Print Driver/Settings Issue

Clients may experience issues when printing using incorrect settings or print drivers when printing from a device.

We always recommend using the most recent drivers to ensure the best connectivity and communication between the two devices.

Users may experience the "Add paper to the multi-purpose tray" event.

This occurs when a print job is sent, and the device does not contain that print job's paper size or media type. This means that the file being printed is specified to a certain paper size or paper type that is not loaded in a cassette, or a cassette is not set to those specifications. This setting can easily be changed in printing preferences, on the computer's devices/printer settings.

Microsoft Updates

Windows discovered that malicious hackers found a loophole in certain print drivers to obtain information on devices. In order to increase security and prevent this from happening, Windows will recommend setting changes during their updates.

These changes may affect a user if their print driver or settings are changed. Microsoft recommends using their "Microsoft IPP Driver" to increase security. The Microsoft IPP Driver is not recommended for Kyocera Devices, as it may have communication issues.

* A common issue found is that under the Printer Preference settings, Windows will default to a different media type or paper size (Ex: Heavyweight Paper, Custom 2 Media Type)*

The KX Print driver is recommended to users for accessibility, connectivity, and convenience. The driver allows for the user to make the necessary adjustments/specifications to a print job along with the fastest communication between devices. Kyocera's print drivers are secure and all information is encrypted, so this will not decrease security or present a threat to the user, as stated by Windows.