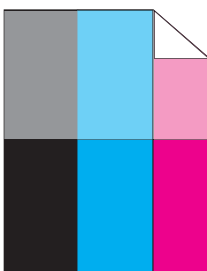If this trouble comes out, contact Dell.

Vertical blanks

Action	Yes	No

1 Clean inside the printer and performing test print.
 	
   1 Clean inside the printer by using the cleaning rod. See "Cleaning Inside the Printer" on page 122.
   2 Click **Print Test Page** in **Properties** of the printer driver.
 	
Is the problem recovered?
	The task is complete.	Contact Dell.

Mottle

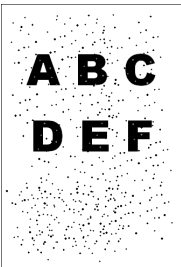| Action	Yes	No

1 Adjust the transfer bias.
 	
   1 Launch the Tool Box, click **Adjust BTR** on the **Printer Maintenance** tab.
   2 Adjust the setting for the type of print media being used.
 	
Is the problem recovered?
	The task is complete.	Go to action 2.

2 If you use non-recommended print media, use the print media recommended for the printer. Is the problem recovered?	The task is complete.	Contact Dell.

Ghosting

Action	Yes	No

1 Adjust the transfer bias.
 	
  1 Launch the Tool Box, click **Chart Print** on the **Diagnosis** tab.
 	
  2 Click the **Ghost Configuration Chart** button.
 	
  The Ghost Configuration Chart is printed.
 	
  3 Launch the Tool Box, click **BTR Refresh Mode** on the **Printer Maintenance** tab.
 	
  4 Check the check box next to **On**, and then click **Apply New Settings**.
 	
  5 Click **Chart Print** on the **Diagnosis** tab.
 	
  6 Click the **Ghost Configuration Chart** button.
 	
  The Ghost Configuration Chart is printed.
 	
Is the problem recovered?
	The task is complete.	Go to action 2.

2 The print media surface may be uneven. Try changing the **Paper Type** setting in the printer driver. For example, change the plain paper to thick. **1** On the **Paper/Output** tab in **Printing Preferences** of the printer driver, change the **Paper Type** setting. Is the problem recovered?	The task is complete.	Go to action 3.

3 Adjust the fuser temperature.
 	
  1 Launch the Tool Box, and click **Adjust Fuser** on the **Printer Maintenance** tab.
 	
  2 Adjust the fixing temperature by turning up the value for your printing media.
 	
  3 Click **Apply New Settings**.
 	
  4 Click close box to exit Tool Box.
 	
Is the problem recovered?
	The task is complete.	Go to action 4.

4 If you use non-recommended print media, use the print media recommended for the printer. Is the problem recovered?	The task is complete.	Contact Dell.

Fog

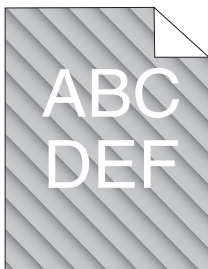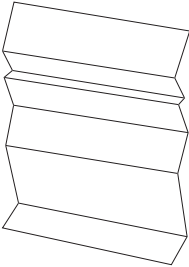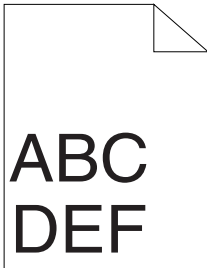|	Action	Yes	No
1	Is the whole page printed light?	Contact Dell.	Go to action 2.
2	Start **Developer Stir Mode**. **1** Launch the Tool Box, click **Developer Stir Mode** on the **Diagnosis** tab. **2** Click the **Start** button. Is the problem recovered?	The task is complete.	Contact Dell.

Bead-Carry-Out (BCO)

Action		Yes	No
1	If the printer is installed in a high altitude location, set the altitude of the location. **1** Launch the Tool Box, and click **Adjust Altitude** on the **Printer Maintenance** tab. **2** Select the value close to the altitude of the location where the printer is installed. Is them problem recovered?	The task is complete.	Contact Dell.

Auger mark

Action		Yes	No
1	The toner cartridges may be low or need to be replaced. Confirm the amount of toner in each toner cartridge. **1** Check the toner level in the **Status** tab in the Status Monitor. **2** Replace the toner cartridges as necessary. Is the problem recovered?	The task is complete.	Go to action 2.
2	Start **Developer Stir Mode**. **1** Launch the Tool Box, click **Developer Stir Mode** on the **Diagnosis** tab. **2** Click the **Start** button. Is the problem recovered?	The task is complete.	Contact Dell.

Wrinkled/Stained paper

Action		Yes	No
1	Verify that the correct print media is being used. See "Supported Paper Sizes" on page 56 and "Print Media Guidelines" on page 49. If not, use the print media recommended for the printer. Is the problem recovered?	The task is complete.	If printing on an envelope, go to action 2. If printing on print media other than envelopes, contact Dell.
2	Check the crease. Is the crease within 30 mm of the four edges of the envelope?	This type of crease is considered normal. Your printer is not at fault.	If the envelope is 220 mm or longer (C5 or Envelope#10), go to action 3a. If the envelope is shorter than 220 mm (Monarch or DL), go to action 3b.
3a	Does the envelope have a flap on the long edge?	The envelope is Envelope#10. Go to 4b.	The envelope is C5. Go to action 4a.

Action		Yes	No
3b	Load the envelope long edge feed in the MPF with the flap open and facing up. For details, see "When Loading Envelope#10, DL, or Monarch" on page 64. Is the problem recovered?	The task is complete.	Go to action 4b.
4a	Load the envelope in the MPF with the flap open and facing up. For details, see "When Loading C5" on page 64. Is the problem recovered?	The task is complete.	Contact Dell.
4b	Use a different size envelope. Is the problem recovered?	The task is complete.	Contact Dell.

The top margins is incorrect

Action		Yes	No
1	Ensure that the margins are set correctly on the application being used. Is the problem recovered?	The task is complete.	Contact Dell.

Color registration is out of alignment

	Action	Yes	No
1	Execute auto color registration adjustment. **1** Launch the Tool Box, and click **Color Registration Adjustment** on the **Printer Maintenance** tab. **2** Click the **Start** button next to **Auto Correct**. Is the problem recovered?	The task is complete.	Go to action 2.
2	Clean the CTD sensor. **1** Clean the CTD sensor. See "Cleaning the Color Toner Density (CTD) Sensor" on page 125. **2** Launch the Tool Box, and click **Color Registration Adjustment** on the **Printer Maintenance** tab. **3** Click the **Start** button next to **Auto Correct**. Is the problem recovered?	The task is complete.	Go to action 3.

Action		Yes	No
3	Print the Color Registration Chart and manually correct the color registration. **1** Click **Color Registration Adjustment** on the **Printer Maintenance** tab. **2** Click the **Start** button next to **Color Regi Chart**. The color registration chart is printed. **3** Adjust till all straight lines are at the value of 0. See "Adjusting Color Registration" on page 126 for details. **4** Click the **Apply New Settings** button. **5** Click the **Start** button next to **Color Regi Chart** to print the Color Registration Chart again. Is the problem recovered?	The task is complete.	Contact Dell.

Protrudent / Bumpy paper
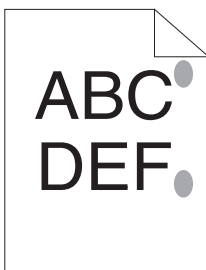
Action		Yes	No
1	Clean up the fuser unit. **1** Load one sheet of paper on the MPF, and then print a solid image all over paper. **2** Load the printed sheet with the side to be printed on facing down, and then print a blank sheet of paper. Is the problem recovered?	The task is complete.	Contact Dell.

Noise

> ✍ **NOTE:** In this section, some procedures use the Tool Box or the Status Monitor. For more information about Tool Box, see "Understanding the Tool Box Menus" on page 87.
> For more information about Status Monitor, see "Printer Status Window" on page 103.

Action	Yes	No

1 Locate the cause of the problem by removing the toner cartridges.
 	
  1 Remove the toner cartridges. See "Replacing Toner Cartridges" on page 118.
 	
  2 Launch the Tool Box, and click **Machine Check** on the **Diagnosis** tab.
 	
  3 Select **Main Motor Operation Check** from the drop-down list box, and click the **Start** button.
 	
  4 Click the **Play of Sound** button to check the motor sound.
 	
Does the noise generated from the printer match with the noise from the **Play of Sound** button?
	Contact Dell.	Go to action 2.

Action		Yes	No
2	**1** Click **Machine Check** on the **Diagnosis** tab.	Contact Dell.	Go to action 3.
	2 Select **Dispense Motor Check (Yellow)**, **Dispense Motor Check (Magenta)**, **Dispense Motor Check (Cyan)**, or **Dispense Motor Check (Black)** from the drop-down list box, and click the **Start** button.		
	3 Click the **Play of Sound** button to check the motor sound.		
	4 Repeat steps 1 and 2 to perform Dispense Motor Check for the rest of the toner cartridges.		
	NOTE: You can perform Dispense Motor Check for CMYK in any order you desire.		
	NOTE: Do not check the operation of the dispense motor repeatedly.		
	Does the noise generated from the printer match with the noise from the **Play of Sound** button?		
3	**1** Reinstall the toner cartridges.	Contact Dell.	The task is complete.
	2 Perform action 2 again.		
	Does the noise generated from the printer match with the noise from the **Play of Sound** button?		

Jam

📖 **NOTE:** In this section, some procedures use the Tool Box or the Status Monitor. For more information about Tool Box, see "Understanding the Tool Box Menus" on page 87.
For more information about Status Monitor, see "Printer Status Window" on page 103.

Misfeed jam

	Action	Yes	No
1	Ensure that papers are properly inserted on the MPF. Is the problem recovered?	The task is complete.	Proceed to the action corresponding to the type of the print media being used: • Thick - 2a • Thin - 2b • Envelope - 2c If performing manual duplex printing, go to action 2d. If using paper other than the above or if not performing duplex printing, go to action 2e.
2a	Use thick paper that is 216 gsm or less. Is the problem recovered?	The task is complete.	Go to action 3a.
2b	Use thin paper that is 60 gsm or more. Is the problem recovered?	The task is complete.	Go to action 3a.
2c	Ensure that the envelope is properly loaded in the MPF as instructed in "Loading Envelopes" on page 64. Is the problem recovered?	The task is complete.	Go to action 3b.
2d	Ensure that the print media is not curled. Is the problem recovered?	The task is complete.	Go to action 3a.

Action		Yes	No
2e	Is the print media damp?	Go to action 3c.	Go to action 3a.
3a	Fan the print media. Is the problem recovered?	The task is complete.	Go to action 3b.
3b	If the envelope is deformed, correct it or use another envelope. Is the problem recovered?	The task is complete.	Go to action 3a.
3c	Turn over the print media. Is the problem recovered?	The task is complete.	Go to action 4.
4	Use print media that is not damp. Is the problem recovered?	The task is complete.	Contact Dell.

Multi-feed jam

Action		Yes	No
1	Ensure that papers are inserted properly in the MPF. Is the problem recovered?	The task is complete.	Go to action 2.
2	Is that the print media damp?	Go to action 3a.	Go to action 3b.
3a	Use print media that is not damp. Is the problem recovered?	The task is complete.	Go to action 3b.
3b	Fan the print media. Is the problem recovered?	The task is complete.	Contact Dell.

Other Problems

Problem	Action
Condensation has occurred inside the printer.	This usually occurs within several hours after you heat the room in winter. This also occurs when the printer is operating in a location where relative humidity reaches 85% or more. Adjust the humidity or relocate the printer to an appropriate environment.

Contacting Service

When you call for printer service, be prepared to describe the problem you are experiencing or the error message on the display.

You need to know the model of your printer type and serial number. See the label located inside the side door of your printer.

Appendix

B

Appendix

Dell Technical Support Policy

Technician-assisted technical support requires the cooperation and participation of the customer in the troubleshooting process and provides for restoration of the operating system, software program and hardware drivers to the original default configuration as shipped from Dell, as well as the verification of appropriate functionality of the printer and all Dell-installed hardware. In addition to this technician assisted technical support, online technical support is available at Dell Support. Additional technical support options may be available for purchase.

Dell provides limited technical support for the printer and any Dell-installed software and peripherals. Support for third-party software and peripherals is provided by the original manufacturer, including those purchased and/or installed through Software & Peripherals (DellWare), ReadyWare, and Custom Factory Integration (CFI/DellPlus).

Online Services

You can learn about Dell products and services on the following websites:

> **www.dell.com**
>
> **www.dell.com/ap** (Asian/Pacific countries only)
>
> **www.dell.com/jp** (Japan only)
>
> **www.euro.dell.com** (Europe only)
>
> **www.dell.com/la** (Latin American and Caribbean countries)
>
> **www.dell.ca** (Canada only)

You can access Dell Support through the following websites and e-mail addresses:

- Dell Support websites

  support.dell.com

support.euro.dell.com (Europe only)

- Dell Support e-mail addresses

  mobile_support@us.dell.com

  support@us.dell.com

  la-techsupport@dell.com (Latin America and Caribbean countries only)

  apsupport@dell.com (Asian/Pacific countries only)

- Dell Marketing and Sales e-mail addresses

  apmarketing@dell.com (Asian/Pacific countries only)

  sales_canada@dell.com (Canada only)

- Anonymous file transfer protocol (FTP)

  ftp.dell.com

  Log in as user: anonymous, and use your e-mail address as your password.

Warranty and Return Policy

Dell Computer Corporation ("Dell") manufactures its hardware products from parts and components that are new or equivalent to new in accordance with industry-standard practices. For information about the Dell warranty for your printer, see **support.dell.com**.

Recycling Information

It is recommended that customers dispose of their used computer hardware, monitors, printers, and other peripherals in an environmentally sound manner. Potential methods include reuse of parts or whole products and recycling of products, components, and/or materials.

For specific information on Dell's worldwide recycling programs, see **www.dell.com/ recyclingworldwide**.

Contacting Dell

For customers in the United States, call 800-WWW-Dell (800-999-3355).

NOTE: If you do not have an active Internet connection, you can find contact information on your purchase invoice, packing slip, bill, in your Dell catalog.

Dell provides several online and telephone-based support and service options. Availability varies by country and product, and some services may not be available in your area. To contact Dell for sales, technical support, or customer service issues:

1 Visit **support.dell.com**.

2 Verify your country or region in the **Choose A Country/Region** drop-down menu at the bottom of the page.

3 Click **Contact Us** on the left side of the page.

4 Select the appropriate service or support link based on your need.

5 Choose the method of contacting Dell that is convenient for you.

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