Frequently Asked Questions

M2640idw
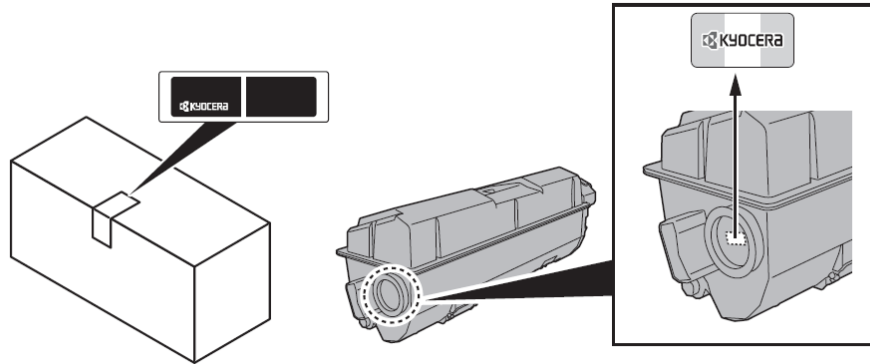
Table of Contents
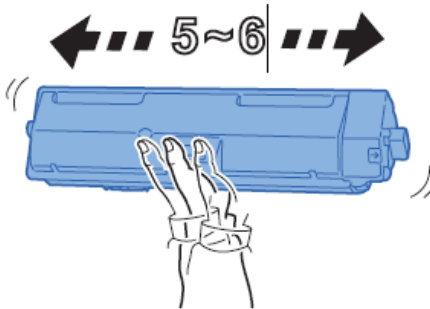
My M2640idw displays "Check toner/Low toner".

Check to ensure the toner is Genuine Kyocera Toner. You can do this by checking if the toner has the Kyocera Hologram on the toner bottle.

1. Remove the toner container and shake it, re-install the toner container.

2. Make sure the Top Cover is closed all the way.
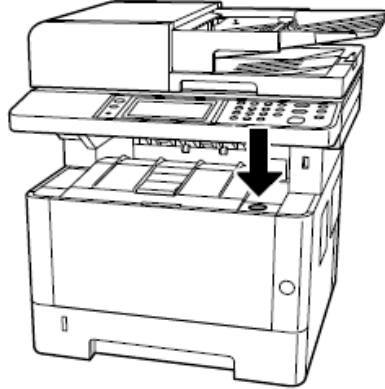
3. Make sure the toner is installed in the printer correctly.
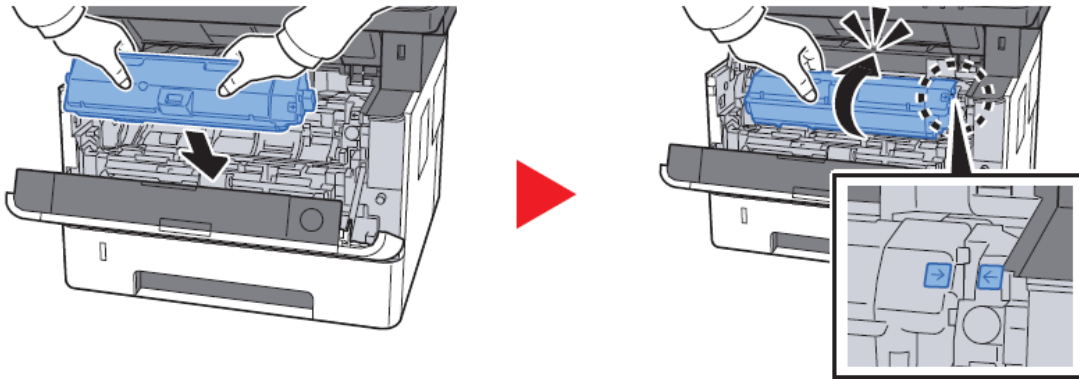
How do I check the Toner Level on my M2640idw?

The Toner Gauges can be checked on the display

Press the [**Status / Job Cancel**] key.

Scroll down using the down arrow key to highlight [**Toner Status**], Press OK to select.
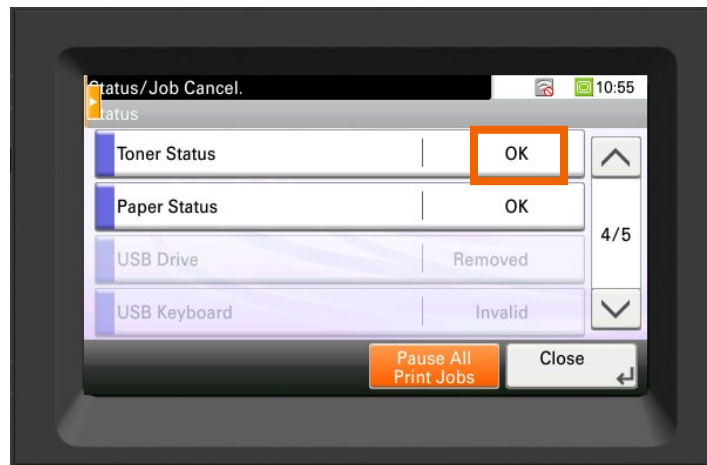
The toner level will be displayed.
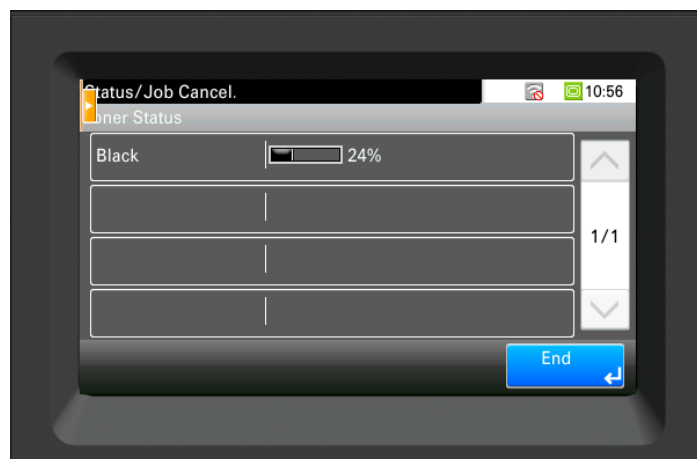
The toner gauge can also be found on the printer Status Page.

Press the [**System Menu / Counter**] key.

Select [**Report**] Press OK.

Select [**Report Print**] press OK.

 Scroll down to highlight [**Status Page**]

Select Yes.

Check Toner Gauge at the bottom of the page.

How do I access the Command Center RX webpage?

(Command Center is not available with USB Cable connected devices)

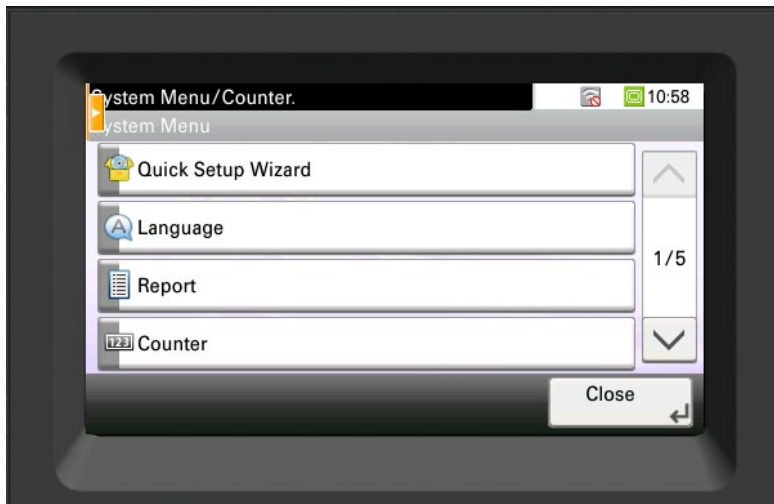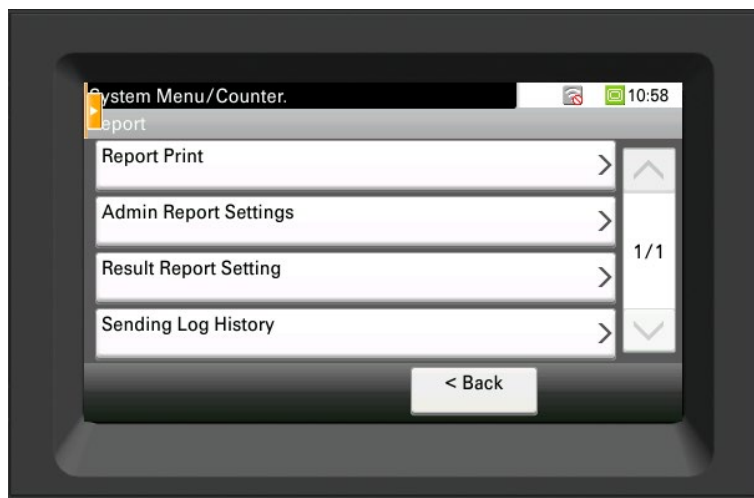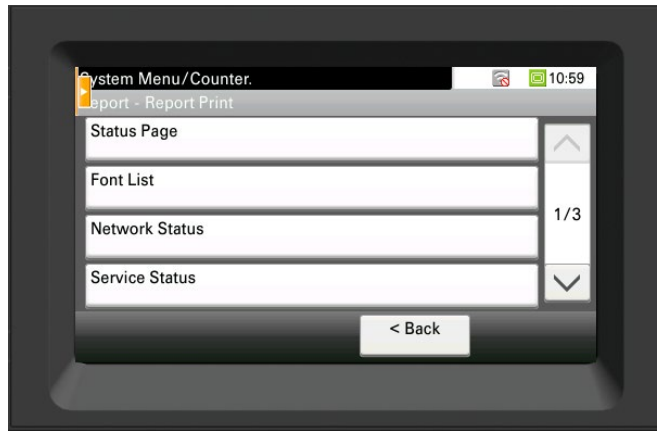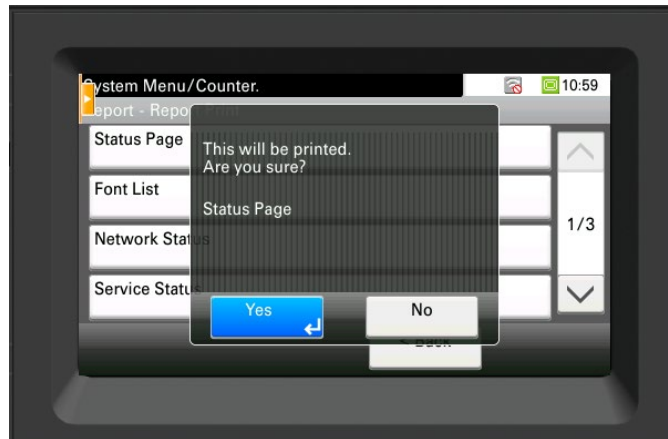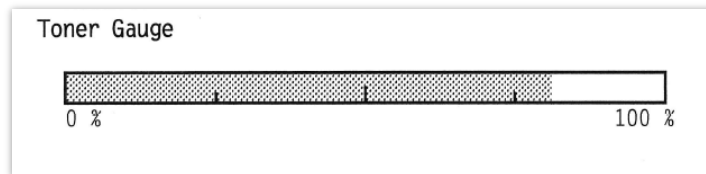Print the Status Page to get the TCP IP address for the printer.

Press the [**System Menu / Counter**] key > Select [**Report**] > Select [**Report Print**]> Select [**Status Page**]

Look for the heading of Network on left column of the printed Status Page.

Below Network look for IPv4.

Look for the IP Address on the third line down.

```
Network
  LAN Interface
      Setting:              Auto
      Current:              100BASE-TX Full
  TCP/IP
      Status:               Enabled
      Printer Host Name:    KM2FCA55
  IPv4
      DHCPv4 Status:        Disabled
      Bonjour Status:       Enabled
      IP Address:           10.128.224.147
      Subnet Mask:          255.255.252.0
      Default Gateway:      10.128.224.1
```

Open a Web Browser such as Internet Explorer then delete the text in the Address Field.
Key in the IP address obtained from the Status Page then press Enter.
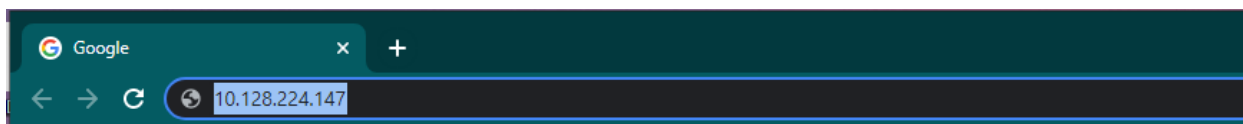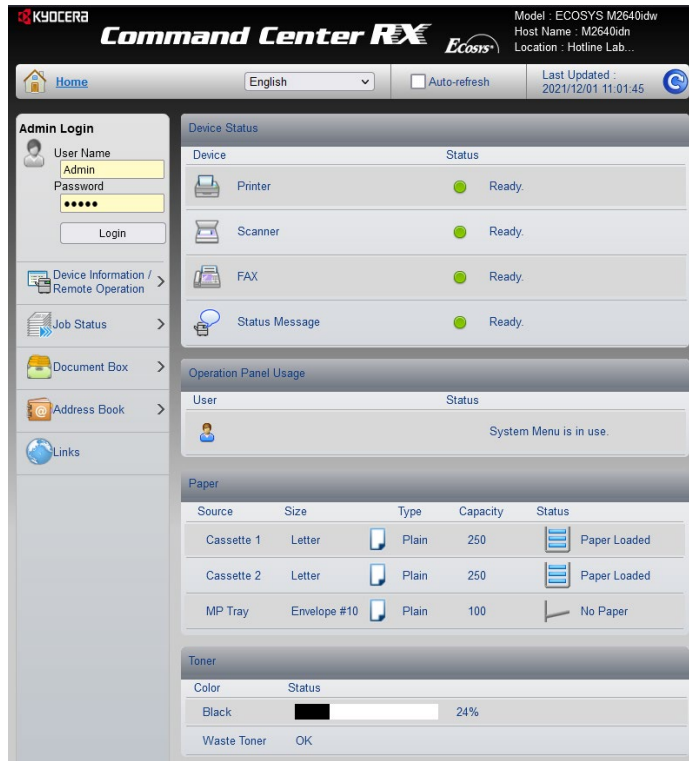
The default login is

Username: **Admin (capital A)**

Password: **Admin (capital A)**

What is the administrator login via the OP Panel?

Note: If "No" was selected in "Is this device managed by Administrator" at setup, Login prompt will not be displayed.

Username: **4000**

Password: **4000**

Or

Username: **Admin**

Password: **Admin**
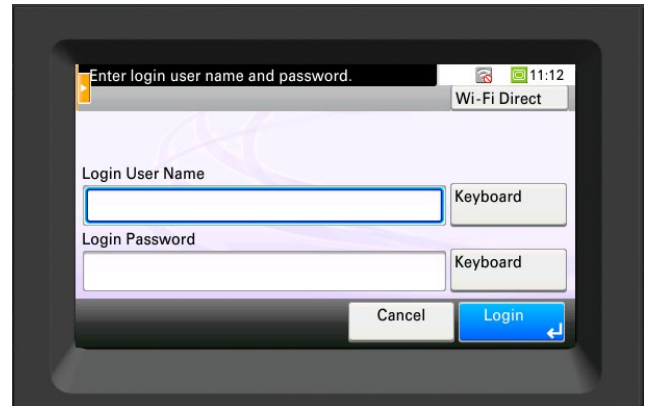
Where is the Serial Number located for the M2640idw?

Open the Multi-Purpose Tray to find the Serial Number.
It will be a white label that looks like a barcode.

Note: The serial # is also located in the upper right corner on the previously printed status page.

Checking the Equipment's Serial Number
The equipment's serial number is printed in the location shown in the figure.

How do I install the Windows Print Driver for my M2640idw?

Supported operating systems

- Windows 10
- Windows 8.1
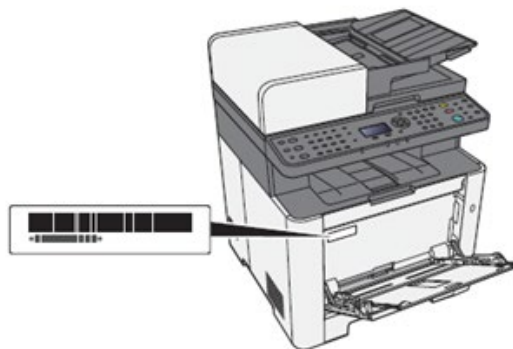- Windows Server 2019
- Windows Server 2016
- Windows Server 2012 R2
- Windows Server 2012

Note: If you install the driver in unsupported operating systems including Windows 7, Windows Server 2008 R2, and Windows Server 2008, a security message appears. To proceed with the installation, allow the installer to make changes to your computer. For more information on Microsoft Windows support policy, go to the Microsoft Support website.

The KX Print Driver can be downloaded from:
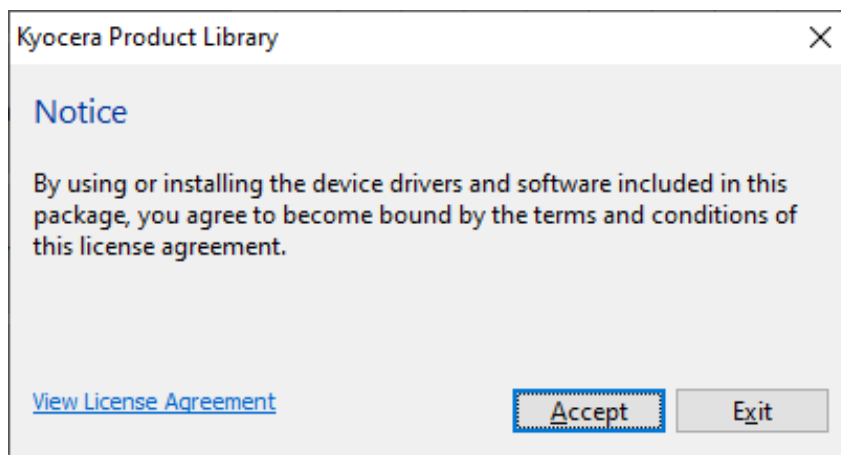https://www.kyoceradocumentsolutions.us/m2040dn

Once downloaded, double click on the exe file to start the installation. The driver installation files will extract to a folder on the C drive.
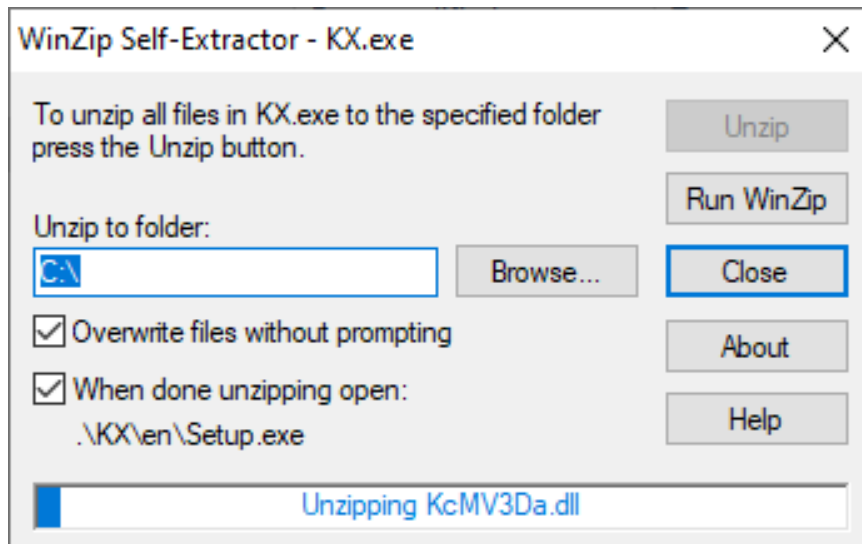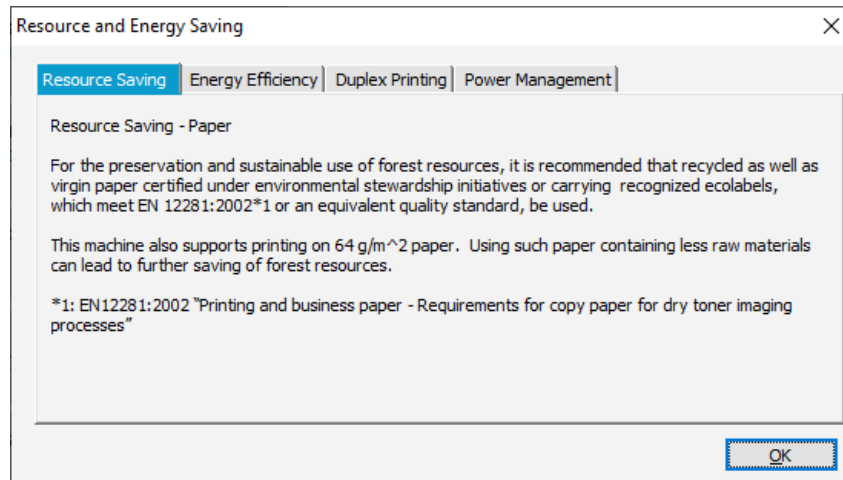
When the extraction completes, The Kyocera Product Library will open.
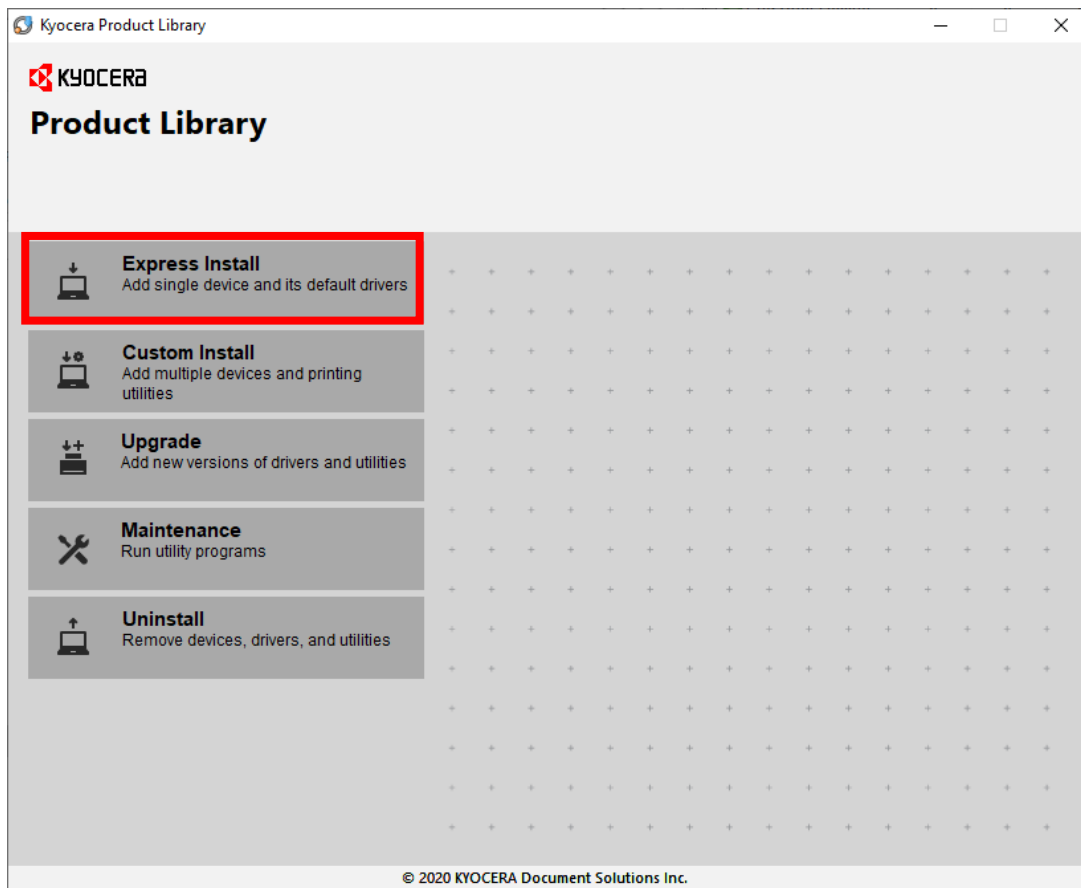

Accept the License Agreement.

Acknowledge the Energy Star Compliance notification by clicking OK.

In the menu on the left select Express Install.

In Express mode, the installer will search the network and USB connections for any Kyocera devices.

Click on the printer to highlight it and click Install.

Select Yes to allow the driver to report issues to Kyocera in the event of an issue. If you do not wish to allow the reporting, select No.
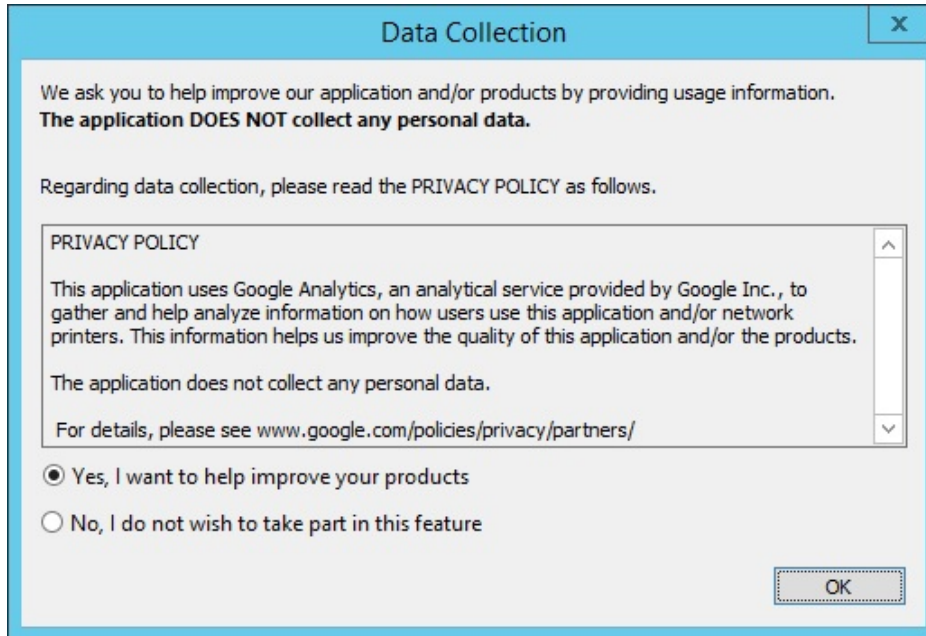
The Product Library will start installing the selected driver and components.
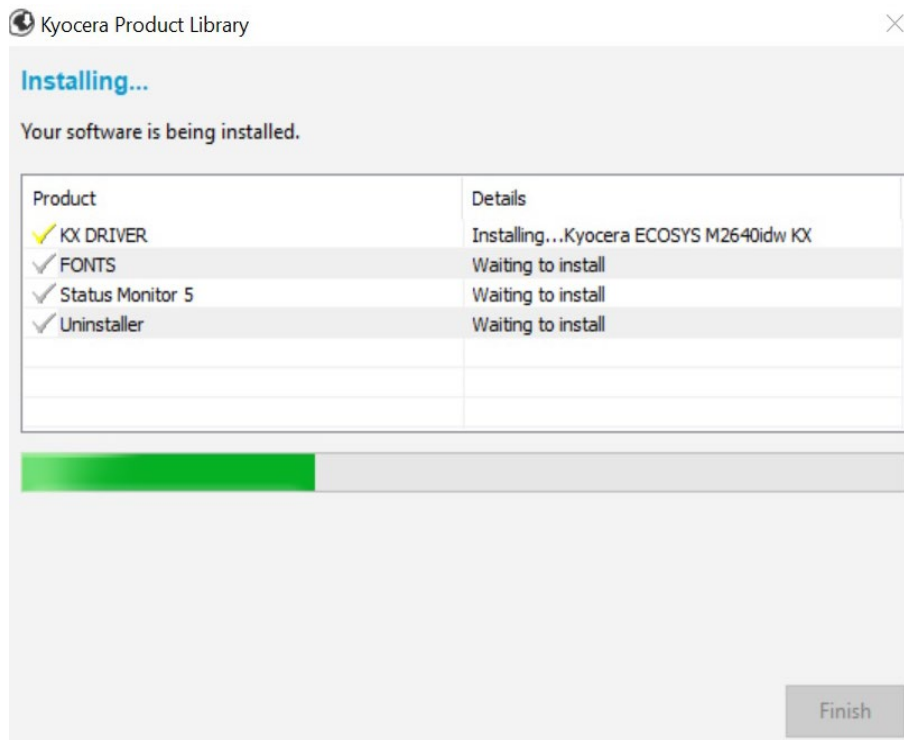
Once complete, select the check box to Print A Test Page.

Please note that for Energy Star Compliance, Duplex is enabled by default.

My M2040dn has poor image quality

To maintain quality, be sure to use genuine Kyocera toner.
The use of non-genuine toner containers may cause failure. A label is affixed to our genuine supplies, as shown below.
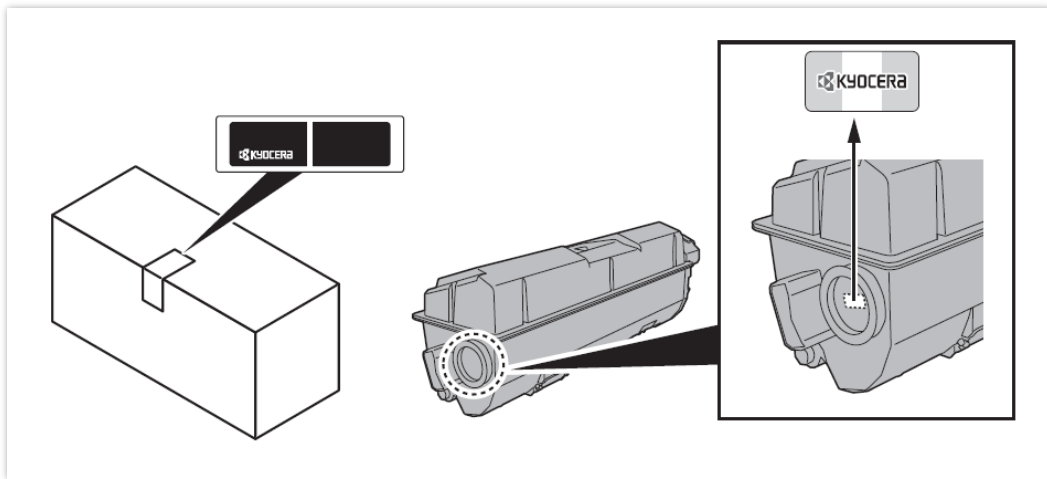
1. Replace the paper with new paper.
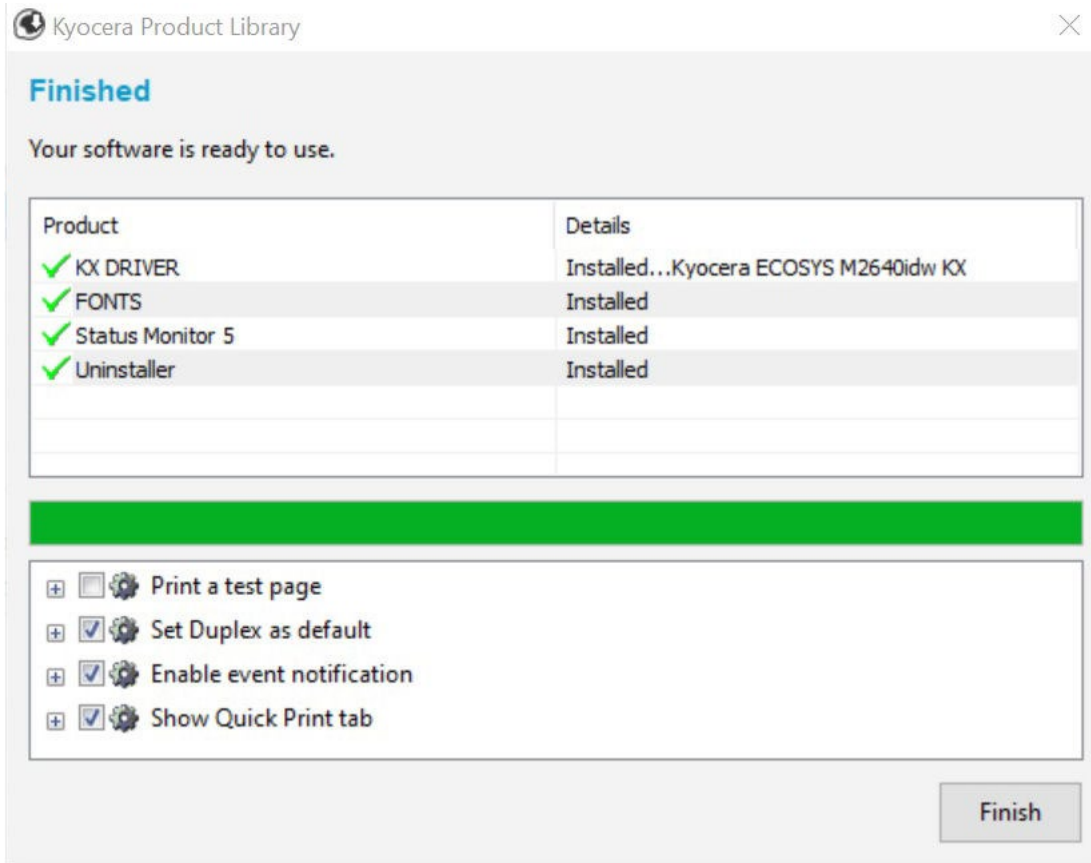
2. Shake the toner container from side to side several times.

3. Disable **Eco Print** mode. **System Menu> Common Settings> Function default> Eco Print>** turn off

4. Make sure the paper type setting is correct for the paper being used.

5. Select the **System Menu / Counter** key > **Adjust/Maintenance** >**Service Setting**> **Drum Refresh** > **Start**.

My M2040dn displays an error indication.

If an error occurs on the machine, the error message appears on the screen. Also, the Attention indicator on the operation panel will light up or flash.
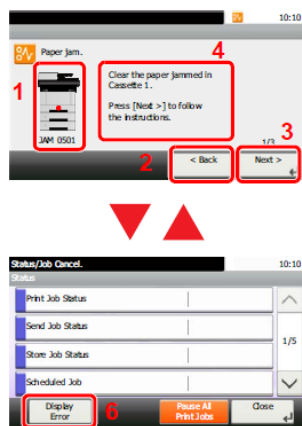
1. **How can I wake the machine up from Sleeping?**

   When [**Help**] is displayed on the message display, select [**Help**] to display the Help screen. The Help screen shows machine operation.

   1. Shows the location of a paper jam.
   2. Shows the previous step.
   3. Shows the next step.
   4. Shows the removal procedure.

   5. Selecting [**Status/Job Cancel**] key displays [**Hold**]. Selecting [**Hold**] displays status screen, and the status of jobs can be checked.
   6. Select [**Display Error**] to return to the paper jam guidance.

2. **How can I wake the machine up from Sleeping?**

   Answer: Pressing the [**Energy Saver**] key will wake the machine from a sleep state.

3. **What does a blinking Processing light mean?**

   The [**Processing**] light blinks during print processing or when an error occurs.

4. **What does a blinking Attention light mean?**

   The [**Attention**] indicator lights up or blinks when an error occurs, or a job is stopped.

5. **Why do I get a "Add Paper to MP Tray" message when I send a print job?**

   The media type or size selection in the print job does not match the media or size in the printer. Verify that the media and size selected in the print driver matches the media and size in the cassette.

6. **Why does the printer show Offline when connected USB?**

   This is likely a communication issue. Use another USB port on the PC or another USB cable.

My M2640idw does not turn on.

1. Make sure to fully press in the white main power button located on the lower right side of the front of the printer.

2. Check that the power cord that came with the printer is fully inserted in the rear of the unit.

3. Confirm the printer is plugged into a working outlet. Try plugging in another device to see if it powers on.

4. Try a different power cord if available.

My M2640idw has a message on the display that a Paper Jam has occurred. Also, there is a flashing Attention light.

The first step is to determine the paper jam location. Take a look at the message on the Printer display. Reference the images below and follow the steps outlined to clear the jammed paper.
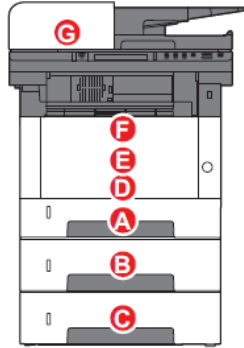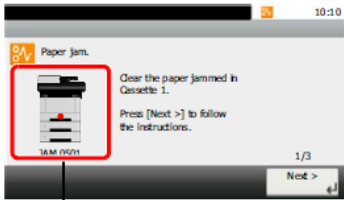

| Paper Jam Location Indicator	Paper Jam Location
A	Cassette 1
B	Cassette 2
C	Cassette 3
D	Multipurpose Tray
E	Inside the machine
F	Rear Cover
G	Document Processor

Paper Jam at the MP Tray

1. Remove any jammed paper. Do not reuse jammed papers. If the paper tears during removal, be sure to remove any loose scraps of paper from inside the machine. Scraps of paper left in the machine could cause subsequent jamming.
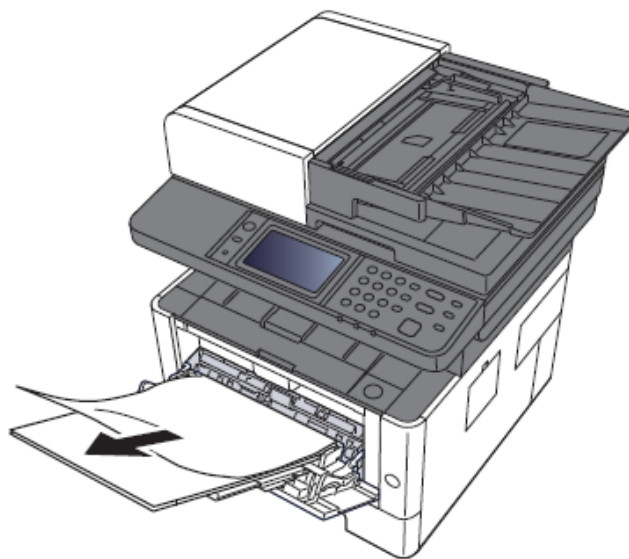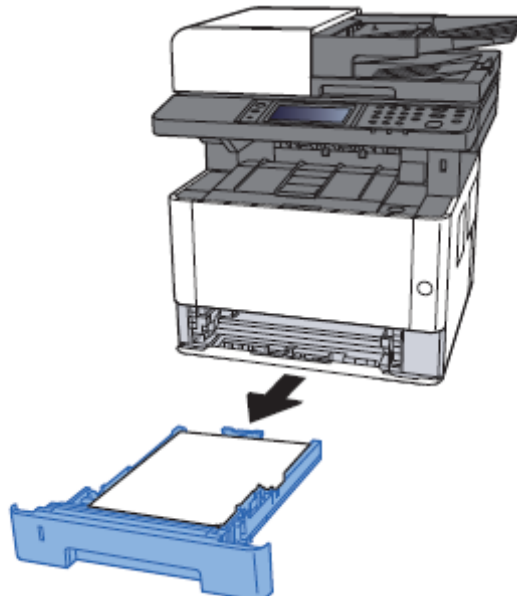
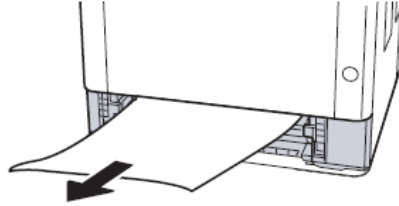2. Remove all the paper.
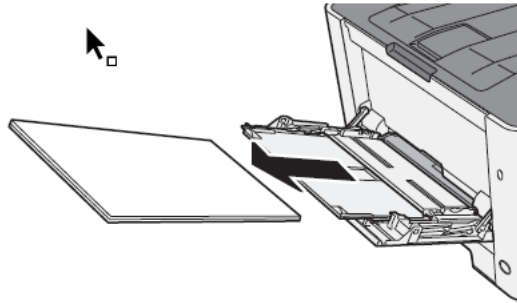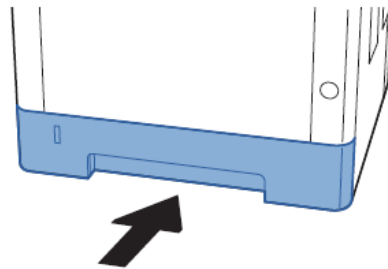

3. Reload the paper.
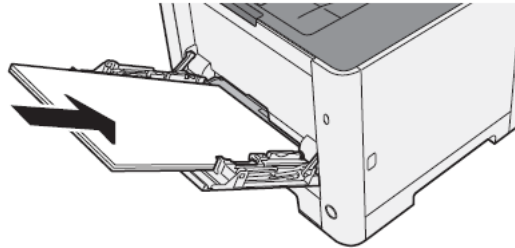
Paper Jam at the Cassette

1. Pull Cassette 1 out toward you until it stops.
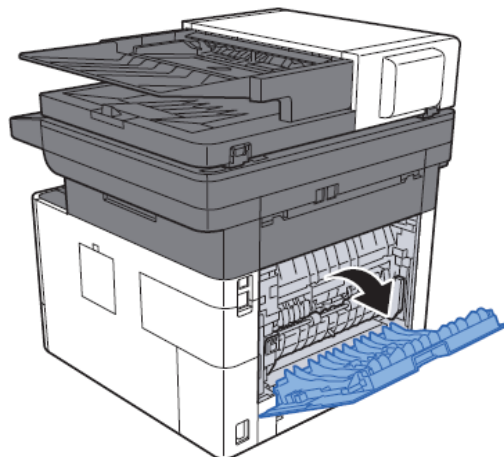
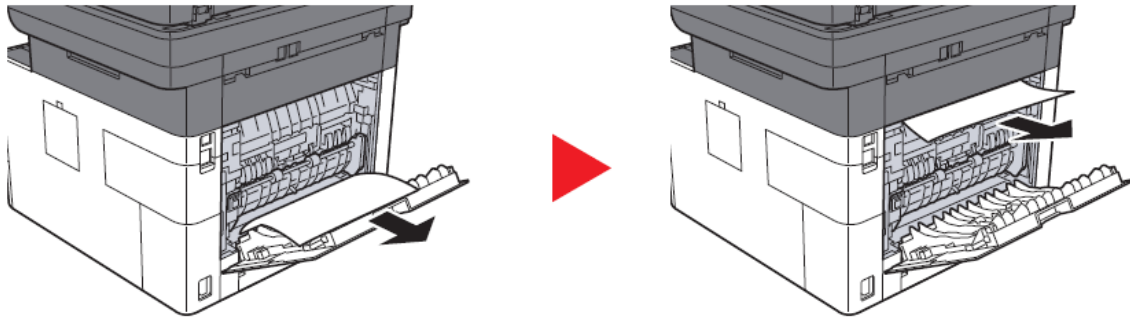1. Remove any jammed paper.

2. Push Cassette 1 back in.
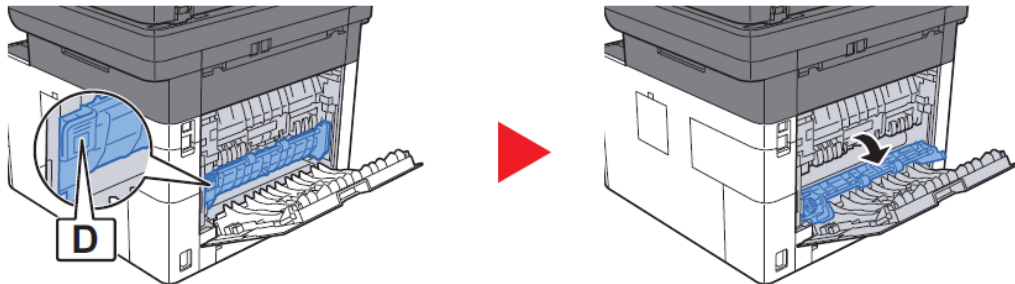
Paper Jam at Rear Cover
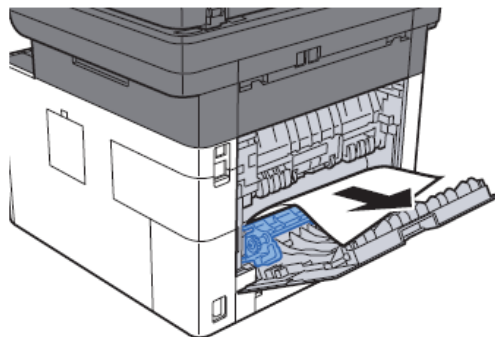
1. Open the Rear Cover 1.

2. Remove any jammed paper. Do not reuse the jammed papers. If the paper tears during removal, be sure to remove any loose scraps of paper from inside the machine. Scraps of paper left in the device could cause subsequent jamming.
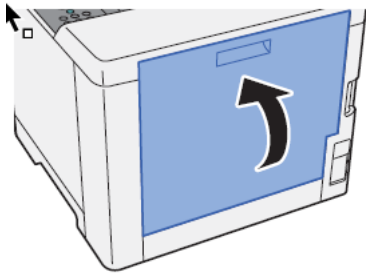

3. Open the cover (A).
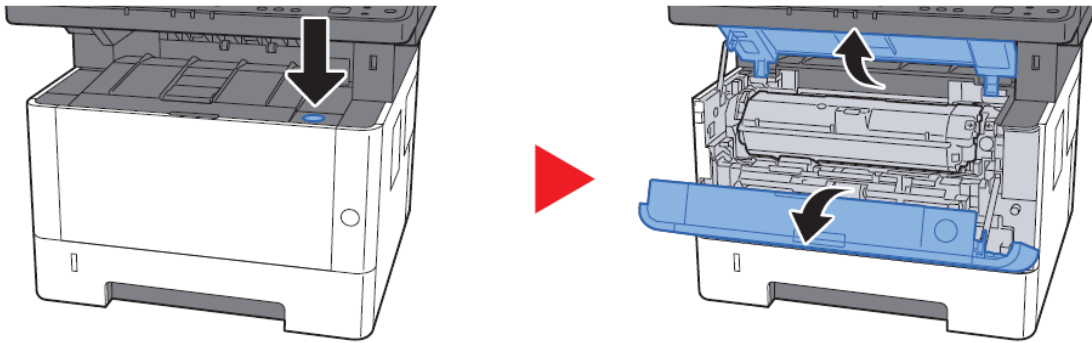

4. Remove any jammed paper.

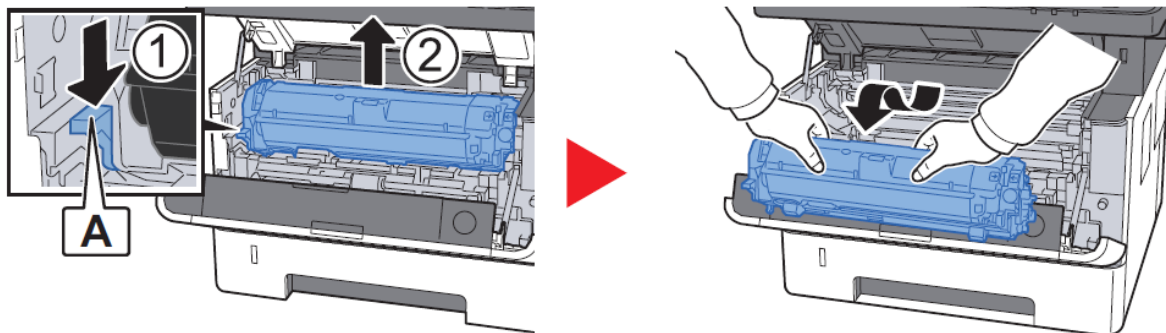5. Push and close the Rear Cover 1.

Remove any jammed paper inside of the Machine
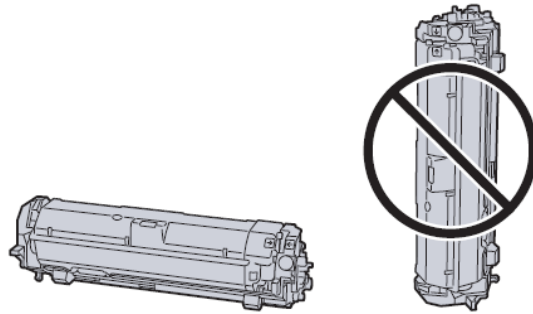
1. Open the front Cover.

2. Lift the developer unit together with the toner container out of the machine.

IMPORTANT

Do not touch the developer unit or subject the developer unit to shock. Print quality will be degraded.
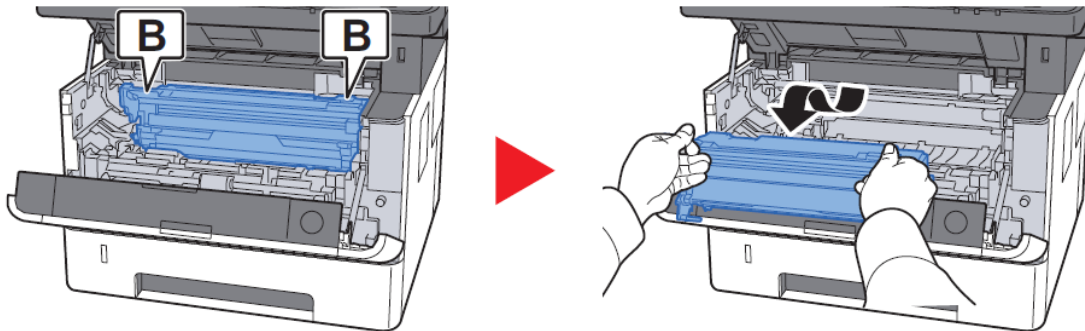
3. Place the developer unit together with the toner container flat on a clean, level surface.

> **IMPORTANT**
>
> Do not place the developer unit together with the toner container on end.
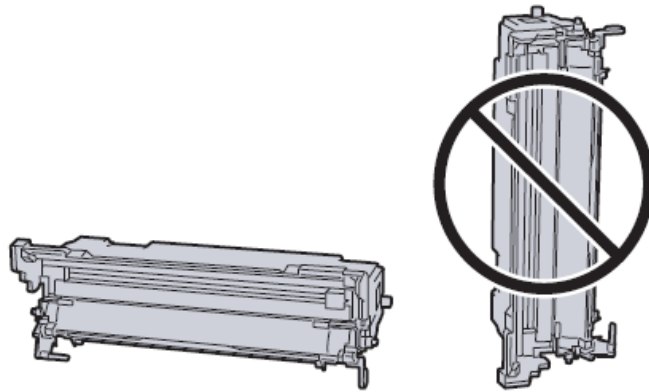
4. Remove the drum unit from the machine.

> **IMPORTANT**
>
> - The fuser unit inside the machine is hot. Do not touch it, as it may result in burn injury.
>
> - Do not touch the drum or subject the drum to shock. Print quality will be degraded if the drum is exposed to direct sunlight or intense light.
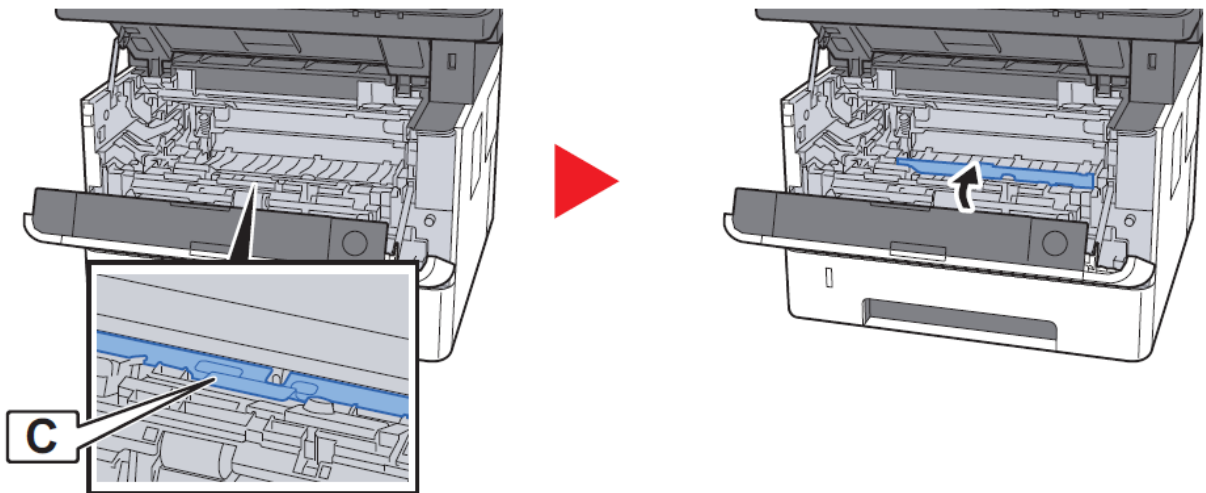
5. Place the drum unit flat on a clean, level surface.
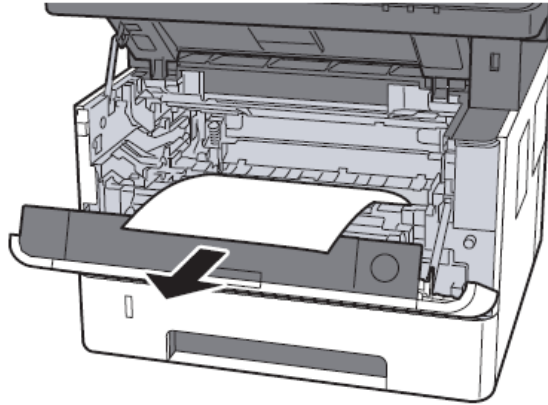

IMPORTANT

Do not place the drum unit on end.

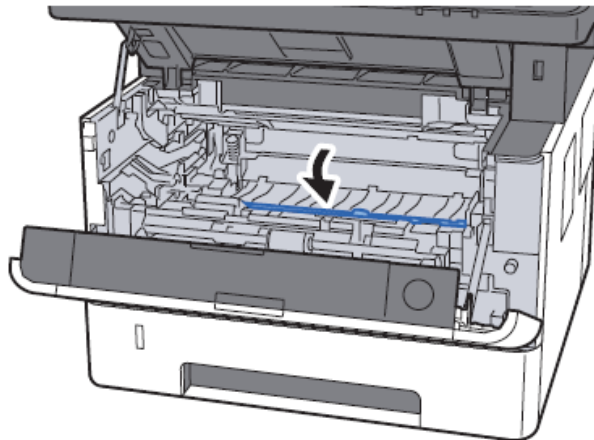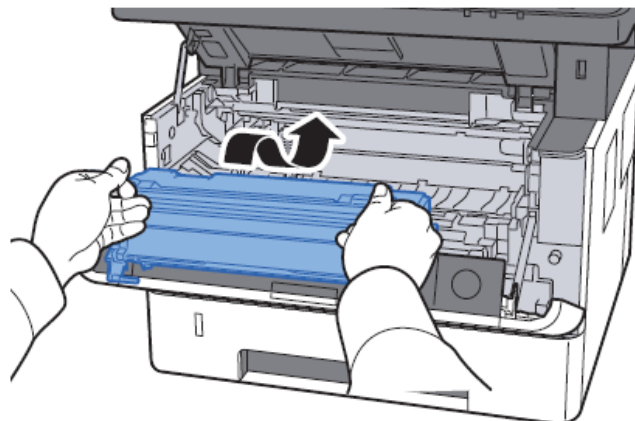6. Open Feed Cover (C).

7. Remove any jammed paper.

8. Push Feed Cover back in.

9. Return the drum unit to the original position.

10. Return the developer unit together with the toner container to its position, aligning the guides at both ends with the slots in the machine.
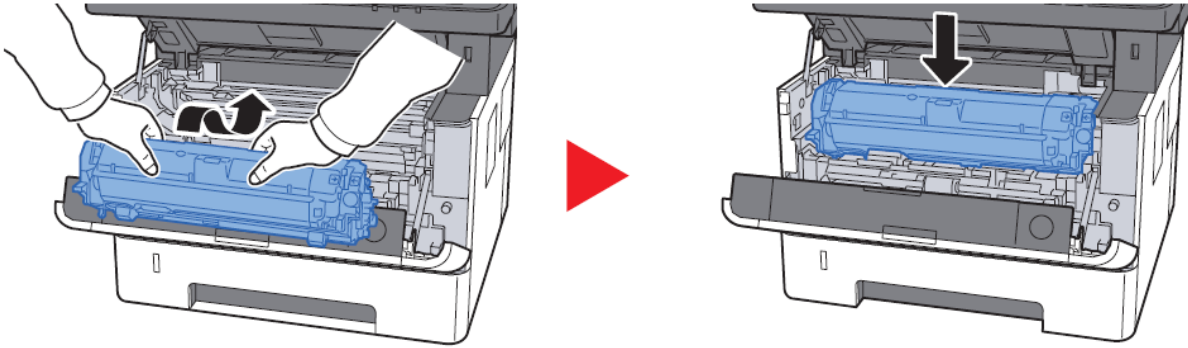
11. Close the front cover.
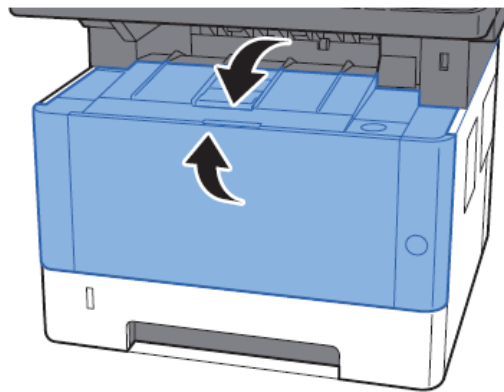
Paper Jam in the Document Processor

1. Remove the originals from the Original Table.

2. Open the top cover and remove any jammed paper.

3. Remove originals from inside the document processor.

4. Close the cover.

Setting the Connection by Using the Wi-Fi Setup Tool (Microsoft Windows)".

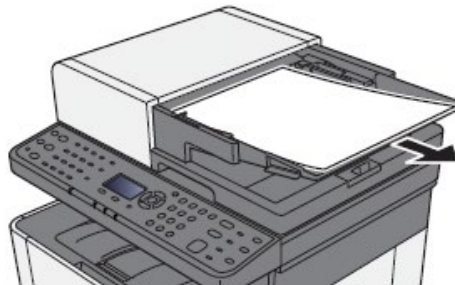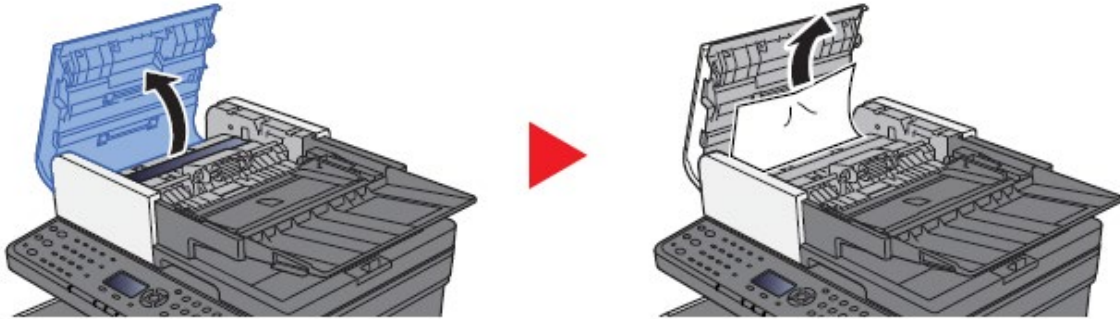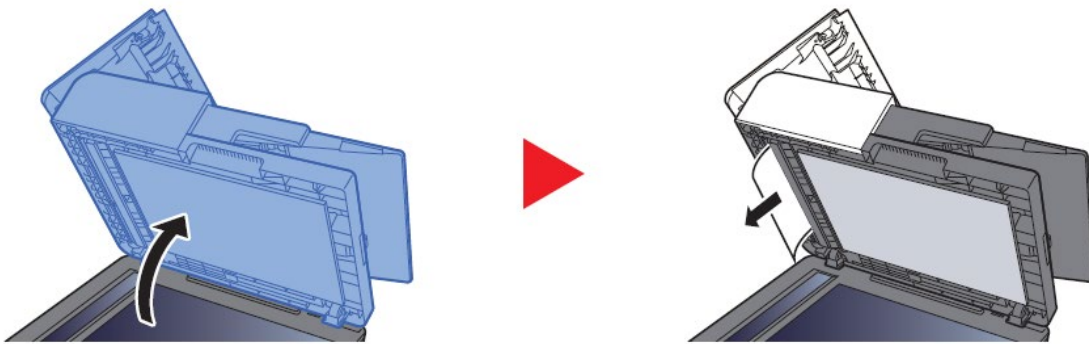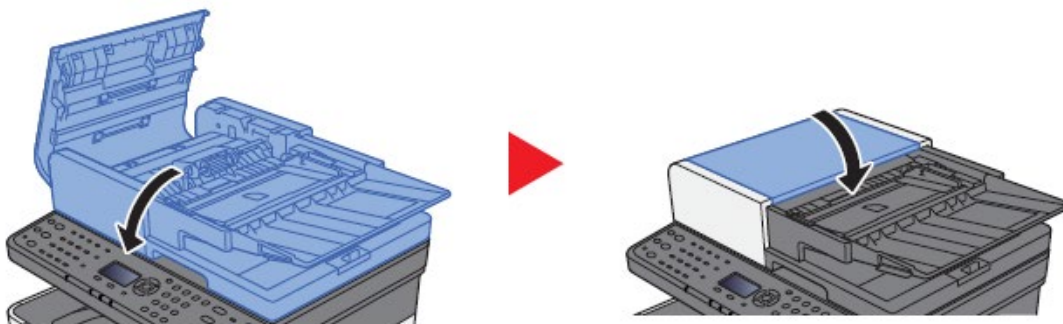To send the Wi-Fi settings configured in the Wi-Fi Setup Tool to the machine, connect the computer with the machine locally. The connection methods are wired connection via LAN cable and wireless LAN connection (Wi-Fi Direct).
If the persists, try a different browser.

> **NOTE**
> - Before using the Wi-Fi Setup Tool, connect your computer to this machine locally with wired LAN cable or Wi-Fi Direct.
> - To use Wi-Fi Direct, confirm that the Wi-Fi Direct is enabled (Wi-Fi Direct is set to [**On**]) and Restart Network from the operation panel, before your computer will be connected to this machine with Wi-Fi Direct.
> - To use a wired LAN cable directly connected to the machine, the Auto-IP (Link-local) address will be assigned to the machine and the computer. This machine applies Auto-IP as the default settings.
> - Configure the settings on the operation panel if your computer supports WPS.

Wireless Connection setup by Using LAN Cable

1. Connect the printer with a computer via LAN cable when the machine is powered on.
2. Turn on the computer. IP address (link local address) of the machine and computer is generated automatically.

Insert the DVD (if your computer is equipped with one) or visit our web site and download the latest Wi-Fi setup tool. https://www.kyoceradocumentsolutions.us/M2640idw

> **NOTE**
> - Installation on Windows must be done by a user logged on with administrator privileges.
> - If the "Welcome to the Found New Hardware Wizard" dialog box displays, select [**Cancel**].
> - If the autorun screen is displayed, click [**Run setup.exe**].
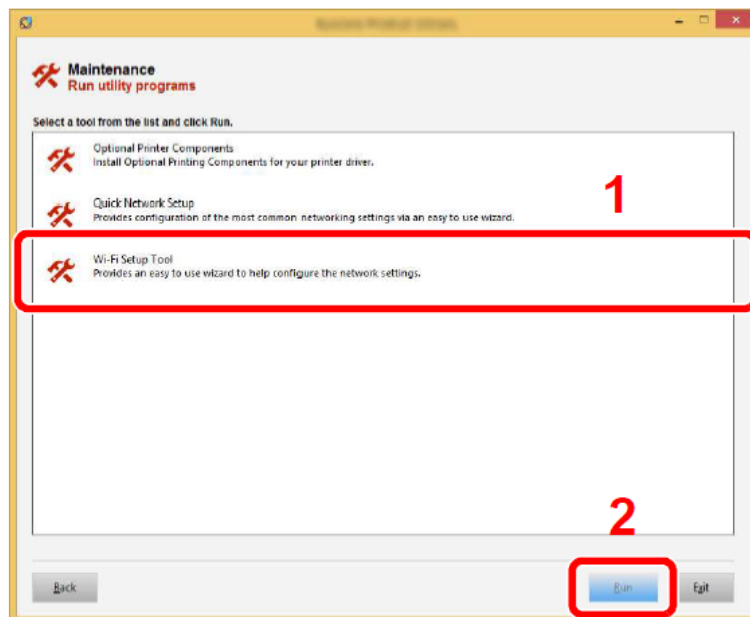> - If the user account management window appears, click [**Yes**] ([**Allow**]).

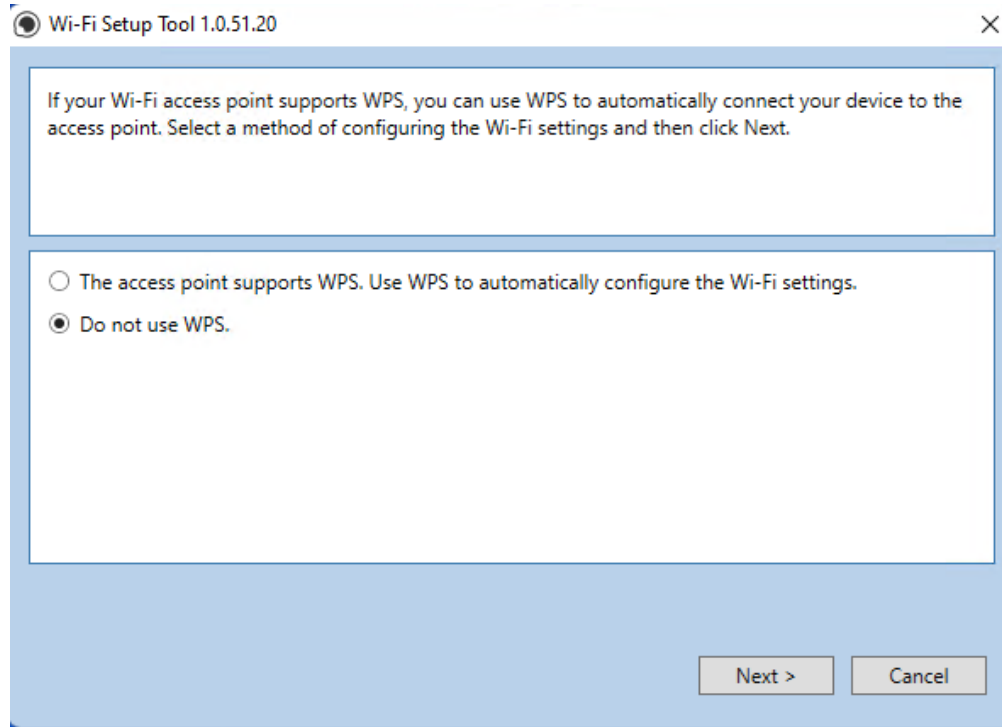Click **[Accept].**
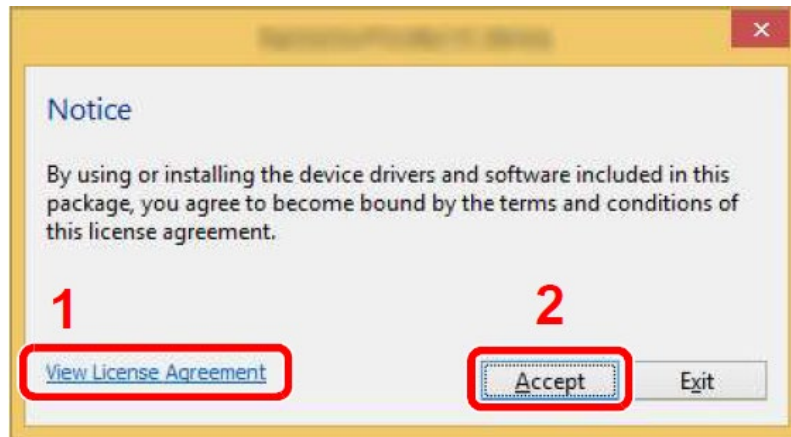
Select Maintenance.

Wi-Fi Setup Tool > **[OK]**
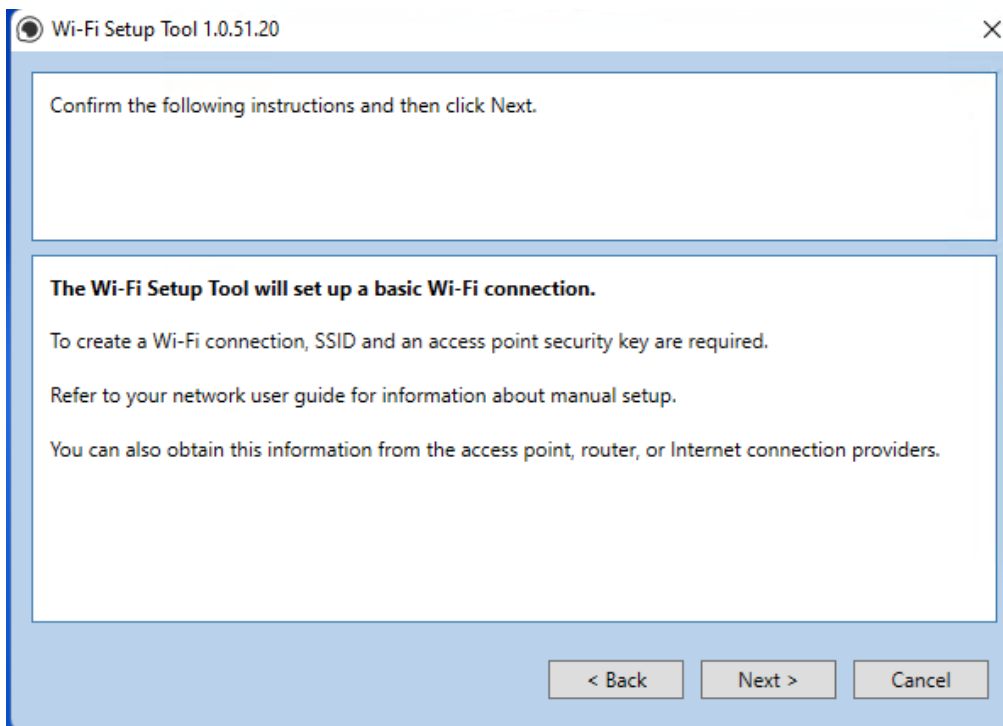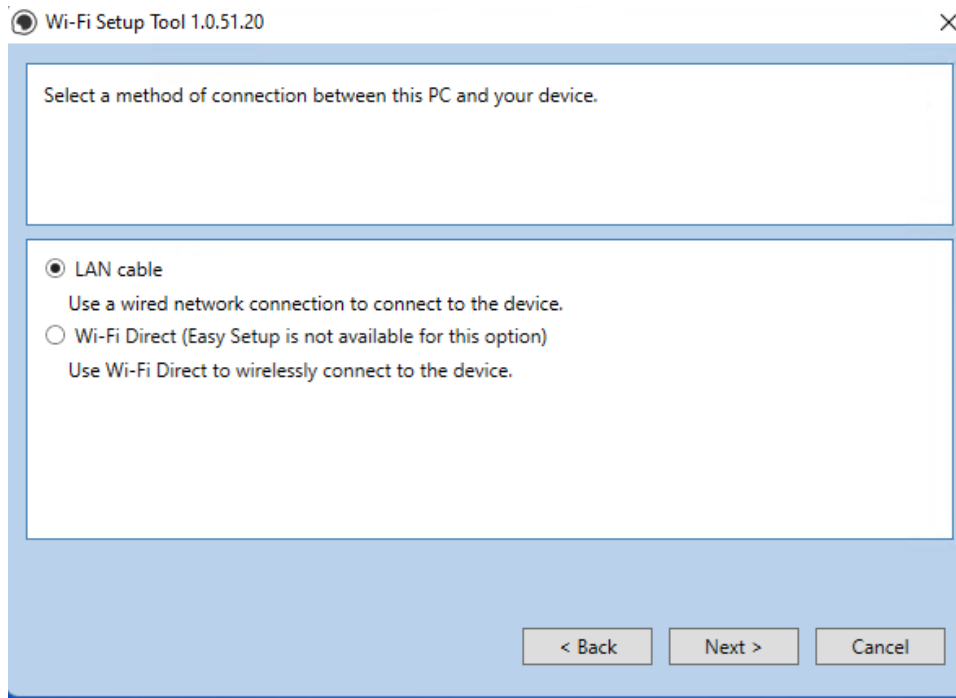
Configure the settings.
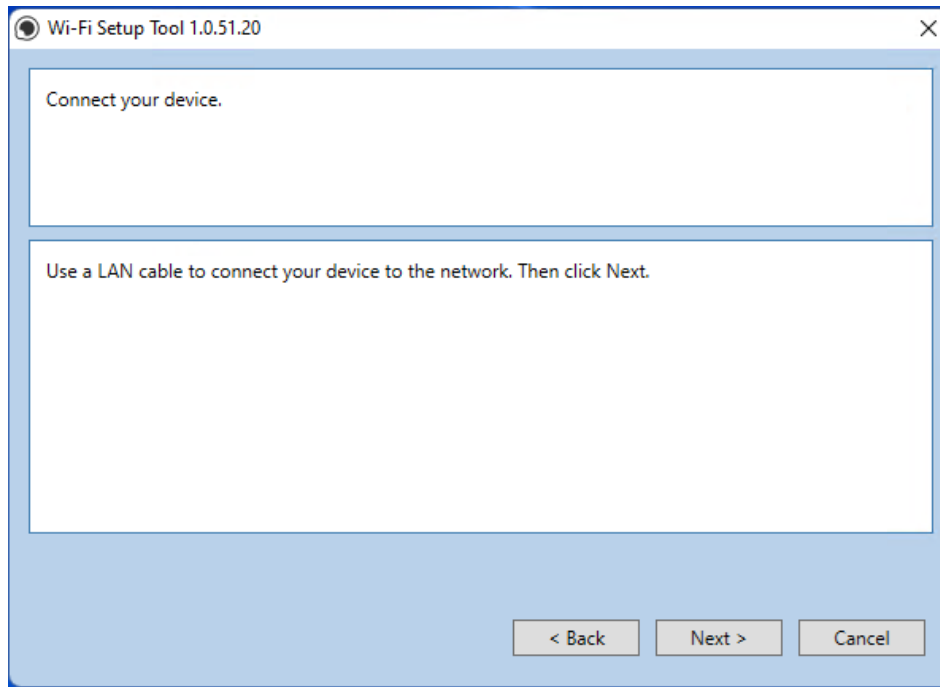
Select "Do not use WPS"

Press next.

Press next.

Select LAN cable and press Next.

Press Next.

Press Next.

Enter Admin for Username and Admin for password. Select Use device settings.
Press Next.

Software will show connecting status.

Select your Network Authentication type and enter Password in the Pre-Shared Key field. Press Next.

Software will show connecting status.

Setup Complete.

Note: Only one device can be added at a time using Wi-Fi setup tool. It may take some time to search for the device

Wireless Connection setup by Using Wi-Fi Direct".

Configure the settings.

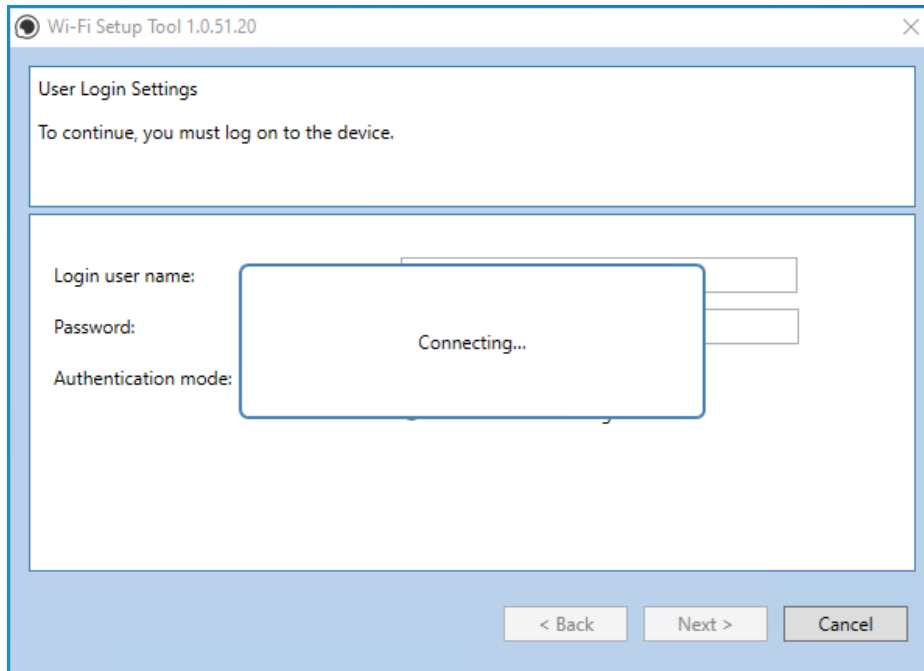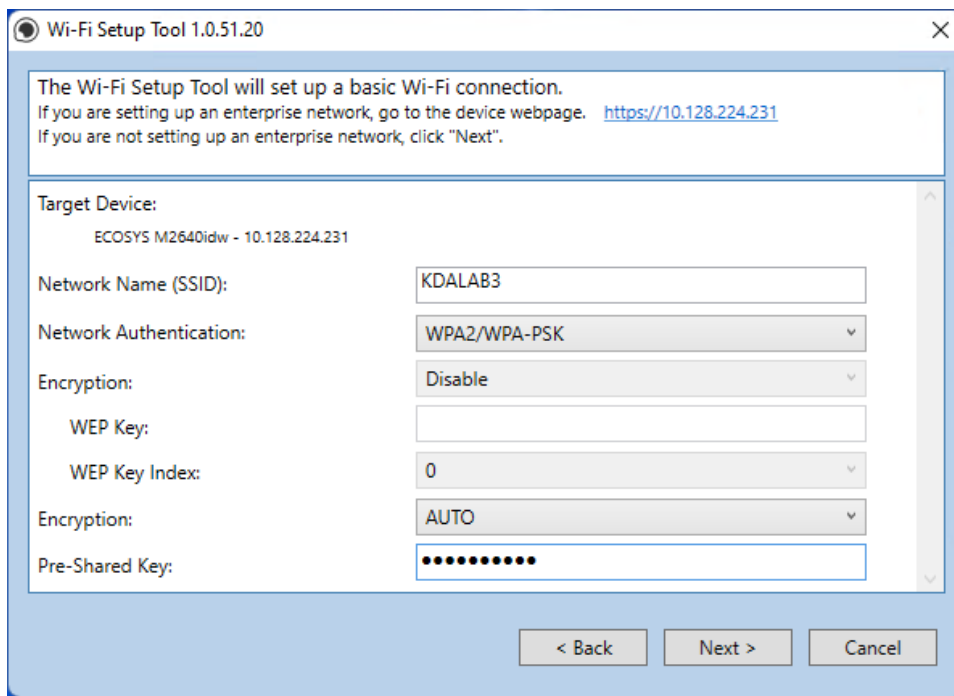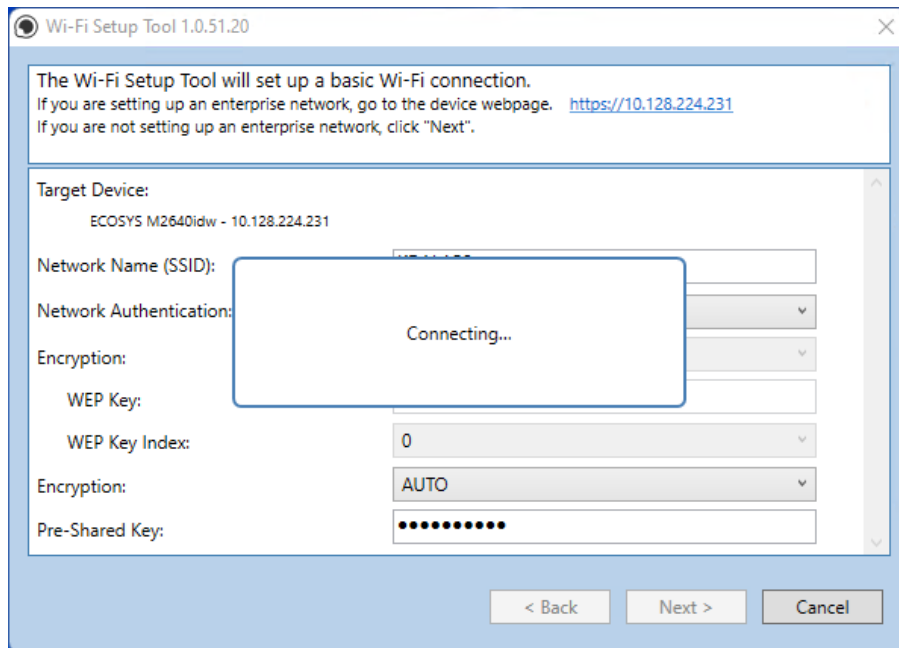When the wireless network function is available on the machine, setting Wi-Fi Direct enables you to print from the Wi-Fi Direct environment. The configuration methods are as follows:

Login User Name: **4000**

Password: **4000**

If "No" was selected in "Is this device managed by Administrator" at setup, Login prompt will not be displayed.

1. **Press [System Menu/Counter] key**

2. **Press [System Menu/Counter] key**
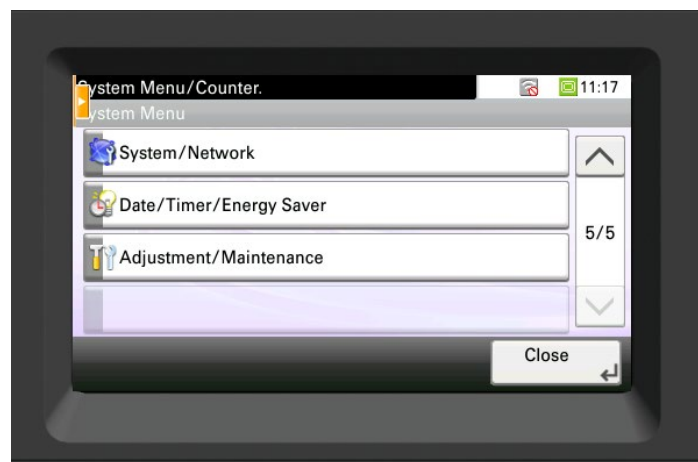
3. **Login**
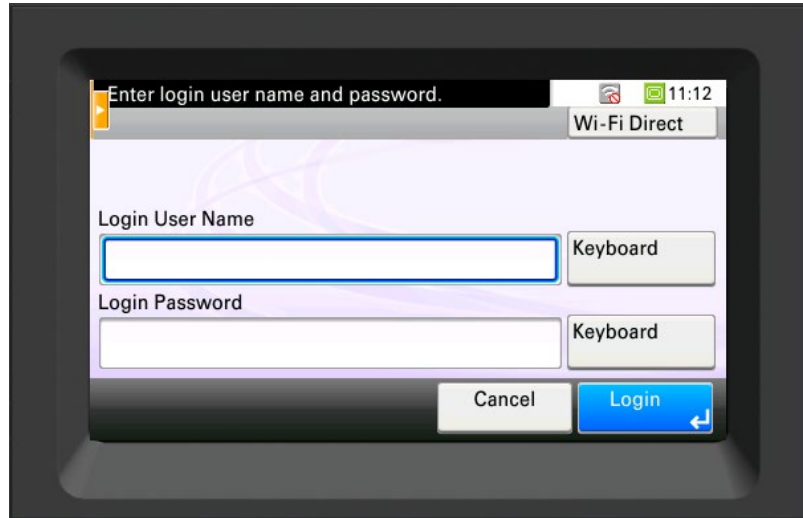
4. **Select [Network]**
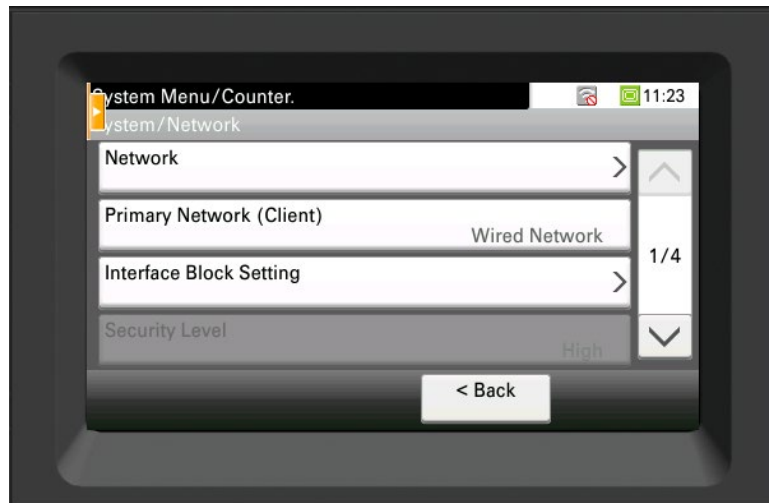
5. **Select [Wi-Fi Direct Settings]**
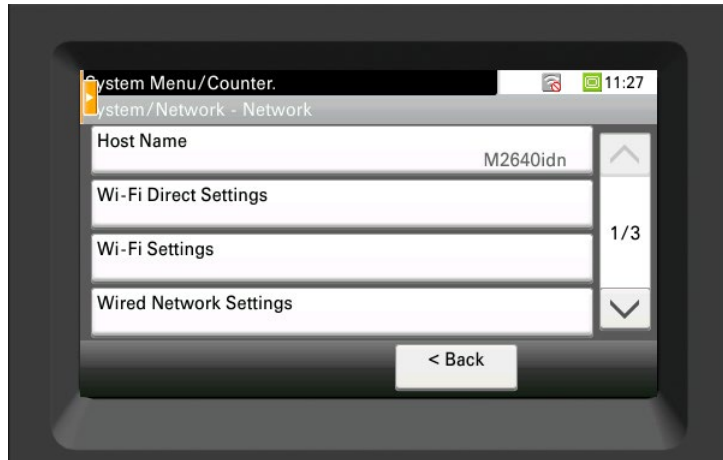
6. **Select [Wi-Fi Direct]**
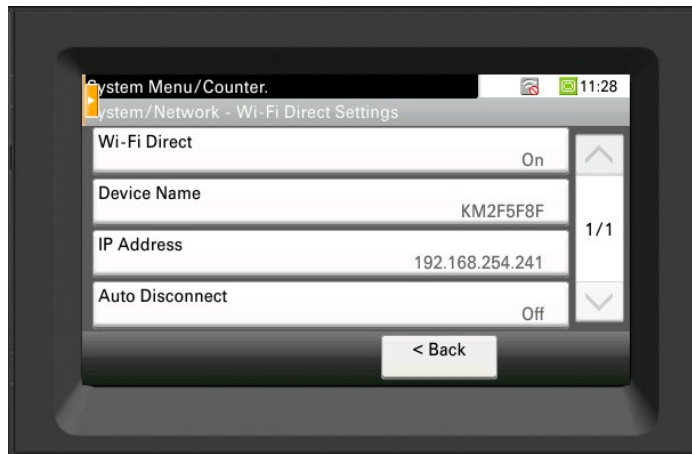
7. **Turn on Wi-Fi Direct.**
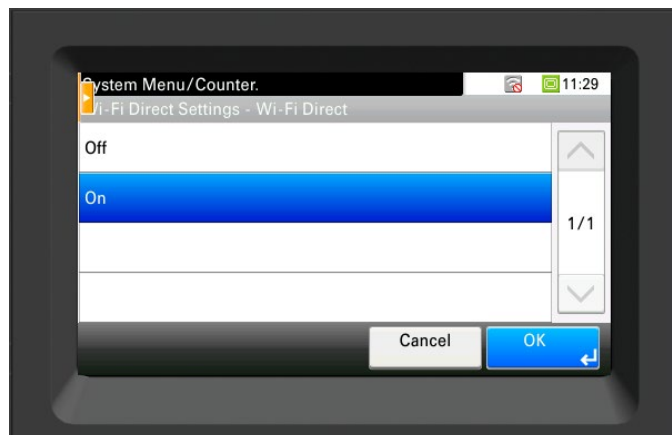
How to find the Wi-Fi Direct SSID (network name) and password

1. Press System Menu/counter.

2. Scroll down to [**System/Network**] select it
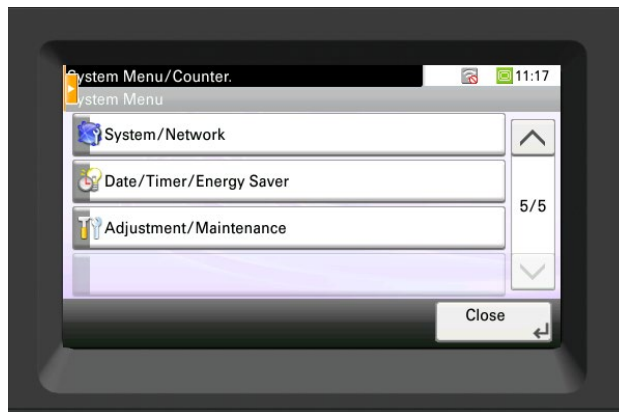
3. Select the Wi-Fi Direct tab in upper right.
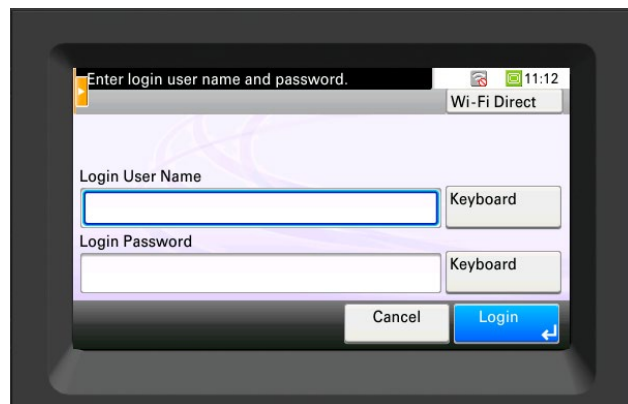
4. All the needed information will be presented.
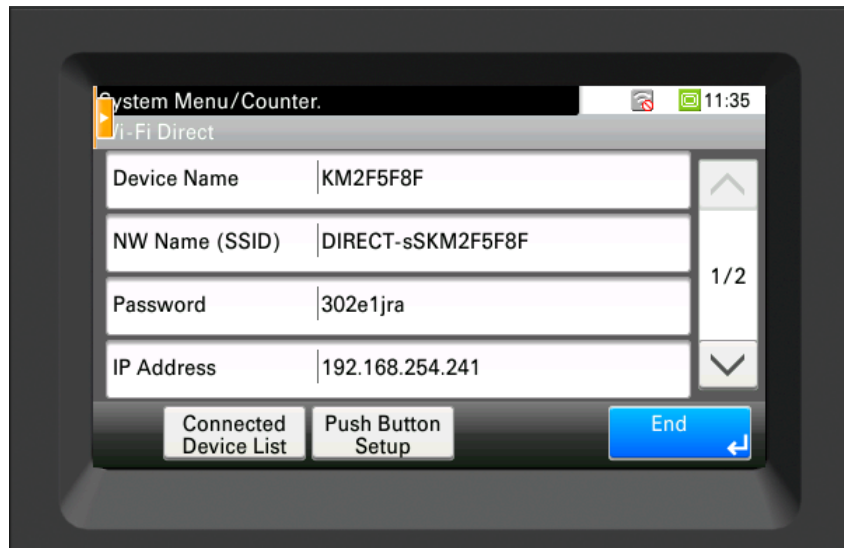
Connect the Computer to the Wi-Fi direct SSID.

1. Press System Menu/counter.
2. Select the network name (SSID) appeared in previous step.
3. Enter the password that was provided in previous step> [Connect]

The network between this printer and the computer/ handheld device is configured.

Connect the Computer to the Wi-Fi direct SSID.

Insert the DVD (if your computer is equipped with one) or visit our web site and download the latest
Wi-Fi setup tool. https://www.kyoceradocumentsolutions.us/M2640idw

> 🖳 **NOTE**
> - Installation on Windows must be done by a user logged on with administrator privileges.
> - If the "Welcome to the Found New Hardware Wizard" dialog box displays, select [**Cancel**].
> - If the autorun screen is displayed, click [**Run setup.exe**].
> - If the user account management window appears, click [**Yes**] ([**Allow**]).

1. Click [View License Agreement] and read the License Agreement.
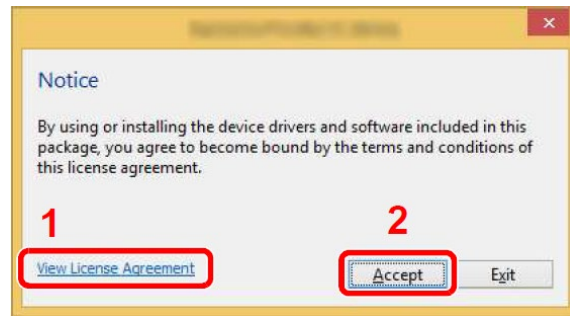
2. Select **[Maintenance].**

3. **[Wi-Fi Setup Tool]** > **[OK]**
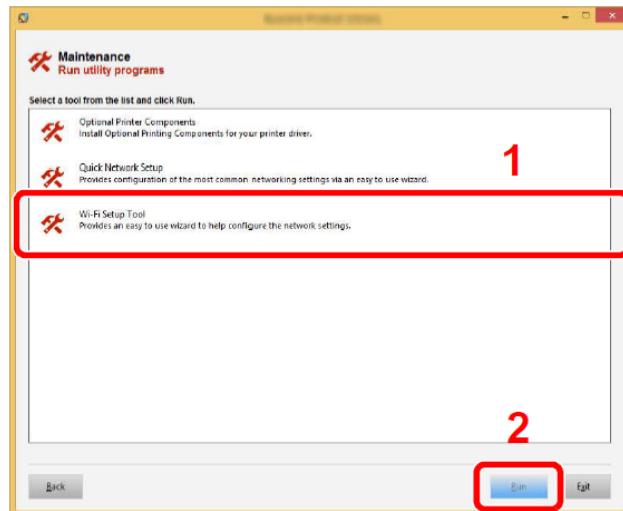
Configure the settings.

Software will show connecting status.
Press next.

If your Wi-Fi access point supports WPS, you can use WPS to automatically connect your device to the access point. Select a method of configuring the Wi-Fi settings and then click Next.

○ The access point supports WPS. Use WPS to automatically configure the Wi-Fi settings.
◉ Do not use WPS.

Next >   Cancel

Press next.

Confirm the following instructions and then click Next.

The Wi-Fi Setup Tool will set up a basic Wi-Fi connection.

To create a Wi-Fi connection, SSID and an access point security key are required.

Refer to your network user guide for information about manual setup.

You can also obtain this information from the access point, router, or Internet connection providers.

< Back   Next >   Cancel

Select Wi-Fi Direct and press Next.
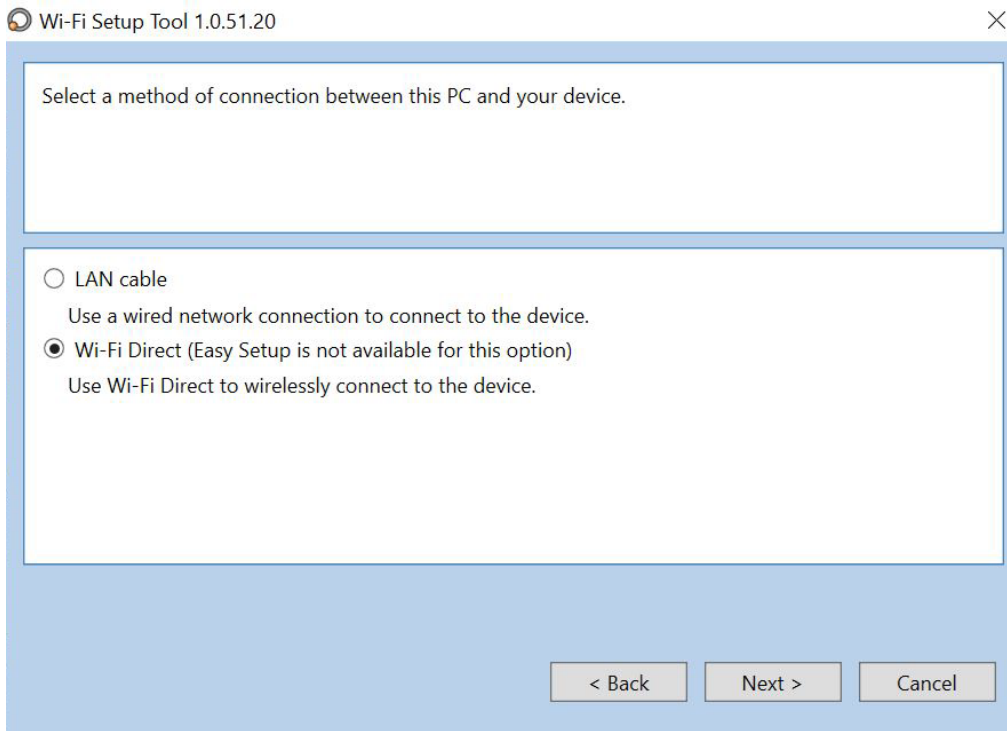
Press next.

Select Advanced setup and Press Next.

Select Express.

Select Finish.

Wi-Fi Setup Tool ✕

Confirm discovery.

Discovery mode: Local network discovery
Discovery types: IPv4 local segment

Communication settings:
      SNMP version: SNMPv1/v2
      Communication timeout: 10 sec
      Communication retries: 0
      Read community name: public

[< Back] [Finish] [Cancel]
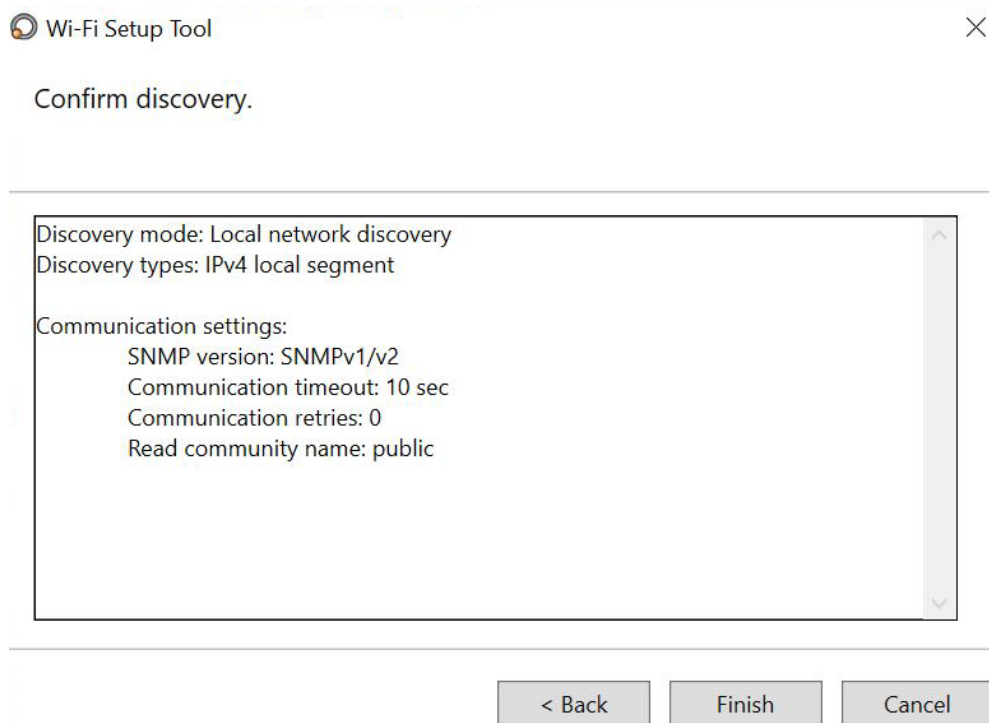
A list of available printers will be displayed, select you model and press Next.

Wi-Fi Setup Tool 1.0.51.20 ✕

Available Wi-Fi Supported Devices

Select the device you want to set up.

Search [ ]

Model name	IP address	Host name
TASKalfa 6053ci	10.128.224.239	KM8A39F2
ECOSYS M5526cdw	10.128.224.207	KM3BF562
ECOSYS M2640idw	10.128.224.231	M2640idn
ECOSYS M2635dw	10.128.224.147	KM2FCA55
TASKalfa 6052ci	10.128.224.212	KM287FAB
TASKalfa 8353ci	10.128.224.174	KM8B83BD

[Stop discovery]

[< Back] [Next >] [Cancel]
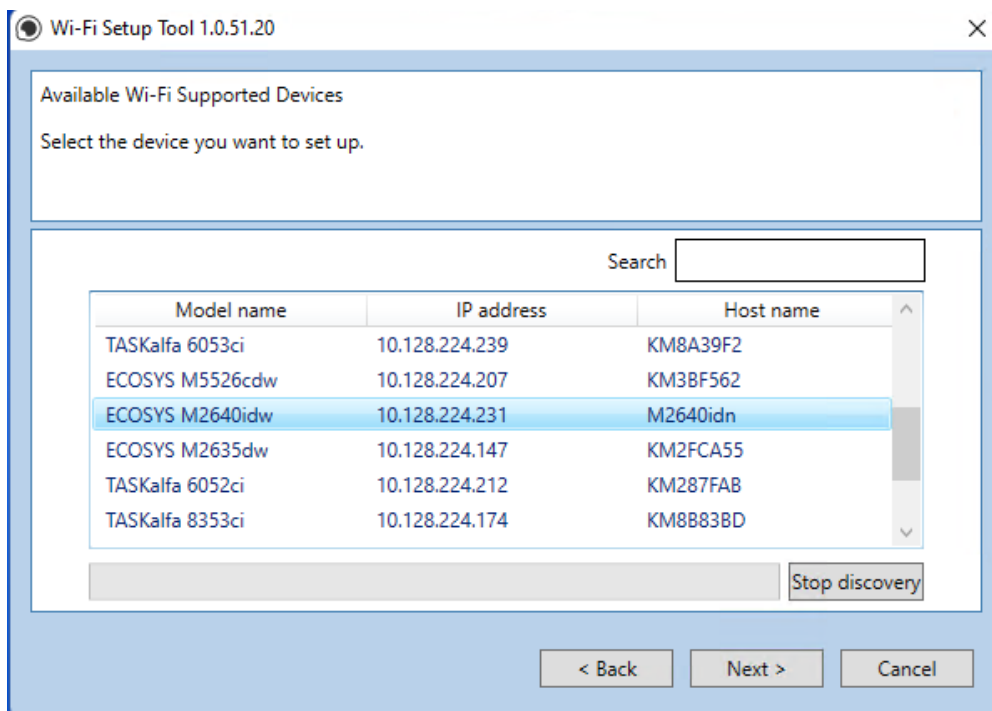
Enter Admin for Username and Admin for password. Select Use device settings.
Press Next.
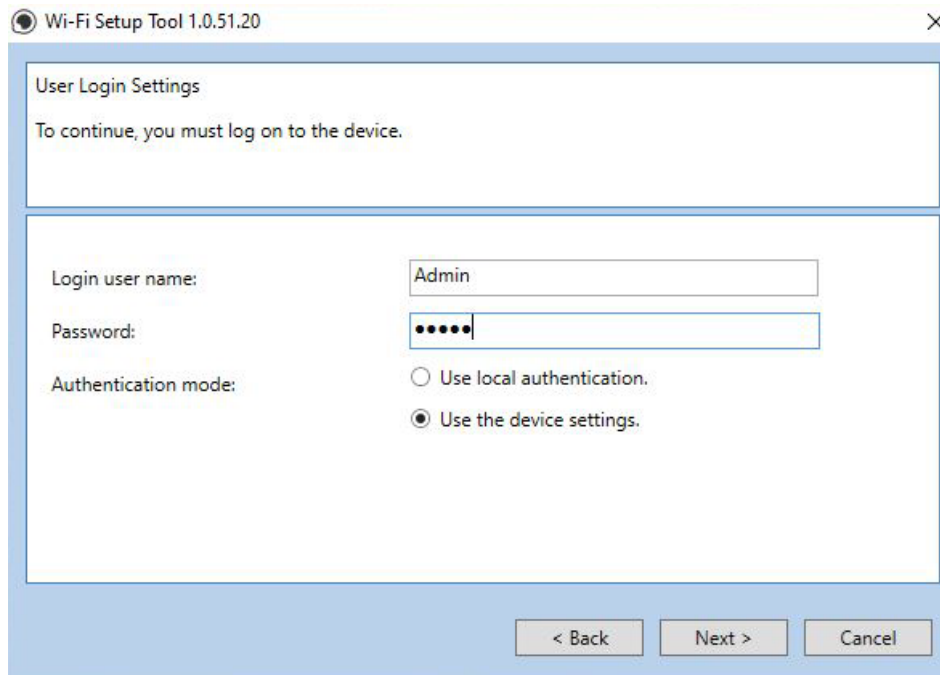
Select you network SSID and press Next.

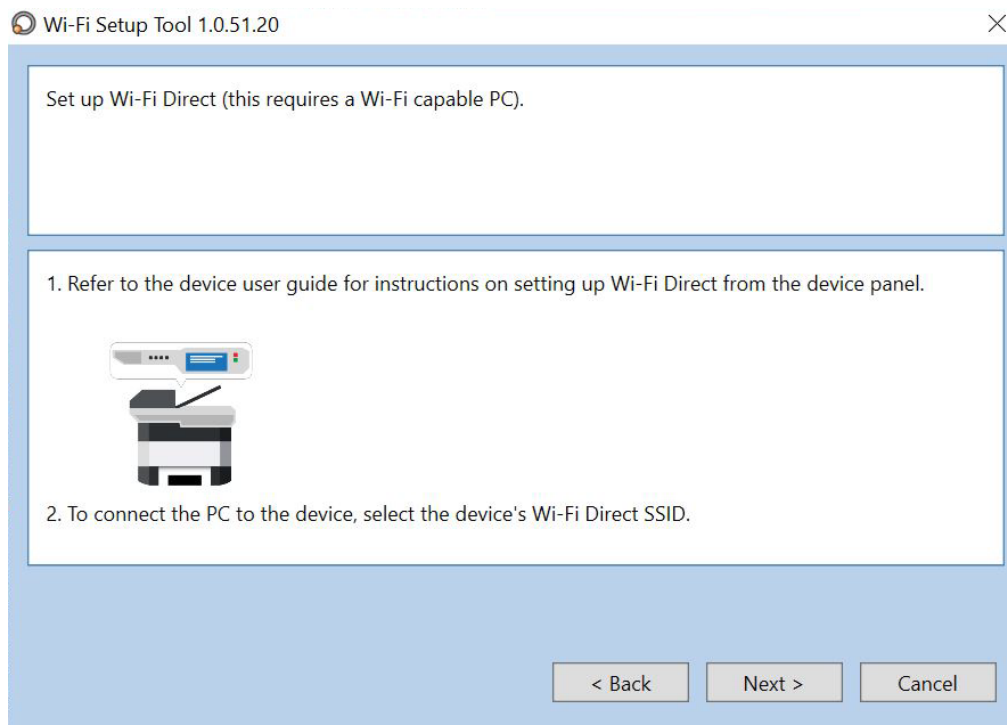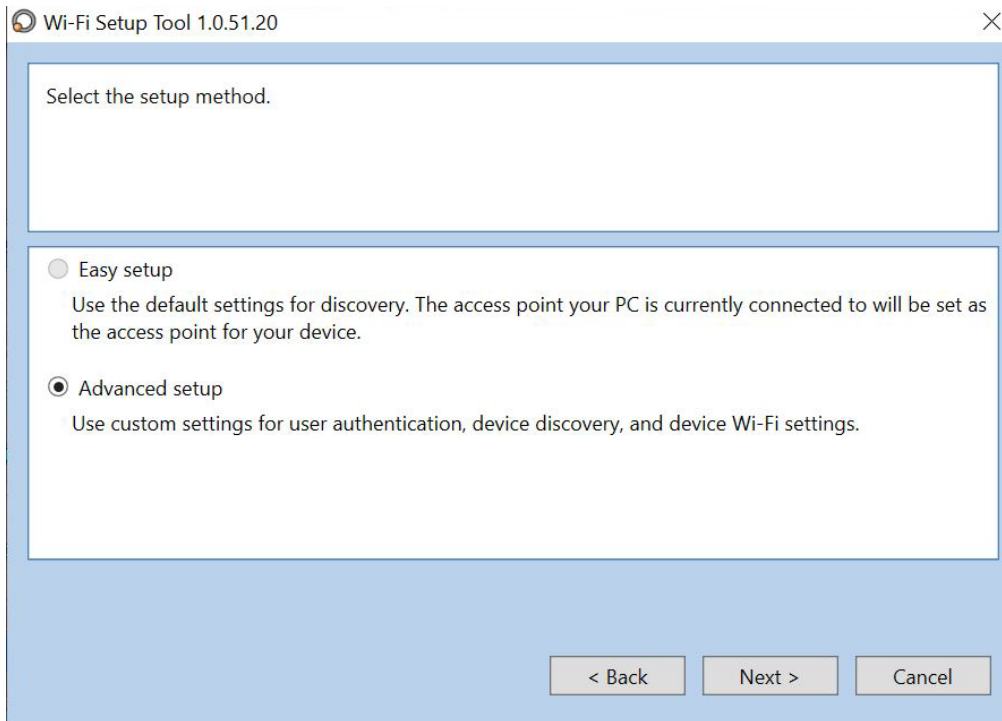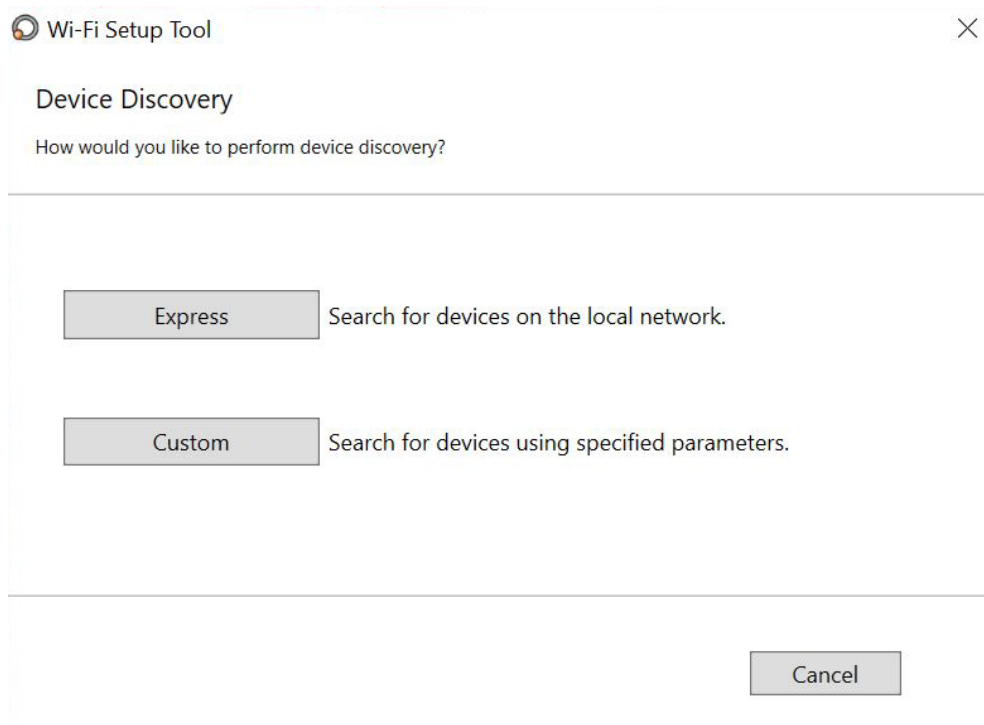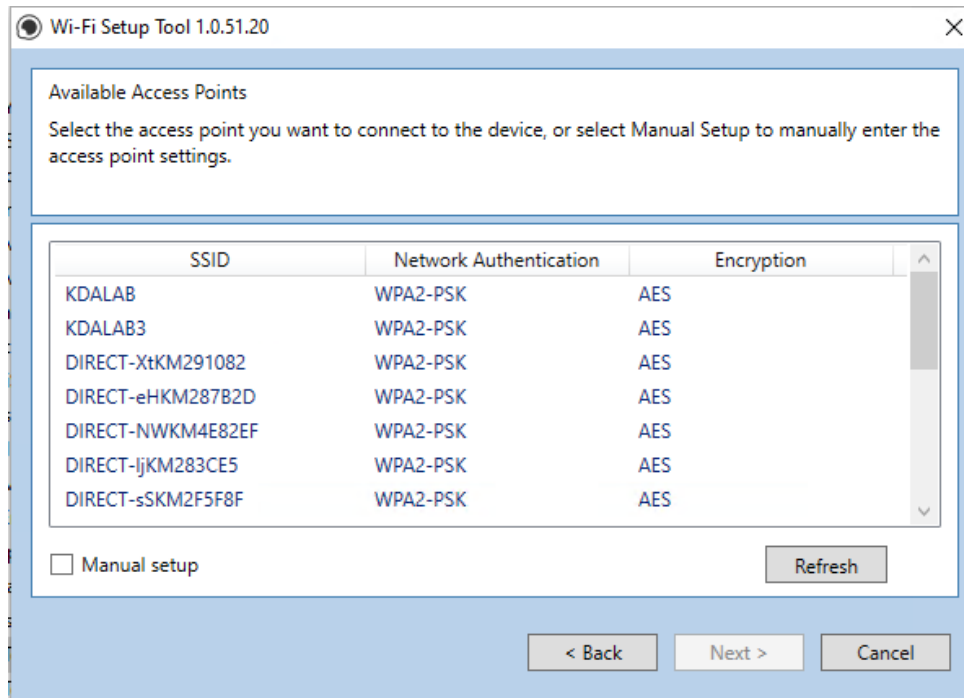Select your Network Authentication type and enter Password in the Pre-Shared Key field. Press Next.

Software will show connecting status.

Setup Complete. Select Finish.

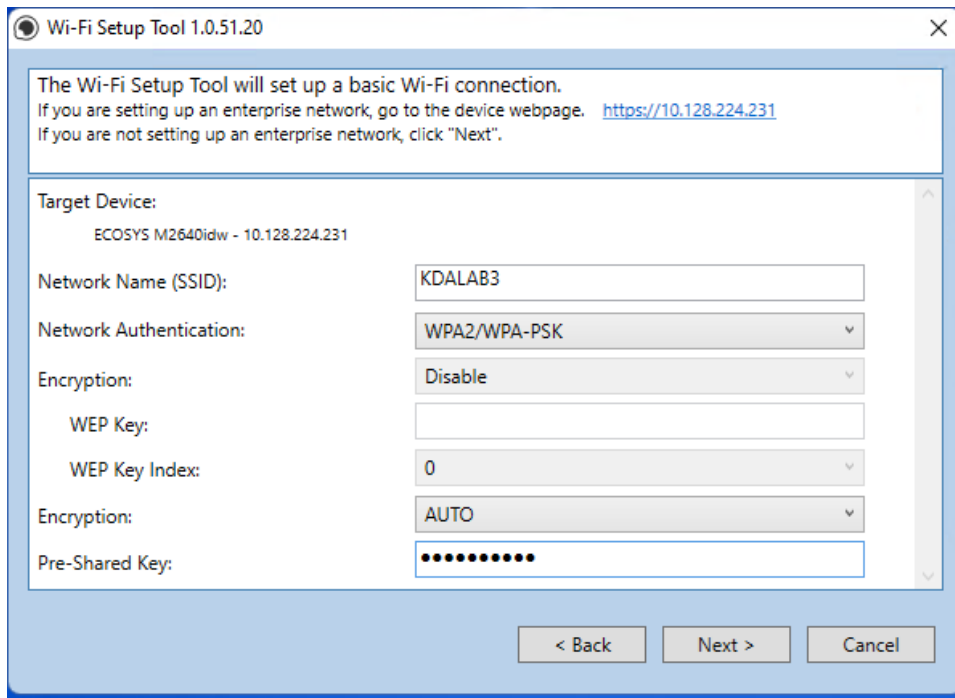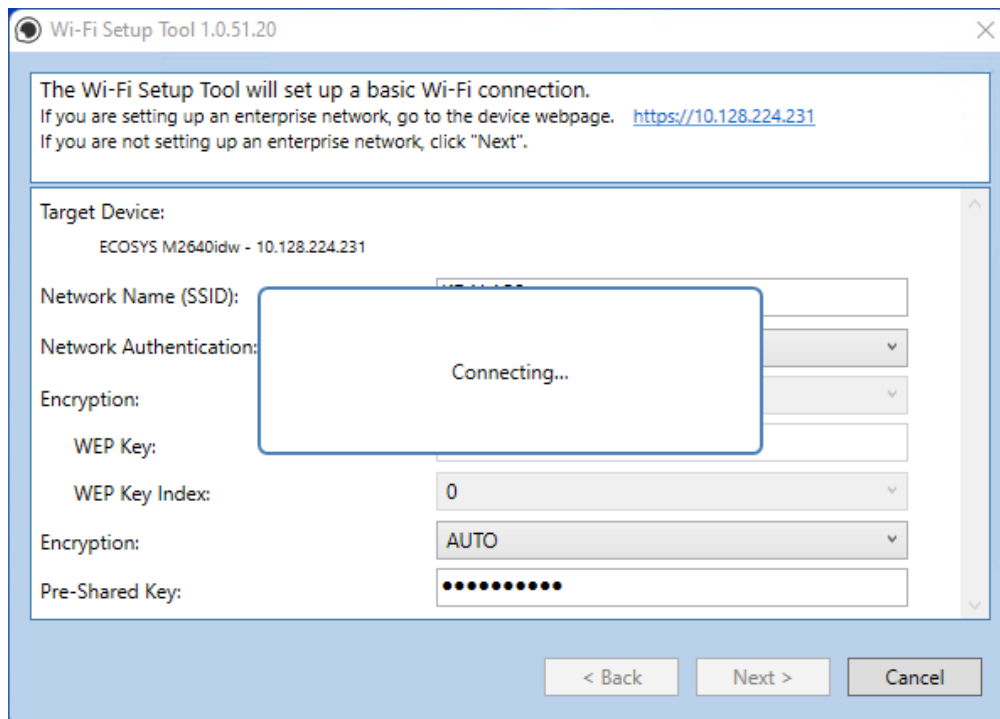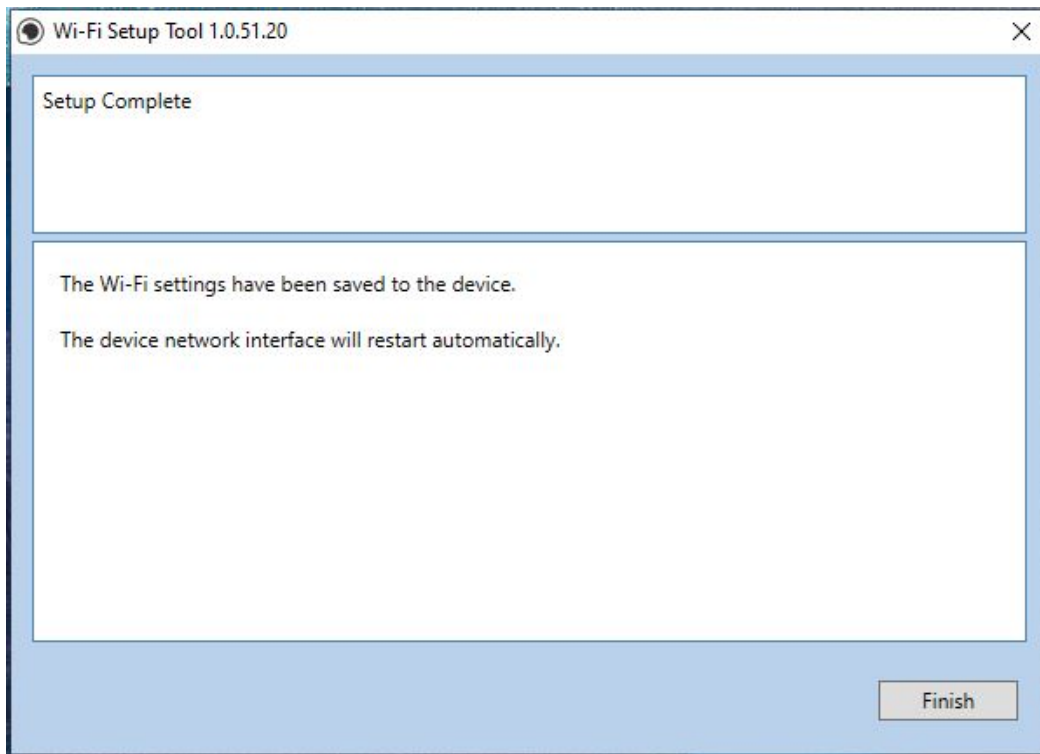**Note:** Only one device can be added at a time using Wi-Fi setup tool. It may take some time to search for the device

When trying to access the Command Center web page on my M2640idw it states, "incorrect login Username or Password".

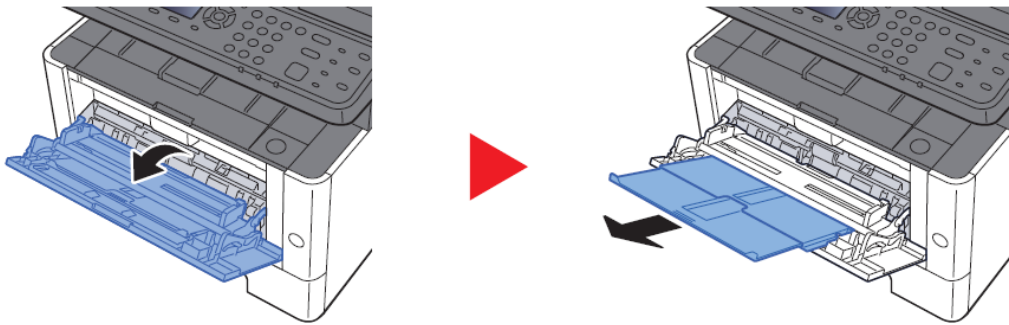The default login is **Admin** (capital A) for both the Username and PW.

If the persists, try a different browser.
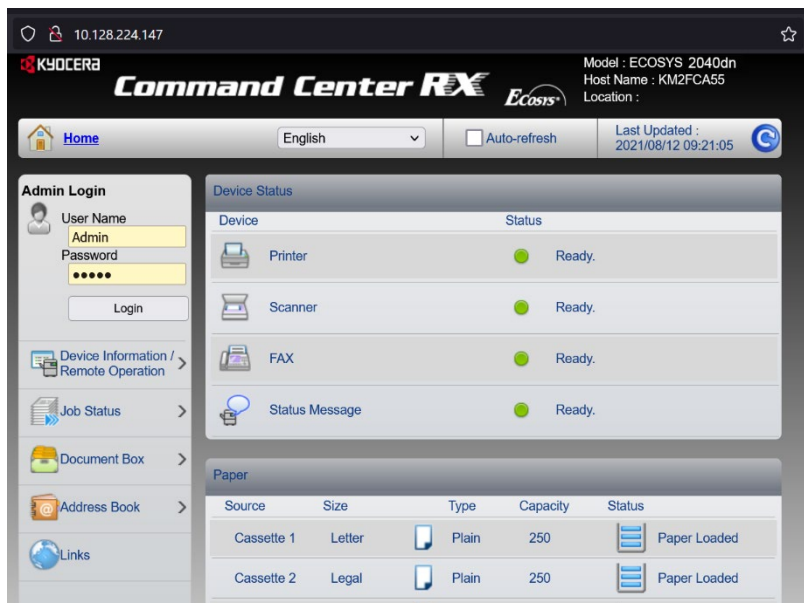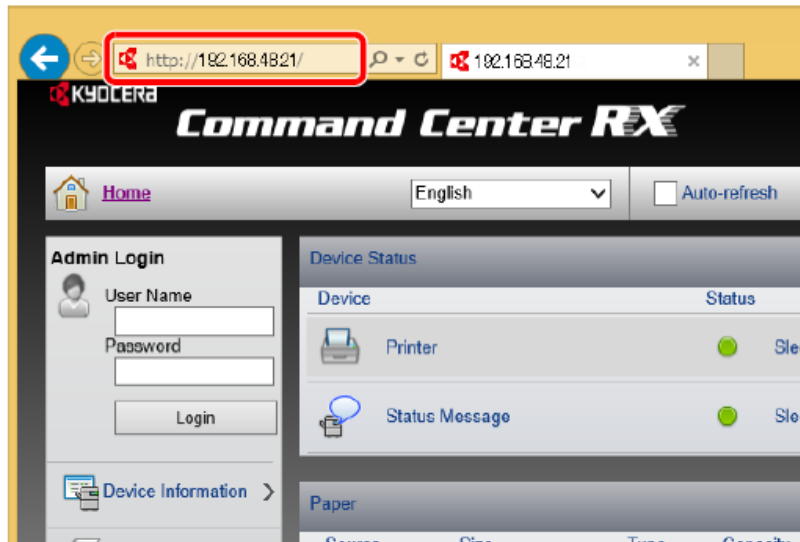
Once logged in you will see the available links listed on the left side of the page.

How can I print onto "Special Media" such as Envelopes or Labels on my M2640idw?

For special media you must use the Multipurpose tray. Open the MP tray and load the desired media type.

Next, the settings need to be configured on the device for the paper that was loaded. For example, when loading standard size 10 envelopes the MP Tray Size needs to be set to Envelope #10 and the MP Tray Type would be Envelope.

Multipurpose Tray

[**System Menu/Counter**] key > [**Cassette/MP Tray Settings**] > [**Multipurpose Tray**]

Select papel size and media type for the multipurpose tray.

Item		Description
Paper Size	Metric	Select from the Metric standard sizes. Values: A4, A5-R, A5, A6, B5, B6, Folio, 216x340 mm
	Inch	Select from special standard sizes. Values: Letter, Legal, Statement-R, Statement, Executive, Oficio II
	Other	Select from the Inch series standard sizes. Values: 16K, ISO B5, Envelope #10, Envelope #9, Envelope #6, Envelope Monarch, Envelope DL, Envelope C5, Hagaki (Cardstock), Oufuku hagaki (Return postcard), Youkei 4, Youkei 2, Custom[*1]
Media Type[*2]		Select the media type. Values: Plain (60 to 105 g/m^2), Rough, Transparency, Vellum (60 to 220 g/m^2), Labels, Recycled, Preprinted[*3], Bond, Cardstock, Color, Prepunched[*3], Letterhead[*3], Envelope, Thick (106 to 220 g/m^2), Coated, High Quality, Custom 1 to 8

After the printer has been configured, the media setting in the print driver must be set as well. Open the file to be printed then follow the steps below.

1. **Display the screen.**
    Click [File] and select [Print] in the application.
2. **Configure the settings.**
    Select the machine from the "Printer" menu and click the [Properties] button.
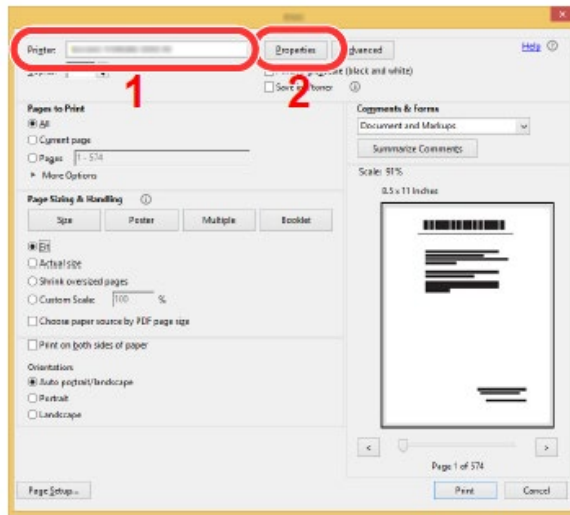
3. **Select the Basic tab to set the desired Media type**
4. Click [**OK**] button to return to the Print dialog box.
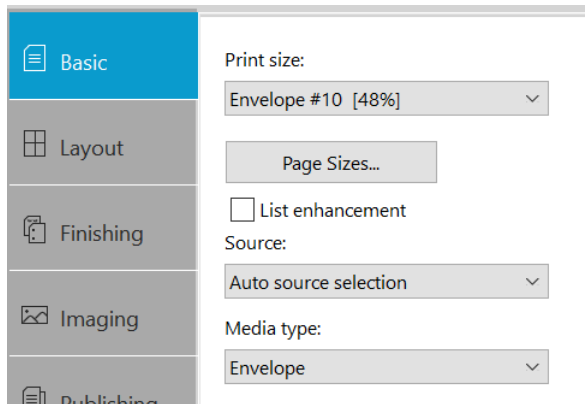
5. **Star printing.**
    Click the [**OK**] button.

Installing the Apple OS print driver.

The driver can be downloaded from our Public website. Go to https://www.kyoceradocumentsolutions.us/m2640idw

Select Support in upper right of page, select Download Center, then enter the model number and select model from list. The page will refresh, and you will be presented with many driver files, the latest Mac installer will be at top. Mac Driver 5.1 supports Mac OS X 10.9 and later.
Click on the blue download arrow to the far right.

Your file will start downloading. Depending on your browser the download progress will be in a different spot. Once your download is complete, go to your download folder **(1)** and you should see a file similar to this one. As versions change the file name will change. Double click on the .zip file.



Safari

Chrome

Firefox

A new folder will be created. Double click on this folder. Then double click on .dmg file. This will open a new window with 3 files. A package file, setup guide. and the uninstaller. We would recommend running the uninstaller first if you are having trouble printing or have issues with a previously installed Kyocera driver. The Setup guide also has install and setup instructions in case you need a visual help file. Double click on the package (.pkg) file to start the install.
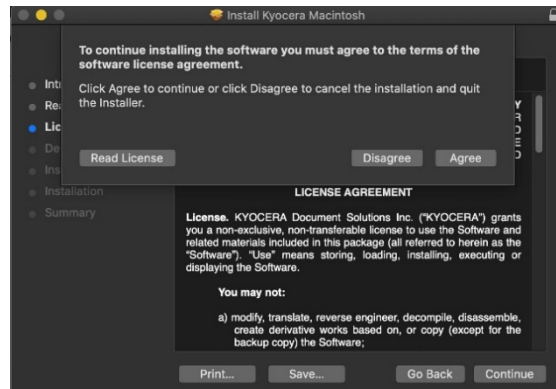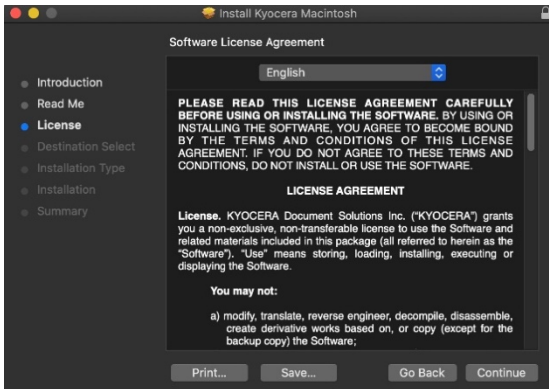

The welcome screen will come up first, select continue.
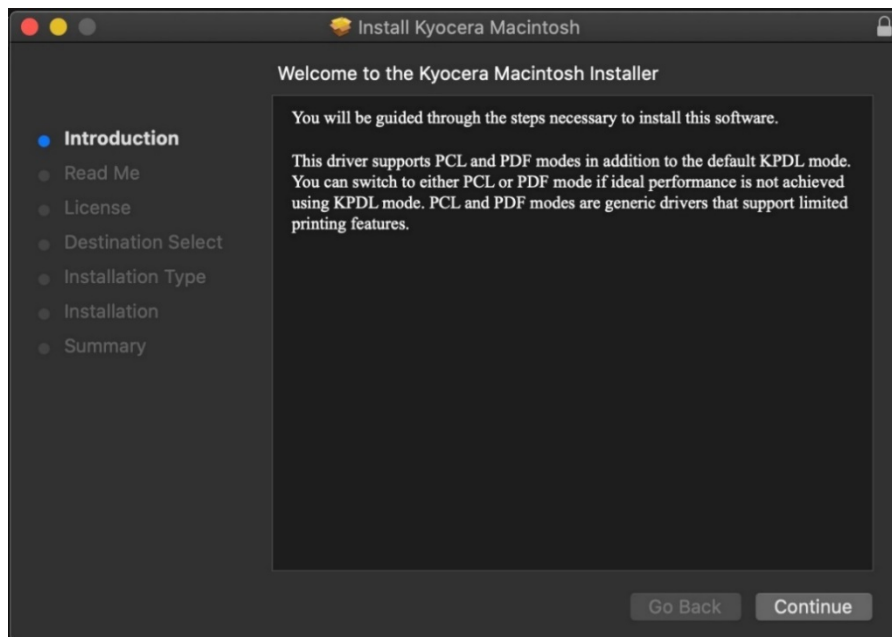
Next will be the read me notes, this contains information about what has been updated in this version and known issues. Select continue.
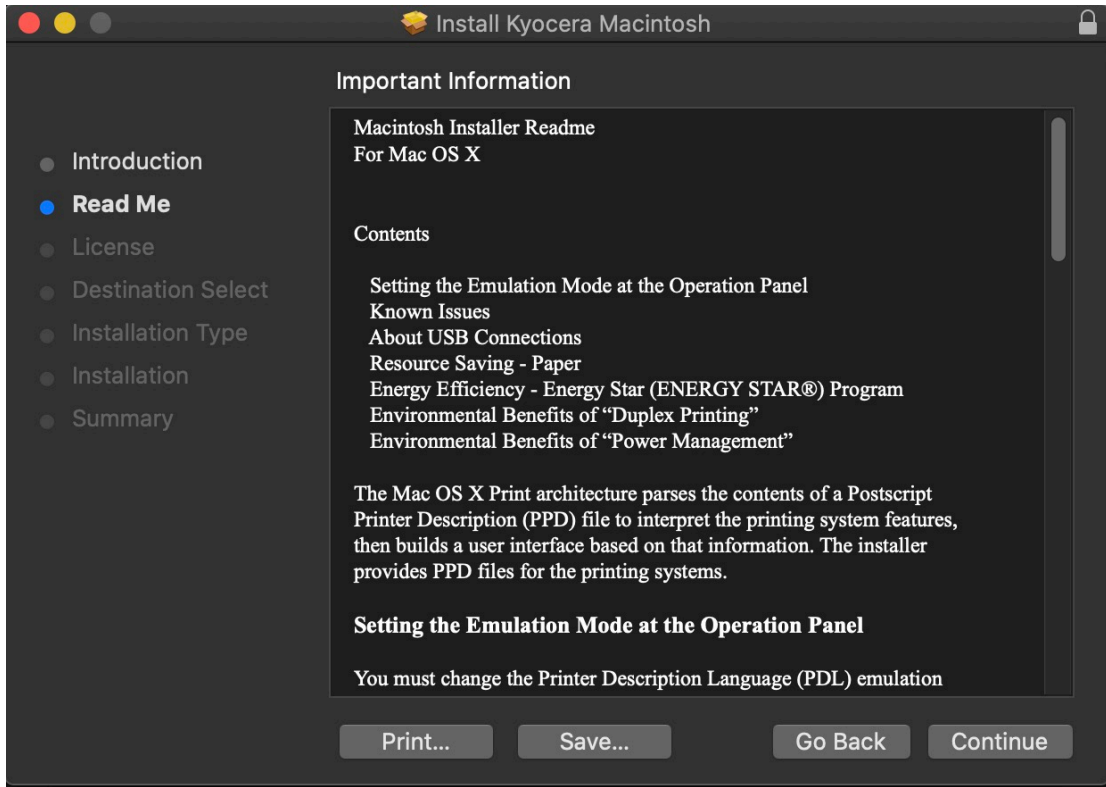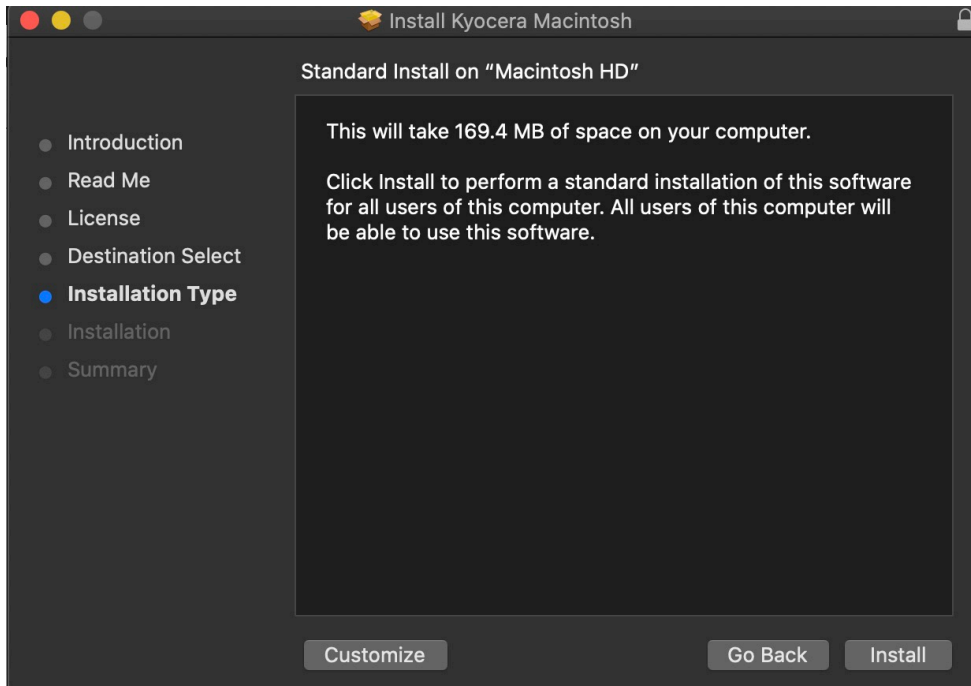

Next up is license agreement, select continue and agree.

This next screen describes how much space will be taken up by installer. At this point you can customize your install, select customize.
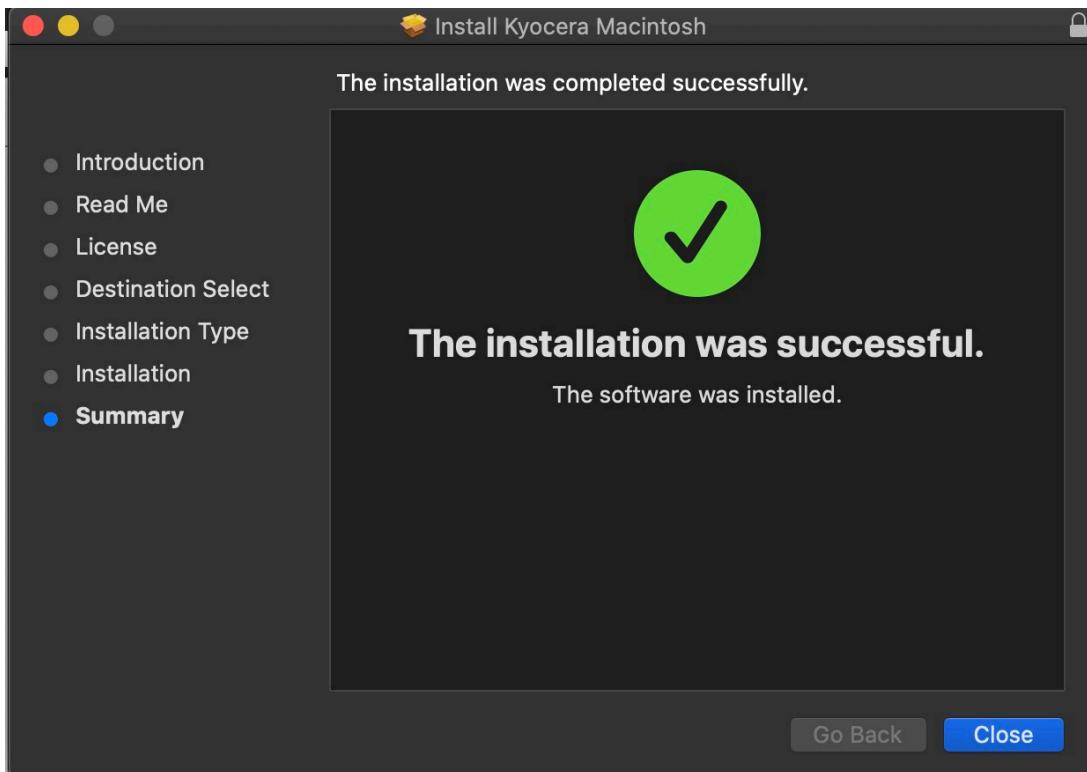
Here you will have the choice of turning off duplex by default, enabling Print option (for PCL and PDF output). Select install **(1)** Enter the Admin Username and password for computer. And select install software.
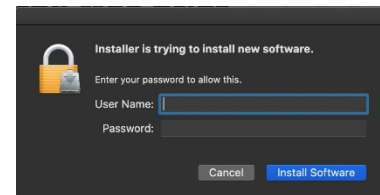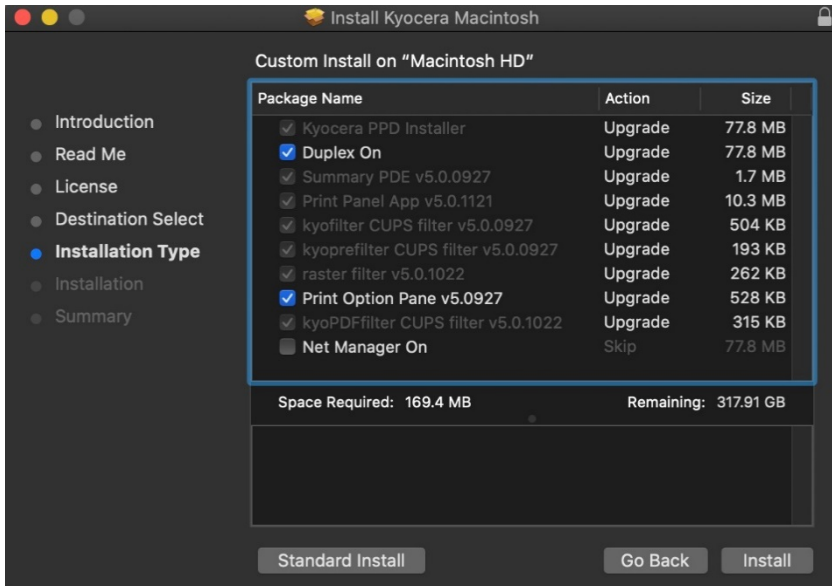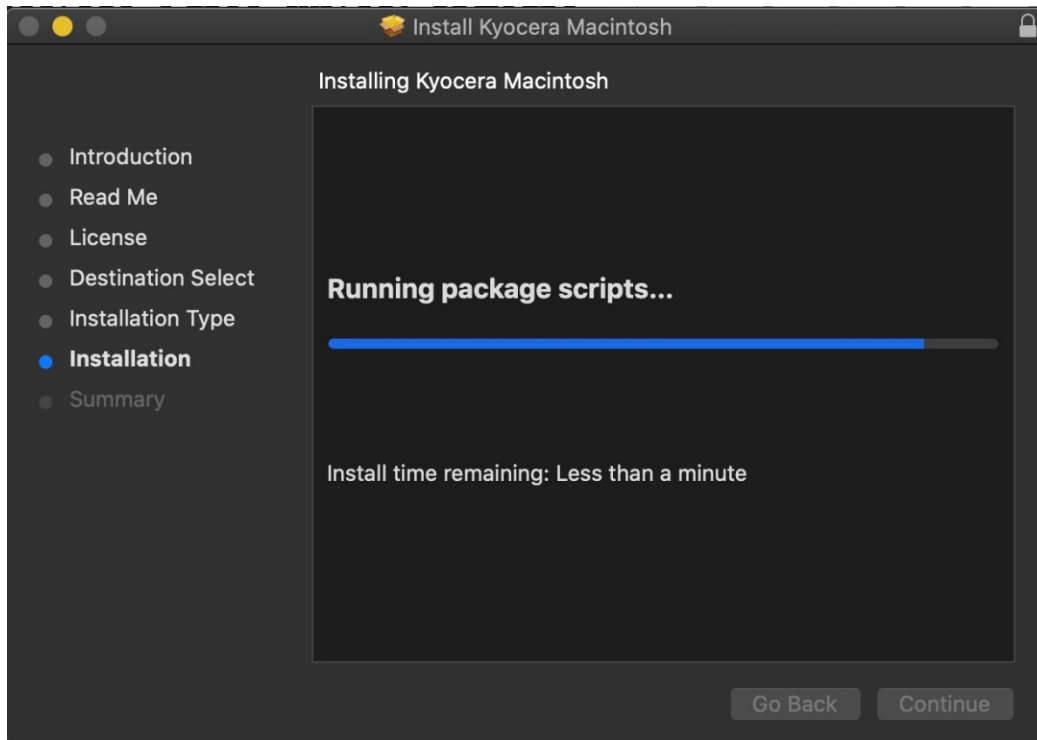
Install will continue, then select close. This will install the required files needed to configure the print driver.

That install put the printer files and PPDs where they need to go on the Apple computer. Now for the actual printer setup.

First verify that your Kyocera device is powered on and connected to USB or network. Select the apple icon in upper left corner of computer screen, select System Preferences, then select Printers and Scanners.
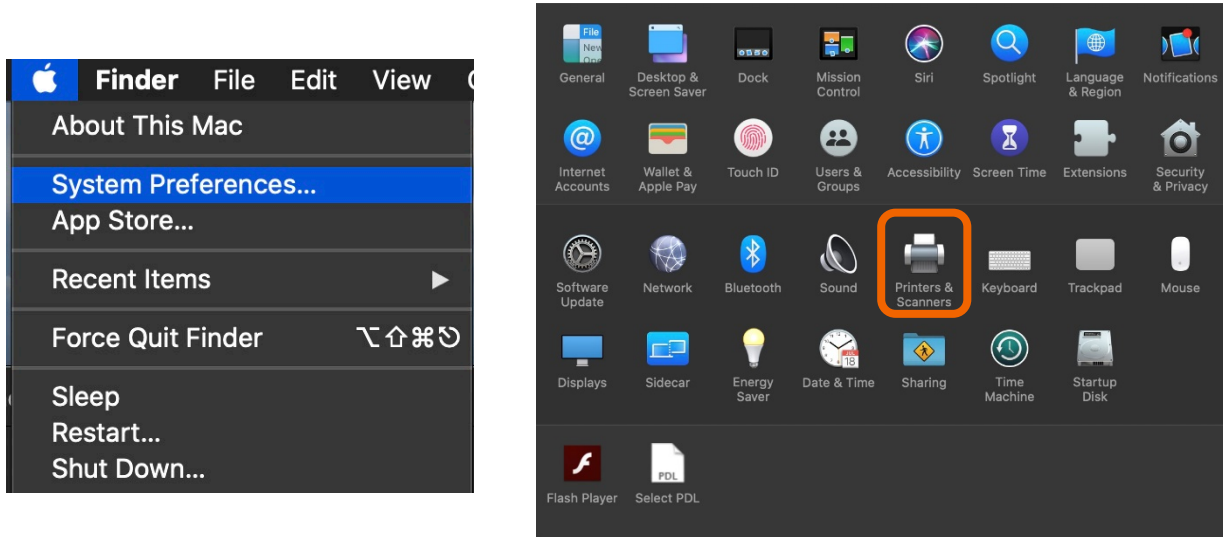
This will bring up the list of installed printers. To add a printer, press the plus sign in lower left.
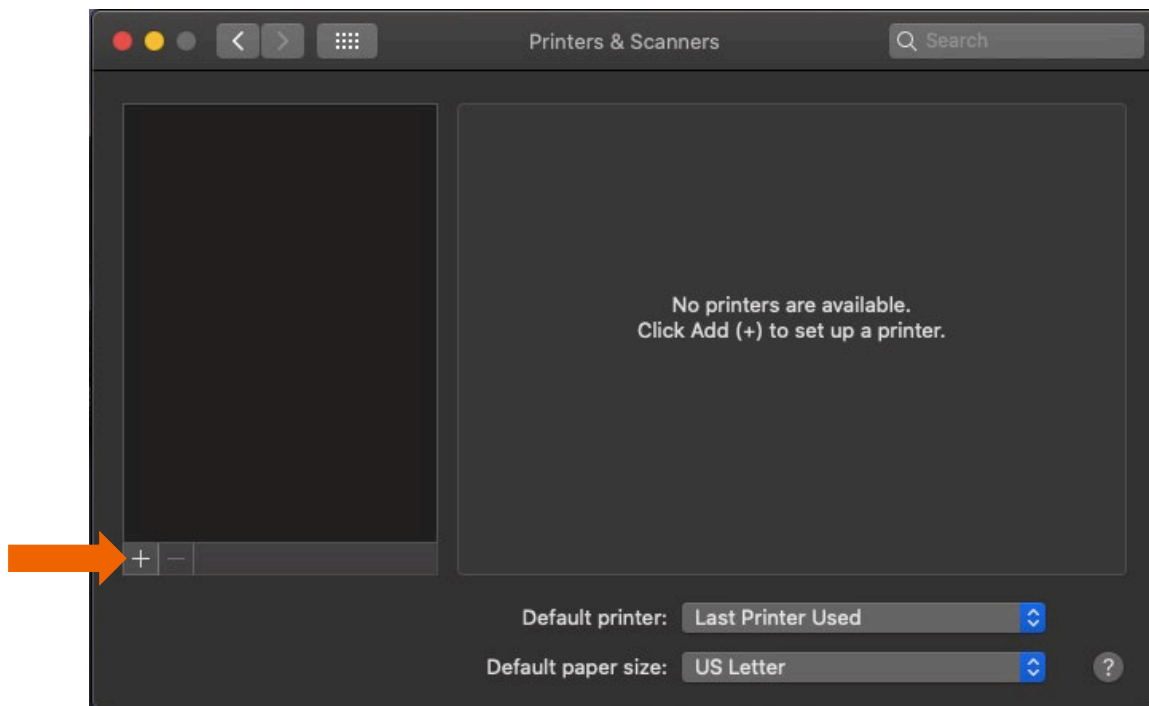
This will start the install dialog.

Default will automatically discover your device with the Bonjour protocol if it's connected to a network and the device has Bonjour enabled (Bonjour is on by default our devices) also this is the method you would select for a USB connected printer.

IP will allow you to enter a specific IP address for the device you're connecting to. (this is the preferred and most common method of adding networked Kyocera Devices)
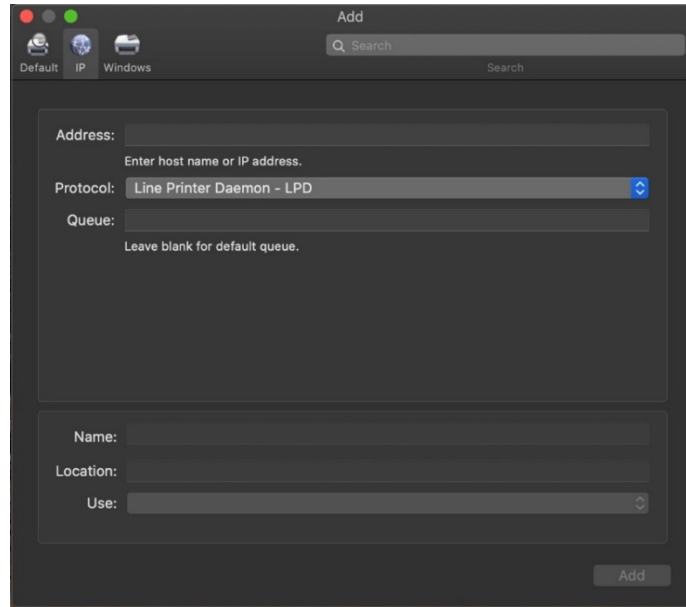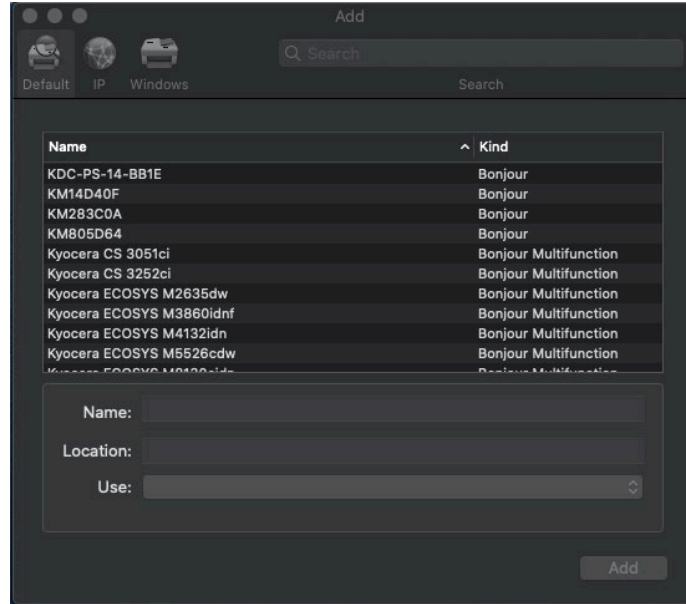

Default. Select the default tab. All your network and USB connected devices should appear in the window. Select your device, at this point verify in the "Use" field the correct model is selected with KPDL in parenthesis. By default, Apple selects Secure Airprint. This selection will not work correctly for our printers. Click the Use dropdown and change it to the correct PPD.

You can edit the Name and Location to whatever you wish.

Press add and the printer will be added to the device list.
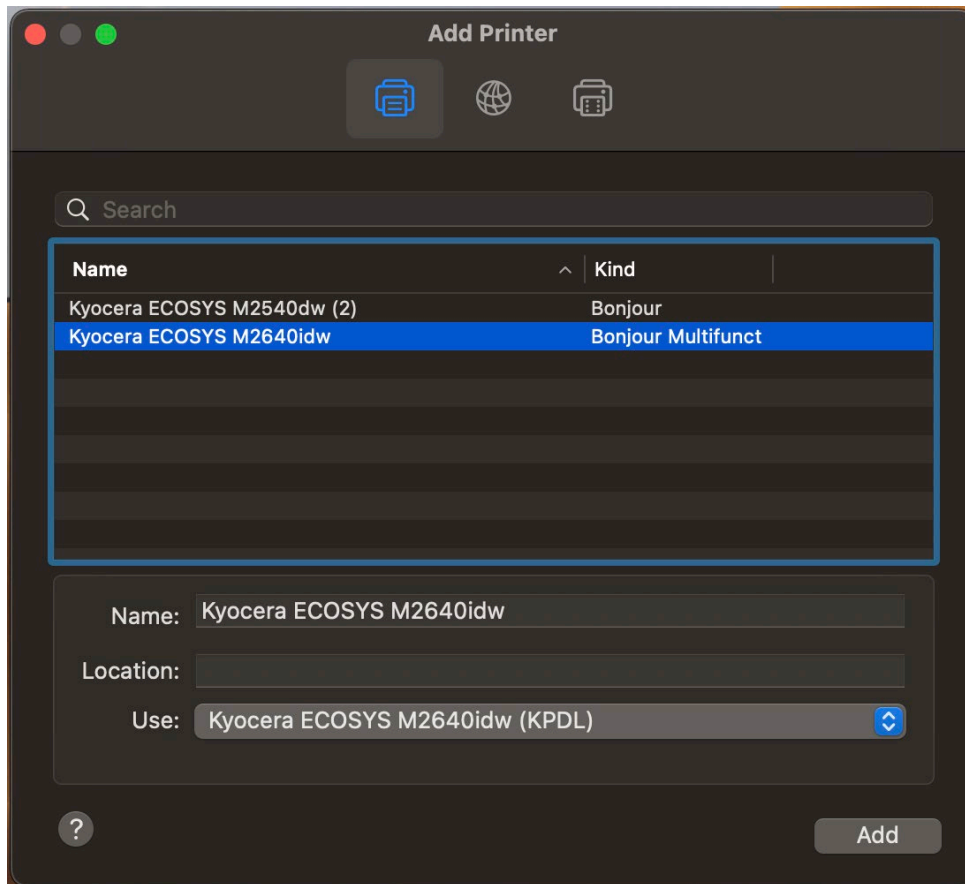
IP, this is the most common and preferred method, Select the IP tab. Verify the Protocol is set to Line printer daemon/LPD, this is the recommended protocol for Kyocera printers.

Enter the IP address of the desired printer, **the** queue will remain blank.
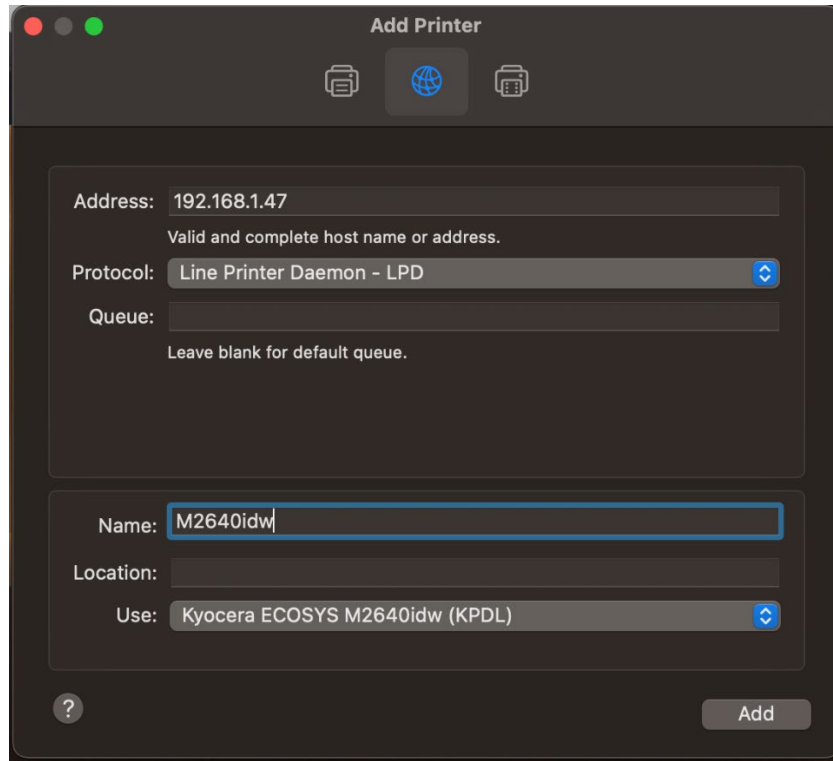
If Generic Postscript printer is displayed in the Use box, it could be that you are not connecting to the correct printer or it is offline. Also, it could mean that the driver files are not installed.

Verify the correct model number with KDPL in parenthesis is in the "Use" box.

Change the name if you don't want just the IP as the name. Location is optional also.
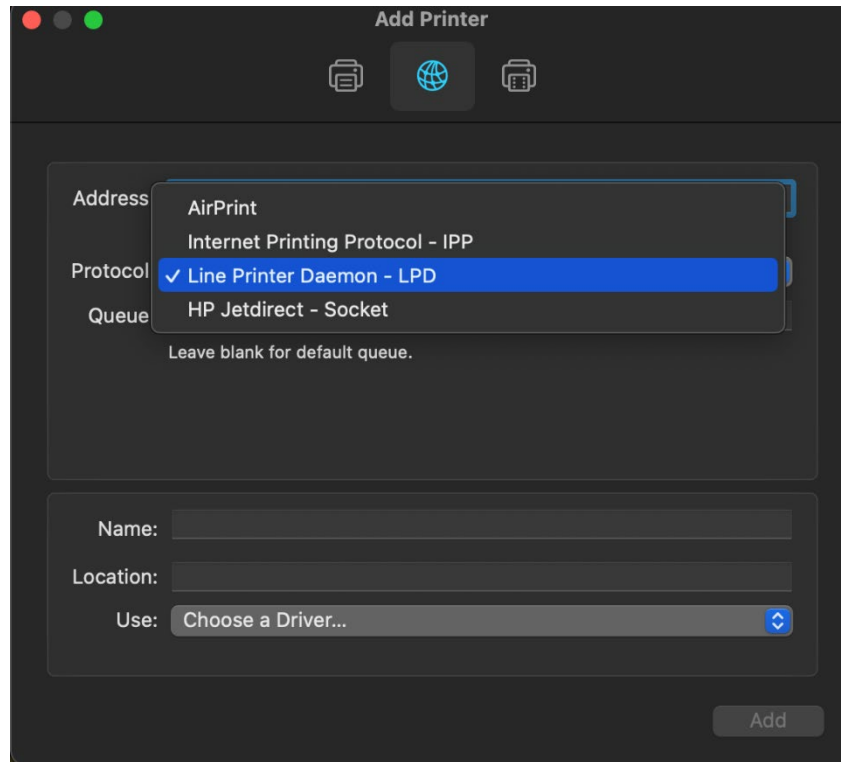
After any one of the previous install procedures, it leads us to this screen. The printer has been installed. Here you can verify the PPD and the Options.

Press options and supplies, in the General tab you can change the name or location and check the version of the driver.
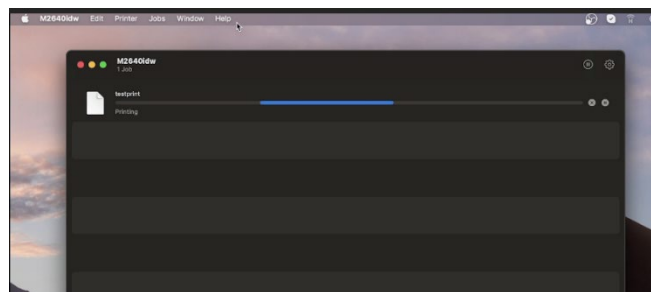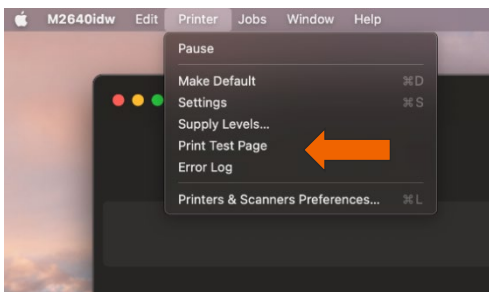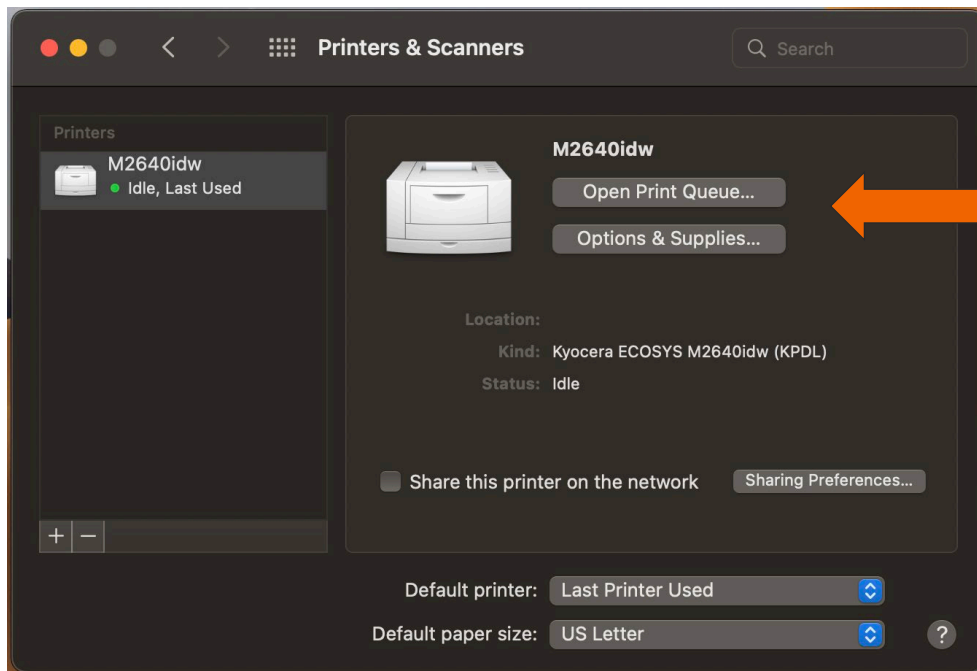
In the Options tab you can change the installed options. Supply levels will show current status of toner and waste toner.
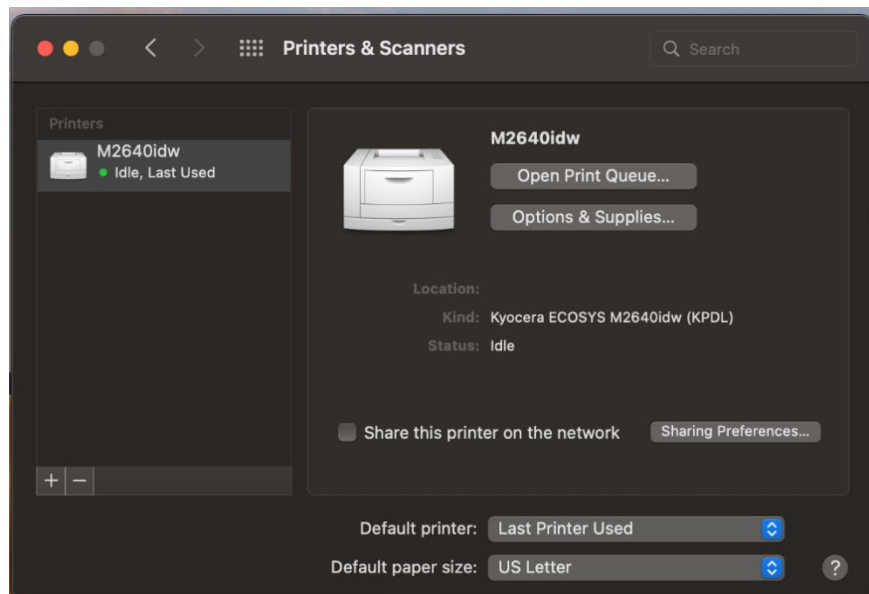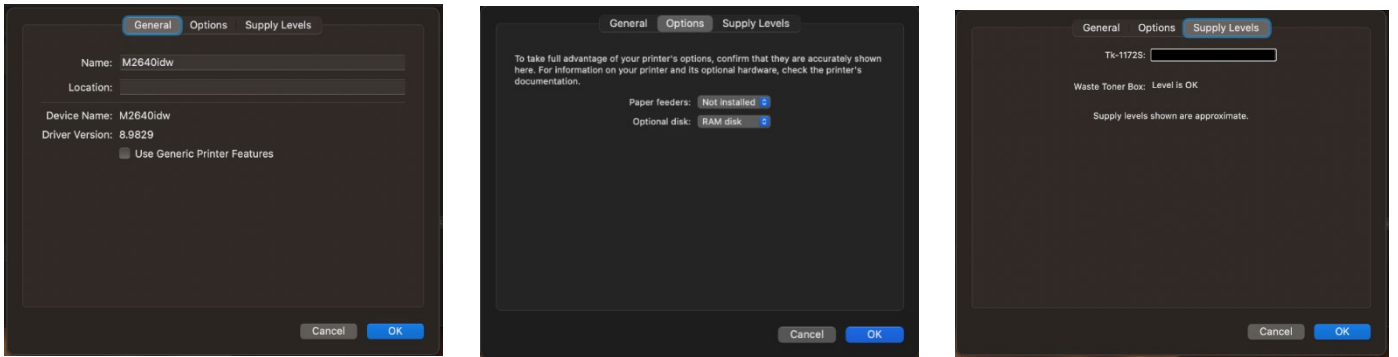
From this area you can also print a test page. Select open print queue, the print spooler dialog will open, from the top menu on computer select Printer then print test page. A test page will be sent to the printer.

Installing Kyocera Quick Scan Utility. For USB and network connected devices.

(Windows PC only)

Download/Install
Download the Kyocera Quick scan utility from https://www.kyoceradocumentsolutions.us/m2640idw

Click on support and select download center.
Enter the M2640idw in the field and press blue down arrow.
Select software and find the Kyocera Quick Scan 2.1.

Press the blue download arrow and save it to your download folder.
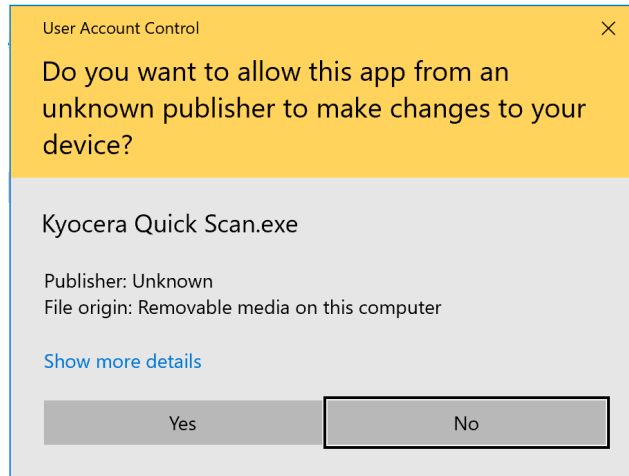
DoubleClick on   Kyocera Quick Scan
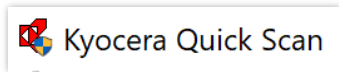
ECOSYS M2640idw

| Drivers | Documents | **Software** | Firmware | Service Bulletins |

Select language: **All**   ⌄

| Kyocera Quick Scan (2.1) | 47 MB \| EXE | ↓ |
| Quick Scan Utility for Twain scanning | | |

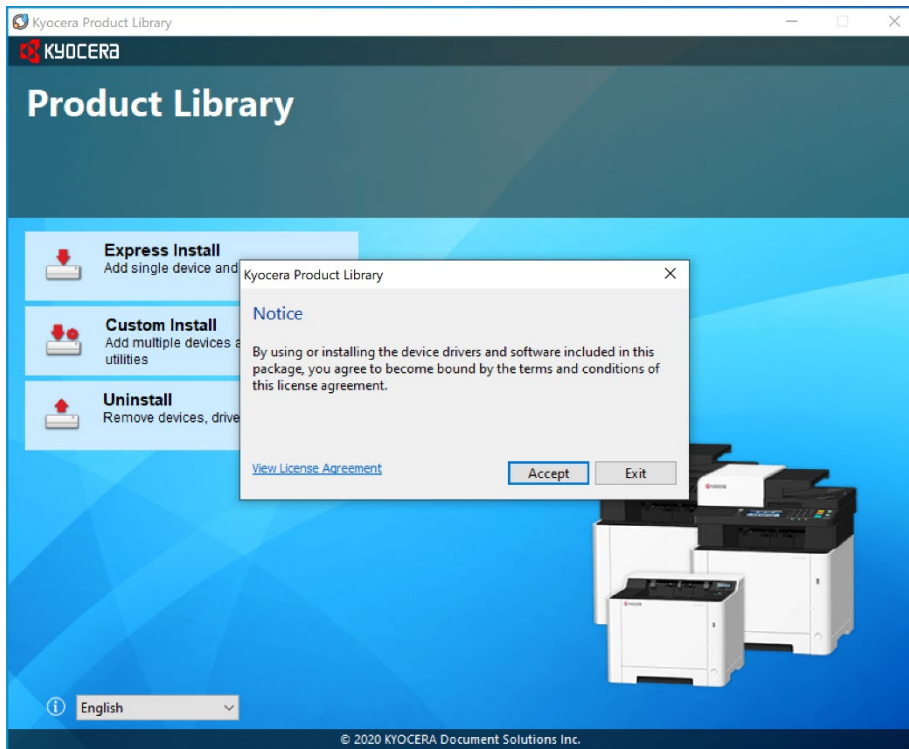| Configuration Tool (1.0.2912) | 612 KB \| ZIP | ↓ |
| Configuration Tool Utility | | |

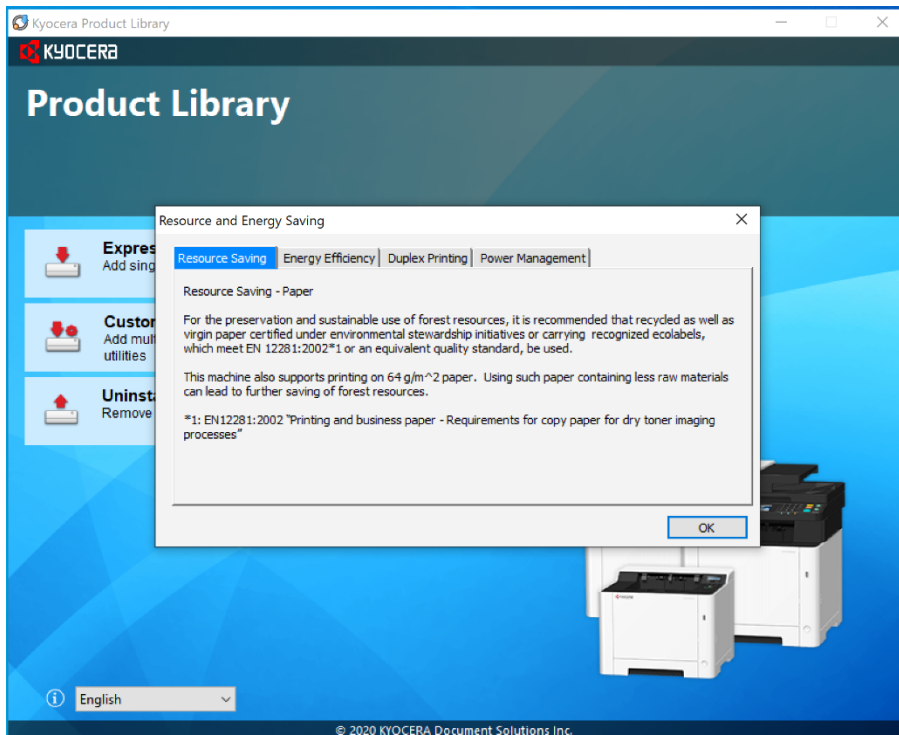Agree to the User Account Control.
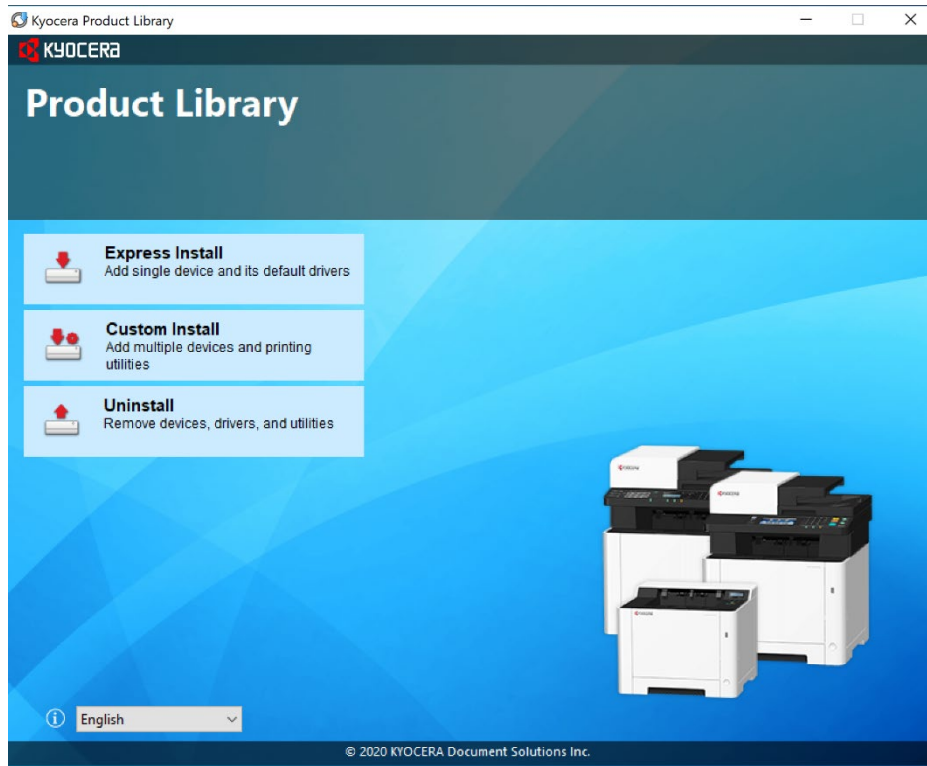
Extraction will start, press next.
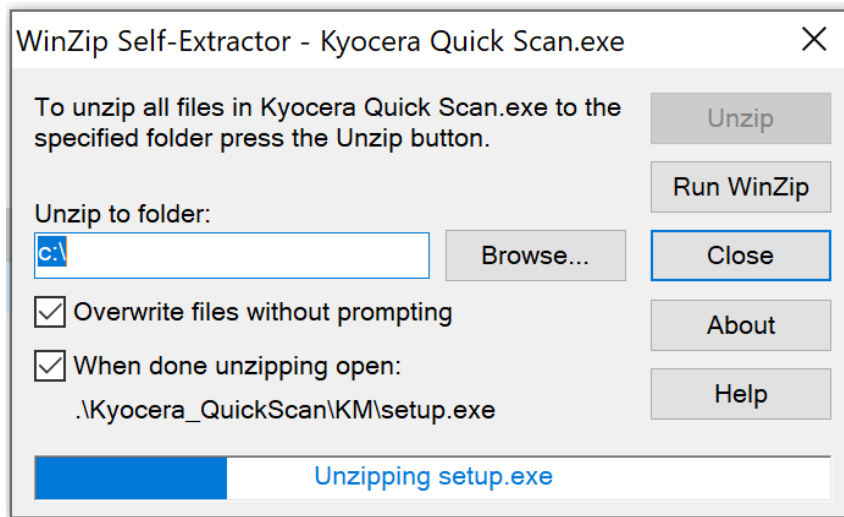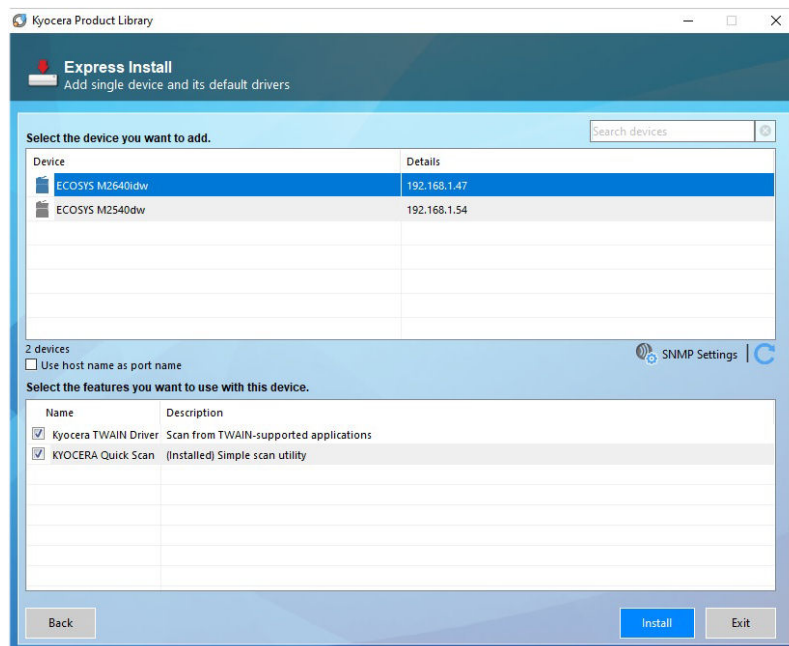
Accept Notice.

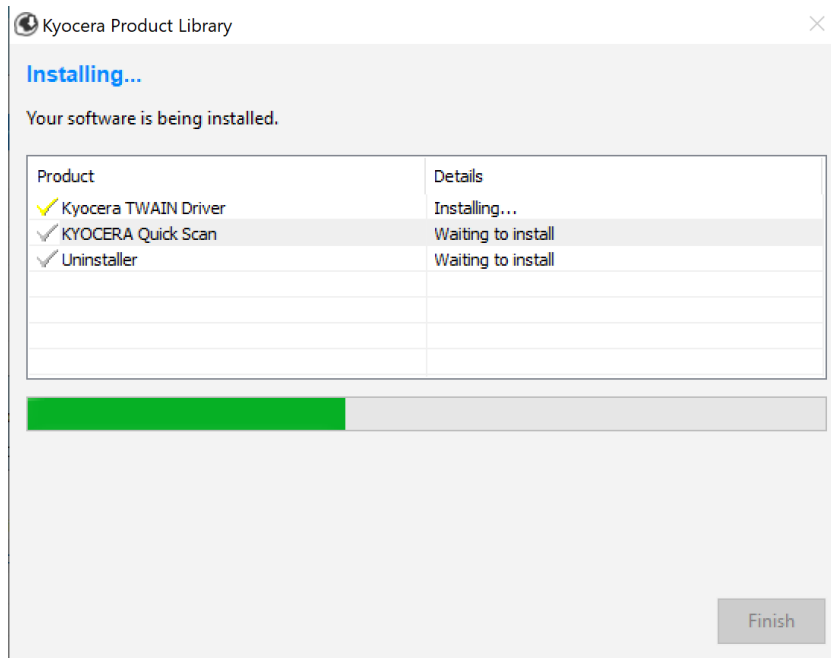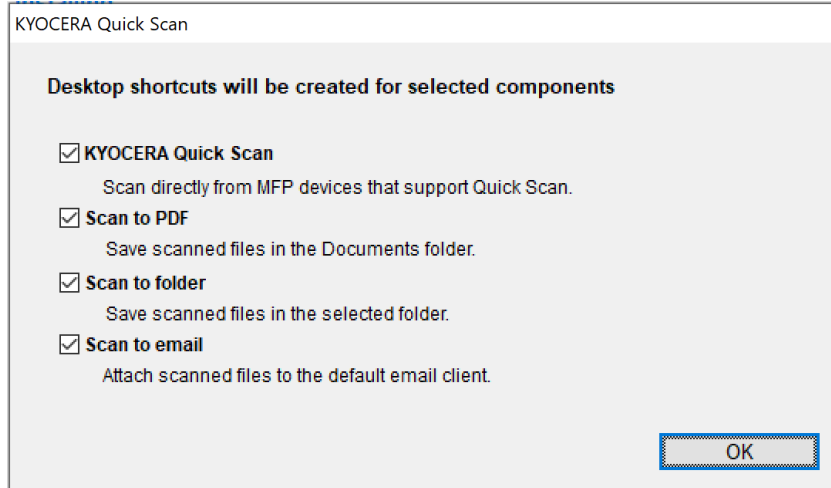Select OK at energy saver popup.

Select Express Install

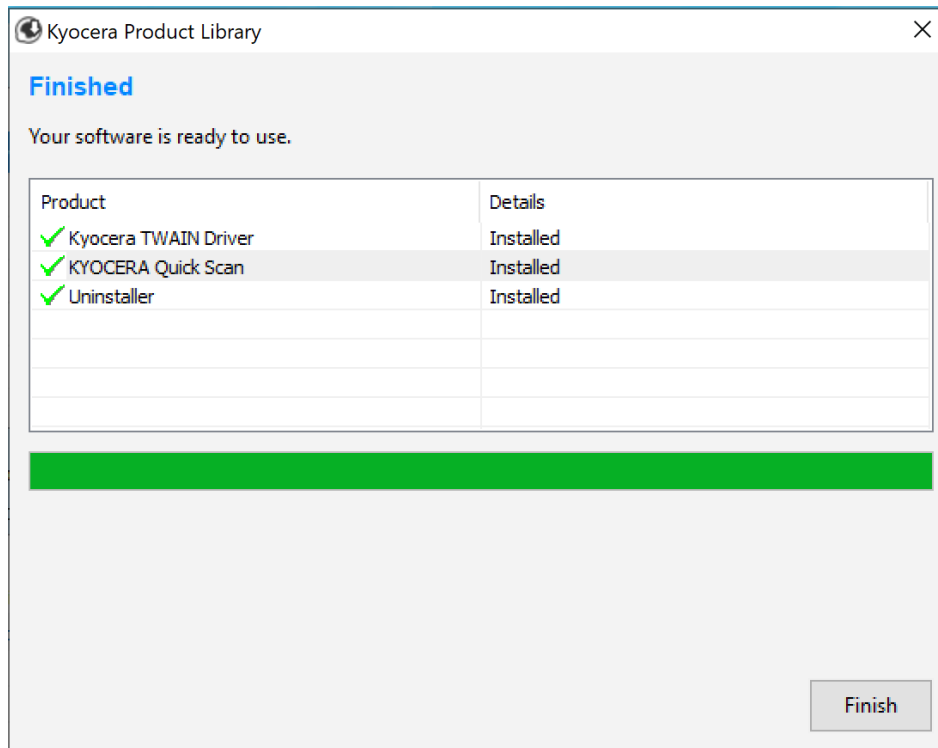First the utility will discover your device, make sure it is turned on and out of sleep mode.

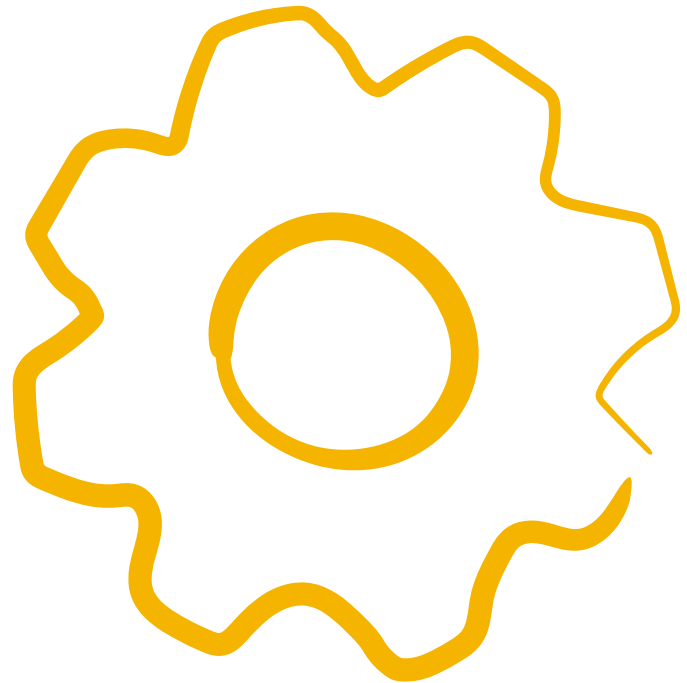Once your device is found, highlight it and click on Install.

Select which Icons you would like on the desktop. Press Ok.

Select Finish.
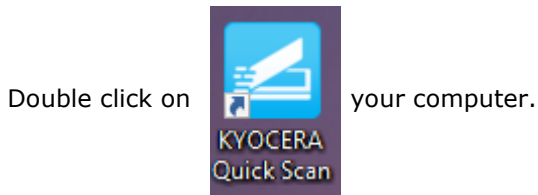

Exit out of Installer.

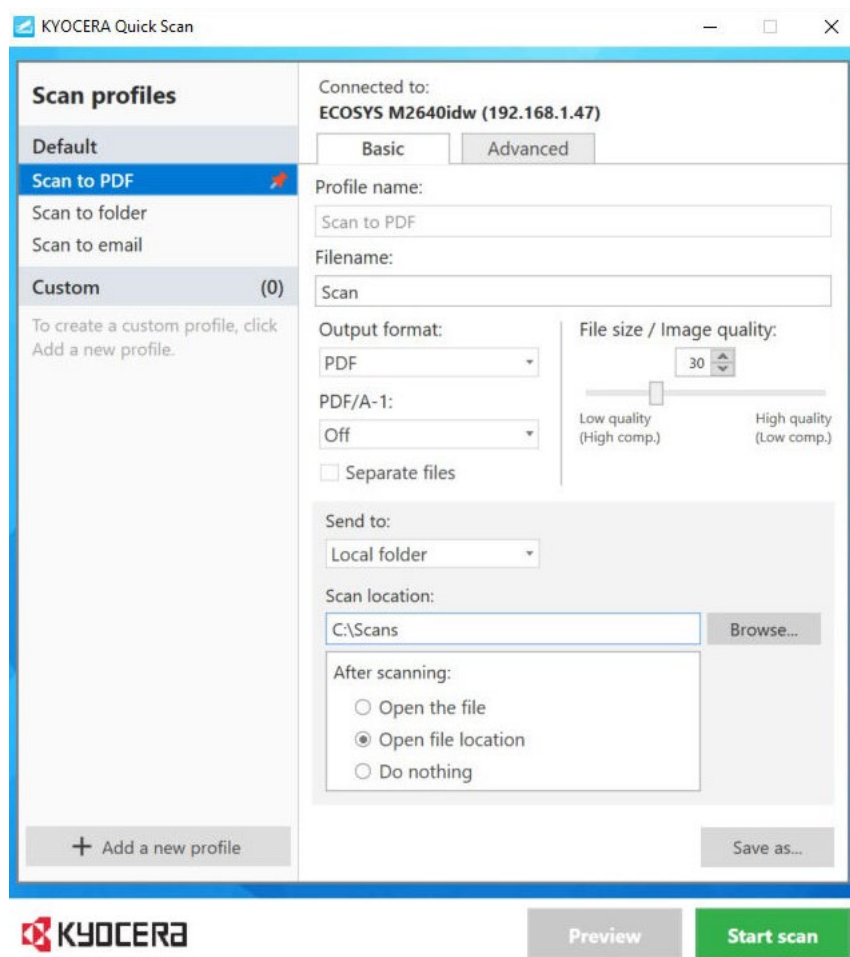# Using Kyocera Quick Scan Utility. For USB and network connected device.

(Windows PC only)

Setup:
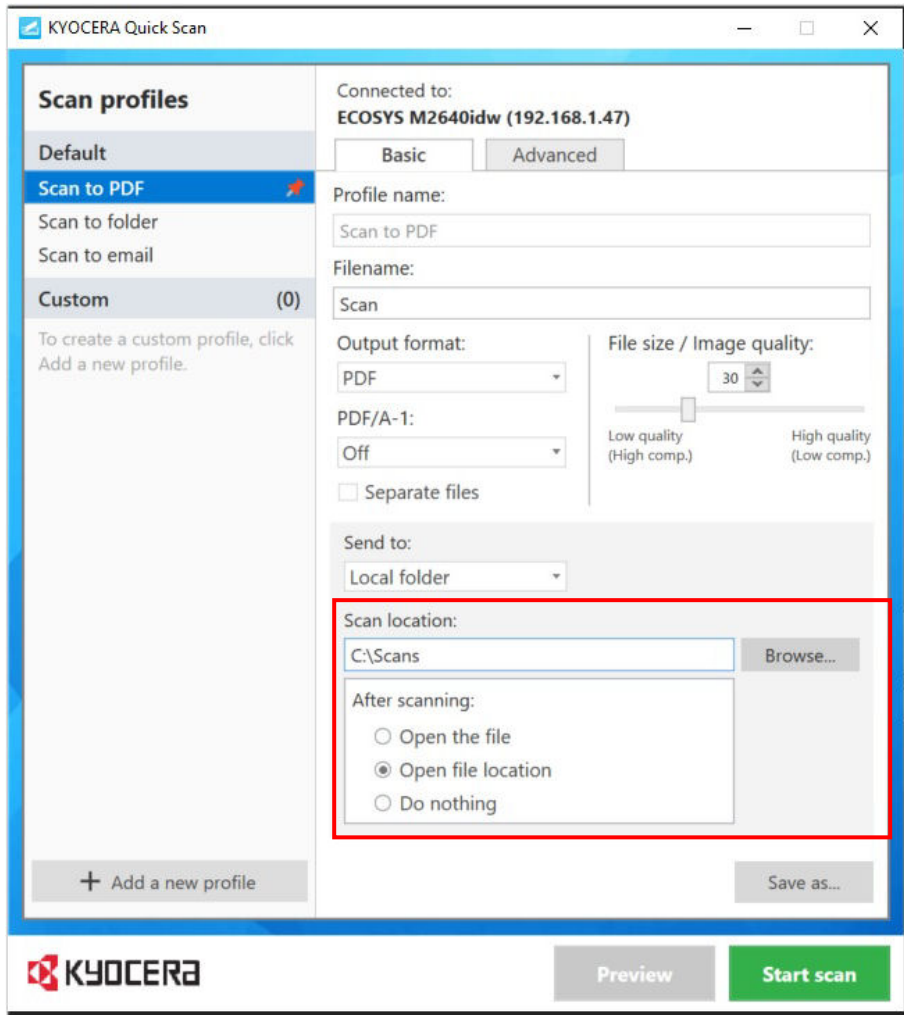To use the Quick Scan utility, Place your original on the Document feeder or glass.

Double click on your computer.

The Quick scan utility will open.

Select a location to send your scans.

Press Start Scan. Once complete scan file will be in the folder selected.

About KYOCERA Document Solutions America, Inc.

Kyocera Document Solutions America, Inc. (https://kyoceradocumentsolutions.us) is a group company of Kyocera Document Solutions Inc., a global leading provider of total document solutions based in Osaka, Japan. The company's portfolio includes reliable and eco-friendly MFPs and printers, as well as business applications and consultative services which enable customers to optimize and manage their document workflow, reaching new heights of efficiency. With professional expertise and a customer first culture, the objective of the company is to help organizations put knowledge to work to drive change.

Kyocera Document Solutions Inc. is a core company of Kyocera Corporation, a leading supplier of semiconductor packages, industrial and automotive components, electronic devices, solar power generating systems and mobile phones. During the year ended March 31, 2020, Kyocera Corporation's consolidated sales revenue totaled $14.7 billion. Kyocera appears on the "Derwent Top 100 Global Innovators 2018-19" list by Clarivate Analytics and is ranked #655 on Forbes magazine's 2019 "Global 2000" list of the world's largest publicly traded companies.

[For MF communications, please consult with your internal risk or legal teams as to what additional language is appropriate.]