

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 (<u>Click here for a printable version of this guide</u>):

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

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	品 Change default printer >	System settings
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	品 Let Windows manage my default > printer >	📑 Open
	Change advanced color management settings for displays,	
	Cortana	
	O printer	
	Search the web	
ନ୍	℅ printer - See web results	
ø	Documents (1+)	
	Click here and start typing pri	nters & scanners
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2. Click SHARPS and then MANAGE



3. Click PRINTER PROPERTIES





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

General Sharing Ports	Advanced	Color Management	Security	Configuration
Always available	1			
O Available from	12:00 AM	🗘 To	12:00	AM 🗘
Priority: 1	-			
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5. Click IMAGE QUALITY and ensure PRINT MODE is set to 600 dpi and BITMAP COMPRESSION is set to MEDIUM QUALITY then click OK

	erts 🔐	Stamp	Image Qu	ality	Detailed	Settings	
Favorites: Untitled	pot say (H	Save					Defaults
Print Mode: 600 dpi		Screening: Default	~	Color Mode: Black an	d White	~	Color Adjustment
Graphics Mode: Vector	~	Smoothing	0	Image Type		~	Font
Bitmap Compression: Medium Quality	~	Vector To Black		Adva	nced Color		Line Width
None		Mediali					
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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



5. Ensure the print mode it set to 600dpi

any any any any	Printer: Sharps		
	Presets: Check both	B&W and Color Options ᅌ	
Google	Copies: 1	Two-Sided	
See and Statistics	O From:	1 to: 1	
	Paper Size: US Letter	8.50 by 11.00 inches	
	Orientation:	Scale: 100 %	
	Color	□ 2	
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You should not have (High Quality)	600 dpi	Black and White	
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? PDF V Hide Details		Cancel	int



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.

	Printer: A Sharps
Yukon	Presets: Color
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	• User Number Make sure this is blank
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5b. Then Click B&W in the PRESETS box again on the top and select SAVE CURRENT SETTINGS AS PRESET...

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		Your Name
	Password:	Job Name:
	User Number	
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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.