EPSON

AM-M5500 Series
Epson Print Admin Serverless

How to Use

NPD7518-00 EN

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Introduction

The Contents of This Document

This guide describes how to perform the following for Epson Print Admin Serverless.

❏ Authenticated methods

❏ Registering an authentication card

❏ Authenticated printing

❏ Scanning

Using this Guide

Marks and Symbols

> ⚠ ***Caution:***
>
> *Instructions that must be followed carefully to avoid bodily injury.*

> ***Important:***
>
> *Instructions that must be observed to avoid damage to your equipment.*

Note:
Provides complementary and reference information.

Related Information

➡ Links to related sections.

Screenshots Used in This Guide

❏ Screenshots of the printer driver are from Windows 10 or macOS High Sierra. The content displayed on the screens varies depending on the model and situation.

❏ Setting items may vary depending on products and setting conditions.

Operating System References

Windows

In this manual, terms such as "Windows 11", "Windows 10", "Windows 8.1", "Windows 8", "Windows 7", "Windows Server 2022", "Windows Server 2019", "Windows Server 2016", "Windows Server 2012 R2", "Windows Server 2012",

Introduction

"Windows Server 2008 R2", and "Windows Server 2008" refer to the following operating systems. Additionally, "Windows" is used to refer to all versions.

- ❏ Microsoft® Windows® 11 operating system
- ❏ Microsoft® Windows® 10 operating system
- ❏ Microsoft® Windows® 8.1 operating system
- ❏ Microsoft® Windows® 8 operating system
- ❏ Microsoft® Windows® 7 operating system
- ❏ Microsoft® Windows Server® 2022 operating system
- ❏ Microsoft® Windows Server® 2019 operating system
- ❏ Microsoft® Windows Server® 2016 operating system
- ❏ Microsoft® Windows Server® 2012 R2 operating system
- ❏ Microsoft® Windows Server® 2012 operating system
- ❏ Microsoft® Windows Server® 2008 R2 operating system
- ❏ Microsoft® Windows Server® 2008 operating system

Mac OS

In this manual, "Mac OS" is used to refer to Mac OS X 10.9.5 or later as well as macOS 11 or later.

Overview

Epson Print Admin Serverless provides a safe and efficient environment for using printers on networks such as office or school networks.

The following three solutions are provided.

❏ Enhanced Security

Only authenticated users can use the printer.

You can avoid confidential documents being taken away by unauthorized personnel, mixing documents with other user's, and so on since they are printed from an authenticated printer.

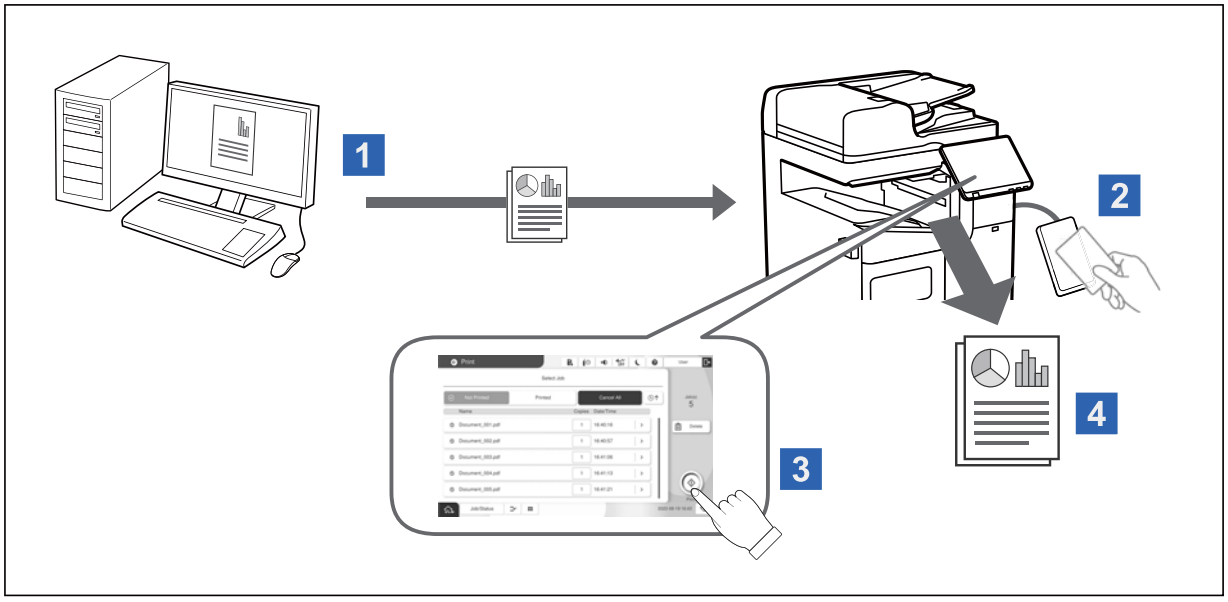
❏ Cost Savings

You can avoid unnecessary printing since print jobs are selected directly from the job list.

❏ Business Efficiency

Without making any complex operations, you can send the scanned data to your email address or save it to the registered destination folder.

About Authenticated Printing



You can store print jobs that are printed from the computer. Log on to the printer as an authenticated user, select the print job, and then print it.

❏ Auto release jobs upon device login

Depending on your system administrator settings, all of the jobs that have been registered are printed when you log in.

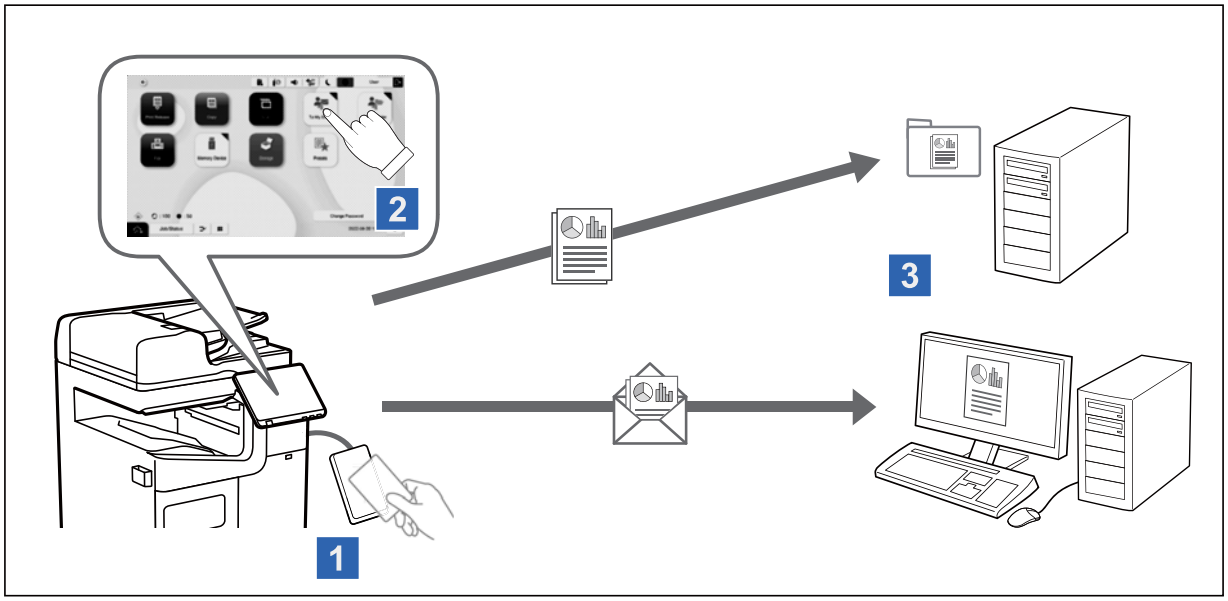
❏ Print without storing on the printer

If your system administrator allows this function, you can print jobs directly without storing them.

❏ Pull printing function

You can print from any printer as long as the printer is linked using the Pull Printing function.

About Scanning



You can use the printer's control panel functions (scanning, copying, faxing, etc.) by logging in to the printer as an authenticated user.

❏ Scanning an original and emailing it to yourself

You can send the scan results to your registered email address.

❏ Scanning an original and saving it to a registered network folder

You can save the scan results to the personal folder named after your user ID under the target folder (network folder or FTP server) registered in Epson Print Admin Serverless, or in a dedicated folder that you can set yourself.

Authentication Methods

The authentication method is set up by the system administrator, and the screen on the control panel is displayed accordingly. The available authentication methods are as follows.

❏ User ID and password

❏ User ID

❏ ID number

❏ Authentication card (if an authentication device is connected)

Preparing for Use

You need to prepare to use Epson Print Admin Serverless. Preparation is different depending on the authentication method and whether an authentication device is used.

Registering an Authentication Card

If you are using an authentication card for Epson Print Admin Serverless, you need to register the user authentication card.

Note:
The card may have been registered by your system administrator already. For more information, follow the instructions given by your system administrator.

1. Hold the authentication card over the authentication card reader.

   The screen for entering the user ID and password is displayed.

2. Enter the user ID and password on the control panel.

   If you do not know your user ID and password, contact your system administrator.

3. Tap **Log in**.

   The registration completion message is displayed.

4. Tap **OK**.

   When you log in, the full name is displayed automatically at the top right of the menu.

5. Tap  to log out.

   Return to the authentication screen. In the future, you will be authenticated only by holding the authentication card.

Checking the ID Number

For ID number authentication, a unique ID number is issued. You can log in to the printer by entering the ID number on its control panel. Contact your system administrator for your ID number.

Login and Logout on Printers

To use the authenticated printing or the control panel functions, you need to log in to the printer.

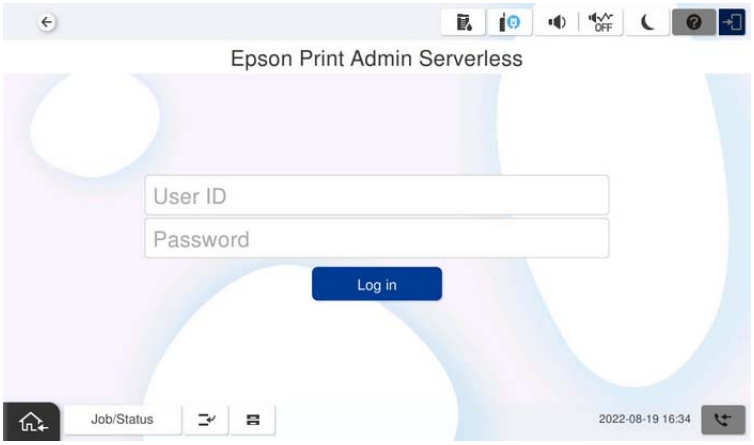
Logging in

You can log in from the printer's control panel.

If the authentication device is not connected

You can log in by entering a user ID and password, a user ID, or an ID number.

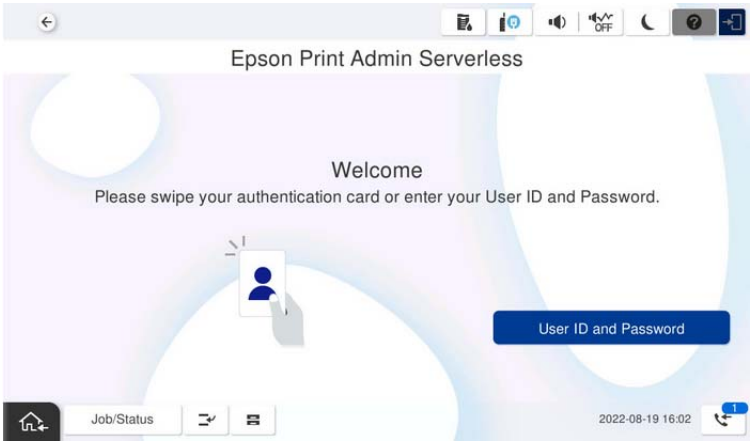
1. Enter the **User ID** and **Password**, the **User ID**, or the **ID Number** on the printer's control panel.



2. Tap **Log in**.

If the authentication device is connected

You can log in by holding the authentication card over the authentication device.



Note:
*When **User ID and Password** or **ID Number** is displayed, you can also log in by entering your user information.*

Related Information

➡ "Registering an Authentication Card" on page 7

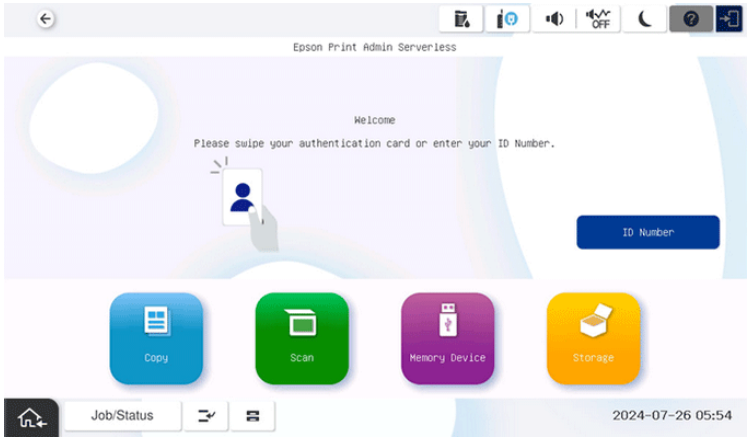
Logging out

Tap  on the control panel. If the authentication device is connected, you can log out by holding the authentication card over the authentication device.

Note:
Log out automatically when no operations have been performed for a predetermined amount of time set by your system administrator.

When Control Panel Functions Are Available Without Authentication

When your system administrator allows use of the control panel functions without authentication, the following authentication screen is displayed.



For the users registered for Epson Print Admin Serverless:

Log in from the control panel, and then use the authenticated printing or the control panel functions.

For the users who have not registered for Epson Print Admin Serverless:

Tap the menu icon from the control panel to use each function.

Changing the User Information

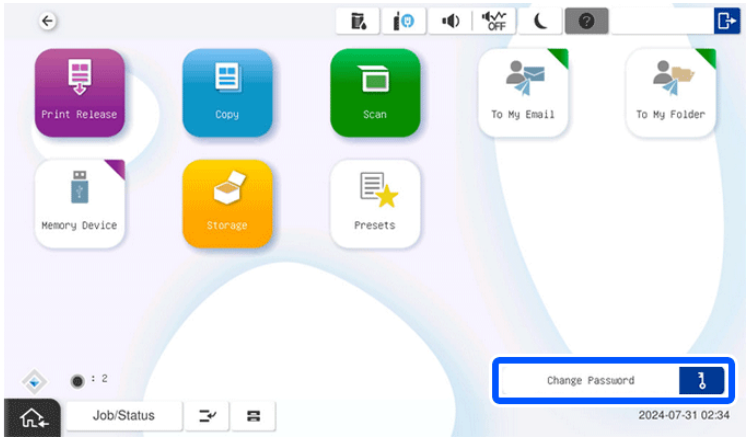
Changing the Password

If the **Change Password** button is displayed on the control panel, you can change the password.

1. Log in.

   The menu that you have permission to use is displayed.

2. Tap **Change Password**.



3. Enter the current password, the new password, and the confirmation of the new password.

4. Tap **OK** .

   The completion message is displayed.

5. Tap **OK**.

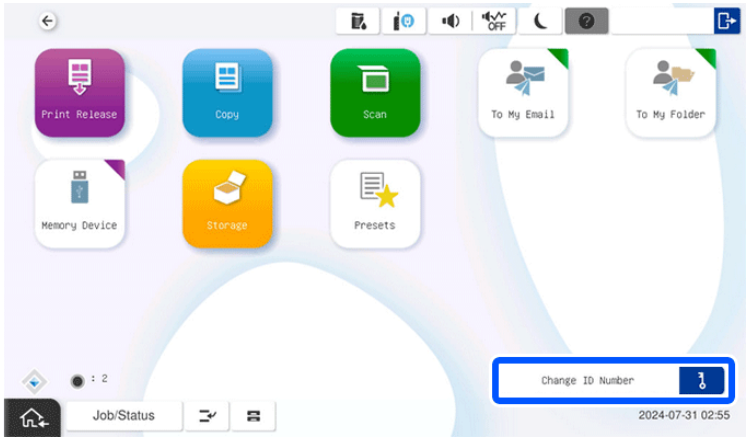
Changing the ID Number

If the **Change ID Number** button is displayed on the control panel, you can change the ID number.

1. Log in.

   The menu that you have permission to use is displayed.

2. Tap **Change ID Number**.



3. Enter the current ID number, the new ID number, and the confirmation of the new ID number from 4 to 8 digits.

   Note:
   Your system administrator sets the minimum number of digits for the ID number.

4. Tap **OK**.

   The completion message is displayed.

5. Tap **OK**.

Authenticated Printing

The flow of authenticated printing is as follows:

1. Send print jobs to the printer by printing from the computer.

2. Log in to the printer, select the print jobs and then print them.

Printing from the Computer

You will set up to use authenticated printing on the printer driver, and then print.

Setting Up the Printer Driver -Windows

Set up to use authenticated printing on a Windows printer driver. Log on to your computer as an administrator.

1. Open the printer list on the computer.

   - ❏ Windows 11

     Click on the start button, and then select **Settings** > **Bluetooth & devices** > **Printers & scanners**.

   - ❏ Windows 10/Windows Server 2022/Windows Server 2019/Windows Server 2016

     Click on the start button, and then select **Windows System** > **Control Panel** > **View devices and printers** in **Hardware and Sound**.

   - ❏ Windows 8.1/Windows 8/Windows Server 2012 R2/Windows Server 2012

     Select **Desktop** > **Settings** > **Control Panel** > **View devices and printers** in **Hardware and Sound**.

   - ❏ Windows 7/Windows Server 2008 R2

     Click the start button, and select **Control Panel** > **Hardware and Sound** > **Scanner and Cameras**, and then check if the printer is displayed.

   - ❏ Windows Server 2008

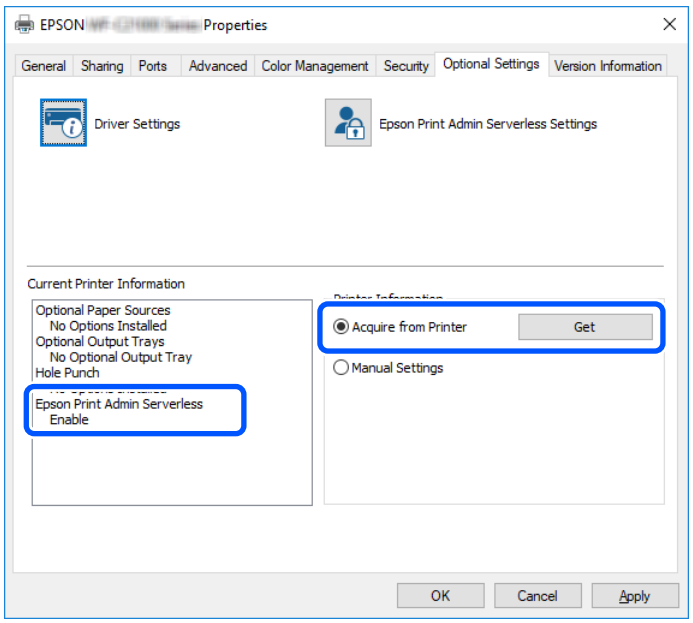
     Click the start button, and then select **Control Panel** > **Printers** in **Hardware and Sound**.

2. Click (right-click) on your printer, or press and hold it, select **Printer properties** or **Properties**, and then click the **Optional Settings** tab.

3. Select **Acquire from Printer**, and then click **Get**.

   Make sure that **Epson Print Admin Serverless** is set to **Enable** in **Current Printer Information**.

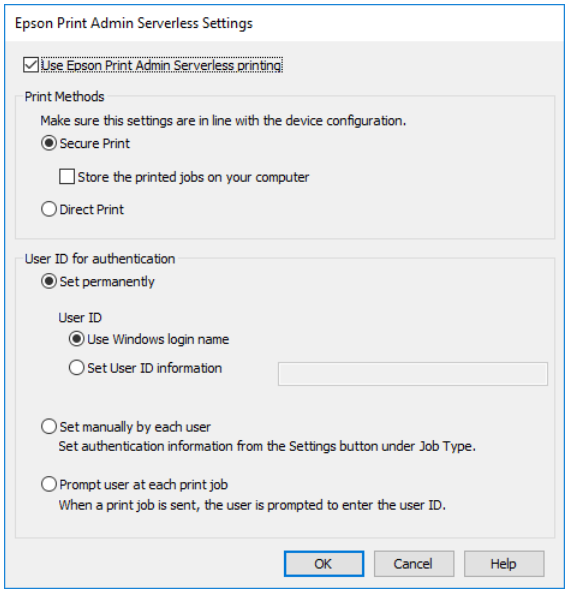
Note:
If it is not set to ***Enable****, the Epson Print Admin Serverless setting may not have been completed.*



4. Click **Epson Print Admin Serverless Settings**.

   The **Epson Print Admin Serverless Settings** window is displayed.

5. Check that **Use Epson Print Admin Serverless printing** is selected, and then select how to set your user ID in **User ID for authentication**.



Items	Description
Use Epson Print Admin Serverless printing	Select when you use authenticated printing.

Items		Description
Print Methods		You can use this if it has already been allowed by your system administrator. **Secure Print**: Sent print jobs are stored on the printer. Log in to the printer using an authentication card and so on, select the job, and then print it. **Store the printed jobs on your computer**: Select if printing is slow when using the Pull Printing function. Clear this if you are not using the Pull Printing function. **Direct Print**: Sent print jobs are printed directly. Print jobs are not stored on the printer.
User ID for authentication	Select how to set the user ID to use authenticated printing.	
	Set permanently	When you use authenticated printing from this computer, always use the user ID set in **User ID**. You do not need to set the user ID again when printing. Select this setting when using the same user ID as the login name or when using a fixed user ID.
	Set manually by each user	On the **More Options** tab (or the **Finishing** tab) in the printer driver, select **Settings** under **Job Type**, and then set the user ID in the **User ID Setting** window. Once you have set the user ID, you do not need to set it again unless you change the user ID that you want to use. To change the user ID, change the user ID in the **User ID Setting** window.
	Prompt user at each print job	The **User ID Setting** window is displayed before printing, and then users can enter the user ID. This setting is useful when multiple users use a computer with a single user account.

6. Click **OK**.

7. Click **OK** to close the **Optional Settings** window.

Related Information

➡ "When **Set permanently** is selected" on page 14

➡ "When **Set manually by each user** is selected" on page 15

➡ "When **Prompt user at each print job** is selected" on page 16

Printing from the Printer Driver -Windows

The printing procedure varies depending on the setting of **User ID for authentication** in the **Epson Print Admin Serverless Settings** window.

When Set permanently is selected

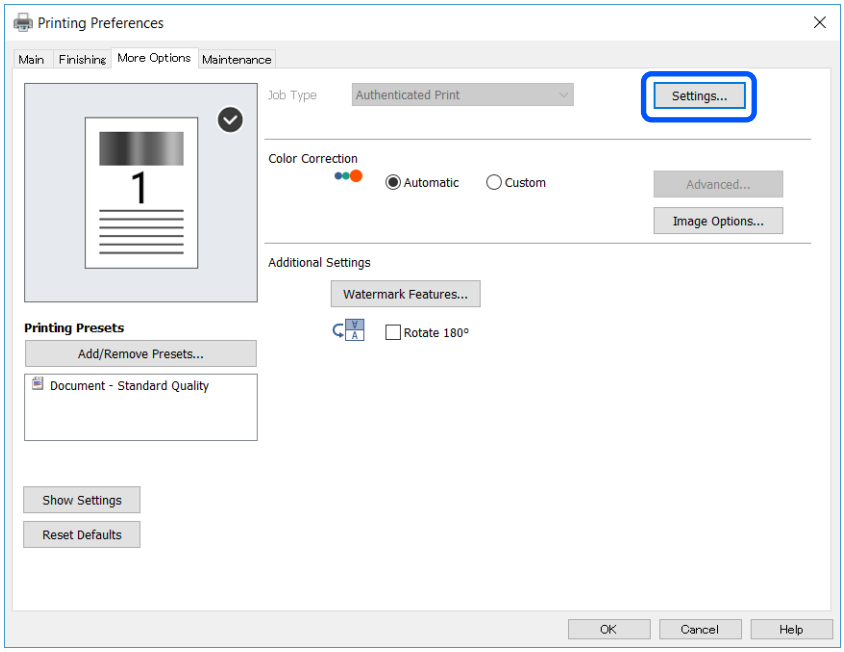
The printing procedure is the same as the normal printing procedure when you select **Set permanently** in the **Epson Print Admin Serverless Settings** window. For instructions on how to print from the Windows printer driver, see the printer's User's Guide.

When Set manually by each user is selected

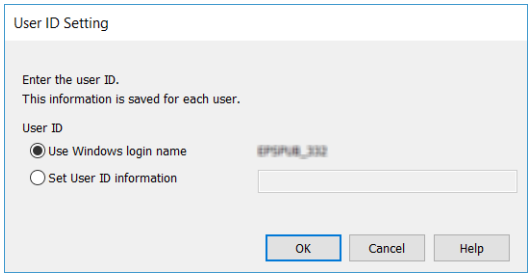
Operations may differ depending on the application. See the application's help for details.

1. Open the file you want to print.
2. Select **Print** or **Page Setup** from the **File** menu.
3. Select your printer.
4. Select **Preferences** or **Properties** to access the printer driver window.
5. Change the settings as necessary.

   See the menu options for the printer driver for details.
6. Click **Settings** under **Job Type** on the **More Options** tab (or the **Finishing** tab) to display the **User ID Setting** window.



7. Change the user ID as necessary, and then click **OK**.



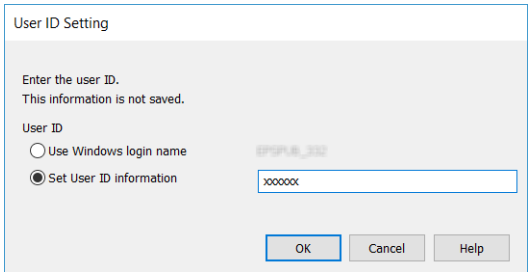
8. Click **OK** to close the printer driver window.
9. Click **Print**.

   The print job is sent to the printer.

When Prompt user at each print job is selected

The printing procedure is the same as the normal printing procedure when you select **Prompt user at each print job** in the **Epson Print Admin Serverless Settings** window. For instructions on how to print from the Windows printer driver, see the printer's User's Guide.

The **User ID Setting** window is displayed after clicking **Print**. Enter the user ID, and then click **OK**.



Connecting the Printer -Mac OS

For Mac OS, you cannot authenticate the printer's IP connection. Connect the printer using Bonjour or IPP protocol.

Related Information

➡ "Connect the printer by using Bonjour" on page 16

➡ "Connect the printer by using IPP protocol" on page 16

Connect the printer by using Bonjour

1. Open **System Preferences** (or **System Settings**) > **Printers & Scanners** (or **Print & Scan**, **Print & Fax**).
2. Click + (or **Add Printer, Scanner or Fax**).

   When the menus are displayed, click **Add Printer or Scanner**.
3. Make sure you select **Default**, and then select the printer you want to use from **Name**.
4. Select **Select Software** (or **Select Printer Software**) from **Use** (or **Print Using**).
5. Select the printer you want to use on the **Printer Software** screen, and then click **OK**.
6. Click **Add**.

Connect the printer by using IPP protocol

1. Open **System Preferences** (or **System Settings**) > **Printers & Scanners** (or **Print & Scan**, **Print & Fax**).
2. Click + (or **Add Printer, Scanner or Fax**).

   When the menus are displayed, click **Add Printer or Scanner**.
3. Select **IP**.

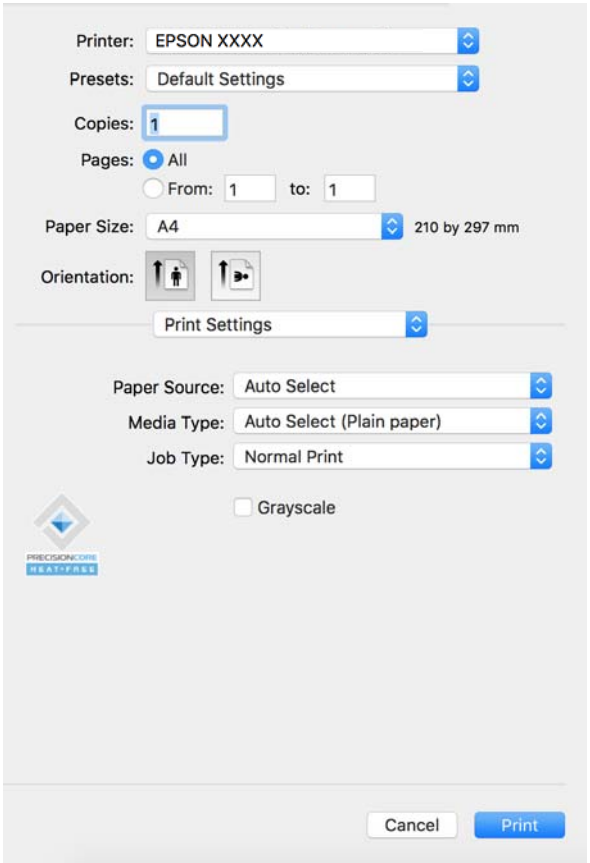
4. Enter the printer's host name or IP address in **Address**.
5. Select **IPP (Internet Printing Protocol)** in **Protocol**.
6. Select **Select Software** (or **Select Printer Software**) from **Use** (or **Print Using**).
7. Select the printer you want to use on the **Printer Software** screen, and then click **OK**.
8. Click **Add**.

Printing from the Printer Driver -Mac OS

Note:
Operations may differ depending on the application. See the application's help for details.

1. Open the file you want to print.
2. Select **Print** from the **File** menu or another command to access the print dialog.

   If necessary, click **Show Details** or ▼ to expand the print window.
3. Select your printer.
4. Select **Print Settings** from the pop-up menu.



Note:
*If the **Print Settings** menu is not displayed on macOS Catalina (10.15) or later, macOS High Sierra (10.13), macOS Sierra (10.12), OS X El Capitan (10.11), OS X Yosemite (10.10), OS X Mavericks (10.9), the Epson printer driver has not been installed correctly. Enable it from the following menu.*

*Select **System Preferences** (or **System Settings**) from the Apple menu > **Printers & Scanners** (or **Print & Scan**, **Print & Fax**), remove the printer, and then add the printer again. See the following to add a printer.*

"Connect the printer by using Bonjour" on page 16

"Connect the printer by using IPP protocol" on page 16

*macOS Mojave (10.14) cannot access **Print Settings** in applications made by Apple such as TextEdit.*

5. Change the settings as necessary.

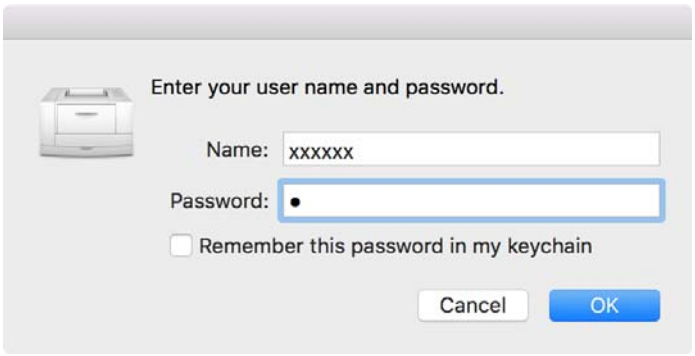
   See the menu options for the printer driver for details.

6. Click **Print**.

   The authentication information input dialog is displayed.

7. Enter the user ID, enter 0 (zero) for the password, and then click OK.

   The print job is sent to the printer.



Note:
*If you select **Remember this password in my keychain**, you can skip entering the user ID and password in the future.*

Operations on the Printer

You print or delete the print jobs sent to the printer.

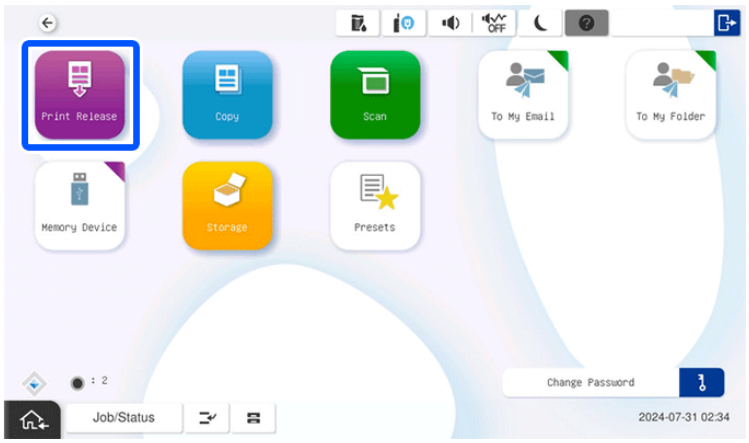
Printing

Note:
- *You can print directly by selecting **Direct Print** in **Print Methods** from **Epson Print Admin Serverless Settings** in the printer driver.*
- *When the number of print jobs stored in the printer reaches the maximum, no more print jobs can be accepted and a message is displayed.*
- *Print jobs remain in the spooler on the computer. When the stored print jobs are printed and space becomes available, these spooled jobs are stored and printed one after another.*

1. Log in to the printer you want to use for printing.

   Note:
   Depending on your system administrator settings, all of the jobs that have been registered are printed when you log in.

2. When the home screen is displayed, tap **Print Release**.



   The print job list is displayed on the control panel.

   Note:
   ❏ *If page count management is enabled, the number of remaining pages is displayed on the home screen.*

   ❏ *Depending on your system administrator setting, the print job list is displayed after logging in.*

3. Select the job that you want to print from the print job list.

   Tap › to check the status of the selected print job and to change the number of copies, if necessary.

   Note:
   ❏ *New jobs are displayed at the bottom of the print job list. If you modify the file after sending the print job, select the print job that has the most recent date to print the file that you modified.*

   ❏ *Unprinted jobs will be automatically deleted when the time expires. Time until a print job is eliminated is different depending on the setting. Contact your system administrator for more information.*

4. Tap ◇.

   Printing starts and the print status menu is displayed.

5. Log out.

   The selected print jobs are printed.

Related Information

➡ “Logging in” on page 8
➡ “Logging out” on page 9
➡ “Print Job Screen” on page 20

Canceling Printing

To cancel job being printed, tap ▽ on the printer's control panel.

Authenticated Printing

Note:
You can delete jobs that have not been printed or saved from the print job list.

Related Information

➡ "**Select Job** Screen" on page 20

Interrupting Jobs

You can insert other jobs while copying, printing received faxes, accumulating jobs for print authentication, and so on.

Interrupting other jobs

1. Tap on the printer's control panel.

   You cannot interrupt job in the following cases.

   ❏ When scanning

   ❏ When printing for authentication printing

   ❏ When printing PDFs from external memory

2. Execute the function you want to interrupt.

   You cannot execute functions in the following cases.

   ❏ When printing PDFs from external memory

3. When you have finished making interrupt settings, tap again.

   The job before you interrupted the process is continued.

Print Job Screen

Select Job Screen

When you log in, the print job list is displayed on the control panel.

Items	Description
Not Printed / Printed	Tap **Not Printed** to display the list of unprinted jobs. Tap **Printed** to display the list of printed jobs that are retained after printing.
Select All / Cancel All	Tapping this button switches the button name. Tap **Select All** to select all of the displayed print jobs. Tap **Cancel All** to deselect all of the displayed print jobs.
/ (Sort)	Tap to sort the display order of print jobs by newest or oldest date/ time received.

Items		Description
Job List	Name	Displays the print job name.
	Copies	Displays the number of copies for the print job. You can change the number of copies using the on-screen keypad.
	Date/Time	Displays the date and time when the print job was received.
	>	Opens the **Details** screen for the print job.
Job(s)		Displays the total number of selected print jobs.
Delete		Deletes the selected print jobs.
Print		Prints the selected print jobs.

Related Information

➡ "**Details** Screen" on page 21

Details Screen

When you tap > in the print job list, the **Details** screen is displayed.

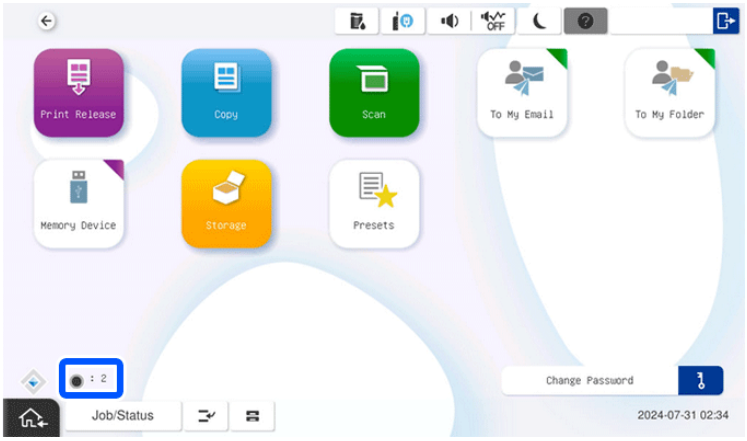
You can check the status of the print job, change the number of copies, or change the retaining status of the print job.

Items	Description
Name	Displays the print job name. This item cannot be changed.
Date/Time	Displays the date and time when the print job was received. This item cannot be changed.
Pages	Displays the number of pages for the print job. This item cannot be changed.
Copies	Displays the number of copies for the print job. You can change the number of copies by using the −, + button or the on-screen keypad.
User Name	Displays the user ID you set on the printer driver. This item cannot be changed.
Delete after Printing	This can be set if the administrator has allowed print jobs to be retained. When Off is selected, the print job is not removed after printing.
Color Mode	Displays color printing/monochrome printing. This printer only supports monochrome.
2-Sided	Displays the setting for 2-sided printing. When the print job received is a 2-sided print job, this is set to 2-sided. Print jobs that cannot be printed on both sides are set to 1-sided.
Binding Position	Displays the setting for the binding position.
Close	Close the **Details** screen to return to the **Select Job** screen.

Using Page Count Management to Limit Printing

If a page limit is applied by the system administrator, pages are used each time you print, copy, and so on. If the number of remaining pages reaches 0 or less, you can no longer print, copy, and so on. In this situation, contact your system administrator.

You can check the number of remaining pages that can be printed by logging in from the printer's control panel and displaying the home screen.



Scanning

Available Scanning Functions for Epson Print Admin Serverless

You can send scanned data to your email address or save it to your registered personal folder.

The system administrator can restrict the available functions for Epson Print Admin Serverless. When the function you want to use is not displayed on the printer's control panel, it may be restricted by your system administrator. Contact your system administrator.

❏ Scanning an original and emailing it to yourself

Allows the user to send the scanned data to the email address associated with their account.

❏ Scanning an original and saving it to a registered network folder

Allows the user to save the scan results to the personal folder named after their user ID under the target folder (network folder or FTP server) registered in Epson Print Admin Serverless, or in a dedicated folder set for each user.

Scanning an Original and Emailing it to Yourself

You can send the scanned data to your email address.

1. Log in.

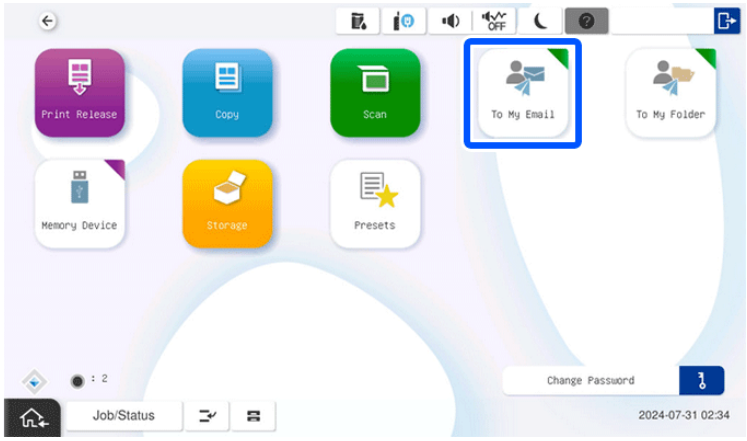
   The menu that you have permission to use is displayed.

   Note:

   Depending on your system administrator settings, the print job list may be displayed after logging in. Tap ⌂ *to display the menu selection screen.*

2. Load the originals to be scanned.

3. Tap **To My Email**.



4. Check settings such as the save format, and change them if necessary.

5. Tap ◇.

   Scanning begins, and the scan results are sent to your email address.

6. Log out.

   Return to the authentication screen.

Related Information

➡ "Logging in" on page 8
➡ "Logging out" on page 9

Scanning an Original and Saving it to a Registered Network Folder

You can save scanned data to a personal storage folder. If you do not know your target folder, contact your system administrator.

1. Log in.

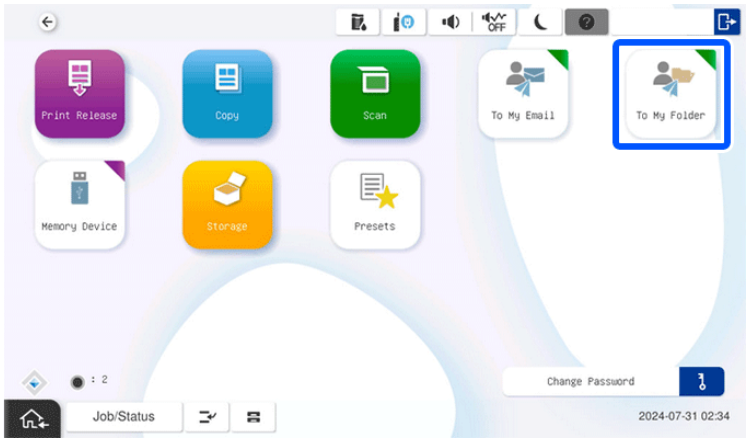
   The menu that you have permission to use is displayed.

   Note:

   Depending on your system administrator settings, the print job list may be displayed after logging in. Tap ⌂ to display the menu selection screen.

2. Load the originals to be scanned.

3. Tap **To My Folder**.



4. Check settings such as the save format, and change them if necessary.

5. Tap ◇.

   If you are prompted for a password, enter your password to access your personal folder. When authentication is successful, the password is saved and will not be required the next time.

   Scanning begins, and the scanned data are sent to your destination folder.

6. Log out.

   Return to the authentication screen.

Scanning

Related Information

➡ “Logging in” on page 8
➡ “Logging out” on page 9

Scanning or Faxing from the Computer

If you want to copy or fax from the computer, register information to limit access to the printer driver. If you do not know the user ID and password that allows you to make settings in the driver, contact your system administrator.

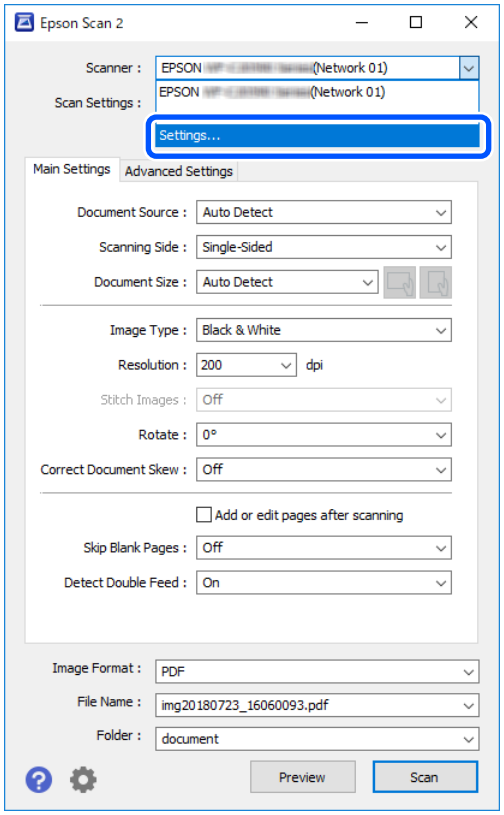
Note:
You can use fax on printers equipped with the fax function.

Scanning from the Computer

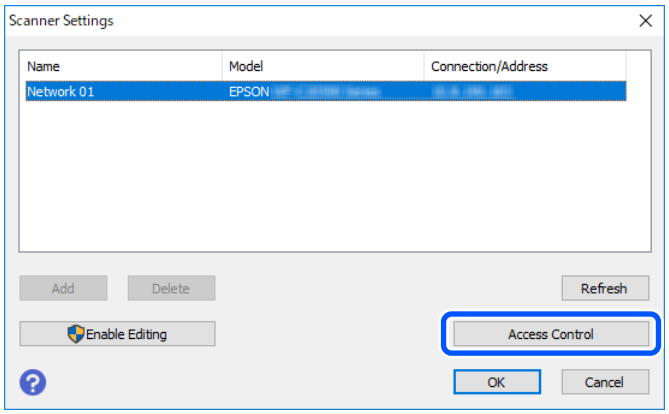
If you want to scan from the computer, set information for access limitations in Epson Scan 2.

1. Run Epson Scan 2.

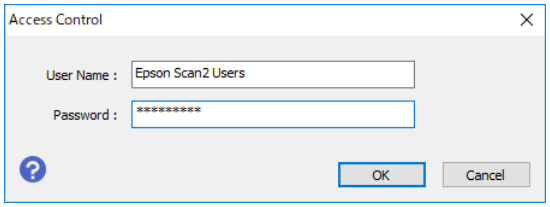
2. Select **Settings** from **Scanner**.



3. Select the scanner, and then click **Access Control**.



4. Set the **User Name** and **Password**, and then click **OK**.



5. Click **OK**.

Sending and Receiving Faxes Using PC-FAX

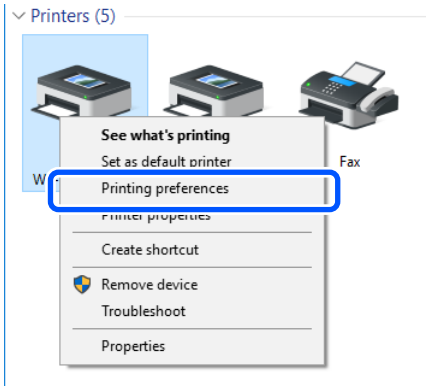
Note:
You can use fax and use PC-FAX on printers equipped with the fax function.

1. Install the printer driver again.

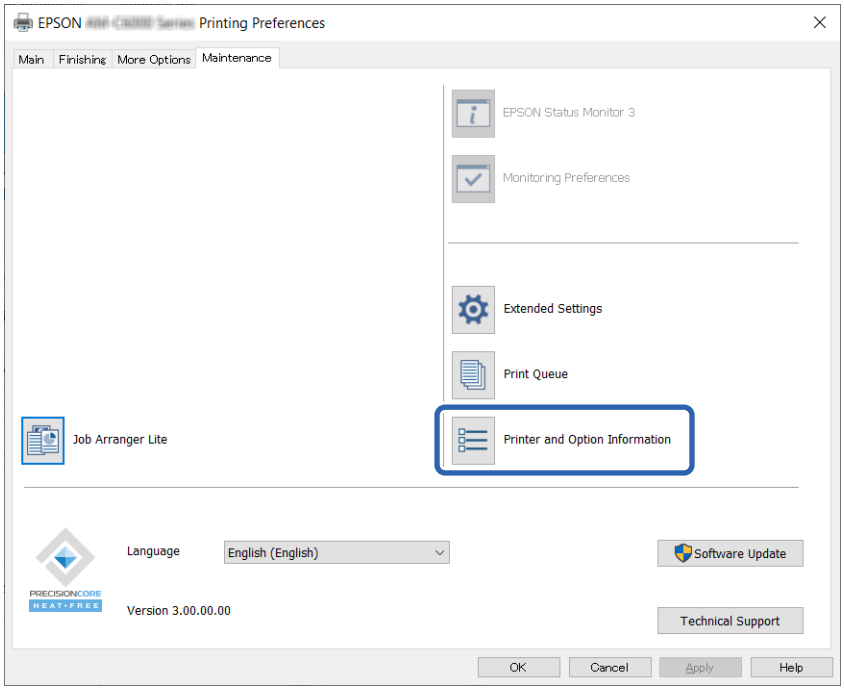
> ***Important:***
> *Do not set Epson Print Admin Serverless settings in the re-installed printer driver.*

2. Select **Control Panel** > **Hardware and Sound** > **Devices and Printers**.

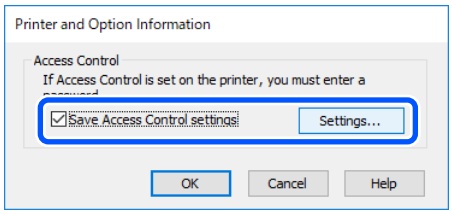
3. Right-click the printer queue that was created, and then select **Printing Preferences**.



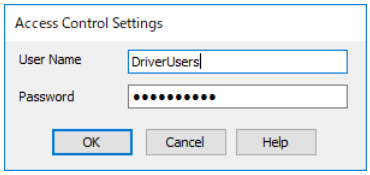
4. Click the **Maintenance** tab > **Printer and Option Information**.



5. Select **Save Access Control settings**, and then click **Settings**.



6. Set **User Name** and **Password**, and then click **OK**.



7. Click **OK**.

Solving Problems

Forgot Your Password or ID Number

If you forget your password or ID number, contact your system administrator.

Printing Problems

Print Jobs Are not Displayed on the Control Panel

Checking the printer driver settings

The user ID you set on the printer driver may be different from the user ID registered for Epson Print Admin Serverless. Check the user ID you set on the printer driver. For details, see the setting on the Windows printer driver from related information link below. If the user ID you set on the printer driver is correct, contact your system administrator.

Checking the connection (network)

If you cannot connect to the network or cannot print over the network, contact your system administrator.

Checking the software and data

If you are printing a large data size image, the computer may run out of memory. Print the image at a lower resolution or a smaller size.

Checking the printer status from the computer (Windows)

Click **Print Queue** on the printer driver's **Maintenance** tab, and then check the following.

❏ Check if there are any paused print jobs.

Cancel printing if necessary.

❏ Make sure the printer is not offline or pending.

If the printer is offline or pending, clear the offline or pending setting from the **Printer** menu.

❏ Make sure the printer is selected as the default printer from the **Printer** menu (there should be a check mark on the menu item).

If the printer is not selected as the default printer, set it as the default printer.

Checking the printer status from the computer (Mac OS)

❏ The printer may not print when the user feature restriction is enabled. Contact your printer administrator.

❏ Make sure the printer status is not **Pause**.

Select **System Preferences** (or **System Settings**) from the Apple menu > **Printers & Scanners** (or **Print & Scan**, **Print & Fax**), and then double-click the printer. If the printer is paused, click **Resume** (or **Resume Printer**).

Check the type of printer driver (Mac OS)

Make sure you have selected the standard driver for your model.

If the **Print Settings** menu is not displayed on macOS Catalina (10.15) or later, macOS High Sierra (10.13), macOS Sierra (10.12), OS X El Capitan (10.11), OS X Yosemite (10.10), OS X Mavericks (10.9), the Epson printer driver has not been installed correctly. Enable it from the following menu.

Select **System Preferences** (or **System Settings**) from the Apple menu > **Printers & Scanners** (or **Print & Scan**, **Print & Fax**), remove the printer, and then add the printer again. See the following to add a printer.

"Connect the printer by using Bonjour" on page 16

"Connect the printer by using IPP protocol" on page 16

macOS Mojave (10.14) cannot access **Print Settings** in applications made by Apple such as TextEdit.

Related Information

➡ "Setting Up the Printer Driver -Windows" on page 12

Printing is not possible because the print job cannot be selected on the printer linked with pull printing.

When printing with a printer linked with pull printing, the message "You cannot select this function or paper because it is not supported." may be displayed when selecting a print job, and printing may not be possible. In this case, check the following settings.

Checking the printer driver settings

You cannot print with print settings that are not supported by the printer linked with pull printing. Turn off the High compression data mode in the printer driver settings and print. Alternatively, print with a printer of the same model as your printer driver.

❏ Windows

Maintenance tab > **Extended Settings** > **High compression data mode**

❏ Mac OS

Options & Supplies > **Options** > **High compression data mode**

Check the paper type and paper size settings

You cannot print on paper types and sizes that are not supported by the printer linked with pull printing. Print with a printer of the same model as your printer driver.

Problems with Page Count Management

A message is displayed saying that there are not enough pages remaining.

When page count management is enabled, you cannot print or copy if you run out of printable pages. In this situation, contact your system administrator.

After canceling printing, the number of remaining pages decreased.

Even if you cancel the job while printing, the number of remaining pages will decrease when printing starts.

Other Problems

No Authentication Sound Is Emitted Even When the Card Is Held Over the Authentication Device

If the printer does not show the panel display in sleep mode (energy saving mode), the authentication sound may not be emitted.

Appendix

System Requirements

❏ Windows

Windows 7, Windows 8/8.1, Windows 10, Windows 11 or later

Windows Server 2008 or later

❏ Mac OS

Mac OS X 10.9.5 or later, macOS 11 or later

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