

TROUBLESHOOTING

Samsung Laser Printers - "Printer Spooler is not running" in Windows

If the following message displays "Printer Spooler is not running." while trying to print or when adding a printer, then make sure that the Spooler service is on.

To check the Spooler Service in Windows 7 or Windows 8, follow these steps:

1. Depending on your Windows operating system, open the Control Panel.
 - **Windows 7:** On the Windows taskbar, click Start(🌐), and then click Control Panel.
 - **Windows 8:** On the keyboard, press the Windows key (🪟), and press the "X" key on the keyboard at the same time, and then select Control Panel.

Figure : Control Panel



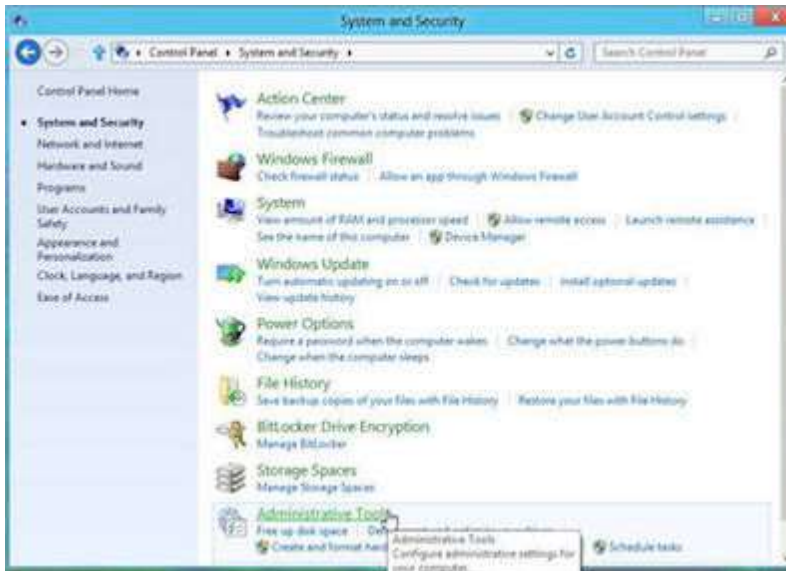
2. Click System and Security.

Figure : System and Security



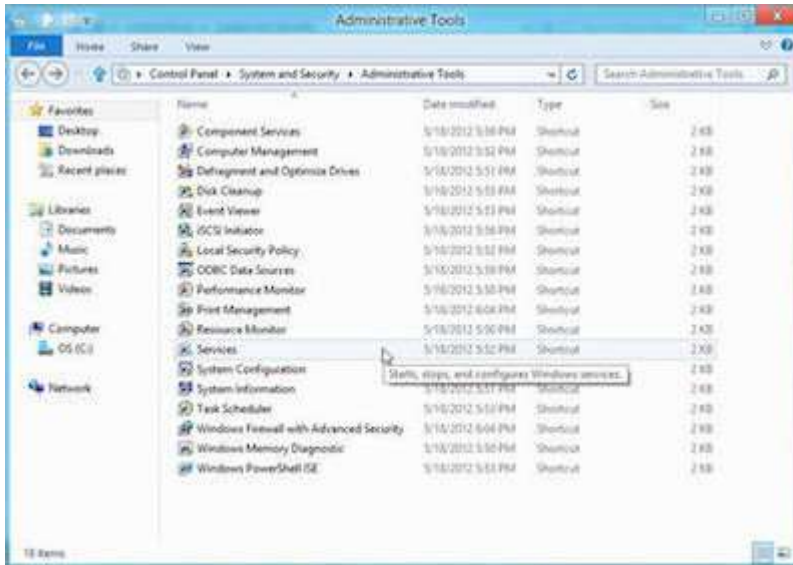
3. Select Administrative Tools.

Figure : Administrative Tools



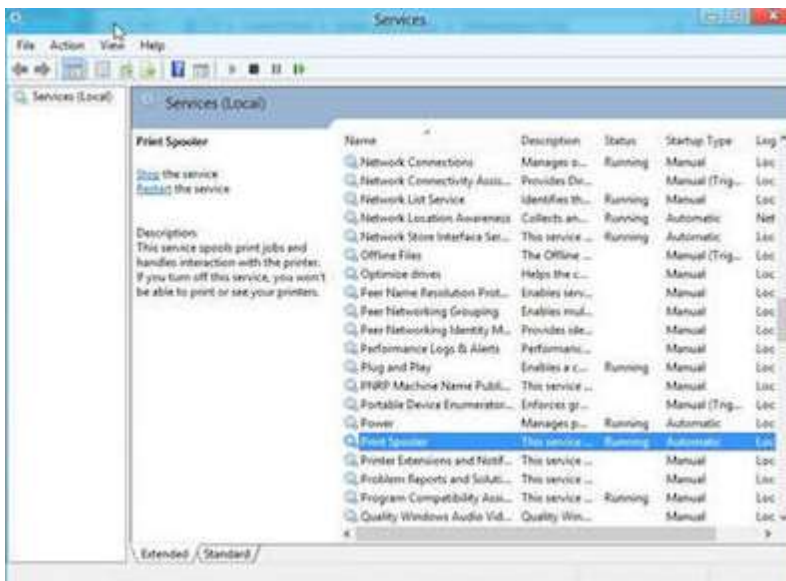
4. Double-click Services.

Figure : Services



5. Use the scroll bar on the right-side of the window to navigate to Print Spooler.

Figure : Print Spooler



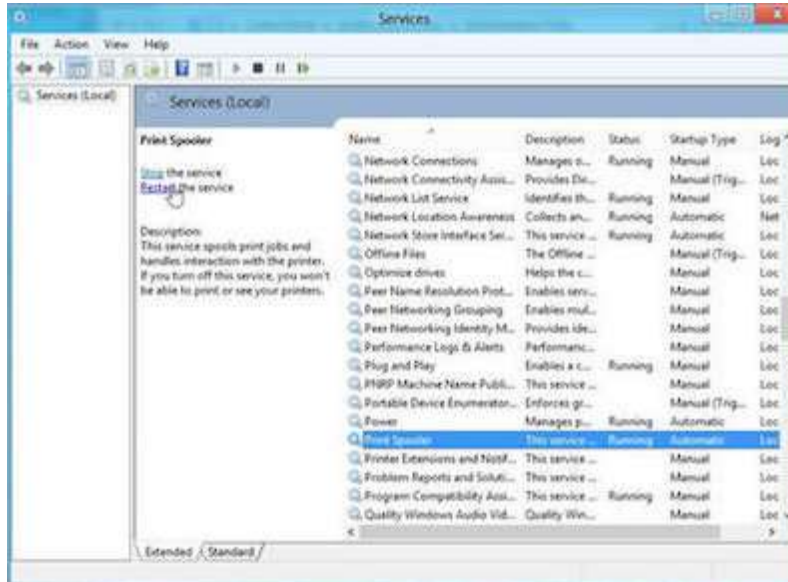
6. On the left-hand side of the window, the following options might display in blue: Start, Stop, and Restart.

Click Start if available, and then click Restart.

note:

If the service is not running, then Start will display instead of Stop and vice-versa.

Figure : Restart the service



7. Close the window and restart the computer.

After restarting the computer, try printing a test page or adding a printer again.

If the printer shows Offline, right-click the printer icon, select Remove Device to remove it completely, and then reinstall the printer.


Samsung Laser Printers - "Printer Status Monitor has stopped working" in Windows

"Printer Status Monitor has stopped working." error message displays when a new printer driver is installed without removing the previous version. This might cause an interface problem between the driver and the status monitor.

To resolve the issue, follow these steps:

1. Check if your computer is running a Windows 32-bit or 64-bit version operating system.

Windows 10, Windows 8, or Windows 8.1

1. Right-click the Start button () and then select System.
2. In the System section, check the System type.

Windows XP, Windows Vista, or Windows 7

3. Click the Start button ().

4. Type winver in the Search box, and then press Enter.

If the window does not display a 64-bit version operating system, then your computer is running a 32-bit version operating system.
2. Depending on your Windows operating system, download the appropriate patch .zip file, and then extract the file.
 - Windows 32-bit operating system: [SamsungDriverPatch_x86.zip](#)
 - Windows 64-bit operating system: [SamsungDriverPatch_x64.zip](#)
3. When a message displays to restart your computer, click Restart, and then run the file.

Samsung Laser Printers - Cannot Print While Sharing Printers

While using a computer with a shared printer, the print job cannot print. This might be caused by one of the following issues:

- Print Sharing is not enabled in the software
- Network settings or security is blocking the connection

[Enable print sharing through the software](#)

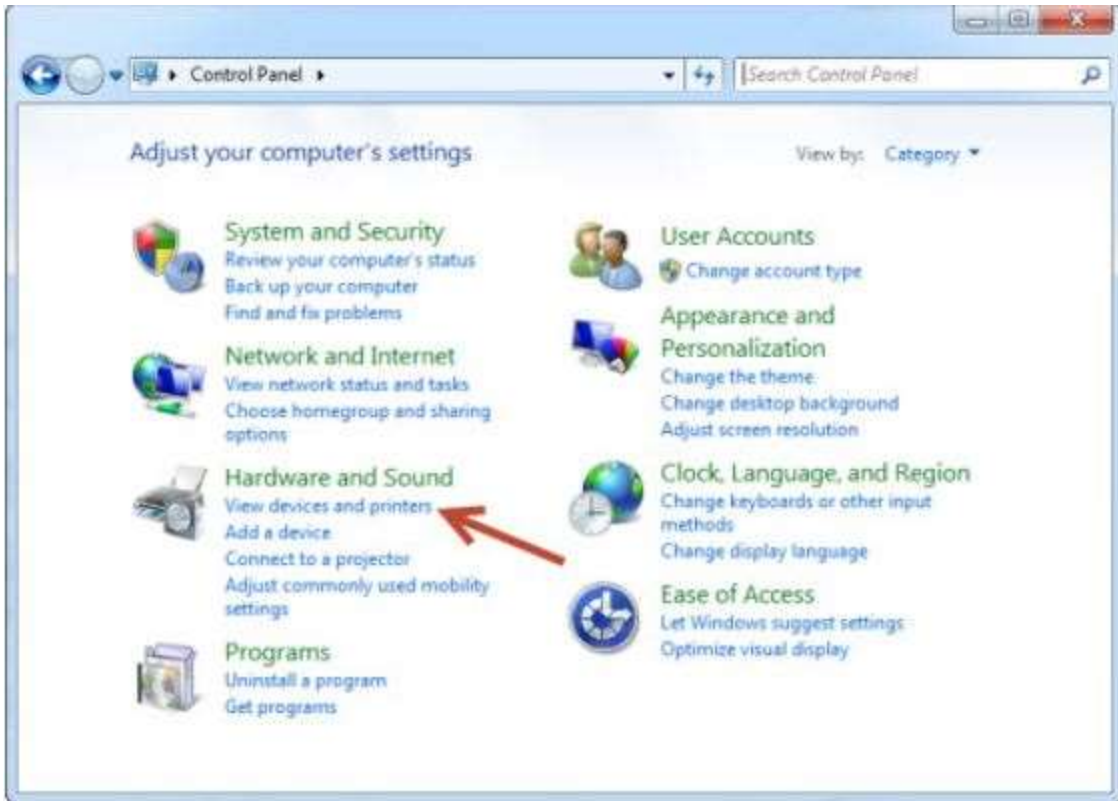
Select one of the sections for steps to enable sharing, depending on your computer software.

[Enable print sharing in Windows](#)

Use these steps to enable print sharing in Windows.

1. Open the control panel, go to **Hardware and Sound**, and then click on **View devices and printers**.

Figure : Example of Devices and printers

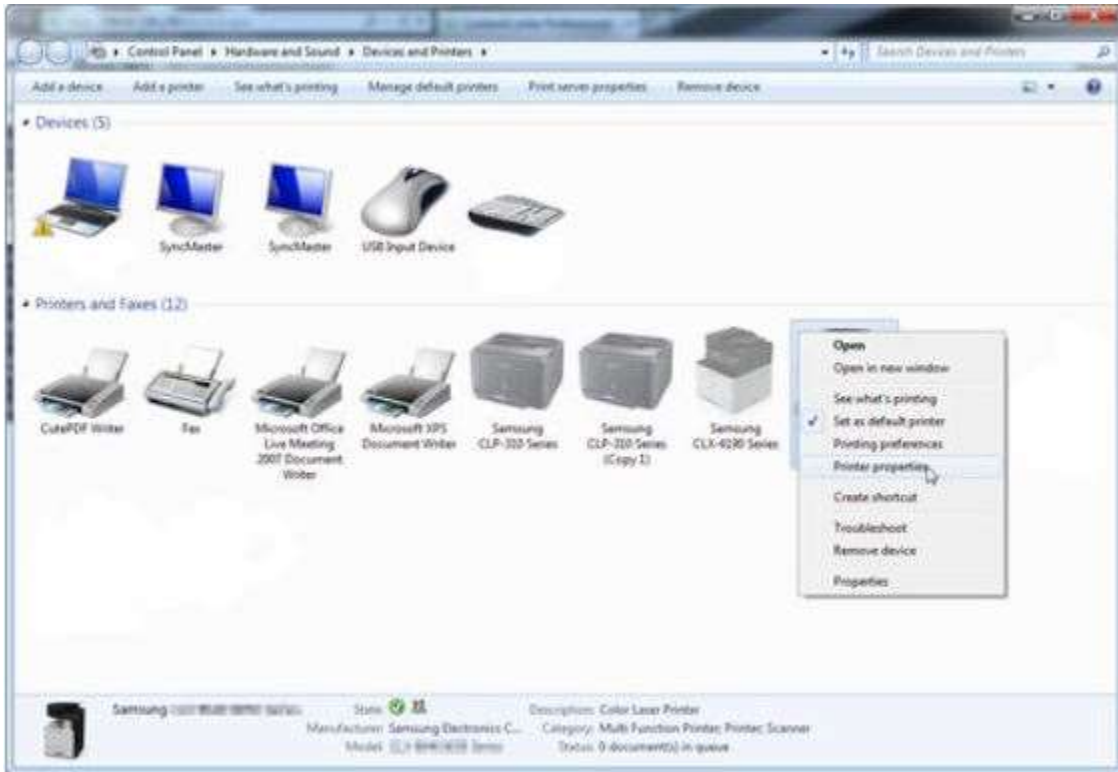


The Devices and Printers window opens.

2. Select your printer, and then right click on the printer to open menu options.

Select **Printer properties**.

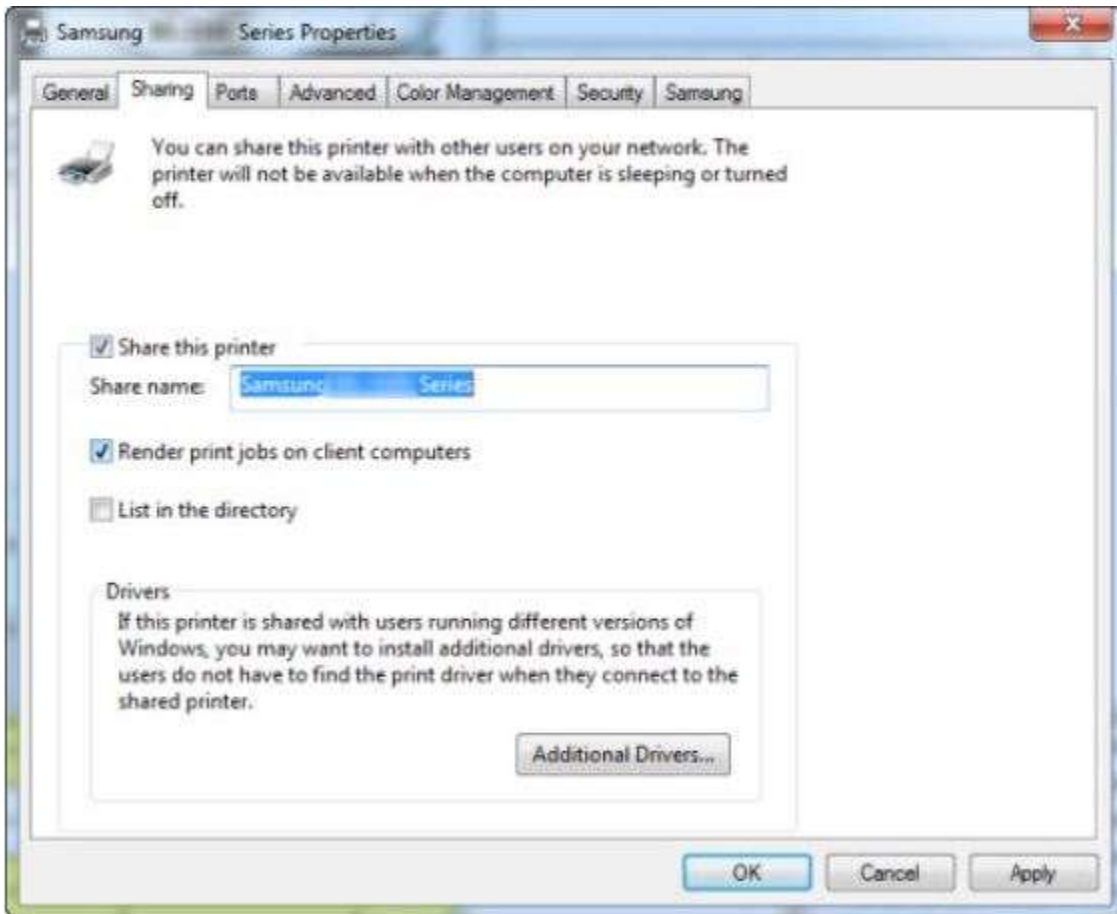
Figure : Clicking on your printer opens the options window



The **Series Properties** window opens.

3. Click on the **Sharing** properties tab, and then select the box beside **Share this printer**.

Figure : Example of the **Sharing** properties window and selecting **Share this printer**



4. Click Apply, and then OK to save the changes. Close the window.
5. Try to print again.

Enable print sharing in Mac OS

1. Open **Print & Scan** in System Preferences.

Figure : Example of Print & Scan icon



2. Select the box beside **Printer Sharing**, and then check your printer in the Printers: list.

Figure : Example of Sharing



1. **Printer Sharing**
 2. **Printers:**
 3. **Lock**
3. Close **Sharing**, and then try to print again.

If the print sharing options are enabled, then make sure the network security is set to allow print sharing.

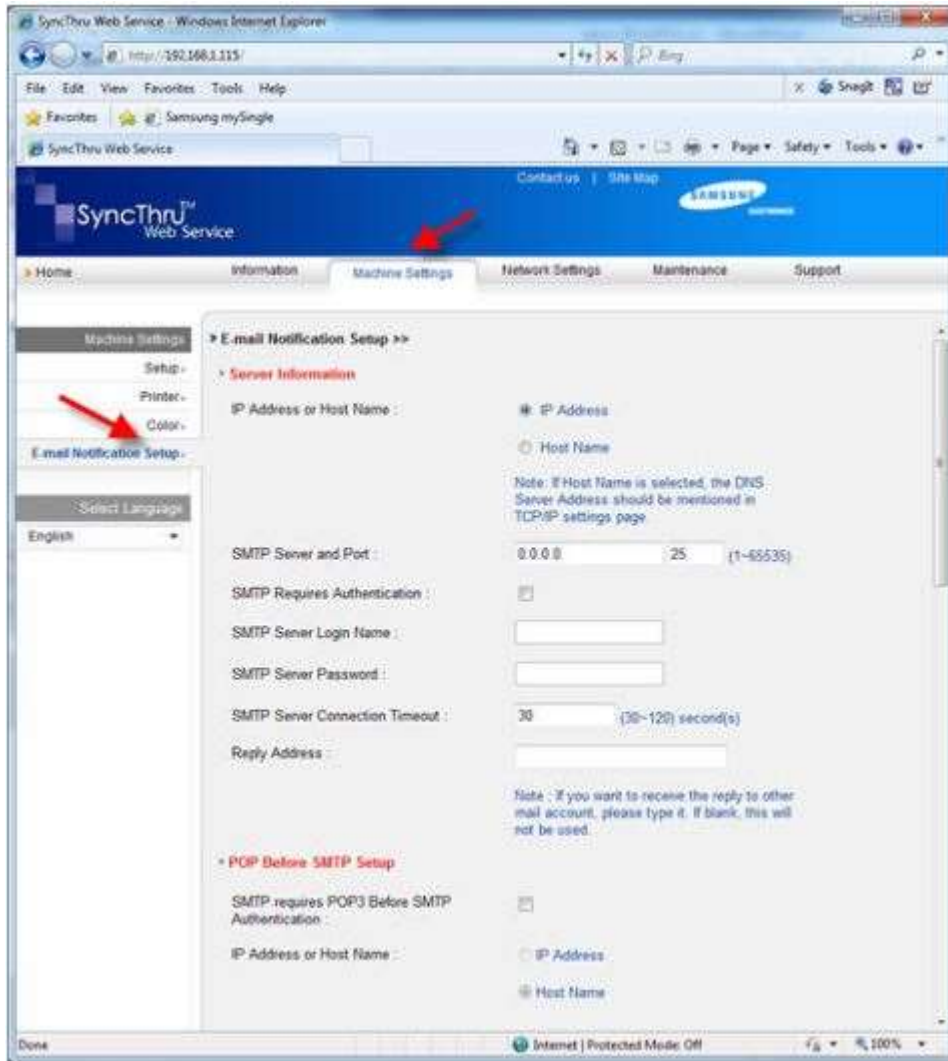
Samsung Laser Printers - Connection Error While Connecting to the SMTP Server

A connection error displays when the printer has been configured in SyncThru and is unable to connect to the SMTP server.

Try the following to resolve a server connection error:

1. Verify the server settings and make sure the SMTP server admin has not changed the address.

Figure : Verify the server settings



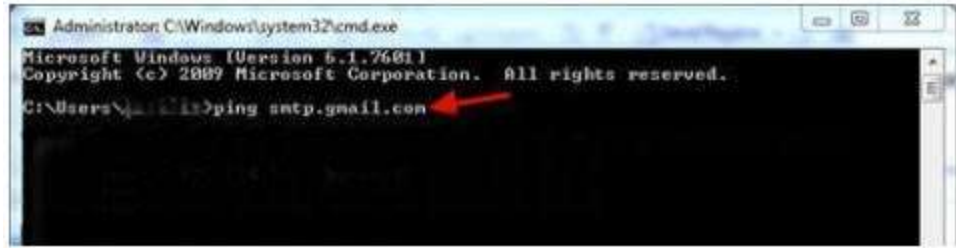
2. Ping the SMTP server address and make sure it is reachable from the printer's network.

note:

To ping the SMTP server do the following steps:

- Click **Start**, and then select **Run**.
- Type **CMD** to open the command prompt.
- Type **PING**, and then type **the name of the desired SMTP server address**.

Figure : Type the name of the desired SMTP server address

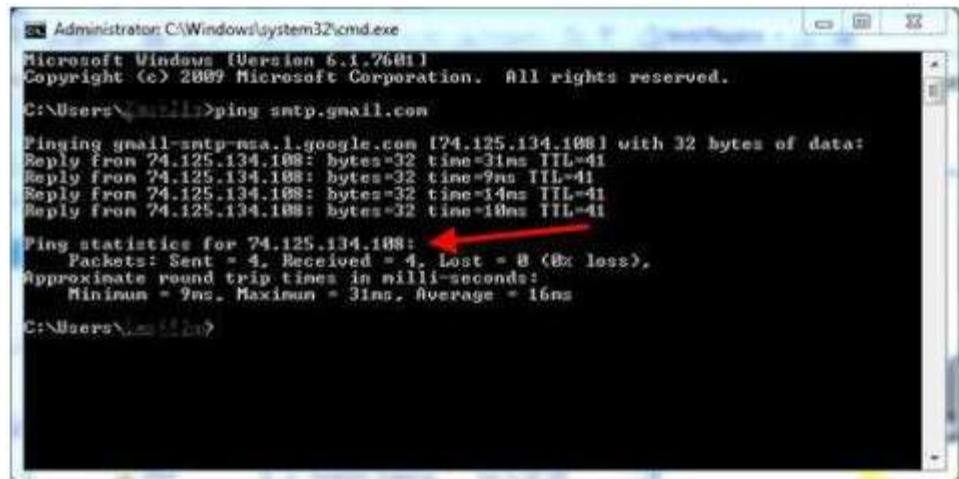


```
Administrator: C:\Windows\system32\cmd.exe
Microsoft Windows [Version 6.1.7601]
Copyright (c) 2009 Microsoft Corporation. All rights reserved.

C:\Users\N...>ping smtp.gmail.com
```

- Click **Enter** and the results will be displayed.

Figure : SMTP server address results are displayed



```
Administrator: C:\Windows\system32\cmd.exe
Microsoft Windows [Version 6.1.7601]
Copyright (c) 2009 Microsoft Corporation. All rights reserved.

C:\Users\N...>ping smtp.gmail.com

Pinging gmail-smtp-nsa.1.google.com [74.125.134.108] with 32 bytes of data:
Reply from 74.125.134.108: bytes=32 time=31ms TTL=41
Reply from 74.125.134.108: bytes=32 time=9ms TTL=41
Reply from 74.125.134.108: bytes=32 time=14ms TTL=41
Reply from 74.125.134.108: bytes=32 time=10ms TTL=41

Ping statistics for 74.125.134.108:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 9ms, Maximum = 31ms, Average = 16ms

C:\Users\N...>
```

- If the ping failed, go to step 3 (below).
3. Run a print job to verify that the printer is still connected to the network.

If the printer is not connected to the network, go to <https://support.hp.com> for information and assistance with networking.

If the network is connected properly, and the right SMTP address is entered, contact the email service you are using if the connection error persists.

Samsung Laser Printers - Output Bin Full Error

If the output bin full error shows, then the output tray has too many pages or the sensors are not in the right position.

Check the following to resolve the issue:

1. Power off and unplug the printer.
2. Remove any paper from the output tray.

Figure : Remove paper



3. Make sure the sensor on the left hand side of the output tray is not obstructed.
4. Plug the printer back in and power the printer on to resume printing.

Samsung Laser Printers - Print job stuck in queue (Windows 7)

Use these steps to check the Spooler Service in Windows 7.

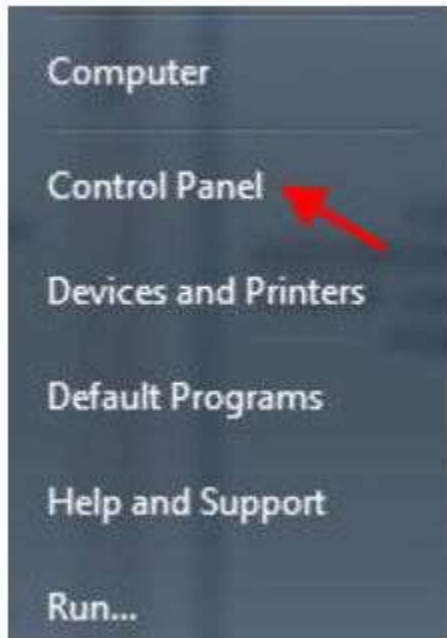
1. Click Start.

Figure : Press the Start button



2. Click Control Panel.

Figure : Start menu



3. Click System and Security.

Figure : Control Panel menu



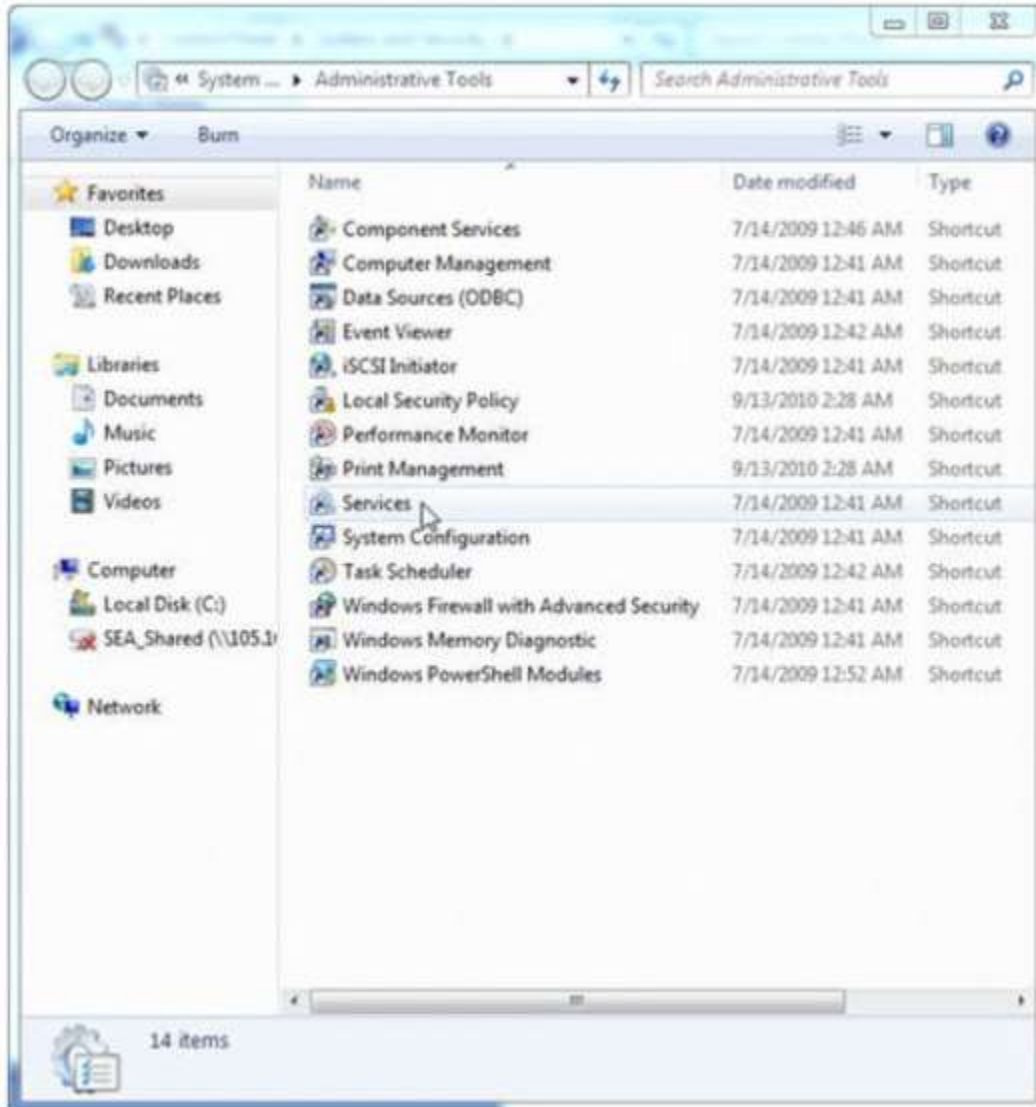
4. Click Administrative Tools.

Figure : System and Security menu



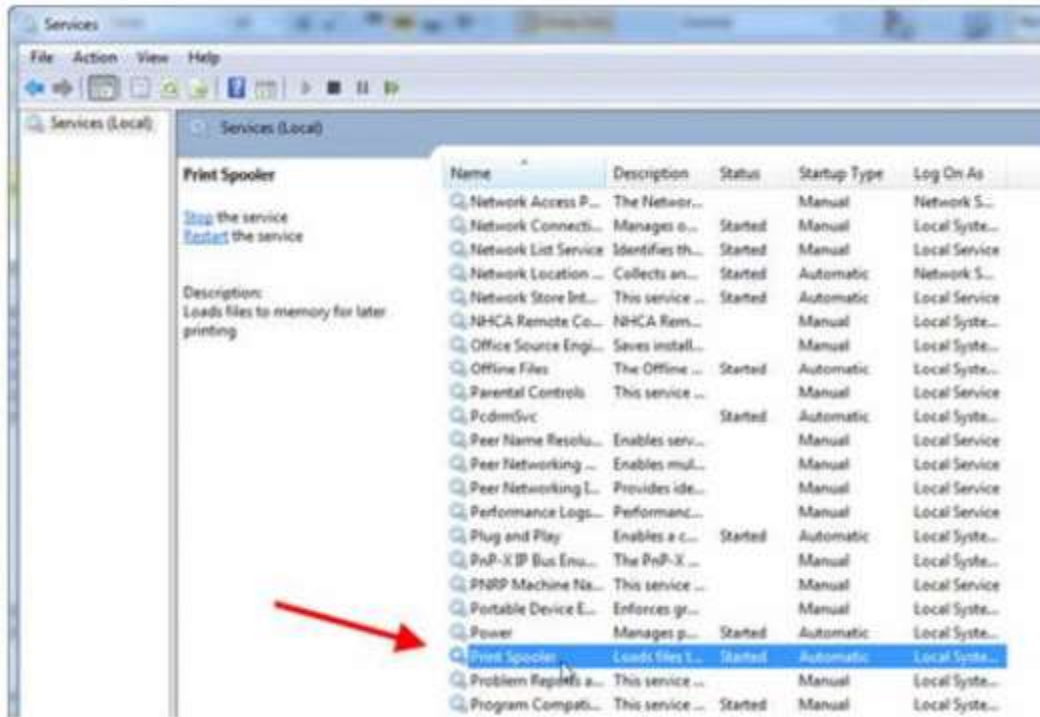
5. Click Services.

Figure : Select Services



6. Scroll down and click Print Spooler.

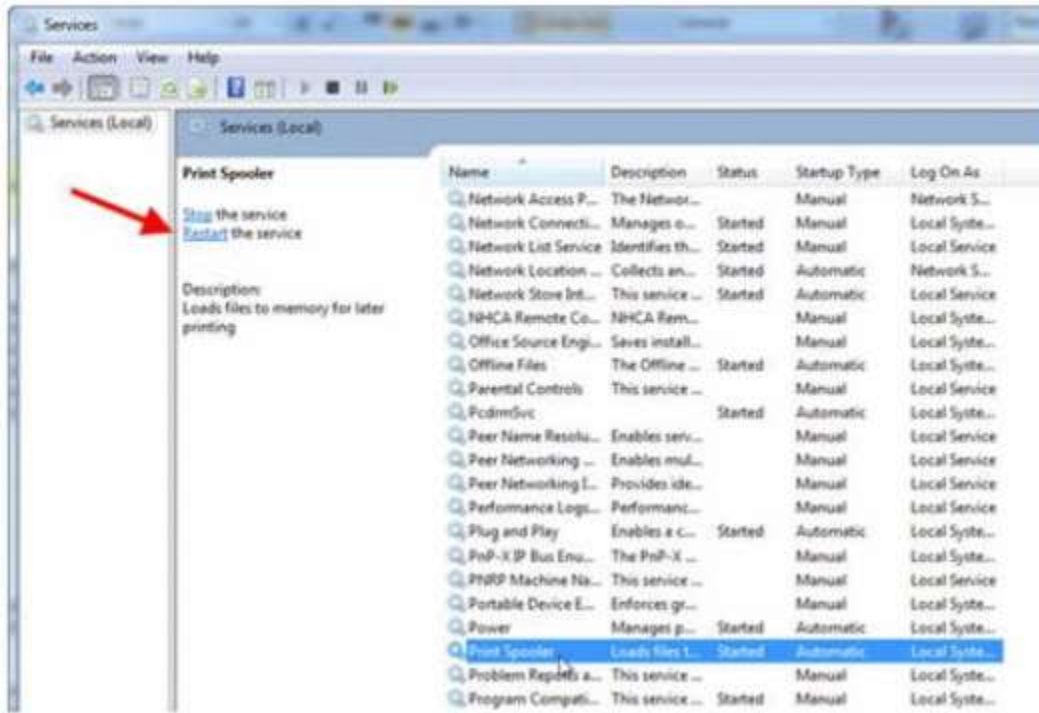
Figure : Scroll to Print Spooler



7. The options Start, Stop, and Restart may display. Click Start if it is displayed. If it is not, click Restart.

note:

If the print spooler service is not running then the Start option will display instead of the Stop option, and vice versa.



8. Close the window and restart the computer.

Samsung Laser Printers - Print job stuck in queue (Windows 8)

Use these steps to check the Spooler Service in Windows 8.

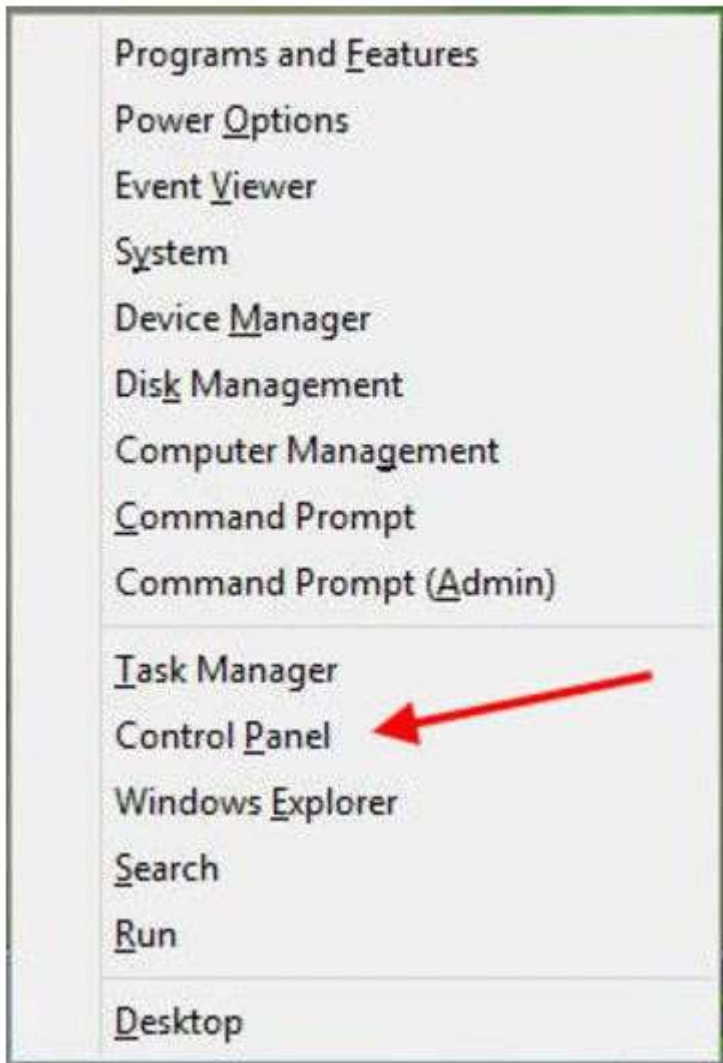
1. Press the Windows and X keys on the keyboard at the same time.

Figure : Press the Windows and X keys



2. Click Control Panel.

Figure : Click Control Panel



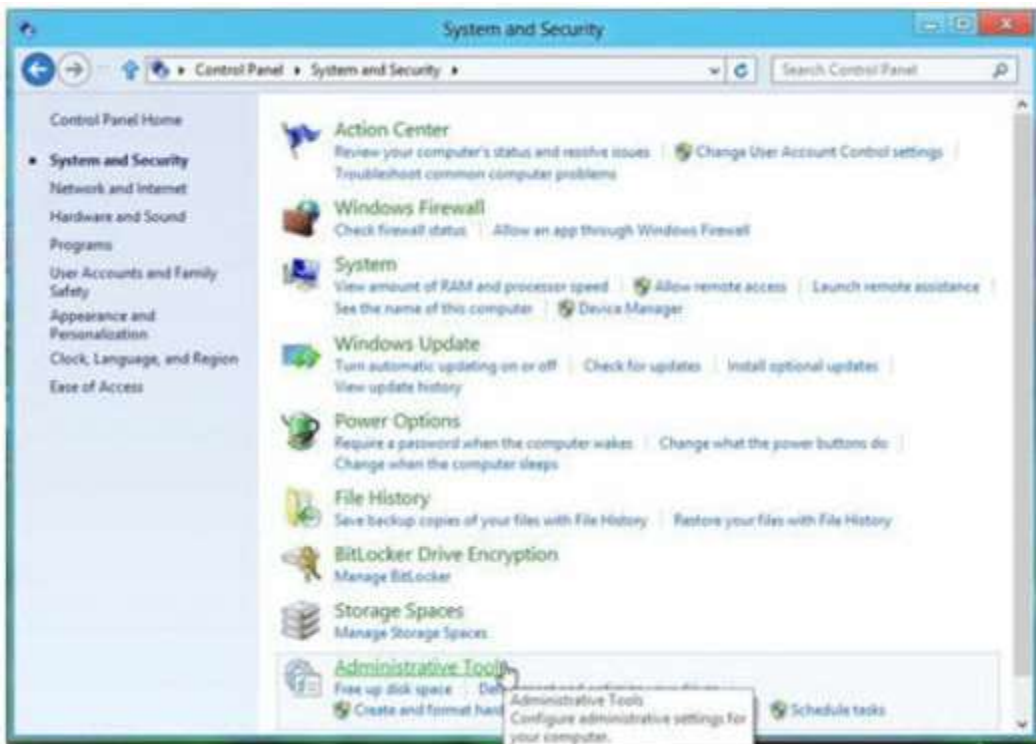
3. Click System and Security.

Figure : Control Panel menu



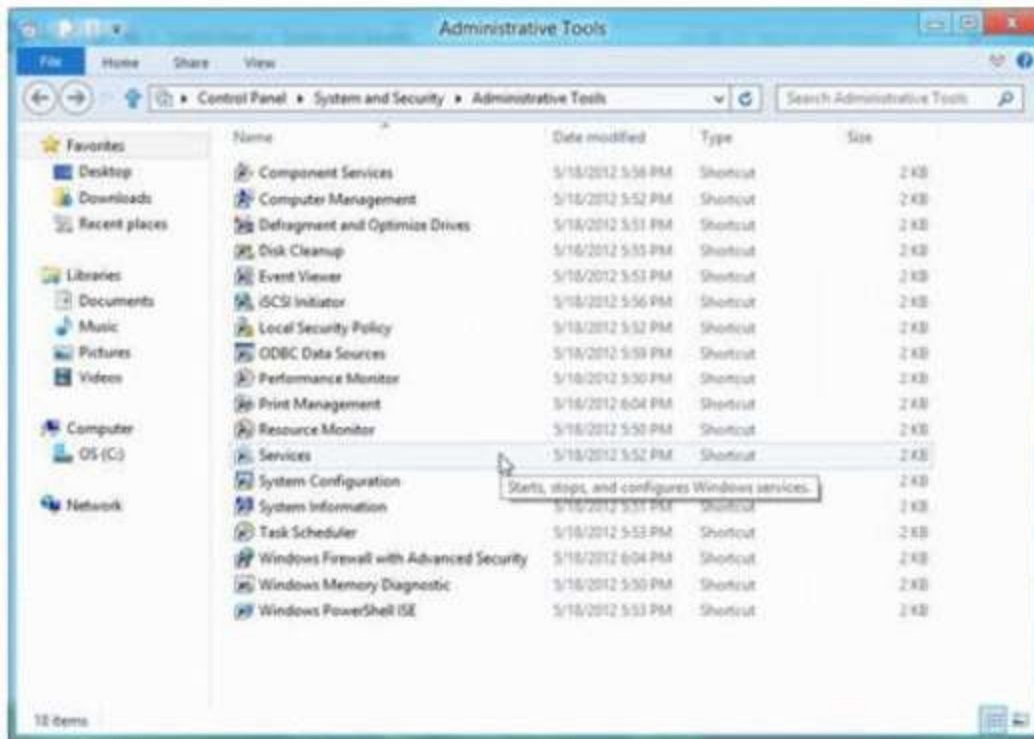
4. Click Administrative Tools.

Figure : System and Security menu



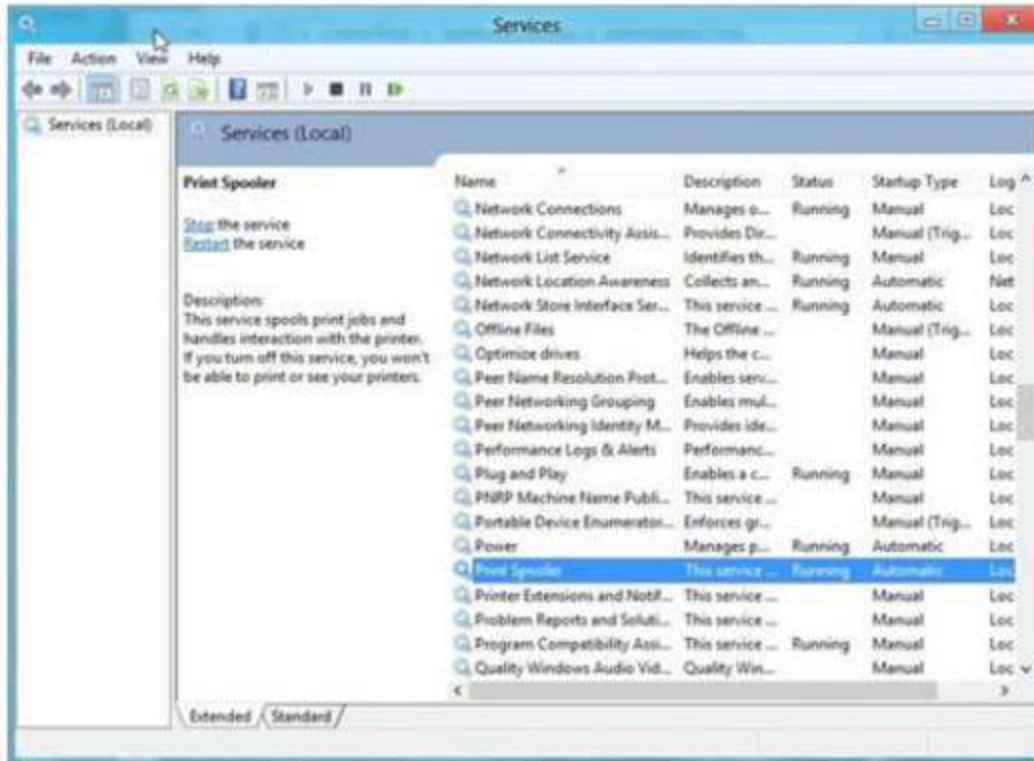
5. Click Services.

Figure : Select Services



6. Scroll down and click Print Spooler.

Figure : Scroll to Print Spooler

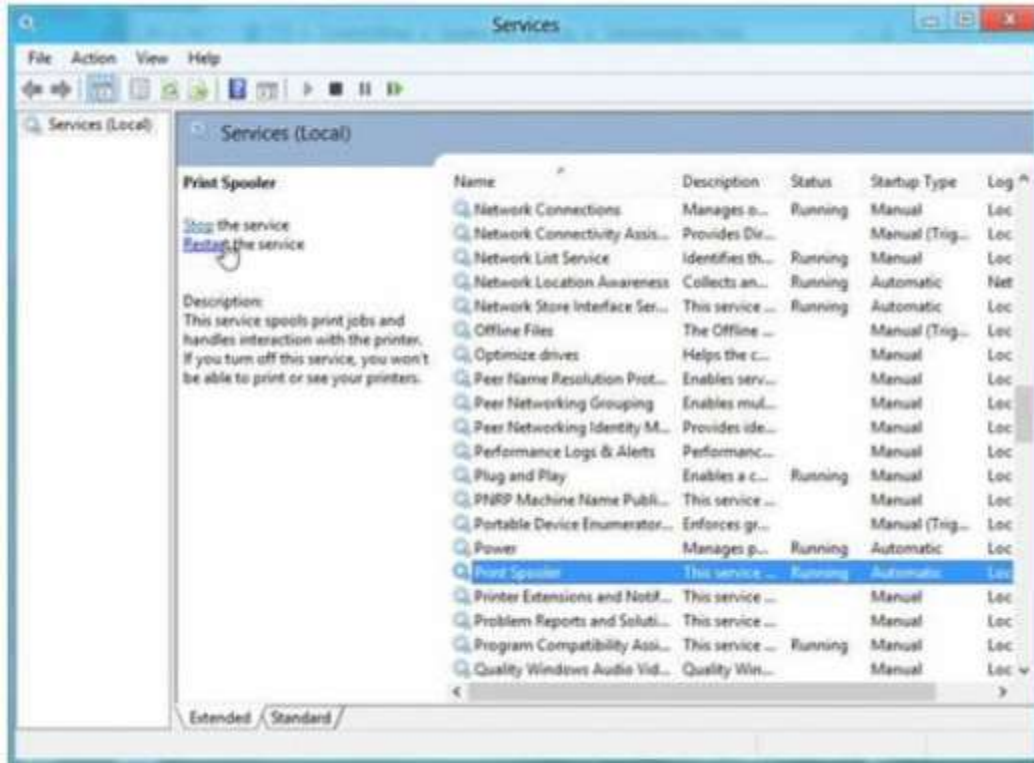


- The options Start, Stop, and Restart may display. Click Start if it is displayed. If it is not, click Restart.

note:

If the print spooler service is not running then the Start option will display instead of the Stop option, and vice versa.

Figure : Print Spooler



8. Close the window and restart the computer.

Samsung Multifunction Laser Printers - Scanning Problems

Condition

Scanner does not work.

Suggested solution

- Make sure that you place the original to be scanned face down on the scanner glass, or face up in the document feeder (see "Loading originals in your printer's User Guide).
- There may not be enough available memory to contain the document you want to scan. Try the **Prescan** function, from **Scan Programs**, to see if that works. Try lowering the scan resolution rate.
- Check that the printer cable is connected properly.
- Make sure that the printer cable is not defective. Switch the printer cable with a known good cable. If necessary, replace the printer cable.
- Check that the scanner is configured correctly. Check the scan setting in the application you want to use to make

Condition	Suggested solution
	certain that the scanner job is being sent to the correct port (for example, USB001).
The unit scans very slowly.	<ul style="list-style-type: none"> • Check if the printer is printing received data. If so, scan the document after the received data has been printed. • Graphics are scanned more slowly than text. • Communication speed slows in scan mode because of the large amount of memory required to analyze and reproduce the scanned image. Set your computer to the ECP printer mode through BIOS setting. This action will help to increase the speed. For details about how to set BIOS, refer to your computer User's Guide.
Message appears on the computer screen:	<ul style="list-style-type: none"> • There may be a copying or printing job in progress. Try your job again when that job is finished. • The selected port is currently being used. Restart your computer and try again. • The printer cable may be improperly connected, or the power might be off. • The scanner driver is not installed, or the operating environment is not set up properly. • Make sure that the printer is properly connected and the power is On, and then restart your computer. • The USB cable might be improperly connected, or the power might be off.
<ul style="list-style-type: none"> • Device can't be set to the hardware mode you want. • Port is being used by another program. • Port is disabled. • Scanner is busy receiving or printing data. When the current job is completed, try again. • Invalid handle. • Scanning has failed. 	

Samsung Laser Printers - How to Use NFC Feature to Print from a Galaxy Phone

The **NFC** (Near Field Communication) feature allows to directly print from a cell phone by holding the cell phone over the NFC tag on the printer.

Figure : NFC tag



The following is required to print using the NFC feature:

- A NFC and Wi-Fi Direct enabled cell phone with Android OS 4.0 or higher.
- A printer with the NFC feature and Wi-Fi Direct.
- The Samsung MobilePrint app.

To print using the NFC feature:

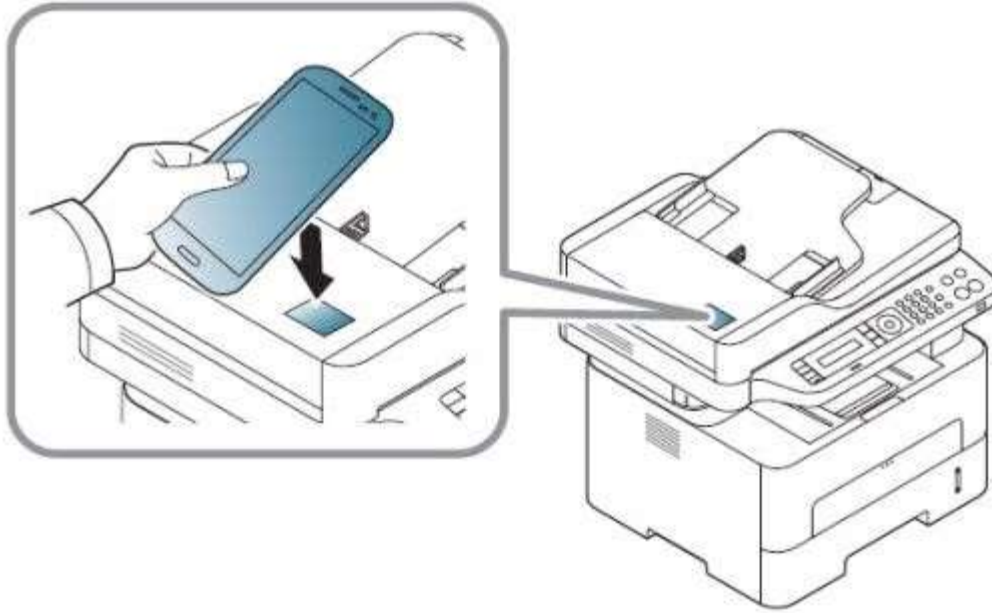
1. Make sure the NFC and Wi-Fi Direct features are enabled on the cell phone and Wi-Fi Direct is enabled on the printer.

note:

For help with enabling Wi-Fi Direct on the printer, see **How To Setup Wifi Direct**.

2. Hold the cell phone with the NFC antenna facing down over the NFC tag on the printer. After a few seconds the Samsung MobilePrint app will start automatically.

Figure : NFC connection



note:

if the Samsung MobilePrint app is not installed, then the phone is directed to the Samsung MobilePrint app download page. Download the app and try the previous steps again.


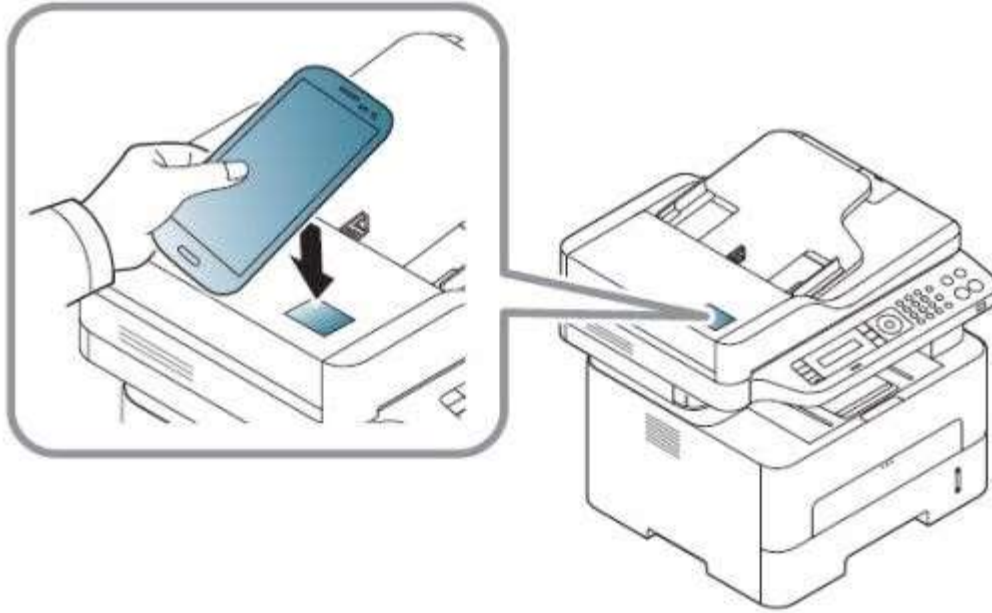
3. Select the file to print. Press the  button to change the print options.
4. Hold the cell phone with the NFC antenna facing down over the NFC tag on the printer. After a few seconds the cell phone will connect to the printer.

Figure : NFC connection



5. The printer starts printing the file.

For some cell phones, the NFC antenna might not be located on the back of the cell phone. Check the location of the NFC antenna on the cell phone before tagging. If an error message appears about a changing the PIN, change the PIN and press OK. Follow the instructions on the app screen to update the PIN.

Samsung Laser Printers - Troubleshooting Windows network connection issues

[Overview](#)

There are various reasons when a printer is unable to connect to a network or when a computer does not list a printer over the network. The most common cause is due to the network set up connection.

Use this document to troubleshoot network issues for a Samsung printer or Multifunction printer connected to a Windows computer.

[Basic troubleshooting checklist for wireless network connection](#)

Make sure that the wireless set up connection meets the following requirements:

- The printer and computer is connected to the same network.
- The correct password is typed when prompted to enter your Network Security Key.
- Position the router closer to the printer so that there is network connection (wireless signal) between the router or access point and the printer.

note:

Samsung printers only support a wireless router that has a frequency of 2.4ghz network signal.

- The printer is set up with a static IP address on the network.

For instructions to assign a static IP address, see the **Troubleshooting Guide**, and in the **Networking** section, go to "**How To Assign The Printer A Static IP Address**".

note:

An IP address of 169.254.xxx.xx indicates a printer is not connected to a network, or has lost connection to the network, or a network has no DHCP server. If this IP address was manually assigned to a printer, it might have no issues with a printer. Try using 192.168.xxx.xxx as an IP address.

note:

If a WLAN Support Error displays, make sure that there is no print job in the print queue during the initial wireless network set up connection. Power on the printer and after a minute, make sure that the wireless signal is turned on.

Select one of the appropriate links to troubleshoot the following issues:

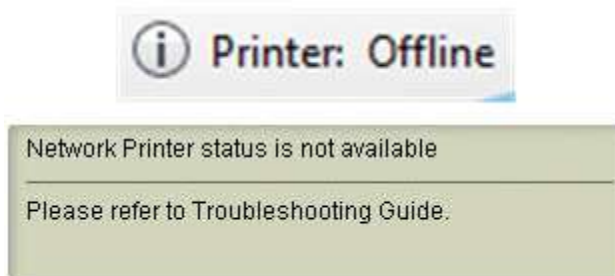
[Network connected printer displays "Offline"](#)

[Network printer does not wake up when printing from a computer](#)

[Network connected printer displays "Offline"](#).

A printer displays "Offline" or "Status is not available" when a printer is unable to communicate with a computer.

Figure : Printer message "Offline"



To resolve the issue, follow these steps:

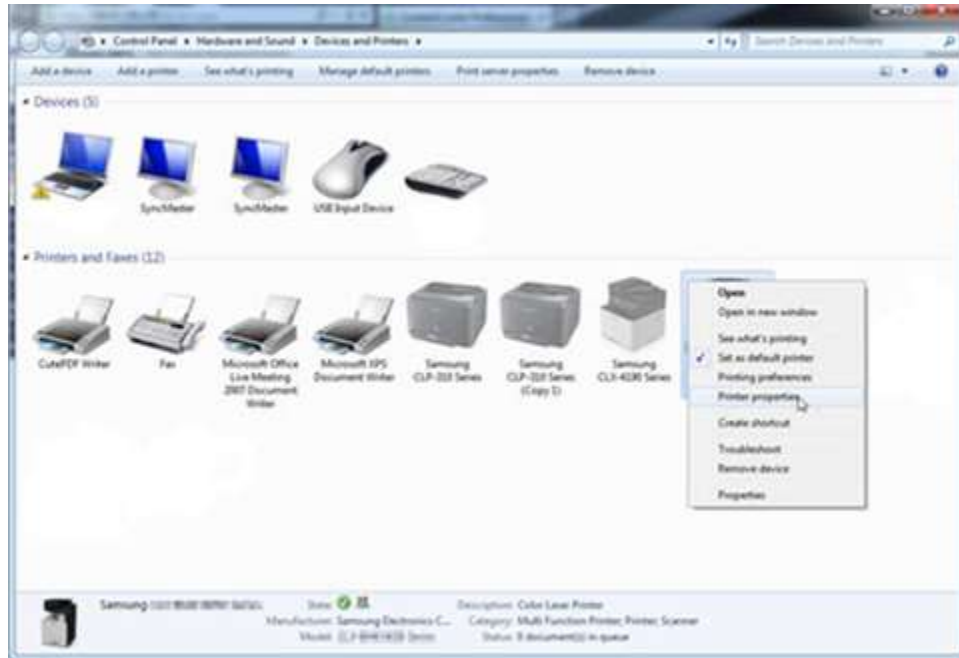
1. Make sure to review the requirements in the [Basic troubleshooting checklist for wireless network connection](#) section.
2. Make sure that the printer is powered on.
3. If a DHCP server assigned an IP address, change it to a static IP address.

4. Configure the TCP/IP port and ensure that the printer and the TCP/IP port has the same IP address.
5. Disable the SNMP feature.

To disable the SNMP feature, follow these steps:

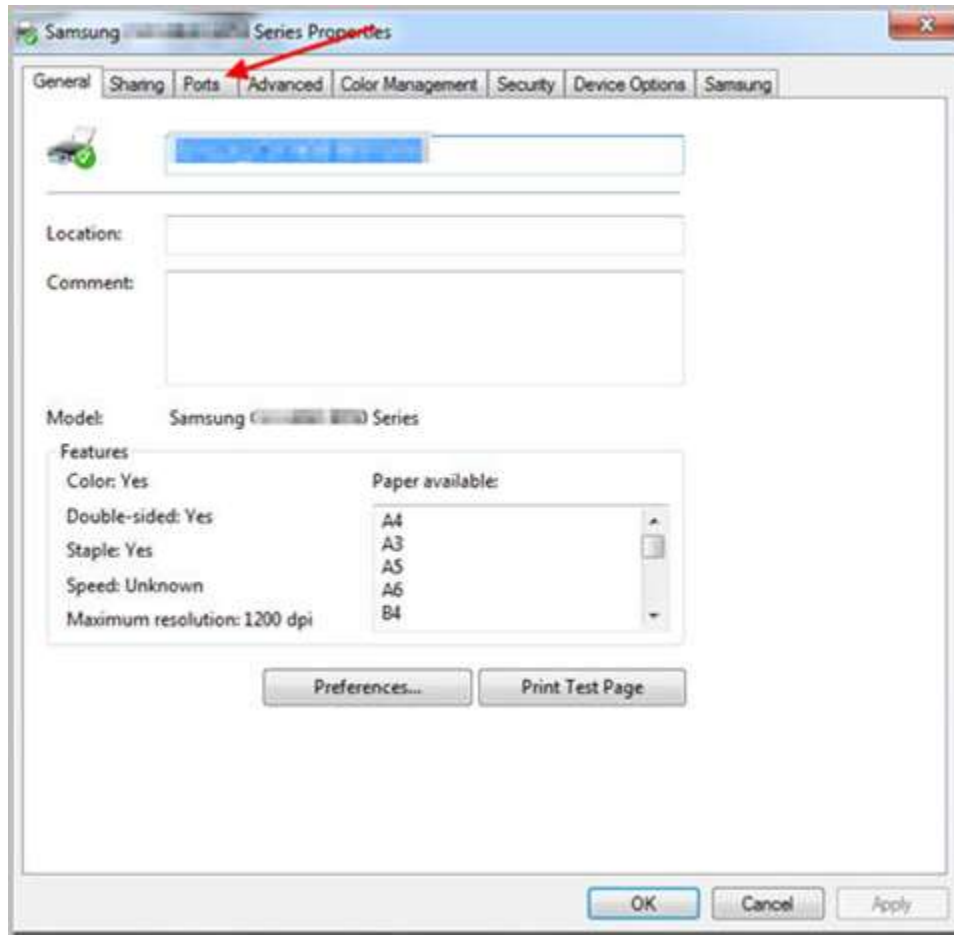
1. On your computer, open Control Panel, and then click Devices and Printers.
2. Right-click the printer displaying "**Offline**", and then click Printer Properties.

Figure : Devices and Printers



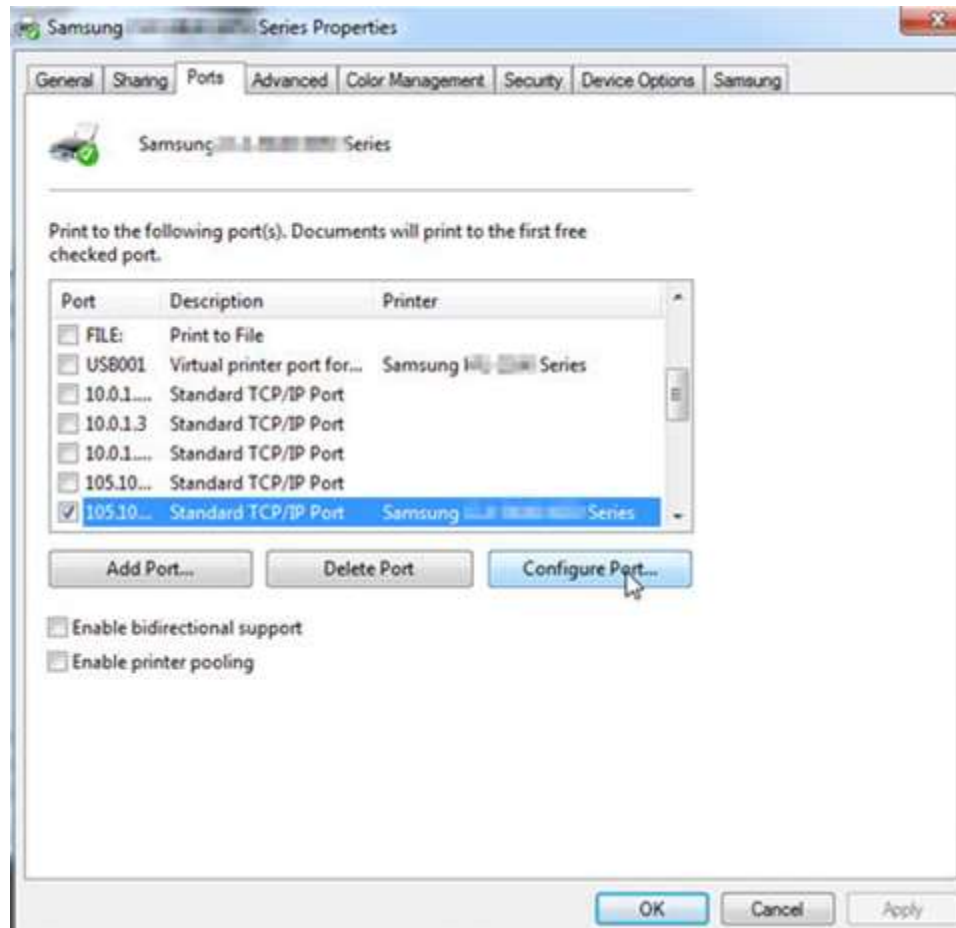
3. In the Printer Properties window, click the Ports tab.

Figure : Printer Properties



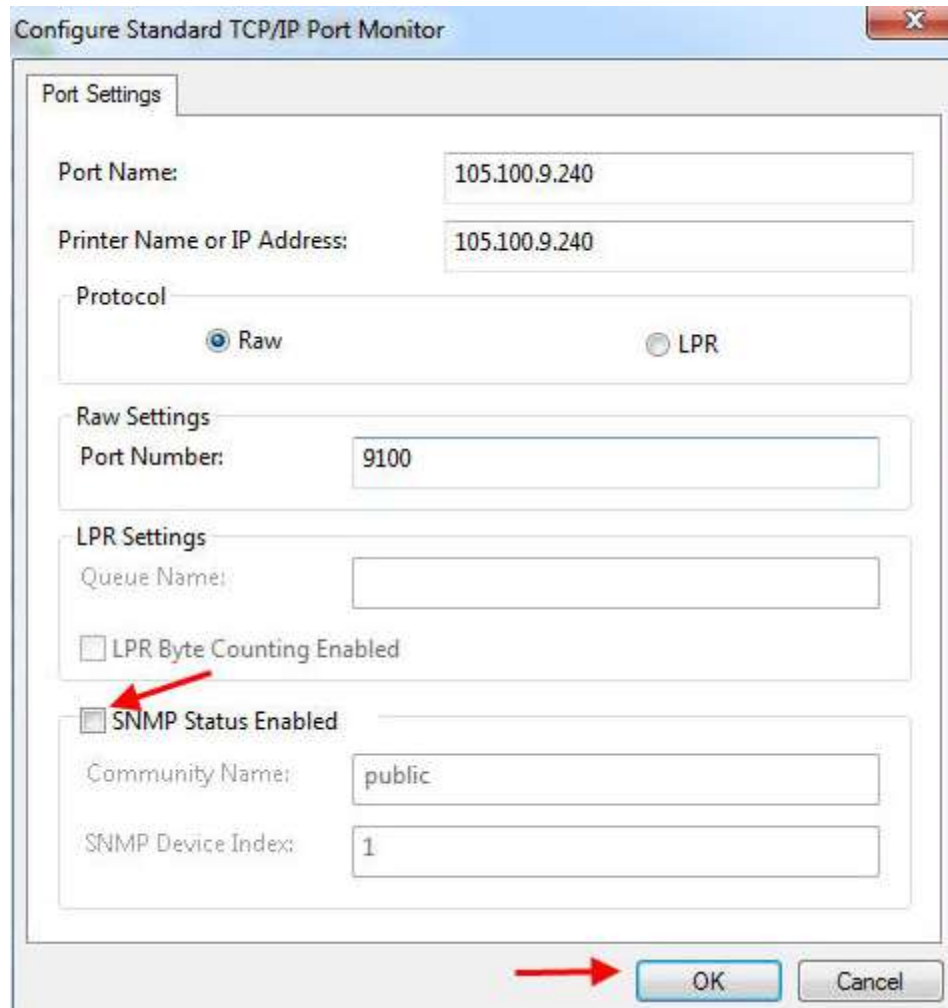
4. Make sure that your printer port is checked, and then click Configure Port.

Figure : Configure Port



5. On the Configure Standard TCP/IP Port Monitor window, uncheck the SNMP Status Enabled check box, and then click OK.

Figure : SNMP Status Enabled



6. Close the Printer Properties window.

To close a window, click the x icon located on the top-right corner of a window.

6. Print a page to the printer to ensure the printer is "Online".

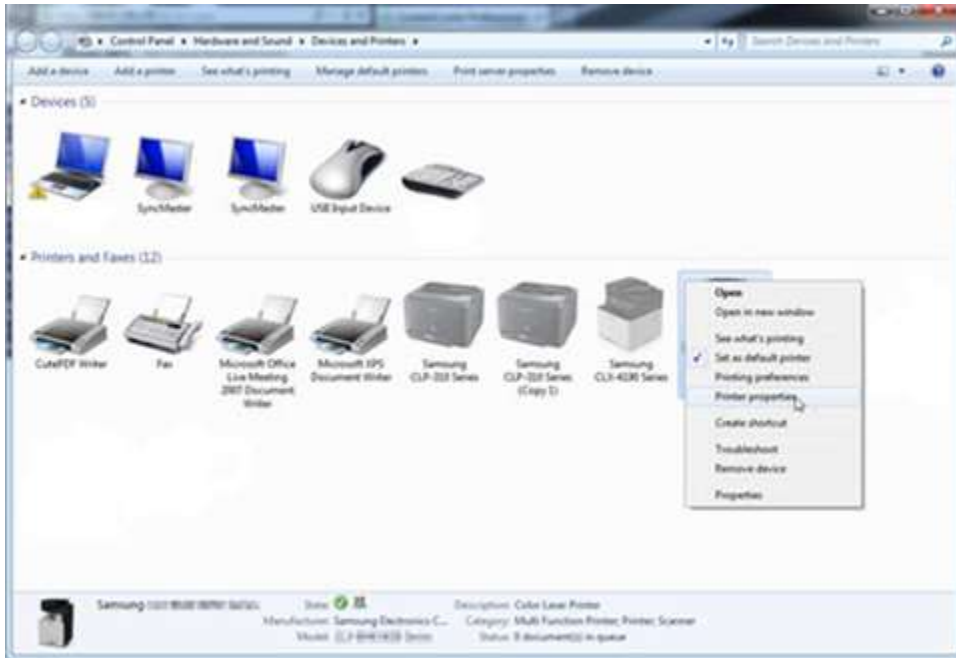
After performing these steps, if the printer displays "Offline", reinstall the print driver and go through the network installation.

Network printer does not wake up when printing from a computer

If your printer does not wake up when connected to the network, follow these steps to resolve the issue:

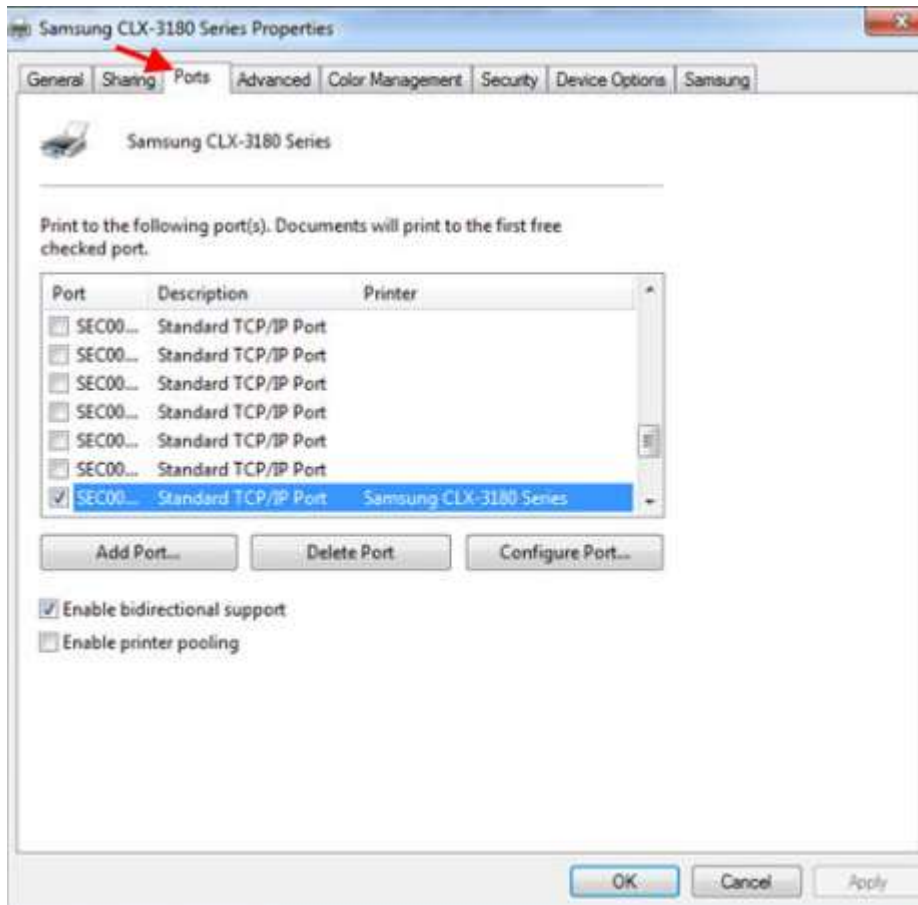
1. Make sure to review the requirements in the [Basic troubleshooting checklist for wireless network connection](#) section.
2. On your computer, open Control Panel, and then click Devices and Printers.
3. Right-click your printer, and then select Printer Properties.

Figure : Devices and Printers



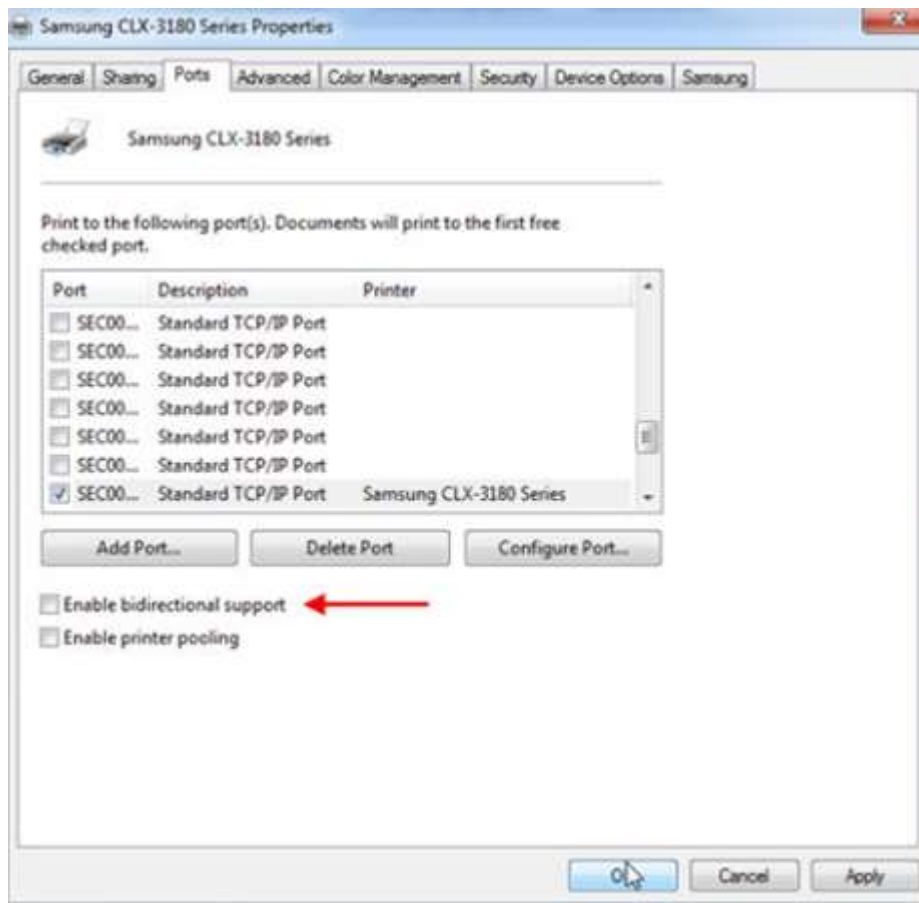
4. Click the Ports tab.

Figure : Ports tab



5. Select your printer from the list of printers, and then uncheck the Enable bidirectional support check box.
6. Click Apply to save the options, and then click OK to apply the change and close the window.

Figure : Enable bidirectional support



7. Print a page from the printer. Check if the printer wakes up and prints the job in queue.

Samsung Laser Printers - Troubleshooting mac network connection

Overview

There are various reasons when a printer is unable to connect to a network or when a computer does not list a printer over the network.

Use this document to troubleshoot network issues for a Samsung printer or a Multifunction printer connected to a Mac computer.

Basic troubleshooting checklist for wireless network connection

Make sure that the wireless set up connection meets the following requirements:

- The printer and computer are connected to the same network.
- The correct password is typed when prompted to enter your Network Security Key.
- Position the router closer to the printer so that there is network connection (wireless signal) between the router or access point and the printer.

note:

Samsung printers only support a wireless router that has a frequency of 2.4ghz network signal.

An IP address of 169.254.xxx.xx indicates a printer is not connected to a network, or has lost connection to the network, or a network has no DHCP server. If this IP address was manually assigned to a printer, it might have no issues with a printer. Try using 192.168.xxx.xxx as an IP address.

note:

If a WLAN Support Error displays, make sure that there is no print job in the print queue during the initial wireless network set up connection. Power on the printer, and then after a minute make sure, that the wireless signal is turned on.

Select one of the appropriate links to troubleshoot the following issues:

[Printer does not connect to a router or access point](#)

[Printer does not display in the Print & Fax list](#)

[Printer does not connect to a router or access point](#)

If a printer does not connect to a replaced router, follow these steps to resolve the issue:

1. Make sure that the printer and router are powered on.
2. If the printer was assigned a static IP address when connected to a router, run the **Samsung Easy Wireless Setting** application, and then select options to set up a wireless connection.

Follow these steps to set up a wireless option using the **Samsung Easy Wireless Setting** application:

1. Connect a USB cable to a USB port of the printer and the other end of the USB cable to your computer.
2. Make sure that there are no connectivity issues and then run the **Samsung Easy Wireless Setting** to set up a wireless connection.

Place the printer close to the computer and within range of the router during the setup procedure.

note:

To download the **Samsung Easy Wireless Setup** file, go to [Drivers and Downloads](#).

OR

To directly download and save the setup file on your computer, click the following .zip file: [EasyWirelessSetup_Mac_1.2.6.zip](#)

Figure : Samsung Easy Wireless Set up



3. Click Next on the **Samsung Easy Wireless Setup** screen.

Figure : Samsung Easy Wireless Setup main installation screen



4. Make sure that the printer is turned on and is in Ready mode, and then click **Next**.

Figure : Configure wireless setting for a printer

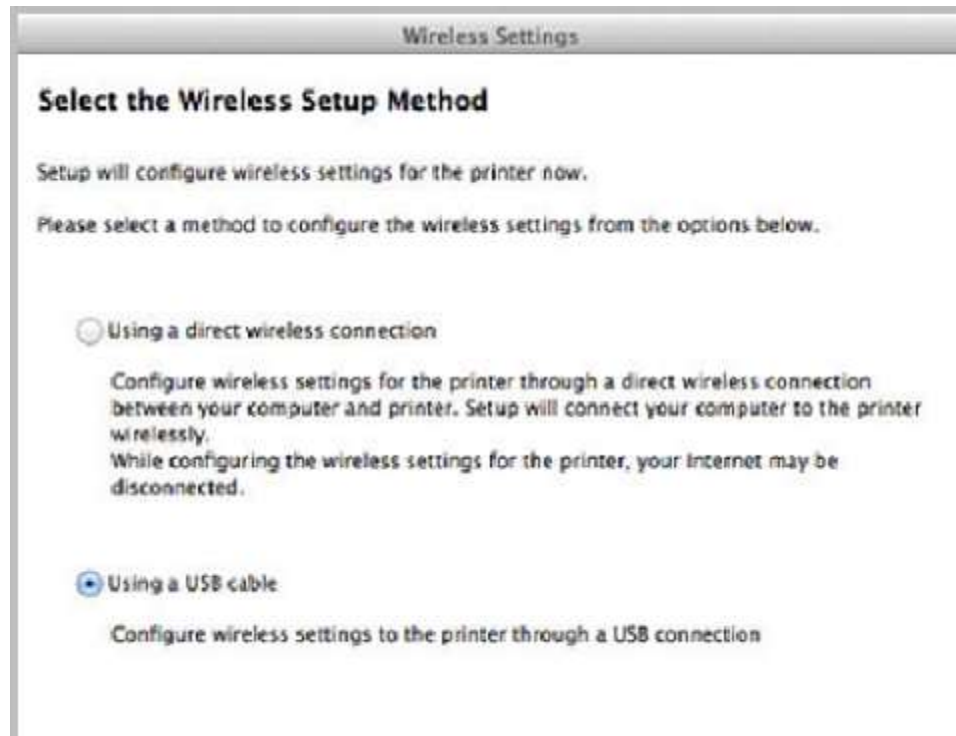


5. Select a method to configure wireless setting.

note:

If a printer was not connected to a network in the initial set up, select Using a USB cable option, and then click Next.

Figure : Wireless Setup Method



6. Make sure that your computer is connected to the printer using a USB cable, and then click Next.

Figure : Printer and Mac computer using a USB cable



7. Make sure that the **Installation Wizard** finds your printer and retrieves the wireless information.

If a printer is not found, a Printer Not Found dialog box displays on the computer, then check if the following solutions resolve the issue:

- Make sure that there is a USB connection between the printer and the computer, and then click Next on the Printer Not Found dialog box.
- Try connecting a different USB cable, if available, to the printer and the computer.
- Make sure that the printer is turned on and is ready to print, and then click Next on the Printer Not Found dialog box.

Figure : Checking a printer using Installation Wizard



8. Select the I want to change the printers wireless settings option after your printer is connected to the wireless network.

Figure : Wireless network setting information for a printer



9. Select your network from the list of wireless network, and then click Next.

note:

As the networks are listed by their connectivity strength, you might have to use the scroll bar to scroll down to see your network.

If your network is not listed in the network list, make sure to check if the following solutions resolve the issue:

- Make sure that the wireless router or access point has a frequency of 2.4ghz bandwidth and not a 5ghz. Samsung printers currently do not have a 5ghz capability.
- Check if another device, like your smartphone or tablet, can receive a good signal (at least 2 bars consistently) in the same location of the printer.

note:

The antenna strength varies between devices. If your laptop or tablet only receives 1 bar of signal, then your printer will not receive a consistent signal.

- If the printer is receiving a good signal consistently, but is not listed in the network, click Advanced Settings, and then manually enter your network information.

Figure : Wireless Network Search



10. On the Wireless Network Security screen, type your Security key (WEP/WPA/WPA2) in the specified text box, and then click Next.

note:

If you do not remember your Security key, contact your network administrator or the manufacturer of your router or access point for assistance.

Figure : Wireless Network Security



11. After the printer is connected to a selected wireless network, a prompt displays when the wireless network connection is successfully completed.

note:

If your printer is not detected during the wireless setup, reset the printing system.

For instructions to reset the printing system, see the **Troubleshooting Guide**, and under the **Networking** section, see "**How to Reset the Printing System In macOS X**".

Figure : Wireless Network Connecting

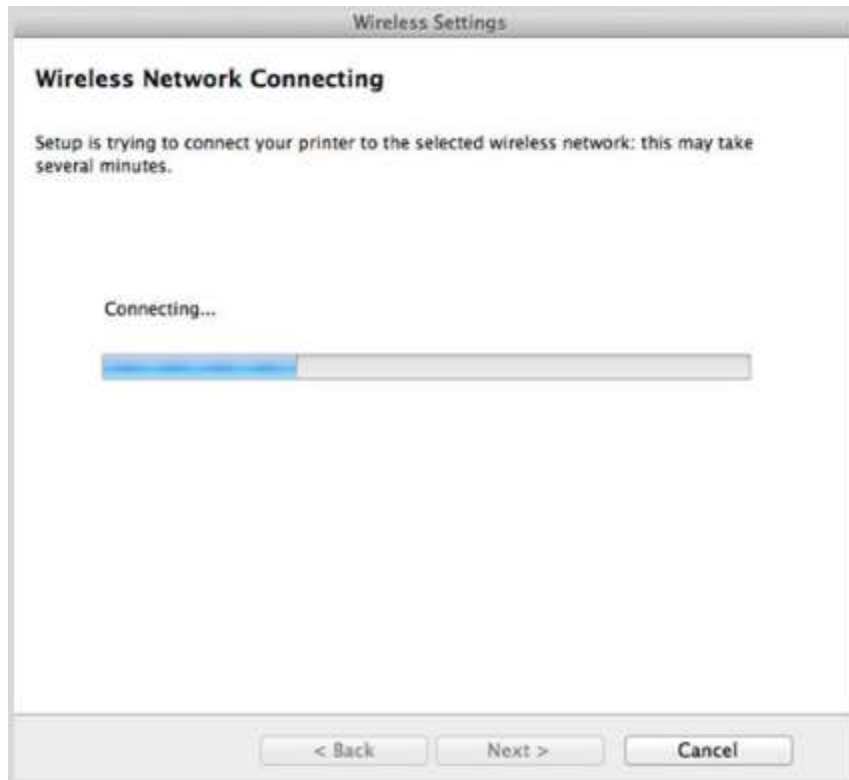


Figure : Wireless Network Setting Complete



Printer does not display in the Print & Fax list

If your printer does not display in the Print & Fax list, check if the following steps resolve the issue:

If one of the steps resolve the issue, it is not required to continue to the next step.

1. Make sure that the correct driver is downloaded and installed. If the issue persists, continue to the next step.

To download and install a driver, go to [Software and Drivers](#).

2. Try to reset the printing system.

For instructions to reset the printing system, see the **Troubleshooting Guide**, and under the **Networking** section, see "**How to Reset the Printing System in Mac OS X**".

3. Add a network printer in your Mac computer.

For instructions to reset the printing system, see the **Troubleshooting Guide**, and under the **Networking** section, see "**How to Add a Network Connected Printer in Mac OS X**".

Compatibility issue when using Air Print on an Apple iOS 8 device

After updating an iOS device running iOS 7.0 to iOS 8, users experienced compatibility issues with Samsung printers when trying to print from their iPhones and iPads using Air Print through a wireless connection. To resolve the compatibility issue, new firmware was released for Samsung printers.

To update the firmware, follow these instructions:

1. Go to [Software and Drivers](#), and then select or search your printer model.

Figure : Search for your printer



2. Download the firmware for your printer, and then follow the on-screen instructions to install the firmware.

warning:

During a firmware update, make sure not to power off or unplug your printer. If you power off the printer during a firmware update, you will not be able to use your printer.

note:

An updated firmware is not compatible with all non-compliant toners. An error message will display when using a non-compliant toner after a firmware update.

Printer model	Firmware version to fix issues
Samsung CLX-3300 series	3.00.02.13 or later
Samsung C460 series	3.00.02.13 or later
Samsung C470 series	3.00.02.14 or later
Samsung M2020 series	3.00.01.11 or later
Samsung M2070 series	3.00.01.20 or later
Samsung M2602x 28x series	3.00.01.25 or later
Samsung M267x 287x series	3.00.01.27 or later

Printer model	Firmware version to fix issues
Samsung SCX-3400 series	3.00.02.05 or later

Samsung Printers - Print features do not work as expected or are missing in macOS Mojave (10.14)

Issue

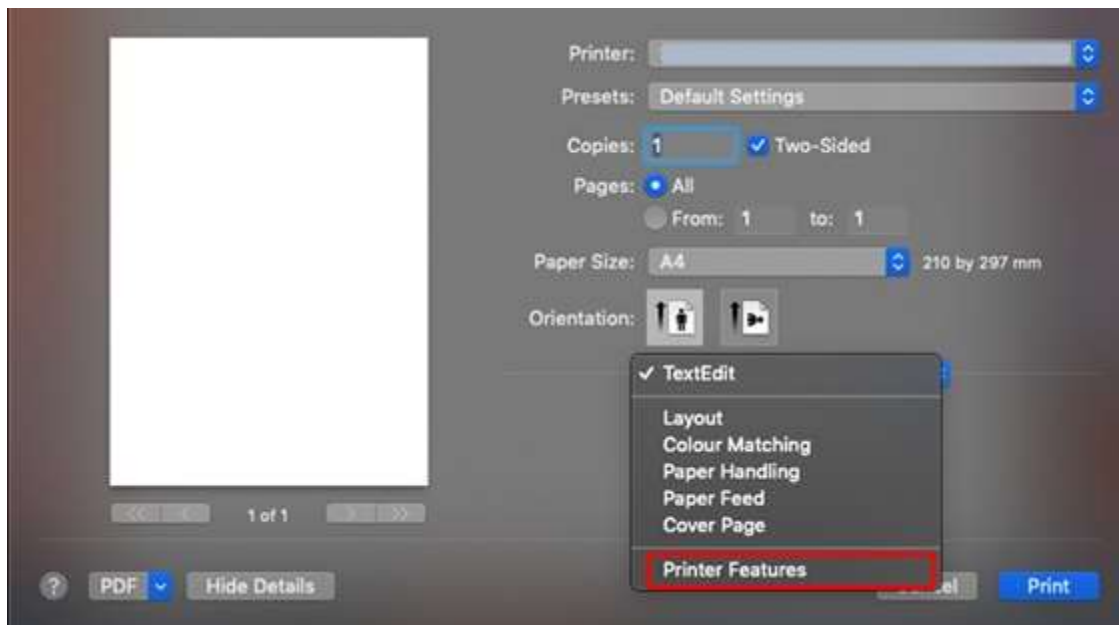
After installing the print driver for a Samsung Printer in macOS Mojave (10.14), driver features are missing or do not work as expected.

Solution

This is expected behavior that is part of a design change in macOS Mojave (10.14).

Printer-specific options for Samsung printers are now found under **Printer Features** the Print dialog box.

Figure : Printer Features in the driver



Workaround

Use the Apple AirPrint driver as an alternate option for printing. However, some features found in the Samsung driver might not be available.

Cause

Beginning with macOS Mojave (10.14), 3rd parties such as HP are no longer allowed to load customized Print Dialog Extensions (PDE) or user interfaces for printing, causing certain aspects of the user experience to change. For example, settings are no longer automatically adjusted (some have dependencies between them) and tooltips are no longer available causing some inconsistencies in the driver settings and behavior. For the known list of affected features, see the **Known feature changes** section below.

Known feature changes

The known list of features affected and the new expected behavior include the following changes:

note:

The known list of affected applications include Safari, Preview, Photos, Text Edit, Mail, Calendar, Contacts, Maps, Notes, Numbers, Pages, and Keynote.

- Tooltips are absent.
- Finishing concept preview is absent.
- The explanation text for booklet, manual duplex, and job storage printing is absent.
- **PIN To Print** field with visible PIN number is saved to **Preset**.
- If the **Fold** option is not enabled, the **Sheets per set** option is available but does not work. The maximum is 3 for **C-Fold** and 5 for **V-Fold**.
- Controls in the Booklet Printing feature set are not dimmed when Format Output as Booklet option is unchecked.
- **Booklet** Printing is not disabled if set Pages per Sheet to 2 or more.
- The **Job name** is empty on the printer control panel when a custom job name is used for **Job Storage, Personal Job**. A default job name works.
- Printing with **Watermark** is failed.
- **Watermark options**(Name, Style, Color, Size, Shade and Message Angle) are absent in Printer Features list.
- Printing with **Poster** is failed.
- **Poster option**(Poster overlap) is absent in Printer Features list.
- Trapping, Black Optimization, RGB Color Simulator and Intent are not disabled when **Grayscale** is enabled.
- Quality, Edge Enhancement and Trapping are not disabled when **X-Ray** of Document type is enabled.
- Skin, Grass and Sky are available even if **Preference Color Control** checkbox is unchecked.
- Cyan-Red, Magenta-Green and Yellow-Blue are available even if **Preference Color Control** checkbox is checked.
- Cyan-Red, Magenta-Green and Yellow-Blue are not returned to default settings if **Preference Color Control** checkbox is checked.
- Transparency Separator is available when **Transparency** is not selected in Paper Type.
- **Job Accounting** pop-up is not supported.
- The control of Sheets per Set of **C-Folding** is absent and always worked as 1.
- The control of Sheets per Set of **V-Folding** is absent and always worked as 1.
- Even though Divided into Set of **Booklet Printing** is selected, the control to input the number of sets is absent.
- Even though **Booklet Printing** selected, the control to input Gutter is absent.

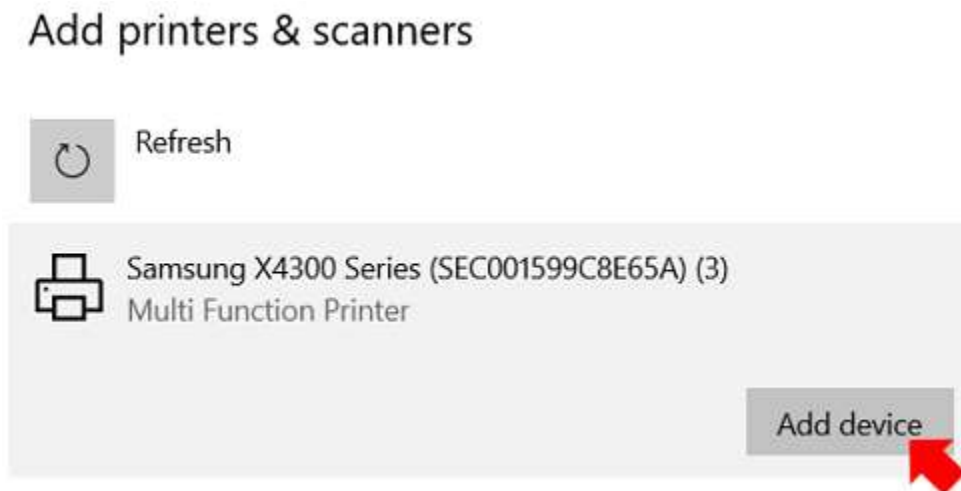
- Right binding of Booklet Printing is not available.
- **N-up of Booklet** Printing is not available.
- While printing with **manual duplex** setting, user can't see guide screen.
- **Special Pages feature** is absent.
- Even though user tries to save **cts** using "save ..." in **Easy Color Manager**, user defined color is absent.
- Even though user selects **Confidential** in **Print Mode**, **User ID field**, **Job Name field**, **Password** fields are absent.
- The **User ID**, **Password**, **PIN code**, **ID only** fields of **Job Accounting** are absent

Samsung Printers - Printing fails and an error occurs when trying to print in Windows 10 RS5 (1809)

Issue

Try to print by adding a printer that uses the **Mopria protocol** in Windows 10 RS5 (1809), the printing procedure fails with an error message like below.

1. Discover and add printer that uses the Mopria at the **Printers & scanners** menu.



2. After confirming that the printer is added correctly, try to print with that printer.

Printers & scanners



Fax



Microsoft Print to PDF

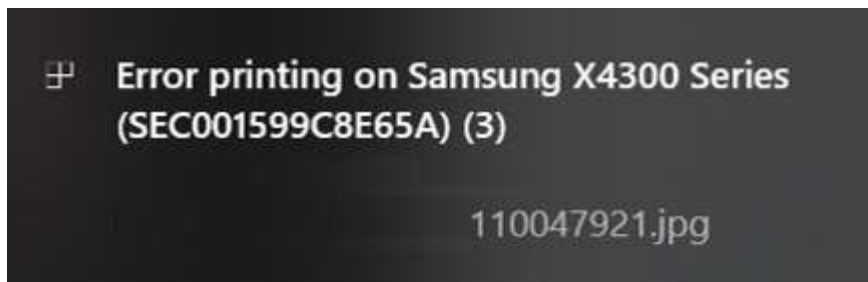


Microsoft XPS Document Writer



Samsung X4300 Series (SEC001599C8E65A) (3)

3. Printing procedure aborted with error message.



Cause

In Windows 10 RS5 version 1809, Mopria Printing technology was added, which makes it possible for printers that support the **Mopria protocol** to be used without installing a vendor-specific printer driver.

The printer is automatically discovered in **Printers & scanners**, and the user can add that printer and use the print feature.

However, due to a compatibility issue with Windows Mopria, some of Samsung A3 MFP series have a problem that does not allow printing using this print queue even after adding the printer.

Solution

Install the vendor-specific printer driver instead of using the **Mopria print queue**.

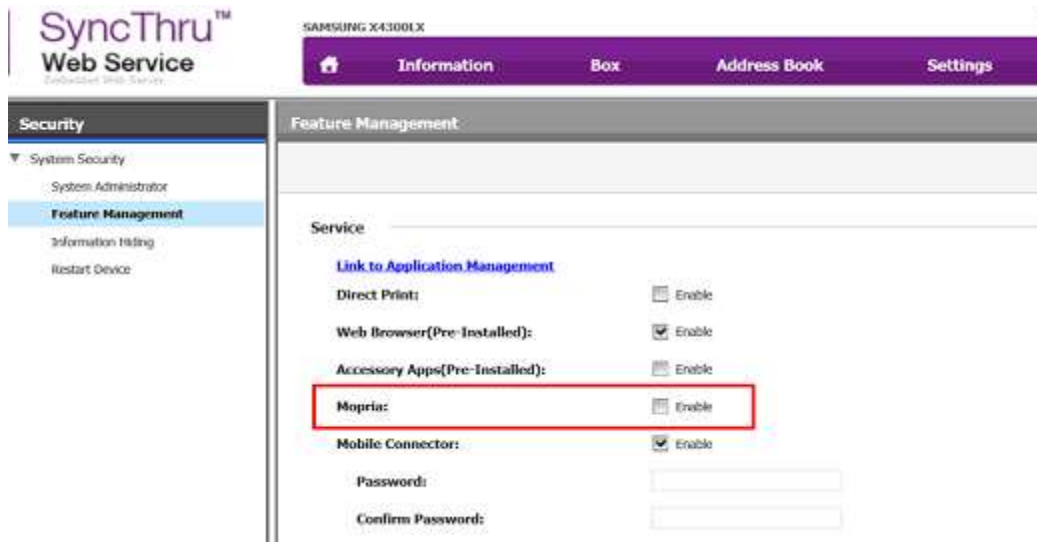
1. Search for corresponding model and download the print driver.

<https://support.hp.com/us-en/drivers/printers>

2. Install the downloaded driver.
3. If the **Mopria print queue** will not be used, the protocol can be **disabled** in the **SyncThru Web Service (SWS)**.

note:

When disabled, the printer will not be discovered as a Mopria supported printer and the issue will not occur.



Applicable printers

- Samsung MultiXpress X4220RX, X4250LX, X4300LX
- Samsung MultiXpress K4250LX, K4250RX, K4300LX, K4350LX, K4355LX
- Samsung MultiXpress X7400LX, X7500LX, X7600LX
- Samsung MultiXpress K7400LX, K7500LX, K7600LX
- Samsung MultiXpress M4580FX, M4583FX
- Samsung MultiXpress M5370LX

Samsung Xpress Color MFP SL-C480 - Understanding Display Messages

Messages appear on the control panel display to indicate the printer's status or errors. Refer to the tables below to understand the messages and their meaning, then correct the problem, if necessary.

note:

- Resolve the error with the guideline from the computer's Printing Status program window, see **Using Samsung Printer Status**.
- If a message is not in the table, reboot the power and try the printing job again. If the problem persists, contact:

[HP Customer Support](#)

- Search for the contents of display message on the support site.
- Some messages might not appear on the display depending on the options or models.
- **[error number]**: Indicates the error number.
- **[tray type]**: Indicates the tray number.
- **[media type]**: Indicates the media type.
- **[media size]**: Indicates the media size.
- **[color]**: Indicates the color of toner.

Paper jam related messages

Message	Meaning	Suggested solutions
Document jam. Remove jam.	The loaded original document has jammed in the document feeder.	Clear the jam, see Original paper jam .
Paper jam inside printer.	Paper has jammed inside the printer.	Clear the jam, see Inside the printer .
Paper jam in tray.	Paper has jammed in the paper tray.	Clear the jam, see Clearing paper jams .
Paper jam in exit area.	Paper has jammed in the exit area.	Clear the jam, see Original paper jam in exit area of scanner .
Paper empty in tray.	There is no paper in tray.	Load paper in tray, see Loading paper in the tray .

Toner related messages

caution:

Samsung does not recommend using a non-genuine Samsung toner cartridge such as refilled or remanufactured. Samsung cannot guarantee a non-genuine Samsung toner cartridge's quality. Service or repair required because of using non-genuine Samsung toner cartridges will not be covered under the printer warranty.

Message	Meaning	Suggested solutions
Install toner.	A toner cartridge is not installed.	Install a toner cartridge.
Not compatible [color] toner.	The toner cartridge is not suitable for the printer.	Install the corresponding toner cartridge with a Samsung genuine cartridge.
Prepare toner.	Small amount of toner is left in the indicated cartridge. The estimated	Prepare a new cartridge for a replacement. Temporarily increase the printing quality by redistributing the toner, see Redistributing toner .

Message	Meaning	Suggested solutions
	cartridge life of toner is close.	
Replace toner.	The indicated toner cartridge has almost reached its estimated cartridge life. ^a	Choose Stop or Continue as shown on the control panel. Selecting Stop , the printer stops printing and cannot print any more without changing the cartridge. Selecting Continue , the printer keeps printing but the printing quality cannot be guaranteed. It might cause serious damage to the printer. Replace the toner cartridge for the best print quality when this message appears. Using a cartridge beyond this stage might result in printing quality issues, see Replacing the toner cartridge .
	The indicated toner cartridge has reached its estimated cartridge life ^a . The printer might stop printing.	Replace the toner cartridge, see Replacing the toner cartridge .

a. Estimated cartridge life means the expected or estimated toner cartridge life, which indicates the average capacity of print-outs and is designed pursuant to ISO/IEC 19798, see Available supplies. The number of pages might be affected by operating environment, percentage of image area, printing interval, media, percentage of image area, and media size. Some amount of toner might remain in the cartridge even when replace new cartridge appears and the printer stops printing.

Tray related messages

Message	Meaning	Suggested solutions
Tray paper mismatch.	The paper size specified in the printer properties does not match the paper being loaded.	Load the correct paper in the tray.

Networking related messages

Message	Meaning	Suggested solutions
Fail connection to WPS.	The printer failed to connect via WPS.	Check the WPS settings, see Using the WPS Settings menu .
Install wireless NIC.	There is a problem on the network interface.	Turn the power switch off and on. If the problem persists, contact HP Customer Support .

Message	Meaning	Suggested solutions
Network Problem: IP conflict.	The network IP address set is being used by someone else.	Check the IP address and reset it if necessary, see Printing a network configuration report.
Not found wireless network.	The printer cannot find the wireless network.	Check the status of the wireless router or access point, including its configuration and power connections, as well as any devices that might affect wireless communication. If the problem persists, contact HP Customer Support .
Not correct wireless setting.	<p>The wireless network options are configured incorrectly for the security method.</p> <p>The password entered in the wireless security options is incorrect.</p> <p>The printer does not support the security method used by the access point or wireless router.</p> <p>The access point or wireless router has malfunctioned.</p>	Reconfigure the wireless options in the printer, SWS, access point, or wireless router. The WPA2-PSK/AES security method is recommended. If the problem persists, contact HP Customer Support .
Not connect wireless AP.	The printer failed to connect to the wireless AP (access point or wireless router).	Check the status of the access point, including its configuration and power connections, as well as any devices that might affect wireless communication. If the problem persists, contact HP Customer Support .
Wi-Fi Direct is not ready.	The printer failed to initialize the Wi-Fi Direct connection.	Reboot the printer to initialize the wireless settings. If the problem persists, contact HP Customer Support .
Wi-Fi Direct is not connect.	The printer failed to connect via Wi-Fi Direct.	Turn the Wi-Fi Direct feature off and then back on or reboot the printer or mobile device. If the problem persists, contact HP Customer Support .

Miscellaneous messages

Message	Meaning	Suggested solutions
Door open. Close it.	The cover is not securely latched.	Close the cover until it locks into place.

Message	Meaning	Suggested solutions
Door of scanner is open.	The cover of scanner is not securely latched.	Close the cover until it locks into place.
Error: [error number]. Call for service.	There is a problem in the system.	Reboot the power. If the problem persists, contact HP Customer Support .
Error: [error number]. Door open/close.	The imaging unit is installed improperly, or the cover is not securely latched.	Reinstall the imaging unit to confirm it is seated properly. Close the cover until it locks into place.
Error: [error number]. Turn off then on.	The printer unit cannot be controlled.	Reboot the power and try the printing job again. If the problem persists, contact HP Customer Support .
ID control fail. Check CTD sensor.	There is a problem in the CTD sensor.	Reboot the power. If the problem persists, contact HP Customer Support .
Output bin full. Remove paper.	The output tray is full, or the sensor is not facing down.	Remove papers from the output tray, the printer resumes printing. Make sure the sensor is facing down. If the problem persists, contact HP Customer Support .
Prepare fuser soon.	The life of the fuser unit will expire soon.	Prepare the fuser unit with a new one, contact HP Customer Support .
Prepare new imaging unit.	The life of the imaging unit will expire soon.	Replace the imaging unit with a new one, contact HP Customer Support .
Prepare new transfer belt.	The life of the transfer belt will expire soon.	Replace the transfer belt with a new one, contact HP Customer Support .
Prepare new transfer roller.	The life of the transfer belt will expire soon.	Replace the transfer belt with a new one, contact HP Customer Support .
Replace new fuser unit.	The life of the fuser unit has expired.	Replace the fuser unit with a new one, contact HP Customer Support .
Replace with new imaging unit.	The life of the imaging unit has expired.	Replace the imaging unit with a new one, contact HP Customer Support .
Replace new transfer belt.	The life of the transfer belt has expired.	Replace the transfer belt with a new one, contact HP Customer Support .

Message	Meaning	Suggested solutions
Replace new transfer roller.	The life of the transfer belt has expired.	Replace the transfer belt with a new one, contact HP Customer Support .
Replace or install waste toner tank.	The life span of the waste toner container has expired and the printer will stop printing until a new waste toner container is placed into the printer.	Replace a waste toner container with a Samsung genuine waste toner container.
Scanner locked.	The scanner is locked.	Reboot the power. If the problem persists, contact HP Customer Support .
Scan unit open or exit jam.	The scan unit is not securely latched or paper has jammed in the scanner area.	Clear the jam, see Original paper jam . Close the cover until it locks into place.