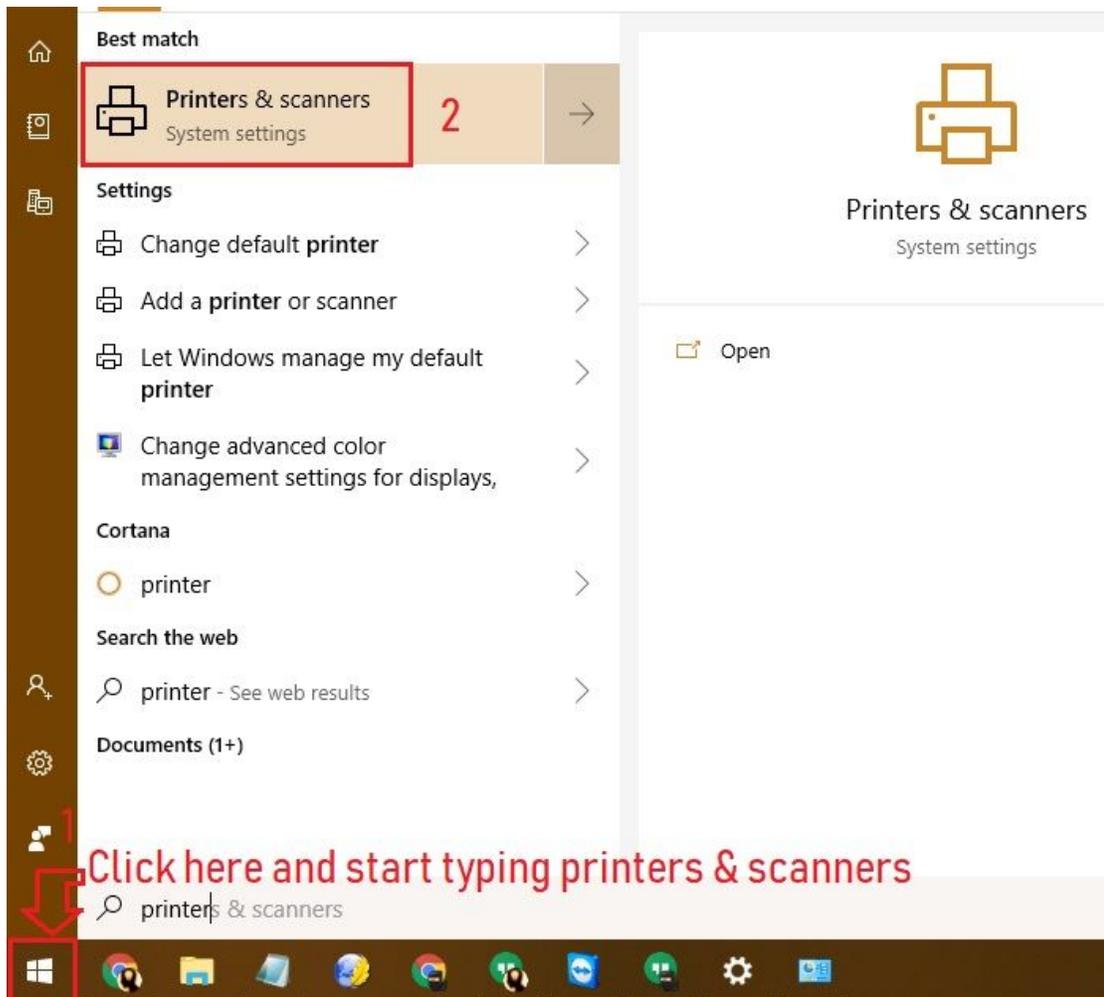


## Verifying Your Sharp Printer Settings

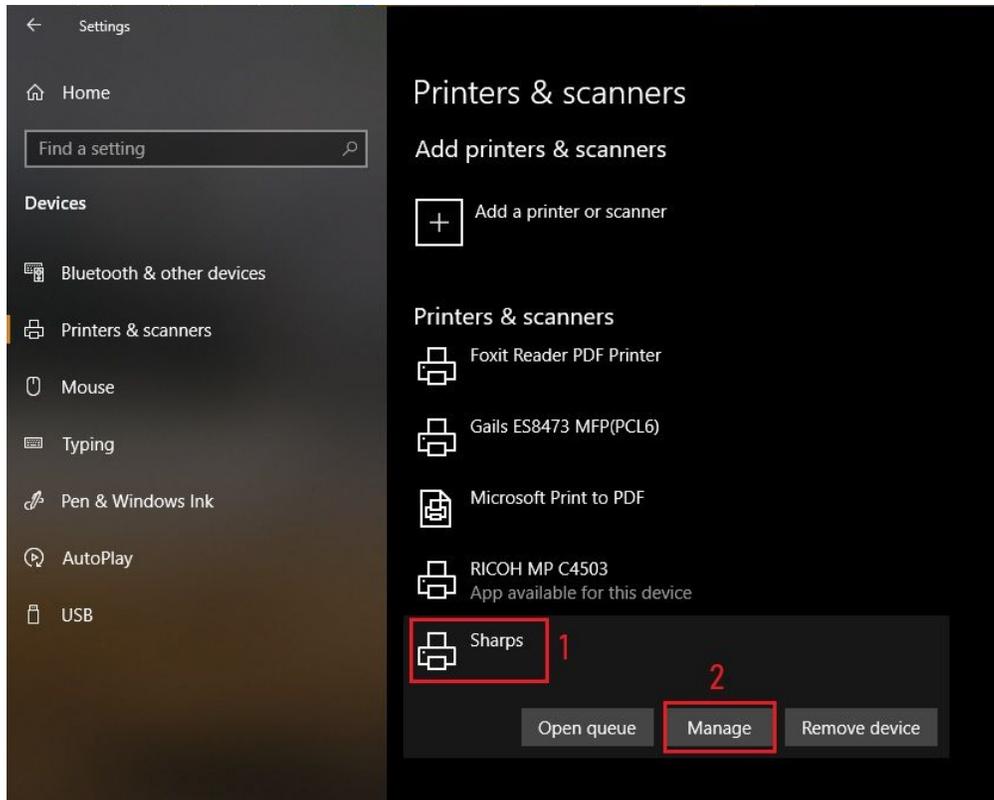
Hello Agents it has come to our attention that some of your computers may not have the correct settings for our Sharp Printers. To eliminate issues with the printers we are requiring that everyone check these settings on their computers ([Click here for a printable version of this guide](#)):

1. Click your start button and just type the word PRINTERS & SCANNERS and click PRINTERS & SCANNERS when it appears.

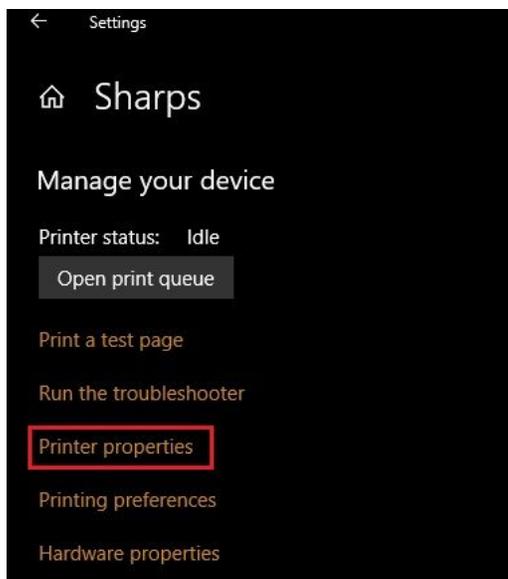


## Verifying Your Sharp Printer Settings

### 2. Click SHARPS and then MANAGE

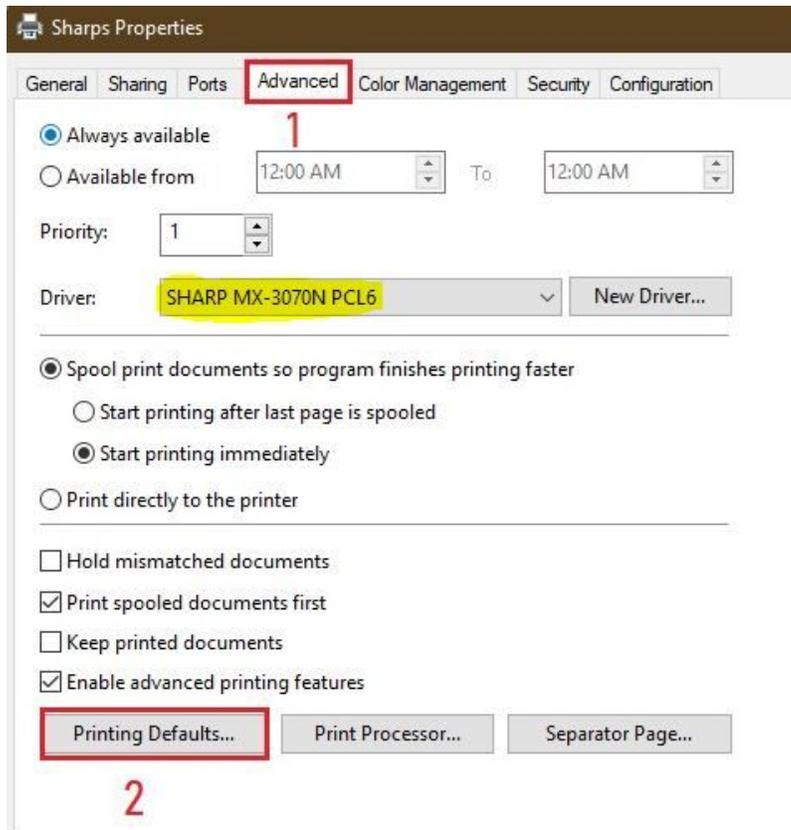


### 3. Click PRINTER PROPERTIES

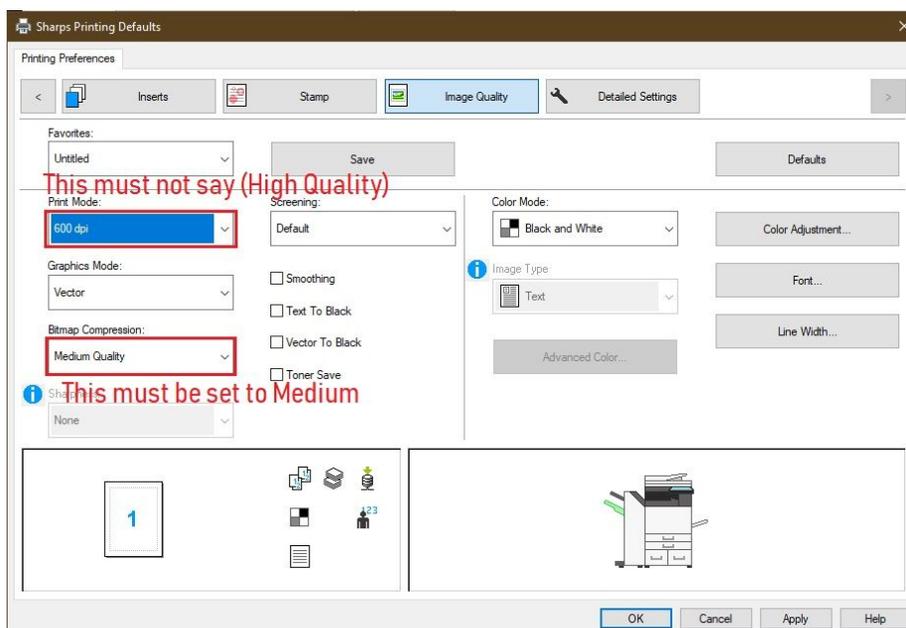


## Verifying Your Sharp Printer Settings

4. Click **ADVANCED** and **verify the driver is PCL6 not PS (if it is contact the IT Helpdesk)** then **PRINTING DEFAULTS**



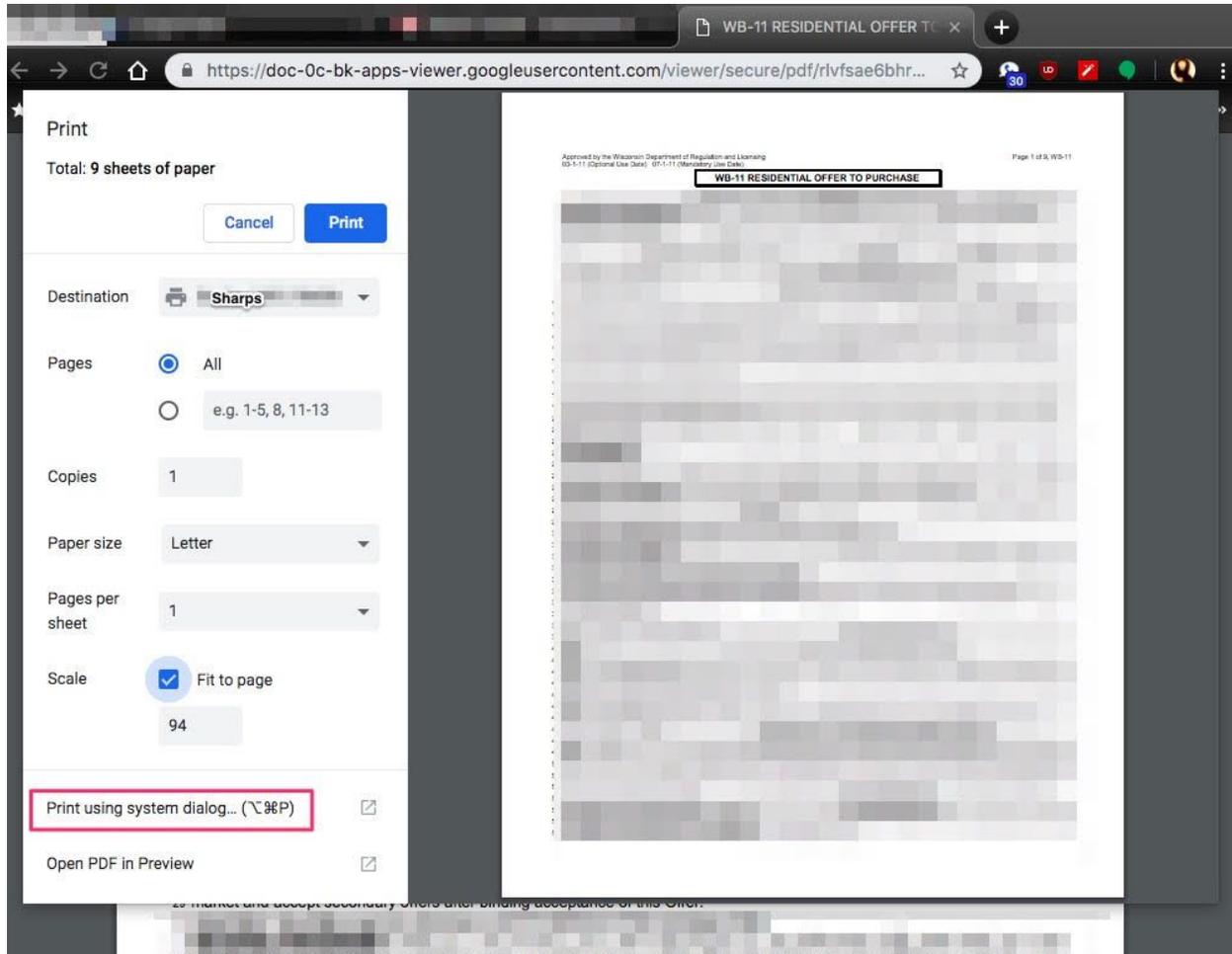
5. Click **IMAGE QUALITY** and ensure **PRINT MODE** is set to 600 dpi and **BITMAP COMPRESSION** is set to **MEDIUM QUALITY** then click **OK**



## Verifying Your Sharp Printer Settings

### If you have a MAC:

When printing from a MAC you should always click PRINT USING SYSTEM DIALOG instead of just clicking PRINT in Google Chrome. This ensures that the proper settings will be used. Just select Color or B&W once the print dialog opens up before you click print.



Please complete the check for both B&W and Color printing options:

1. Open any PDF on your computer
2. Click FILE and PRINT
3. Select SHARPS as the printer, select the preset B&W then click SHOW DETAILS
4. Click on PREVIEW and select COLOR

## Verifying Your Sharp Printer Settings

5. Ensure the print mode is set to 600dpi

The screenshot displays the Sharp printer settings interface. On the left is a preview of a Google search page. On the right are the main settings:

- Printer: Sharps
- Presets: Check both B&W and Color Options (marked with a red box and '1')
- Copies: 1, Two-Sided (unchecked)
- Pages: All (selected), From: 1 to: 1
- Paper Size: US Letter (8.50 by 11.00 inches)
- Orientation: Portrait (selected), Scale: 100%
- Color (selected) (marked with a red box and '2')

The 'Advanced' settings panel is open, showing:

- Print Mode: 600 dpi (marked with a red box and '3')
- Color Mode: Black and White
- Screening: Default
- Sharpness: None
- Toner Save: (unchecked)
- Neutral Gray: Black Only (selected), Color (slider)
- Pure Black Print: Black Only (selected), Color (slider)
- Trapping: None

At the bottom, there are buttons for '?', 'PDF', 'Hide Details', 'Cancel', and 'Print'.

**You should not have (High Quality)**

## Verifying Your Sharp Printer Settings

If you changed it from 600dpi (High Quality) to 600dpi

5a. Click COLOR and select JOB HANDLING and then AUTHENTICATION and delete anything in the JOB HANDLING box.

The screenshot shows the Sharp printer control panel interface. On the left is a preview of a PDF document titled 'Yukon'. The main settings area includes:

- Printer: ▲ Sharps
- Presets: Color
- Copies: 1 (with a checkbox for Two-Sided)
- Pages: All (with radio buttons for From: 1 to: 1)
- Paper Size: US Letter (8.50 by 11.00 inches)
- Orientation: Portrait (with icons for Portrait and Landscape)

Below these settings is a 'Job Handling' dropdown menu, which is highlighted with a red box and a red '1'. Below that are two tabs: 'Retention' and 'Authentication', with 'Authentication' selected and highlighted with a red box and a red '2'. The 'Authentication' section contains:

- User Authentication
- User Number

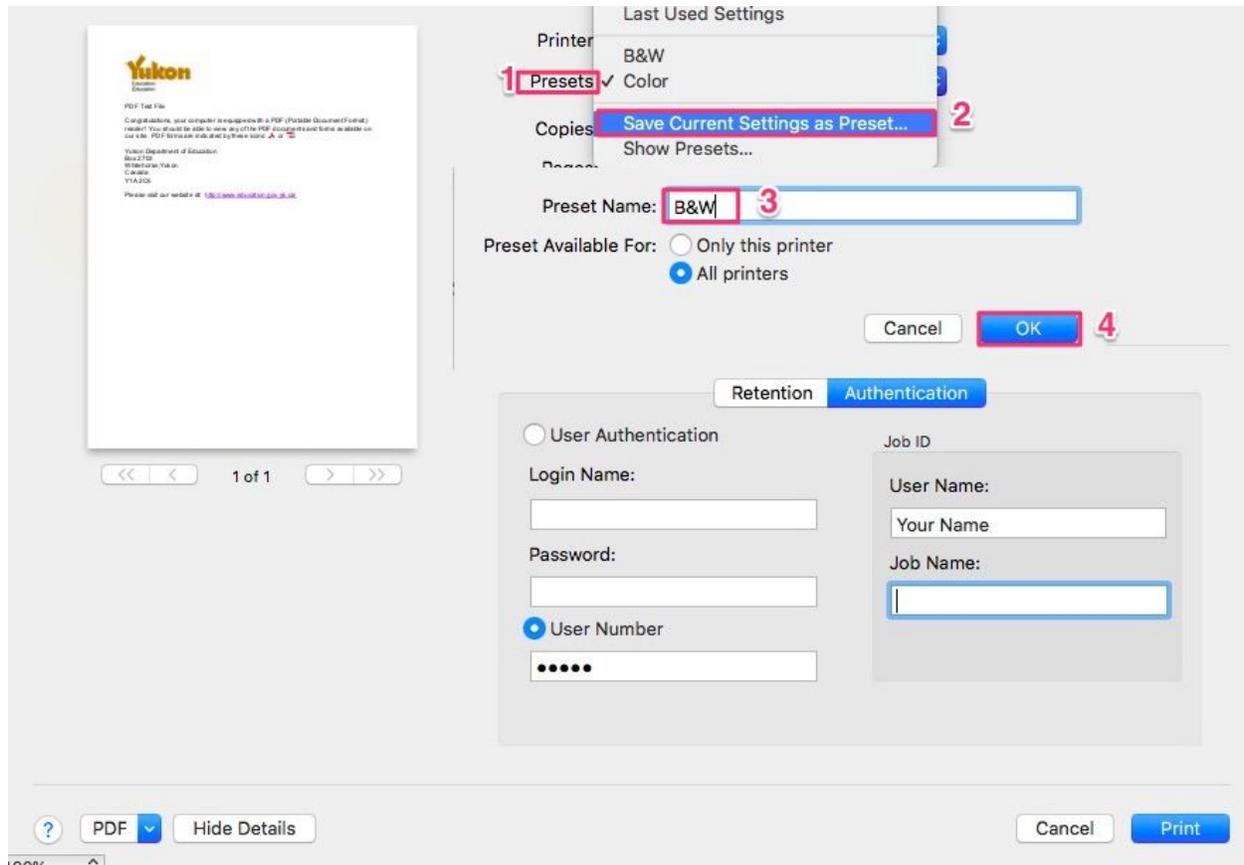
Fields for authentication include:

- Login Name: [text input]
- Password: [text input]
- Job ID: [text input]
- User Name: Your Name [text input]
- Job Name: [text input]

The Job Name field is highlighted with a red box and a red '3', with the text 'Make sure this is blank' written in red below it. At the bottom of the interface are buttons for '?', 'PDF', 'Hide Details', 'Cancel', and 'Print'.

## Verifying Your Sharp Printer Settings

5b. Then Click B&W in the PRESETS box again on the top and select SAVE CURRENT SETTINGS AS PRESET...



5c. Make sure the PRESET NAME is set to B&W not B&W-1 and click OK

5d. Repeat steps 3-5 again but this time with Color instead of B&W.