SHARP

AL-2020/AL-2040

AL-2020

AL-2040

Online Manual

Start

Contents

1 How to Use the Online Manual

This Online Manual provides instruction for the operation of your new unit. Please read the following explanation of how to use the Online Manual, and then search for the information that you need.
For more information about computers, operating systems and Acrobat Reader, please refer to the relevant manual or help file.

How to Control the Online Manual

Click this button to display the Table of Contents of the Online Manual. From the Table of Contents you can jump to various pages.

Click this button to display the Index of the Online Manual. From the Index you can jump to various pages.

Takes you back page by page. To return to the previous link, click the (◀) button on the menu bar of the Acrobat Reader.

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Takes you forward page by page.

Following links
Links can connect parts of a document to other parts for further information. In this document, green colored letters are linked areas.
To follow a link, select a hand tool (🖑), a zoom tool or a selection tool. Position the pointer over the linked area on the page until the pointer changes to a hand with a pointing finger (👆). Then click the link.
Using Bookmarks
This online manual has Bookmarks on the main pages of each section. You can move to the desired pages by simply clicking its bookmark.

How to Print Out the Online Manual

In order to print out a hard copy of the Online Manual for your reference, go to Acrobat Reader, click the "File" menu, and select "Print". After specifying the printer setting, click the "OK" button to print.

Note
- *In this online manual, screen images and operating procedures are mainly for Windows XP. With other versions of Windows, some screen images may be different from those in this manual.*
- *Wherever "AL-xxxx" appears in this manual, please substitute your model name for "xxxx".*
- *The SPF that is mentioned is only for AL-2040.*

The flow chart shown below provides printing overview.

Reference: For more information on printing, see Basic Printing.

> ⚠ **Caution**
> - *The printer function is only available when the machine is connected to your computer using a USB cable. Printing over a network connection is not possible.*
> - *When the paper source is the paper tray or multi-bypass tray, verify that the paper has been loaded before starting printing.*
> - *Ensure printing has been completed before turning the power off. Do not remove the power cord before turning the unit off.*

Prepare the document you intend to print

⬇

Open the printer driver setup screen and set the print preferences
Reference:
Printer Driver Settings, Printing a Watermark, Fitting the Printed Image to the Paper, Printing Multiple Pages on One Page, Two-sided Printing

⬇

Send print data from your computer

⬇

Printing

⬇
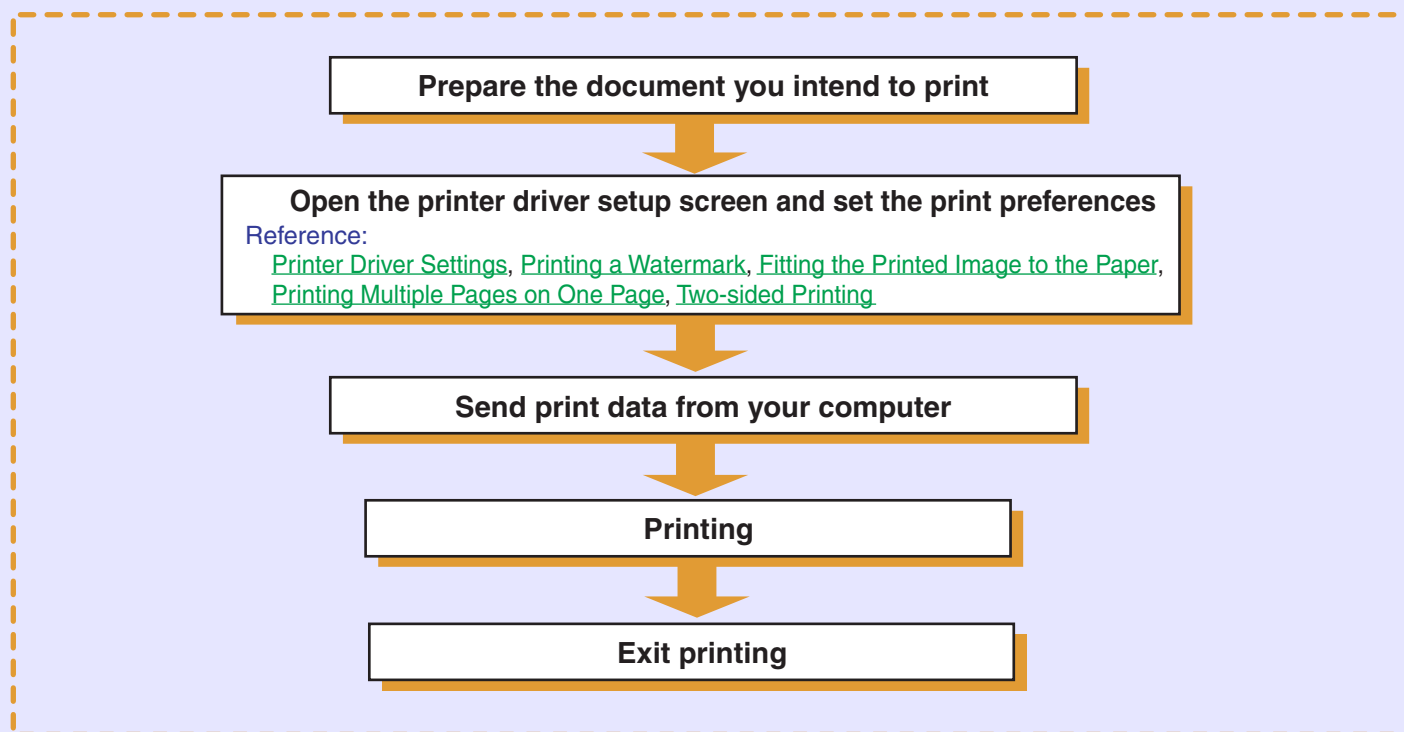
Exit printing

2 Basic Printing

This is a printing example using WordPad to print a document onto A4 size paper.

1 **Start WordPad, make a new file, and enter the text you intend to print.**

2 **Select "Print" from the application's "File" menu.**

3 **Make sure that "SHARP AL-xxxx" is selected as the current printer. If you intend to change any print setting, click the "Preferences" button to open the printer driver setup screen.**
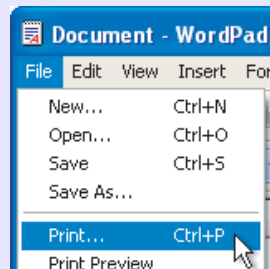On Windows 98/Me, click the "Properties" button.
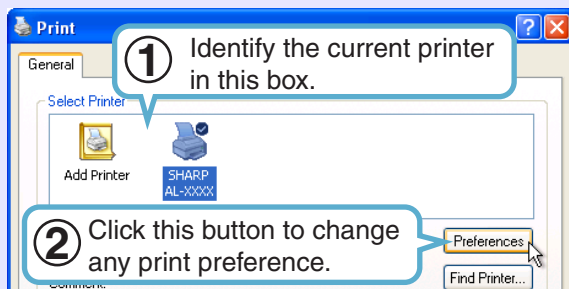
① Identify the current printer in this box.

② Click this button to change any print preference.

Reference: Printer Driver Settings, Printing a Watermark, Fitting the Printed Image to the Paper, Printing Multiple Pages on One Page, Two-sided Printing

Note *Windows 2000 does not have the "Preferences" button on this dialog box. Switch to the desired tab by clicking it to specify printer settings.*

4 **Click the "Print" button in the "Print" dialog box.**
On Windows 98/Me, click the "OK" button.
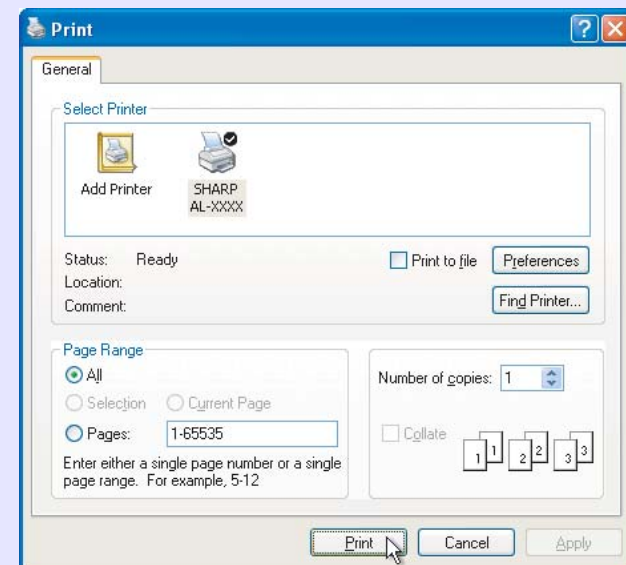
Printing starts according to your preferences.

2 Starting the Printer Driver Using the "Start" Button

You can open the printer driver and change the printer driver settings from the Windows "start" button. Settings adjusted in this way will be the initial settings when you print from an application. (If you change the settings from the printer driver setup screen at the time of printing, the settings will revert to the initial settings when you quit the application.)

Reference: Basic Printing

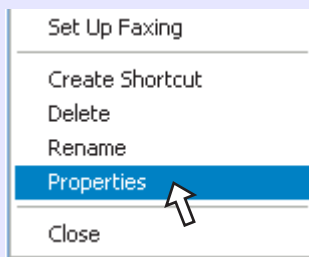## Windows 2000/XP/Vista

1 **Click the "start" button, and then click "Control Panel".**

On Windows 2000, click the "Start" button and select "Settings".

2 **Click "Printers and Other Hardware", and then click "Printers and Faxes".**

• On Windows Vista, click "Printer".
• On Windows XP, click "Printers".

3 **Click the "SHARP AL-xxxx" printer driver icon and select "Properties" from the "File" menu.**

On Windows Vista, click "Printer".

4 **Click the "Printing Preferences" button in the "General" tab.**

The printer driver setup screen will appear.

Reference: Printer Driver Settings

Windows 98/Me

1 **Click the "Start" button, select "Settings" and then click "Printers".**

2 **Click the "SHARP AL-xxxx" printer driver icon and select "Properties" from the "File" menu.**
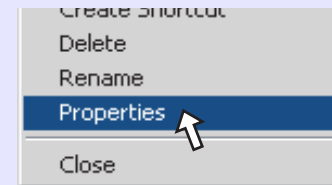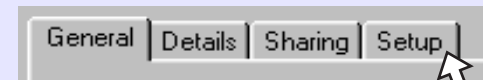
3 **Click the "Setup" tab.**

The printer driver setup screen will appear.

Reference: Printer Driver Settings

2 Printer Driver Settings

To view Help for a setting, click the (?) button in the upper right-hand corner of the window and then click the setting.

Tab
Index which allows you to switch between the various setup screens.

Check box
Click this option to activate/deactivate each function.

The settings you made at "N-Up Printing", "Document Style", "Fit To Paper Size", "Image Orientation" and "Watermark" are shown in this image.

Check button
Allows you to select one item from a list of options.

The tray selected in "Paper Selection" in the "Paper" tab appears in blue. You can also click on a tray to select it.

"OK" button
Click this button to save your settings, and exit the dialog box.
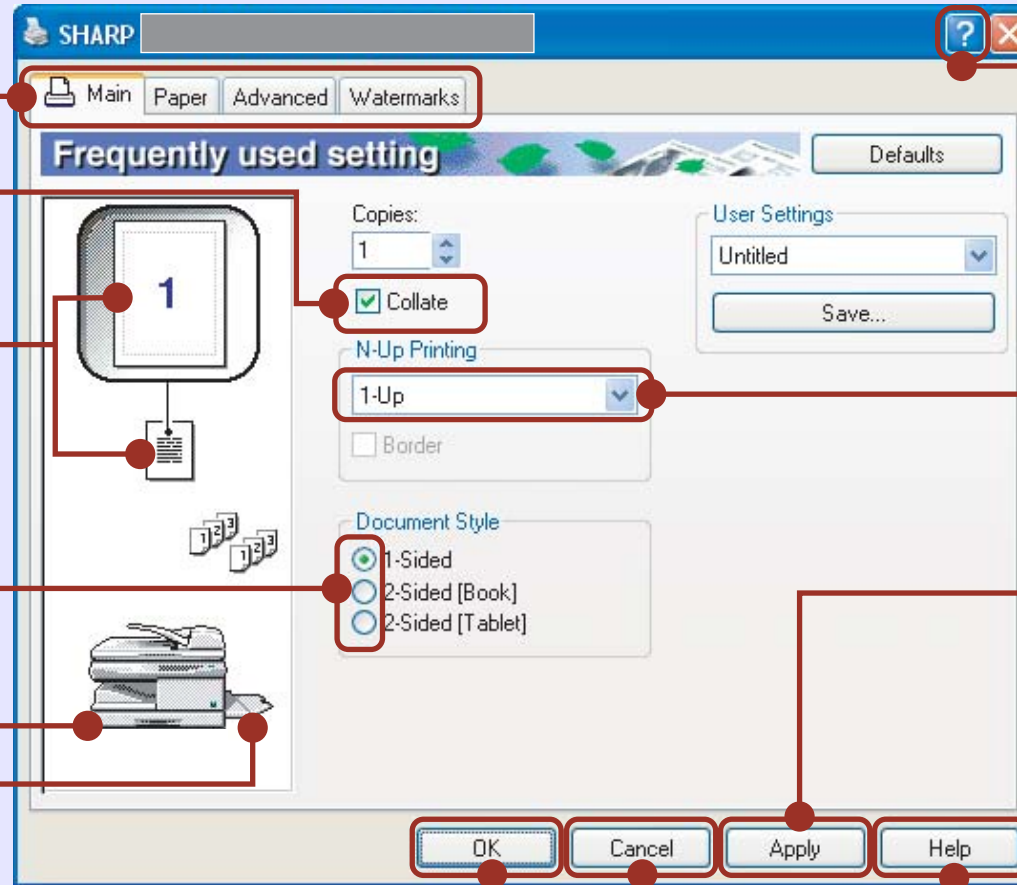
(?) button
Click this button and then click a setting to view Help for the setting.

> **Note** You can also view Help by right-clicking the setting with the mouse.

Drop-down list
Allows you to make one selection from a list of choices.

"Apply" button
Click to save your settings without closing the dialog box.

> **Note** The "Apply" button does not appear when you open this window from an application.

"Cancel" button
Click this button to exit the dialog box without making any changes to the settings.

"Help" button
The Help window will open to let you view explanations of the settings on the tab.

2 Printing a Watermark

To print a watermark, for example "CONFIDENTIAL", on your document, refer to the following steps. Open the printer driver and click the "Watermarks" tab.

Reference: See Basic Printing for details on how to open the printer driver.

How to Print a Watermark

From the "Watermark" drop-down list, select the watermark, for example "CONFIDENTIAL", you wish to print on your document, and start printing.
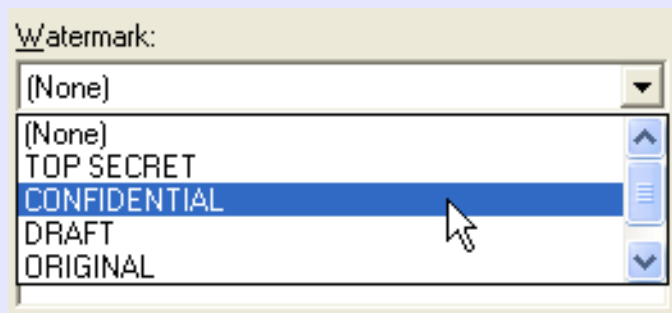
Print sample
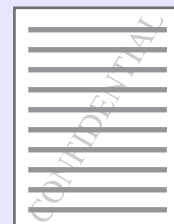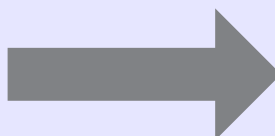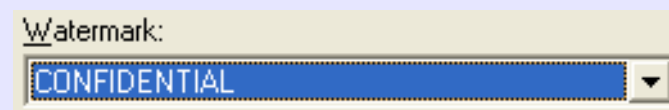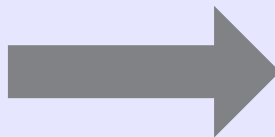
For details on watermark settings, view printer driver Help.

Reference: Printer Driver Settings

2 Fitting the Printed Image to the Paper

This printer driver can adjust the zoom ratio for printing according to the paper loaded in the unit.
Follow the steps shown below to use this function. The instruction below assumes that you intend to print an A4 size document onto an A5 size paper.

Note

The "Fit To Paper Size" setting is not available when "N-Up Printing" is selected.
Reference: Printing Multiple Pages on One Page

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1 **Click the "Paper" tab in the printer driver setup screen.**

2 **Select the paper size for the print data from "Paper Size".**

3 **Check the "Fit To Page" box.**

Fit To Paper Size
☑ Fit to Page

Print A4 on
A5
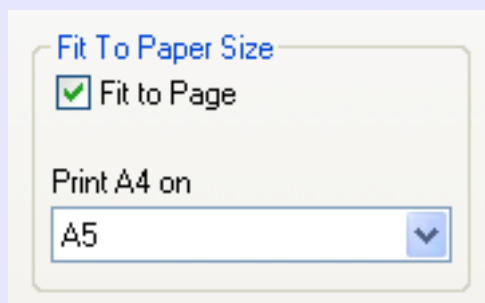
4 **Select the paper size for "Fit To Paper Size", which corresponds to the size of paper in the unit.**

Now, the printed image will automatically fit the paper set in the unit.

Paper Size: A4
Fit To Paper Size: A5

A4 size document
(Paper Size)

A5 size paper
(Fit To Paper Size)
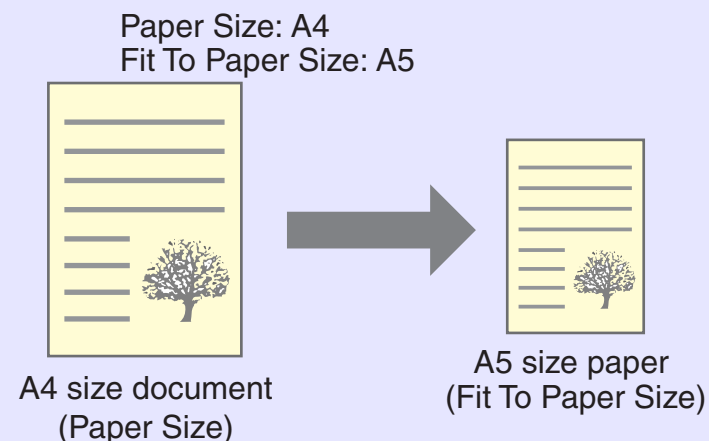
2 Printing Multiple Pages on One Page

This feature allows you to print two or four document pages onto a single page.
To use this function, open the printer driver setup screen, select "2-Up" or "4-Up" for "N-Up Printing" on the "Main" tab.

Note
> *The "N-Up Printing" setting is not available when "Fit To Paper Size" is selected.*
> Reference: Fitting the Printed Image to the Paper
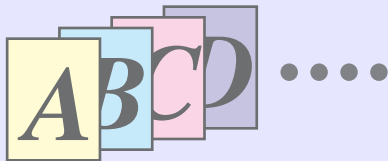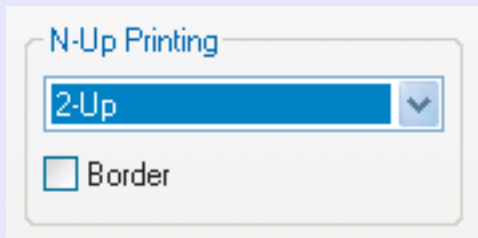
N-Up	☐ Border	☑ Border
"2-Up"		
"4-Up"		

If you select the "Border" checkbox, border lines will be printed on each page.

2 Two-sided Printing

You can print on both sides of the paper.
To use this function, open the printer driver setup screen and select "2-Sided (Book)" or "2-Sided (Tablet)" from "Document Style" in the "Main" tab.
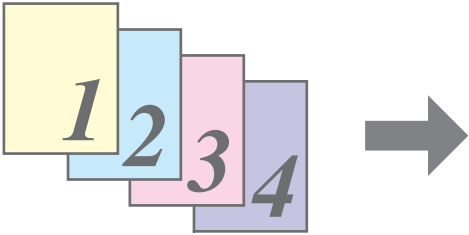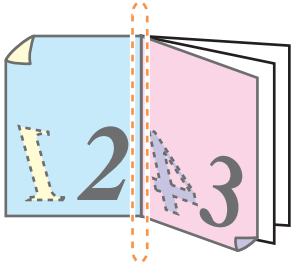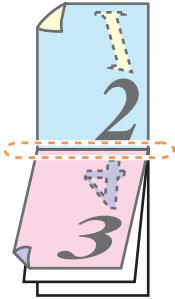
Document Style
○ 1-Sided
● 2-Sided [Book]
○ 2-Sided [Tablet]

Note *The multi-bypass tray can not be used for two-sided printing.*

The following example shows the result when portrait data is printed on both sides of the paper.

Print data	Printing result	
	2-Sided (Book)	2-Sided (Tablet)
	The pages are printed so that they can be bound at the side.	The pages are printed so that they can be bound at the top.

2 Outline of the Print Status Window

When printing begins, the Print Status Window activates and appears on the screen.
The Print Status Window is a program designed to show the current printer status including the document name being printed and error messages.

Status icon
This icon informs you of the print status.

Tab
Index which allows you to switch between the two setup screens.

"Close" button
Click this button to close the Print Status Window.
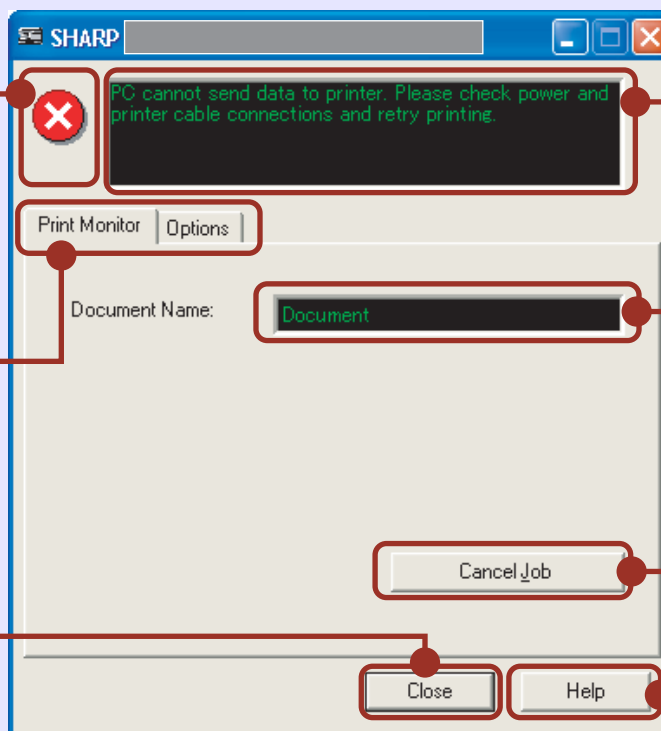
Status window
Provides details on the current status of the print job.

Document Name
Displays the name of the active print job.

"Cancel Job" button
Printing can be canceled by clicking this button before the machine receives the job.

"Help" button
Click this button to display help file for the Print Status Window.

3 Scanning Overview

The flow chart shown below provides scanning overview.

> ⚠️ **Caution** The scanning feature can only be used with computers that are connected to the machine by a USB cable. If you are connected to the machine by a LAN connection, only the printer function can be used.

When scanning from TWAIN*[1]-compliant or WIA*[2]-compliant application

When scanning from "Scanner and Camera Wizard" (Windows XP/Vista)

Using the unit to begin scanning*[3]

Place the original in the scanning position
Reference: For more detail, refer to the "ORIGINAL PLACEMENT" in the Operation Manual.

Start up a Twain-compliant or WIA-compliant application, and select the unit's scanner driver.	**Start up the "Scanner and Camera Wizard" from "Control Panel" in your computer.**	**Change the unit to scanner mode and select scan menu (SC1 to SC6) on the operation panel.**

Set the scan preferences

Scanning	**Scanning**	**Scanning**
Reference: Scanning an Image from a TWAIN-Compliant Application, Scanning an Image from a WIA-Compliant Application (Windows XP/Vista)	Reference: Scanning an Image from the "Scanner and Camera Wizard" (Windows XP/Vista)	Reference: "USING THE SCANNER MODE" in the Operation Manual, Outline of Button Manager

*1: TWAIN is an industry standard for interface of image data processing devices including scanners. By installing a TWAIN driver onto your computer, you can scan and work with images using a variety of TWAIN-compliant applications.

*2: WIA (Windows Imaging Acquisition) is a Windows function that allows a scanner, digital camera or other imaging device to communicate with an image processing application. The WIA driver for this unit can only be used in Windows XP/Vista.

*3: To scan using the unit's operation panel, you must first install Button Manager and establish the appropriate settings in the Control Panel. For details, see "USING THE SCANNER MODE" in the Operation Manual.
Note that not all scanner functions are available using Button Manager.

The SHARP scanner driver conforms to TWAIN, the industry standard, making it compatible with a variety of TWAIN-compliant applications. Below is a step-by-step guide for acquiring a scanned image to the Sharpdesk desktop screen using Sharpdesk.

1 **Place the original (s) you wish to scan on the document glass/SPF.**

Reference: For information on setting an original for scanning, refer to "ORIGINAL PLACEMENT" in the Operation Manual.

2 **After starting Sharpdesk, click the "File" menu and select "Select Scanner".**
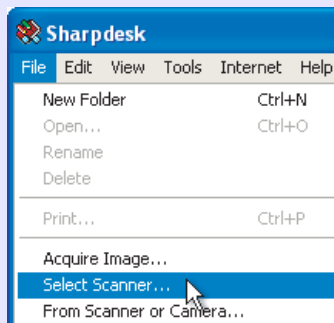
3 **Select "SHARP MFP TWAIN P", and click the "Select" button.**

Note
- *If you are using Windows XP/Vista, you can also select "WIA-SHARP AL-xxxx" to scan using the WIA driver.*
  Reference: Scanning an Image from a WIA-Compliant Application (Windows XP/Vista)
- *Depending on your system, "SHARP MFP TWAIN P 1.0 (32-32)" and "WIA-SHARP AL-xxxx 1.0 (32-32)" may appear in the "Select Source" screen.*
- *The method for accessing the "Select Scanner" option, depends upon the application. For more information, refer to the manual or the help file of your application.*

4 **Select "Acquire Image" from the "File" menu, or click the "Acquire" button ([Acquire]).**
The scanner driver setup screen will appear.
Reference: Scanner Driver Settings

5 **In the "Scanning Position" menu, select the position in which you placed the original in Step 1 ("Platen" (document glass) or "SPF").**
Select "SPF" when you placed the original in the SPF.
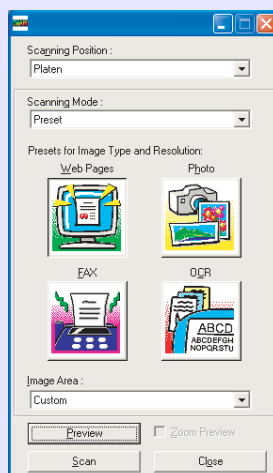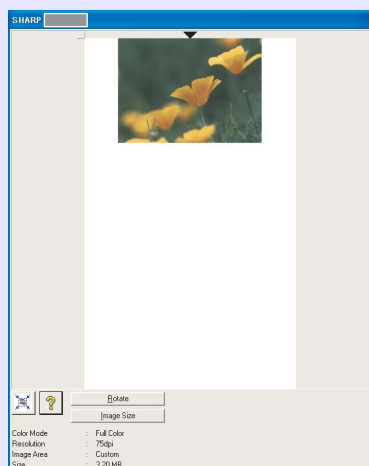
6 **Click the "Preview" button.**
The preview image will appear.

Note
- If the rotation or angle of the image is different, reset the original, and click the "Preview" button again.
- If you set multiple pages on the SPF, the unit previews only the page placed on the top of the originals, and then sends it to the original exit area. Return the previewed page to the SPF before starting the scanning job.

7 **Specify the scanning area, and set the scan preferences.**
For information on specifying the scan area and setting the scan preferences, see scanner driver Help.
Reference: Scanner Driver Settings

Caution
Setting a large area with full color together with a high resolution setting, makes the data size large, resulting in extended scanning times. It is recommended to set the scanning preferences depending on the type of the original to be scanned, i.e., Web Pages (monitor), Photo, FAX, or OCR.

8 **Click the "Scan" button after setting your preferences.**
To cancel your scanning job after clicking the "Scan" button, press the [Esc] key on your keyboard.
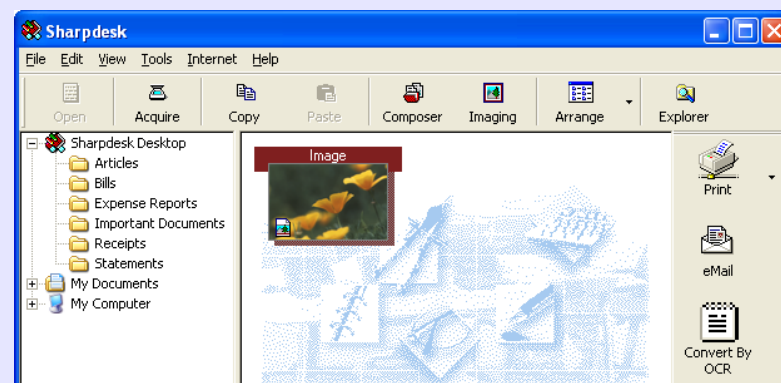
When you close the scanner driver after scanning, the image data will appear as a new file in Sharpdesk.

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Scanner Driver Settings

The scanner driver setup screen consists of the "Set-up screen", which lets you select scan settings, and the "Preview screen", which shows the scanned image. For details on the scan settings, click the "Help" button to display Help.

Set-up screen

"Scanning Position" menu
Select the desired scanning position from "Platen" (document glass) or "SPF".

> **Note** *Select "SPF" when you placed the original in the SPF.*

"Scan" button
Click to scan an original or image according to your preferences. Before clicking the "Scan" button, check if your preferences are set correctly.

> **Note** *To cancel your scanning job after clicking the "Scan" button, press the [Esc] key on your keyboard or the clear key on the unit.*
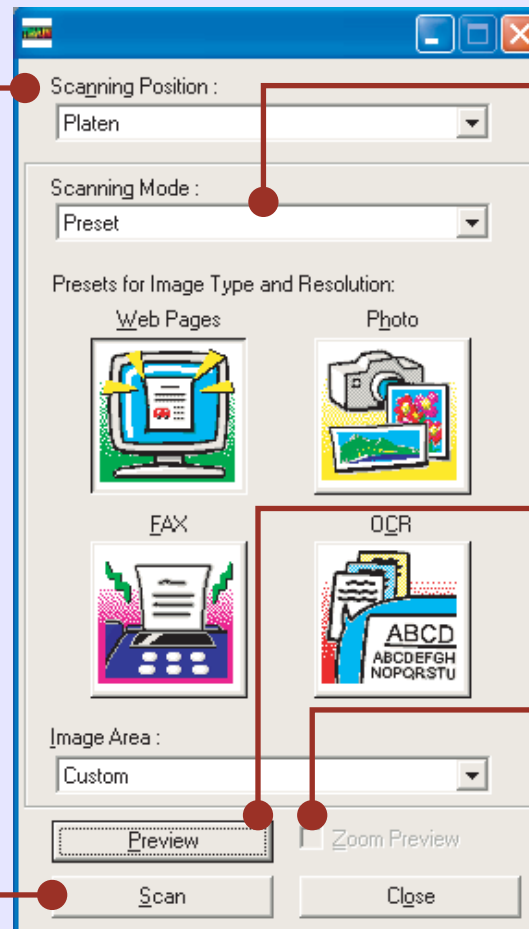
"Scanning Mode" menu
Switch the scanning mode between the "Preset" and "Custom Settings" screen. For details on each of these settings, click the "Help" button to display Help.

"Preview" button
Previews the document.

> **Note** *If "Preview" is canceled by immediately pressing the [Esc] key on your keyboard or the clear key on the unit, there may be no images displayed on the preview screen.*

"Zoom Preview" check box
If the [Zoom Preview] checkbox is selected before the [Preview] button is clicked, the selected area will be enlarged in the preview window.

Preview screen

"Auto Scan Area Adjustment" button
Click when the preview screen is displayed to automatically set the scanning area.

Click the "Auto Scan Area Adjustment" button to adjust the scanning area automatically.

Entire preview screen
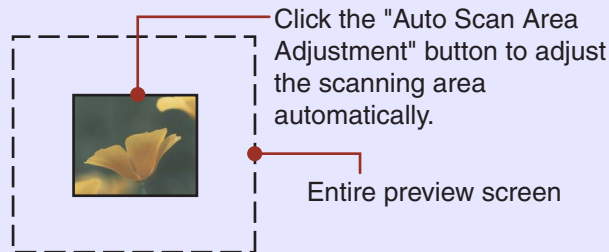
"Help" button
Click to display the help file for the scanner driver.
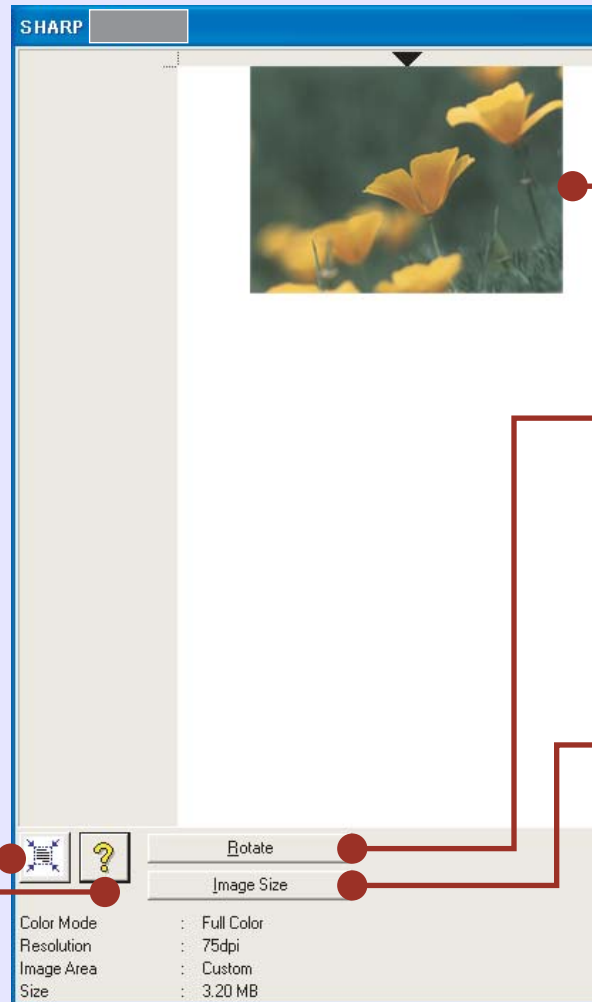
Preview window
Click the "Preview" button in the Set-up screen to display the scanned image. You can specify the scanning area by dragging the mouse inside the window.

"Rotate" button
Each time this button is clicked, the preview image rotates 90 degrees. This lets you change the orientation of the image without picking up and placing the original again. The image file will be created using the orientation that appears in the preview window.

"Image Size" button
Click to open a dialog box that allows you to specify the scanning area by entering numbers. Pixels, mm, or inches can be selected for the units of the numbers. By initially specifying a scanning area, numbers can be entered to change that area relative to the top left corner as a fixed origin.

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If you are using Windows XP/Vista, you can use the WIA driver to scan from Sharpdesk, Paint and other WIA-compliant applications. The procedure for scanning using Paint is explained in the following.

1 **Place the original you wish to scan on the document glass/SPF.**

Reference: For information on setting an original for scanning, refer to "ORIGINAL PLACEMENT" in the Operation Manual.

2 **After starting Paint, click the "File" menu and select "From Scanner or Camera".**

The scan screen of the WIA driver will appear.
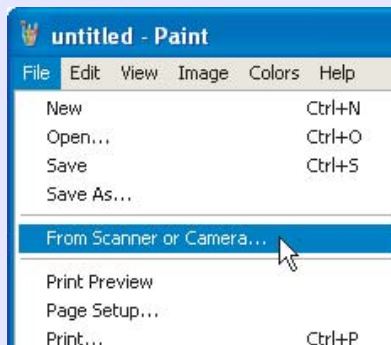
Note *If you have WIA drivers for other devices installed in your computer, the "Select Device" screen will open. Select "SHARP AL-xxxx" and click the "OK" button.*
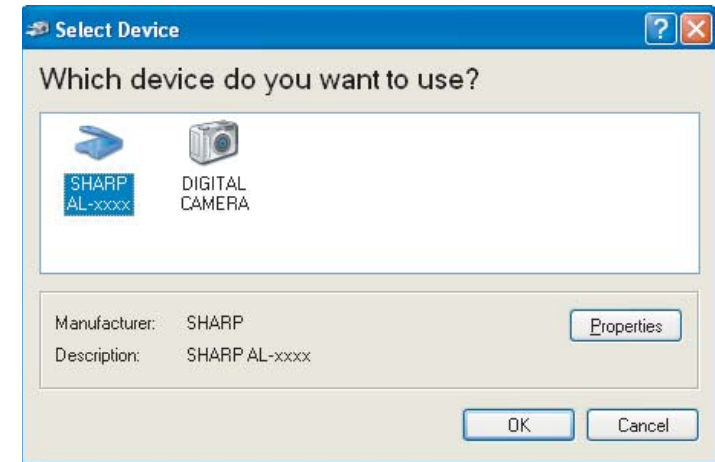
3 **Select the paper source and picture type, and click the "Preview" button.**

The preview image will appear.
If you placed the original on the document glass, select "Flatbed" for the "Paper source".
If you placed the original in the SPF, select "Document Feeder" for the "Paper source" and specify the original size in "Page size".

4 **Click the "Scan" button.**

Scanning begins and the image is acquired into Paint.
Use "Save" in your application to select a file name and folder for the scanned image, and save the image.
To cancel your scanning job after clicking the "Scan" button, click the "Cancel" button.
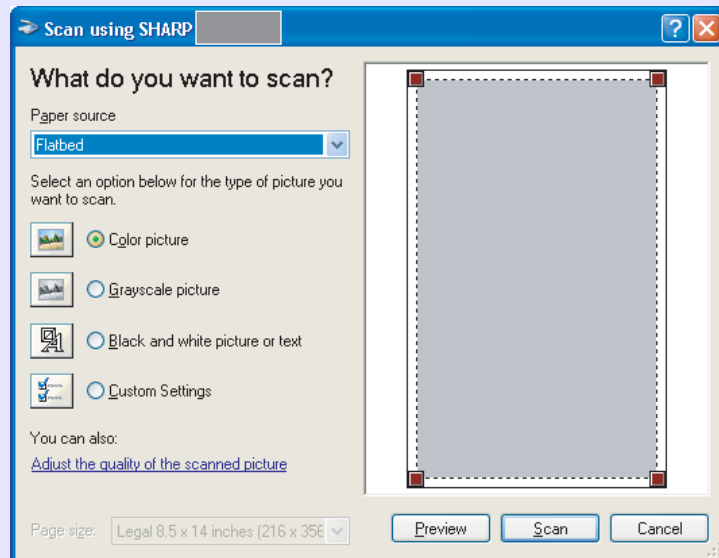
Note
- *If you select "Document Feeder" for the "Paper source" and click the "Preview" button, the original in the SPF is previewed. The previewed original is sent to the original exit area and the following original stops in the SPF. To eject the original, press "C (clear)" key and return those ejected originals to the SPF before starting the scanning job.*
- *To view Help for a setting, click the (?) button in the upper right-hand corner of the window and then click the setting.*

The procedure for scanning with the "Scanner and Camera Wizard" in Windows XP/Vista is explained here. The "Scanner and Camera Wizard" lets you scan an image without using a WIA-compliant application.

1 **Place the original you wish to scan on the document glass/SPF.**

Reference: For information on setting an original for scanning, refer to "ORIGINAL PLACEMENT" in the Operation Manual.

2 **Click the "start" button, click "Control Panel", click "Printers and Other Hardware", and then click "Scanners and Cameras".**

3 **Click the "SHARP AL-xxxx" icon and then click "Get pictures" in "Imaging Tasks".**

The "Scanner and Camera Wizard" will appear.
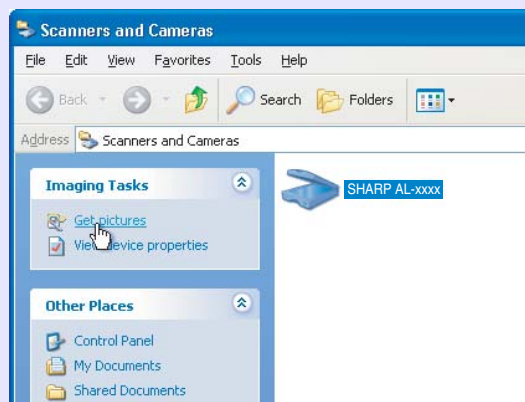
4 **Click the "Next" button.**

5 **Select the "Picture type" and "Paper source", and click the "Next" button.**

If you placed the original on the document glass, select "Flatbed" for the "Paper source".
If you placed the original in the SPF, select "Document Feeder" for the "Paper source" and specify the original size in "Page size".
You can click the "Preview" button to display the preview image.

6 **Specify a group name, format and folder for saving the image, and then click the "Next" button.**

JPG, BMP, TIF or PNG can be selected for the format. To begin scanning, click the "Next" button.
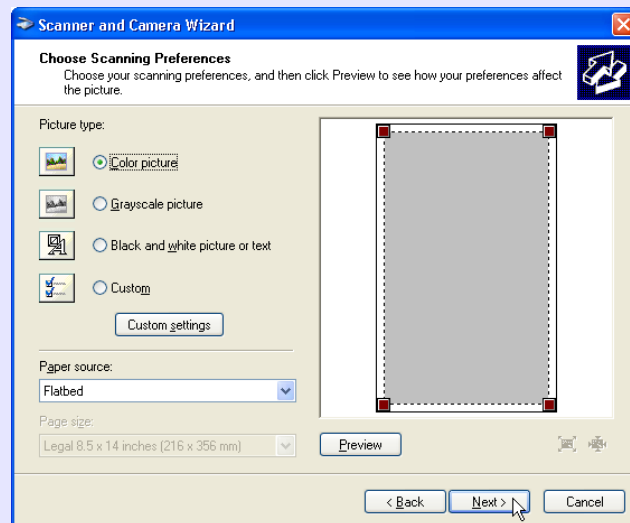
Note
- *If you select "Document Feeder" for the "Paper source" and click the "Preview" button, the top original in the SPF is previewed. The previewed original is sent to the original exit area, so you will need to return it to the SPF before starting the scanning job.*
- *To adjust the resolution, picture type, brightness and contrast settings, click the "Custom settings" button.*
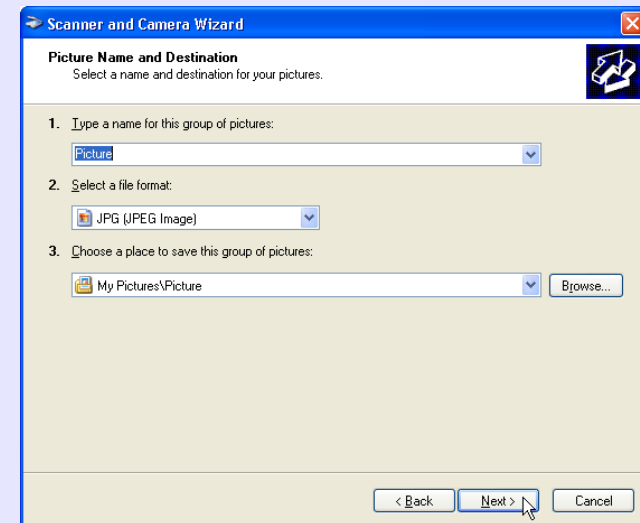
7 **When scanning ends, the following screen will appear. Select the next task you wish to perform, and then click the "Next" button.**

If you are ready to end the session, click "Nothing. I'm finished working with these pictures".
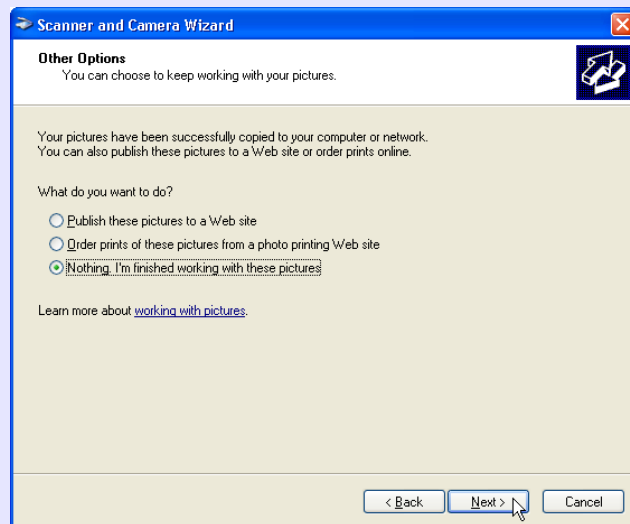
8 **Click the "Finish" button.**

The "Scanner and Camera Wizard" closes and the scanned image is saved in the specified folder.
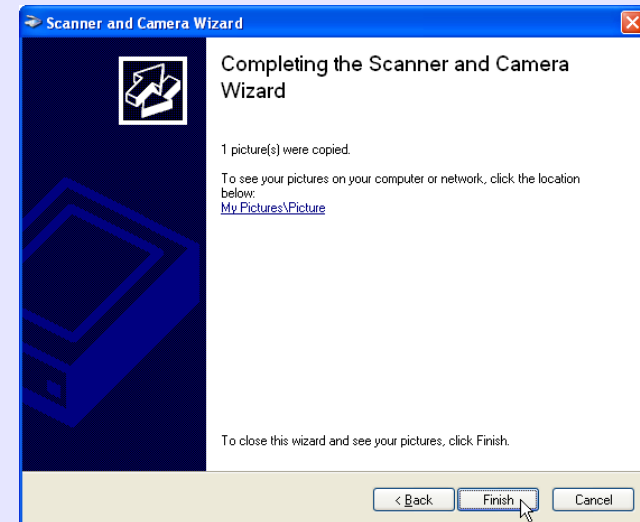
3 Outline of Button Manager

Button Manager is a utility software to link scanning functions to the SCAN key on the unit. This software enables you to set scanning functions to six different scan menus, which will be linked to the SCAN key on the unit.

Reference: To begin scanning using the unit's operation panel, settings must be established in the Control Panel after the Button Manager is installed. For information on installing the Button Manager, establishing the Control Panel settings, and scanning using the unit's operation panel, see "USING THE SCANNER MODE" in the Operation Manual.

The functions of Button Manager are shown below.

Tab
Click to set scan menu options.

"Scan Setup" area
Set the scan conditions.

Note | Some applications may limit your choice of settings.

"OK" button
Click to save your settings, and exit the dialog box.

"Cancel" button
Click this button to exit the dialog box without making any changes to the settings.

"Application Selection" area
Select the start-up application here.

Show TWAIN setting screen when scanning
You can select whether or not the TWAIN screen is shown. When the checkbox is selected, the TWAIN screen appears when scanning is executed to let you adjust the scanning conditions.

"Help" button
Click this button to display the help file for Button Manager.

"Apply" button
Click to save your settings without closing the dialog box.

Scan Button Destination Settings

ScanMenu SC1 | ScanMenu SC2 | ScanMenu SC3 | ScanMenu SC4 | ScanMenu SC5 | ScanMenu SC6

Application Selection

Sharpdesk

Sharpdesk

File Format: TIFF

Show TWAIN setting screen when scanning

Scan Setup

Color Mode: Full Color
Edge: None
Image Area: A4
Resolution: 75
Color Matching: For CRT
B/W Threshold:

Light Source:
Reverse
Void Area

OK | Cancel | Apply | Help

You can specify and change your six scan menu options from five functions. Refer to Button Manager Settings to specify and change the scan menu options.

Note | *Close the source application before using the SCAN key on the unit.*

Button Manager Settings

After being installed, Button Manager normally keeps active under the Windows operating system. Follow the steps shown below to set scan options as you like.
For details on the settings in the setting screen of Button Manager, see Button Manager Help.

1 **Right-click the Button Manager icon (🖳) on the task bar.**

Note
If the Button Manager icon does not appear on the task bar, click the "start" button, select "All Programs" ("Programs" on Windows 98/Me/2000), select "SHARP Button Manager P", and then click "Button Manager" to start Button Manager.

2 **Select "Settings" from the displayed pop-up menu.**
The setting screen of Button Manager will open.
Reference:

3 **Click the tab of the scan menu you want to set up.**

ScanMenu SC1 | ScanMenu SC2 | ScanMenu SC3 | ScanMenu SC4 | ScanMenu SC5 | ScanMenu SC6

4 **Set up the start-up application in the "Application Selection" area.**

Note
● *When the "Show TWAIN setting screen when scanning" checkbox is selected, the scan setting screen appears when scanning is executed to let you adjust the scanning conditions.*
● *If an application other than "Sharpdesk" is selected in the "Application Selection" area, only one original can normally be scanned. If "Sharpdesk" is selected, multiple originals loaded in the SPF can be scanned in a single operation.*

Reference:

5 **Set up the "Color Mode", "Edge" and other scan settings in the "Scan Setup" area.**

Reference:

6 **Click the "OK" button.**
You have completed the settings.

4 Identifying Unit Problems

When any trouble has occurred in the unit, first, verify whether you can make a copy or not with the unit. Check the items shown below when the unit does not work properly but it can make a copy.

Reference: If any copier trouble occurs, refer to "TROUBLESHOOTING" in the Operation Manual.

① Check the Connection between the Unit and Computer

② Check Your Computer
Plug and Play Screen does not Appear (when the USB is connected)
Failed to Install the Driver (Windows 2000/XP)

What type of trouble do you have?
- Printing trouble ⟶ Ⓐ
- Scanning trouble ⟶ Ⓑ

Ⓐ

Printing trouble
When one of the troubles listed below occurs while printing, check the corresponding item.

Faint, Uneven or Smeared Print Output
Characters or Graphics are not Printed in Correct Position
Nothing Prints
Uninstalling the Software

Ⓑ

Scanning trouble
When one of the troubles listed below occurs while scanning data, check the corresponding item.

Poor Scanning Result
The Scanned Image is Incorrectly Positioned
Unable to Scan the Image
Uninstalling the Software

Note
Make sure that the unit is not working. You cannot print from your computer or scan from the unit while the unit is making copies.

Caution
The unit's scanning function can only be used if the unit is connected to your computer with a USB cable.

If you fail to solve the problem after verifying all the items listed above, please contact your authorised SHARP service centre.

CHECK 1 Is the interface cable compatible with the unit and computer?

Interface cables compatible with this unit are USB and LAN cables. Check which type of cable is supported by your computer, and then purchase one of the following cables accordingly:

USB cable
Use a shielded cable.
LAN cable (AL-2040 only)
Use a shielded type cable.

> ⚠️ **Caution**
> - *The AL-2020 does not have a LAN connector.*
> - *The unit's scanning function can only be used if the unit is connected to your computer with a USB cable.*

CHECK 2 Is the interface cable connected securely?

Check if the interface cable is securely plugged into the connectors of the unit and computer. It is also advisable to ensure that the connector pins are not bent.

Reference: See "CONNECTING THE INTERFACE CABLE" in the Operation Manual for more details on interface connection.

CHECK 3 Are any other USB peripherals being connected along with the unit?

If other USB peripherals are connected through the same hub, disconnect them to see if the problem still exists.

If the USB cable becomes disconnected

If the USB cable becomes disconnected, even only once during the unit's operation, then printing and scanning may be disrupted.
If this occurs, check the USB cable and ensure that it is securely connected, then restart the computer.

When you are using a port created with Standard TCP/IP Port

If you are using a port created using Standard TCP/IP Port in Windows 2000/XP/Vista, printing may not take place correctly if [SNMP Status Enabled] is selected in the port settings of the printer driver. Open the printer driver properties and click the [Configure Port] button on the [Ports] tab. In the window that appears, make sure the [SNMP Status Enabled] checkbox is not selected ☐.

4 Check Your Computer

CHECK 1 **Is there enough computer memory or hard disk space?**
To use this unit, you must have an adequate amount of hard disk space. If there is insufficient hard disk space, delete unnecessary files to increase the free space of the hard disk. If there is insufficient memory, close unnecessary applications to increase memory available for printing or scanning. If you are still unable to print or scan, install more memory into your computer.

CHECK 2 **Is your hard disk fragmented?**
When data is frequently stored/deleted, the hard disk may become fragmented causing a reduction in printing or scanning speed. In this case it is recommended to defragment your hard disk. You may use the Windows tools or a commercially available hard disk defragmenting tool.

# Plug and Play Screen does not Appear (when the USB is connected)

If the Plug and Play screen does not appear after you connect the unit to your computer with a USB cable and turn on the power of both devices, follow the steps below to verify that the USB port is available.

1 **Click the "start" button, click "Control Panel", and then click "Performance and Maintenance".**

• On Windows Vista, click the "start" button, click "Control Panel", and then click "System and Maintenance".
• On Windows 98/Me/2000, click the "Start" button, select "Settings", and then click "Control Panel".

**2** **Click "System", click the "Hardware" tab, and click the "Device Manager" button.**

"Universal Serial Bus controllers" will appear in the list of devices.
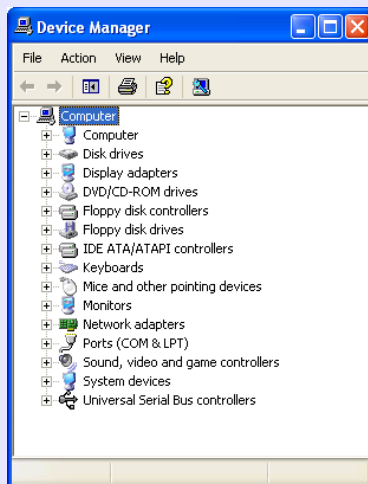
![Note]
Note
● *If the "System" icon does not appear on Windows Me, click "view all Control Panel options" to view it.*
● *On Windows 98/Me, double-click the "System" icon and click the "Device Manager" tab.*
● *On Windows 2000, double-click the "System" icon, click the "Hardware" tab, and click the "Device Manager" button.*
● *On Windows Vista, click the* "System", and click the "Device Manager" from the "Tasks".

3 **Click the (⊞) icon beside the "Universal Serial Bus controllers".**
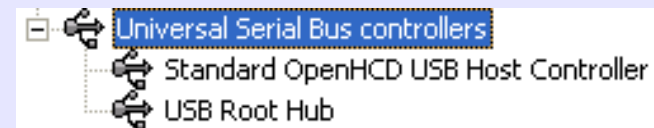
Two items will display, your Controller chipset type and Root Hub. If these items appear, you can use the USB port. If the "Universal Serial Bus controllers" shows a yellow exclamation point or does not appear, you must check your computer manual for USB troubleshooting or contact your computer manufacturer.

4 **When you make sure that the USB port is enabled, install the software, referring to "INSTALLING THE SOFTWARE" in the Operation Manual.**

Failed to Install the MFP Driver (Windows 2000/XP)

If the MFP driver cannot be installed under Windows 2000/XP, check your computer's settings according to the following procedure.

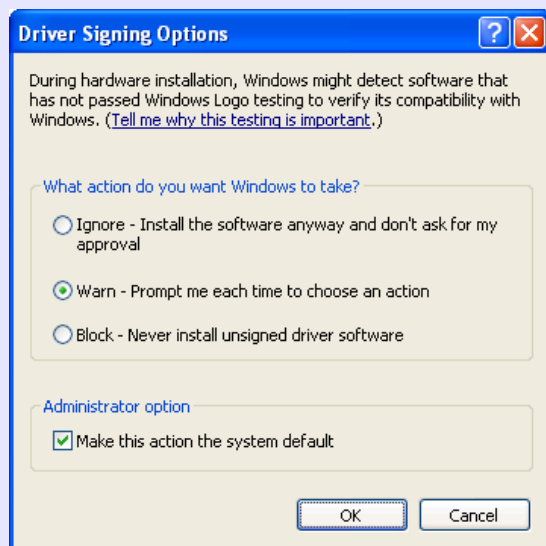**1** **Click the "start" button, and then click "Control Panel".**
On Windows 2000, click the "Start" button, select "Settings", and then click "Control Panel".

2 **Click "Performance and Maintenance", and then click "System".**
On Windows 2000, double-click the "System" icon.

3 **Click the "Hardware" tab, and then click the "Driver Signing" button.**
The following dialog box will open.

Driver Signing Options

During hardware installation, Windows might detect software that has not passed Windows Logo testing to verify its compatibility with Windows. (Tell me why this testing is important.)

What action do you want Windows to take?
- ○ Ignore - Install the software anyway and don't ask for my approval
- ⦿ Warn - Prompt me each time to choose an action
- ○ Block - Never install unsigned driver software

Administrator option
- ☑ Make this action the system default

OK   Cancel

4 **Check the "What action do you want Windows to take?" ("File signature verification" on Windows 2000).**

What action do you want Windows to take?
- ○ Ignore - Install the software anyway and don't ask for my approval
- ⦿ Warn - Prompt me each time to choose an action
- ○ Block - Never install unsigned driver software

If the option "Block" has been selected for your computer, then the MFP driver will not be installable. Select the option "Warn" and then install the MFP driver as explained in "INSTALLING THE SOFTWARE" in the Operation Manual.

4 Faint, Uneven or Smeared Print Output

If print output is faint, uneven or smeared, follow the steps listed below.

CHECK 1 **Has the printer driver been specified to suit both paper and the print job?**

You can select "Draft", "Normal" or "Photo" for the print quality in the "Advanced" tab of the printer driver setup screen. When "Photo" is selected, you can click the "Image Adjustment" button and adjust the brightness and contrast in the dialog box that appears. Adjust these settings appropriately for your print data and try printing again.

Reference: <u>Printer Driver Settings</u>

CHECK 2 **Is the paper curled?**

If the paper is curled, straighten it up and set it in the unit again.

CHECK 3 **Is the paper too thick or too thin?**

Only paper weighing from 56 to 80g/m^2 can be used in the paper tray. Only paper weighing from 56 to 128g/m^2 can be used in the multi-bypass tray.

CHECK 4 **Is it near time to replace the TD cartridge or drum cartridge?**

When it is near time to replace the TD cartridge or drum cartridge, the TD cartridge replacement required (∴) indicator or drum cartridge replacement required (▭) indicator will light steadily on the unit operation panel. When it is time to replace either cartridge, the indicator will blink. Replace the cartridge and try printing again.

Reference: See "TD CARTRIDGE REPLACEMENT", "DRUM CARTRIDGE REPLACEMENT" and "ABOUT SUPPLIES AND OPTIONS" in the Operation Manual.

CHECK 5 **Did you set sufficient margins in the paper settings of your application?**

If the margins are set outside of the quality guaranteed area, smudges or smears may appear at the upper and lower edges of the paper. When selecting the paper settings in the application, set the margins from the top, bottom, left and right edges of the paper to 4 mm.

4 Characters or Graphics are not Printed in Correct Position

If a document is printed skewed or partly off the paper, follow the steps listed below.

CHECK 1 **Is the paper size loaded in the tray the same as that specified in the printer driver?**
Check if the "Paper Size" options suit the size of the paper loaded in the tray.
If the "Fit To Page" setting is activated, make sure that the paper size selected from the drop-down list of the "Fit To Paper Size" option is the same as the size of the loaded paper.

CHECK 2 **Is the orientation of document setting correct?**
Click the "Paper" tab in the printer driver setup screen, and verify if the "Image Orientation" option is set to your requirements.

CHECK 3 **Is the paper loaded correctly?**
If a document is physically damaged when it is output or the image is skewed on the paper, discard the damaged sheet, reinsert the paper supply and print again. Insert the paper so that there is no visible space between the paper and the paper guides.
Reference: See "LOADING PAPER" in the Operation Manual for more details on inserting paper.

CHECK 4 **Did you correctly specify the margins for the application in use?**
Check the layout of the document margins and the paper size settings for the application you are using. Also check if the print settings are specified correctly to suit the paper size.
Reference: Faint, Uneven or Smeared Print Output

If nothing prints even when the unit is turned on, please wait a few moments. The unit needs a longer time to process intricate data. If the unit still does not print, refer to the check list below.

CHECK 1 Has a paper jam occurred?

When the misfeed (⌇) indicator blinks or (▭ ᴾ) blinks in the display, the unit will stop because of a misfeed.
Remove the jammed paper as explained in "MISFEED REMOVAL" in the Operation Manual.

CHECK 2 Is the ON LINE indicator off?

The ON LINE indicator on the operation panel turns off while the unit is used for copying. Scanning and printing is not possible at this time. When copying is finished, the ON LINE indicator will turn on after the set auto clear time elapses, and the unit will be ready for scanning and printing. You can also press the clear key twice or press the ON LINE key to make the unit ready for scanning or printing.

CHECK 3 Is your unit selected correctly in the current application for the print job?

When choosing "Print" from the "File" menu located in applications, be sure you have selected "SHARP AL-xxxx" printer displayed in the "Print" dialog box.
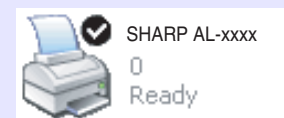
CHECK 4 Has the printer driver been installed properly?

Check if the printer driver has been installed, following the steps listed below.

1 Click the "start" button, click "Control Panel", click "Printers and Other Hardware", and then click "Printers and Faxes".

• On Windows Vista, click the "start" button, click "Control Panel" and then click "Printer".
• On Windows 98/Me/2000, click the "Start" button, select "Settings" and then click "Printers".

2 Check if the "SHARP AL-xxxx" printer driver icon is shown.

SHARP AL-xxxx
0
Ready

If you still cannot print after confirming the "SHARP AL-xxxx" printer driver icon, the printer driver may not have been installed correctly. In this case, delete the software and then reinstall it.

Reference: <u>Uninstalling the Software</u>

4 Poor Scanning Result

If you get poor quality as a result of scanning a job, and you cannot improve the quality by changing preferences, refer to the check list shown below.

CHECK 1 Is the original clean?

Check your original before scanning. If any dust sticks to the original, you cannot obtain a clean result. In addition, make sure that the document glass is also clean.

CHECK 2 Have you specified a suitable resolution?

Make sure that the value for the "Resolution" setting in the scanner driver satisfies the requirement of the set original.

Reference: <u>Scanning an Image from a TWAIN-Compliant Application</u>,
<u>Scanning an Image from a WIA-Compliant Application (Windows XP/Vista)</u>,
<u>Scanning an Image from the "Scanner and Camera Wizard" (Windows XP/Vista)</u>,

CHECK 3 Have you specified a suitable value for the "B/W Threshold" setting?

If you are scanning with a TWAIN-compliant application and are using "Mono 2 gradation (no Green)","Mono 2 gradation (no Red)" or "Mono 2 gradation (no Blue)" mode, make sure that a suitable value is specified for the "B/W Threshold" setting. A larger threshold value makes your output darker, whilst a small threshold value makes it lighter. To adjust the threshold automatically, click the "Auto Threshold" button on the "Image" tab of the "Custom Settings" screen.

Reference: <u>Scanning an Image from a TWAIN-Compliant Application</u>

CHECK 4 Have you adjusted the brightness and contrast suitably?

If you are scanning with a TWAIN-compliant application and the resulting image has unsuitable brightness or contrast (for example it is too bright), activate the "Auto Brightness/Contrast Adjustment" setting on the "Color" tab of the <u>"Custom settings" screen</u>.

If you are scanning with a WIA-compliant application or the "Scanner and Camera Wizard", click <u>"Adjust the quality of the scanned picture"</u> or the <u>"Custom settings" button</u>, and adjust the brightness and contrast in the screen that appears.

The Scanned Image is Incorrectly Positioned

If the scanned image is incorrectly positioned, refer to the check list shown below.

**CHECK 1** **Have you placed the original straight?**

Place the original straight on the document glass.

Reference: Refer to "ORIGINAL PLACEMENT" in the Operation Manual for the detail on how to set the original.
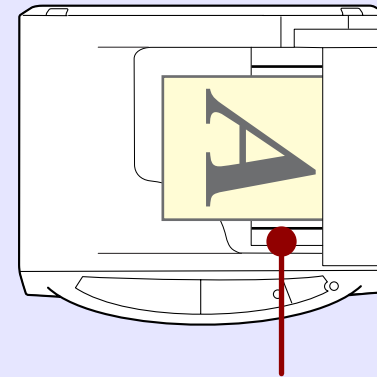
CHECK 2 **Have you set the original correctly on the document glass?**

Place the original on the document glass in the direction as shown in the illustration below.

Align the center of the original with (▶) mark.
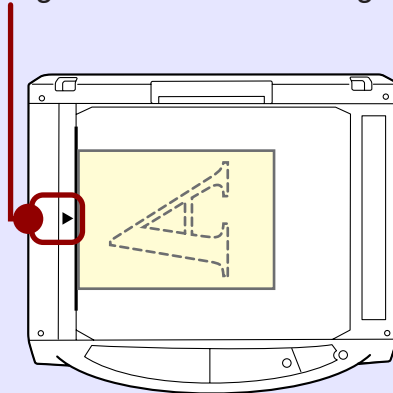
CHECK 3 **Have you set the original correctly on the SPF?**

To scan from the SPF, align the guide to the original as shown in the illustration below.

Align the guide to the original.

4 Unable to Scan the Image

If you cannot scan the image, turn off your computer. Press the power switch on the unit to turn it off, unplug the unit from the power source, and then plug it back in. Restart your computer. Try scanning again. If scanning is still not possible, refer to the check list below.

CHECK 1 Is your application compliant to TWAIN?
If you are using Windows 98/Me/2000 and your application is not TWAIN compliant, the application cannot acquire images. Use an application that is TWAIN compliant, such as the included Sharpdesk.

CHECK 2 Have you selected the scanner driver of this unit on your application?
Make sure that the "SHARP MFP TWAIN P" or "WIA-SHARP AL-xxxx" is selected on your application.

Reference: Scanning an Image from a TWAIN-Compliant Application

CHECK 3 Have you specified all scanning preferences appropriately?
Setting a large area with full color together with a high resolution setting, makes the data size large, resulting in extended scanning times. It is recommended to set the scanning preferences depending on the type of original to be scanned, i.e., Web Pages (monitor), Photo, FAX, or OCR.

CHECK 4 Is there enough computer memory?
Your computer may not have enough available memory to hold the document you want to scan. Lower the scan resolution.

CHECK 5 Has the specified period of program timeout already elapsed?
Neither printing nor scanning jobs can be sent to the unit from your computer during the specified period of program timeout after copying.
To send a scanning job immediately, press the clear key twice, ONLINE key or SCAN key on the unit.

Reference: For more detail, refer to "USER PROGRAMS" in the Operation Manual.

CHECK 6 Are you trying to scan multiple originals in the SPF at once?
When multiple originals are loaded in the SPF, it depends on your application whether only one original can be scanned in a single operation, or whether multiple originals can be scanned. Check which is possible in your application. (Sharpdesk allows multiple originals to be scanned in a single operation.)

CHECK 7 Does your computer's operating system support the scanner driver?
The operating systems that support the unit's scanner driver are Windows 98/Me/2000/XP/Vista.

CHECK 8 Are you using an appropriate interface?
Make sure that the cable is connected securely to the LAN connector or the USB connector on your computer and the unit.

CHECK 9 Have the scanner driver and Button Manager been installed properly?
If normal scanning still cannot be performed even after confirming the items on the above check list, delete the software and then reinstall it.

Reference: Uninstalling the Software

Uninstalling the Software

If printing or scanning is not possible, or Button Manager does not function correctly, check the items in "Nothing Prints" or "Unable to Scan the Image". If you still cannot solve the problem, follow the steps below to uninstall the software (Printer driver, Scanner driver, Button Manager), and then reinstall it.

> ⚠️ **Caution**
>
> *Before uninstalling the software, close all applications.*

1 **Click the "start" button, and then click "Control Panel".**
- On Windows Vista click the "Uninstall a program".
- On Windows 98/Me/2000, click the "Start" button, select "Settings", and then click "Control Panel".

2 **Click "Add or Remove Programs".**
On Windows 98/Me/2000, double-click the "Add/Remove Programs" icon.
The following dialog box will open.
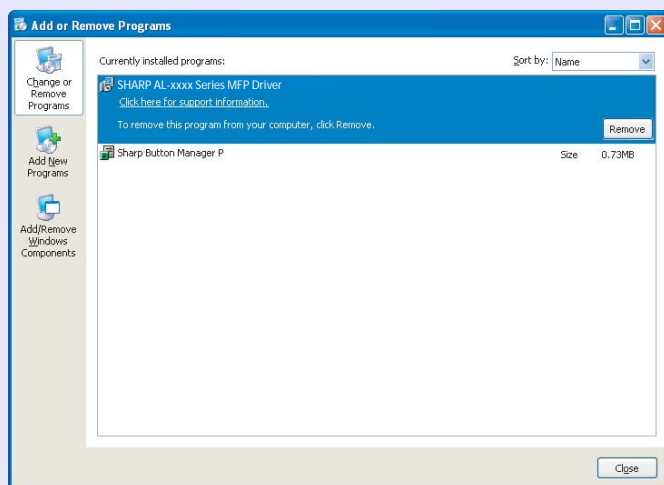
Delete the "SHARP AL-xxxx Series MFP driver" and the "Sharp Button Manager P" from the list of applications. For more information, refer to your operating manual or to the help files for your operating system.

3 **Restart your computer.**
The deletion of the driver and Button Manager is completed when you restart your computer. If you wish to reinstall, follow the instructions in "INSTALLING THE SOFTWARE" in the Operation Manual.

Printer Driver Features (part 1)

Tab	Setting	Selections	Initial setting
Main	Copies	1 to 999	1
	Collate	On/Off	On
	N-Up Printing	1-Up/2-Up/4-Up	1-Up
	Border	On/Off	Off
	Document Style	1-Sided/2-Sided (Book)/2-Sided (Tablet)	1-Sided
	User Settings	-	Factory Defaults
	[User Settings]		
	Setting Name	Up to seven names, 20 characters each	-
Paper	Paper Size	A3 [Fit To Page][1], A4, A5, A6, B4 [Fit To Page][1], B5, Ledger [Fit To Page][1], Letter, Legal, Executive, Invoice, Foolscap, Folio, COM10, Monarch, DL, C5, 8K [Fit To Page][1], 16K, Custom Paper	A4[2]
	Fit To Page	On/Off	Off
	Image Orientation	Portrait/Landscape/Rotate 180 degrees	Portrait
	Paper Source	Tray 1, Bypass Tray	Tray 1
	[Custom]		
	Width	98.3 to 215.9 (mm.)	98.3 (mm.)[2]
	Length	148.0 to 355.6 (mm.)	148.0 (mm.)[2]
	Size	millimeters	millimeters[2]

(continued)

[1]: Will be reduced to A4 size or the specified size before printing.
[2]: This initial setting may vary depending on your operating system settings.
 For information on each setting, see Help in the printer driver setup screen.

Printer Driver Features (part 2)

Tab	Setting	Selections	Initial setting
Advanced	Print Quality	Draft/Normal/Photo	Normal
	2 Gradation Print	On/Off	Off
	[Image Adjustment]		
	Brightness	0 to 100	50
	Contrast	0 to 100	50
Watermarks	Watermark	(None)/TOP SECRET/CONFIDENTIAL/DRAFT/ORIGINAL/COPY	(None)
	Text	-	-
	Size	6 to 300	200
	Angle	-90 to +90	+45
	Gray Scale	0 to 255	192
	On First Page Only	On/Off	Off

If the machine is used as a network printer, you can access the Web page in the machine using a Web browser. You can check and change network settings in the Web page, and check the printer status.

(Note)
- *To access the Web page in the machine, the IP address must be assigned to the machine.*
- *For the Web browser, Internet Explorer 6.0 (or higher) or Netscape Navigator 7.0 (or higher) is recommended.*

Accessing the Web page

Use the following procedure to access the Web page.

1 **Open the Web browser on your computer.**

2 **In the "Address" field of your Web browser, enter the IP address of the machine as a URL.**
Enter the IP address previously configured in the machine.
Example: If the IP address is 192.168.1.43;
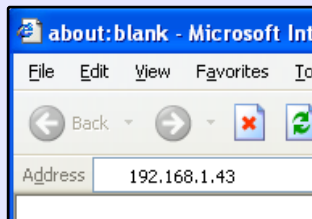
When the connection is completed, the Web page will appear in your Web browser.
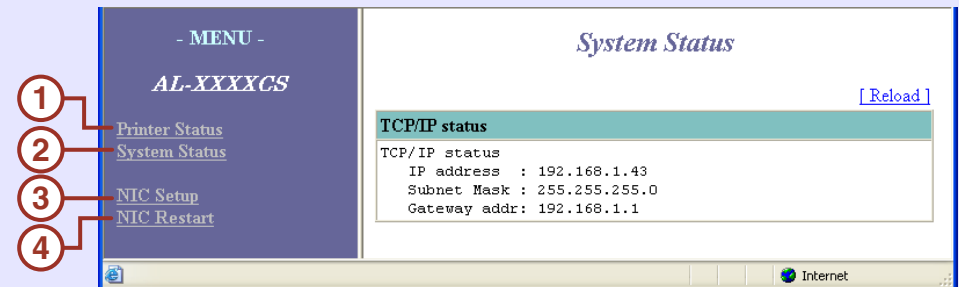
① **Printer Status**
Display printer status.

② **System Status**
Display system status.

③ **NIC Setup**
Change network settings.

④ **NIC Restart**
To make new settings take effect, restart the network connection.

Configuration via the Web Page

To change network settings, click "NIC Setup". The following screen will appear.

[NIC Setup]

After changing the network settings, click the "Submit" button to store the new settings. If you wish to cancel the new settings, click the "Reset" button.

| Note | *If a message appears prompting you to enter your user name and password, enter "admin" for the user name, "Sharp" for the password, and click the "OK" button. The password can be changed in the above NIC Setup page. (Up to 7 characters can be entered.)* |

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SHARP

SHARP CORPORATION