

Xerox DocuPrint 4050/4090 NPS/IPS

Guide to Performing Routine Maintenance

721P90080
Version 8.0
October 2002

Xerox Corporation
701 S. Aviation Boulevard
El Segundo, CA 90245

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Printed in the United States of America.

Publication number: 721P90080

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Changes are periodically made to this document. Changes, technical inaccuracies, and typographic errors will be corrected in subsequent editions.

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Safety

Laser safety

WARNING

Adjustments, use of controls, or performance of procedures other than those specified herein may result in hazardous light exposure.

The Xerox DocuPrint printers are certified to comply with the performance standards of the U.S. Department of Health, Education, and Welfare for Class 1 laser products. Class 1 laser products do not emit hazardous radiation. The DocuPrint printers do not emit hazardous radiation because the laser beam is completely enclosed during all modes of customer operation.

The laser danger labels on the system are for Xerox service representatives and are on or near panels or shields that must be removed with a tool.

DO NOT REMOVE LABELED PANELS OR PANELS NEAR LABELS. ONLY XEROX SERVICE REPRESENTATIVES HAVE ACCESS TO THESE PANELS.

DANGER

**LASER RADIATION WHEN OPEN
AVOID DIRECT EXPOSURE TO BEAM**

Ozone information: U. S. only

This product produces ozone during normal operation. The amount of ozone produced depends on copy volume. Ozone is heavier than air. The environmental parameters specified in the Xerox installation instructions ensure that concentration levels are within safe limits. If you need additional information concerning ozone, call 1-800-828-6571 to request the Xerox publication 600P83222, *OZONE*.

Operation safety: U. S.

Your Xerox equipment and supplies have been designed and tested to meet strict safety requirements. They have been approved by safety agencies, and they comply with environmental standards. Please observe the following precautions to ensure your continued safety.

WARNING

Improper connection of the equipment grounding conductor may result in risk of electrical shock.

- Always connect equipment to a properly grounded electrical outlet. If in doubt, have the outlet checked by a qualified electrician.
- Never use a ground adapter plug to connect equipment to an electrical outlet that lacks a ground connection terminal.
- Always place equipment on a solid support surface with adequate strength for its weight.
- Always use materials and supplies specifically designed for your Xerox equipment. Use of unsuitable materials may result in poor performance and may create a hazardous situation.
- Never move either the printer or the printer controller without first contacting Xerox for approval.
- Never attempt any maintenance that is not specifically described in this documentation.
- Never remove any covers or guards that are fastened with screws. There are no operator-serviceable areas within these covers.
- Never override electrical or mechanical interlocks.

- Never use supplies or cleaning materials for other than their intended purposes. Keep all materials out of the reach of children.
- Never operate the equipment if you notice unusual noises or odors. Disconnect the power cord from the electrical outlet and call service to correct the problem.

If you need any additional safety information concerning the equipment or materials Xerox supplies, call Xerox Product Safety at the following toll-free number in the United States:

1-800-828-6571

For customers outside the United States, contact your local Xerox representative or operating company.

Operation safety: Europe

This Xerox product and supplies are manufactured, tested and certified to strict safety regulations, electromagnetic regulations and established environmental standards.

Any unauthorised alteration, which may include the addition of new functions or connection of external devices, may impact the product certification.

Please contact your Xerox representative for more information.

Warning markings

All warning instructions marked on or supplied with the product should be followed.



This WARNING alerts users to areas of the product where there is the possibility of personal damage.



This WARNING alerts users to areas of the product where there are heated surfaces, which should not be touched.

Electrical supply

This product shall be operated from the type of electrical supply indicated on the product's data plate label. If you are not sure that your electrical supply meets the requirements, please consult your local power company for advice.



This product must be connected to a protective earth circuit. This product is supplied with a plug that has a protective earth pin. This plug will fit only into an earthed electrical outlet. This is a safety feature. Always connect equipment to a properly grounded electrical outlet. If in doubt, have the outlet checked by a qualified electrician.

To disconnect all electrical power to the product, the disconnect device is the power cord. Remove the plug from the electrical outlet.

Ventilation

Slots and opening in the enclosure of the product are provided for ventilation. Do not block or cover the ventilation vents, as this could result in the product overheating.

This product should not be placed in a built-in installation unless proper ventilation is provided, please contact your Xerox representative for advice.

Never push objects of any kind into the ventilation vents of the product.

Operator accessible areas

This product has been designed to restrict operator access to safe areas only. Operator access to hazardous areas is restricted with covers or guards, which would require a tool to remove. Never remove these covers or guards.

Maintenance

Any operator product maintenance procedures will be described in the user documentation supplied with the product. Do not carry out any maintenance on the product, which is not described in the customer documentation.

Before cleaning your product

Before cleaning this product, unplug the product from the electrical outlet. Always use materials specifically designated for this product, the use of other materials may result in poor performance and may create a hazardous situation. Do not use aerosol cleaners, they may be flammable under certain circumstances.

CE mark: Europe only



January 1, 1995: Council Directive 73/23/EEC, amended by Council Directive 93/68/EEC, approximation of the laws of the member states related to low voltage equipment.

January 1, 1996: Council Directive 89/336/EEC, approximation of the laws of the member states related to electromagnetic compatibility.

March 9, 1999: Council Directive 99/5/EC, on radio equipment and telecommunications terminal equipment and the mutual recognition of their conformity.

A full declaration of conformity, defining the relevant directives and referenced standards, can be obtained from your Xerox representative.

In order to allow this equipment to operate in proximity to Industrial, Scientific and Medical (ISM) equipment, the external radiation for the ISM equipment may have to be limited or special mitigation measures taken.

This is a Class A product. In a domestic environment this product may cause radio frequency interference, in which case the user may be required to take adequate measures.

Shielded interface cables must be used with this product to maintain compliance with Council Directive 89/36/EEC.

Radio and telecommunications equipment directive (Europe only)

Certification to 1999/5/EC Radio Equipment and Telecommunications Terminal Equipment Directive:

This Xerox product has been self-certified by Xerox for pan-European single terminal connection to the analog public switched telephone network (PSTN) in accordance with Directive 1999/5/EC.

The product has been designed to work with the national PSTNs and compatible PBXs of the following countries:

Austria	Germany	Luxembourg	Sweden
Belgium	Greece	Netherlands	Switzerland
Denmark	Iceland	Norway	United Kingdom
Finland	Ireland	Portugal	
France	Italy	Spain	

In the event of problems, contact your local Xerox representative in the first instance.

This product has been tested to, and is compliant with, TBR21, a specification for terminal equipment for use on analog switched telephone networks in the European Economic area.

The product may be configured to be compatible with other country networks. Please contact your Xerox representative if your product needs to be reconnected to a network in another country. This product has no user-adjustable settings.

NOTE: Although this product can use either loop disconnect (pulse) or DTMF (tone) signaling, it should be set to use DTMF signaling. DTMF signaling provides reliable and faster call setup.

Modification or connection to external control software, or to external control apparatus not authorized by Xerox, invalidates its certification.

For further information

For more information on Environment, Health and Safety in relation to this Xerox product and supplies, please contact the following customer help lines:

Europe:+44 1707 353434

USA:1 800 8286571

Canada:1 800 8286571

Introduction

This guide provides information on how to perform basic maintenance tasks on the Xerox DocuPrint 4050 and 4090 NPS/IPS.

About this guide

This guide is designed for operators whose job consists of operating each of the system components, running print jobs, solving simple system problems, and performing basic maintenance tasks, such as replenishing printer supplies.

Refer to the entire list of documentation in the “Related publications” section for information on other tasks required for printing with your NPS/IPS printer.

Users should have an understanding of printer controller operations.

Before using this guide, become familiar with its contents and conventions.

Contents

This section lists the contents of this guide.

- Chapter 1, “Feeder trays,” provides information on how to load feeder trays for your DocuPrint printer..
- Chapter 2, “Output trays,” describes how to unload output trays for the DocuPrint printer.
- Chapter 3, “Stitcher wire,” provides information on how to replace the stitcher wire spool, and on how to continue printing when the spool is out of wire.
- Chapter 4, “Fuser lubricant and pressure roll wiper,” describes how to refill the fuser agent reservoir, and how to replace the pressure roll wiper.

- Chapter 5, “Adding dry ink,” describes how to add dry ink to the printer.
- Chapter 6, “Cleaning,” provides instructions on how to clean the various printing system components.
- Chapter 7, “Maintenance and support services,” provides information on how to call for service, order supplies, and report meter readings.

Conventions

This guide uses the following conventions:

- **All caps and angle brackets:** Within procedures, the names of keys are shown in all caps within angle brackets (for example, press <ENTER>).
- **Angle brackets:** Variable information, or the position of a specified argument in the command syntax, appears in angle brackets (for example, List Fonts <Pattern>).
- **Bold:** Within procedures, text and numbers that you enter are shown in bold (for example, enter **privilege operator**).
- **The word “enter” within procedures:** The two-step process of keying in data and pressing <ENTER> (for example, enter **y**).
- **Italics:** Document and library names are shown in italics (for example, the *Xerox DocuPrint NPS/IPS Guide to Managing Print Jobs*).
- **Quotation marks:** Keywords you can enter as arguments appear in quotes (for example, “USLetter”).
- **Vertical bars:** Alternatives to specified arguments are separated by vertical bars (for example, Set Time <Time | Remote Host Name | IP Address>).

NOTE: Notes are hints that help you perform a task or understand the text.

CAUTION

Cautions alert you to an action that could damage hardware or software.

WARNING

Warnings alert you to conditions that may affect the safety of people.

Related publications

The Xerox DocuPrint NPS/IPS documentation set includes the documents listed below.

NOTE: For a list of IBM reference manuals for IPDS printing, refer to the Solutions Guide for IPDS Printing.

- *Guide to Configuring and Managing the System*
- *Guide to Managing Print Jobs*
- *Guide to Performing Routine Maintenance*
- *Guide to Submitting Jobs from the Client*
- *Guide to Using Page Description Languages*
- *System Overview Guide*
- *Troubleshooting Guide*
- *Solutions Guide for IPDS Printing*
- *Decomposition Service and Tools Guide*
- *Glossary*
- *Master Index*
- *Customer Information Quick Reference Card*
- *Printer Controller Commands Quick Reference Card*
- *Operator Quick Reference Card*
- *Submitting your Jobs from Macintosh Quick Reference Card*
- *Submitting your Jobs from UNIX & DOS Quick Reference Card*

- *Submitting your Jobs from Windows NT 4.0 (QuickPrint) Quick Reference Card*
- *Submitting your Jobs Using Windows NT 4.0 Drivers Quick Reference Card*

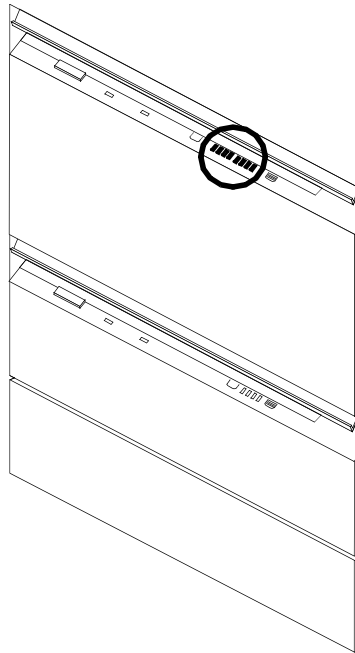
The documentation set also includes an electronic version, the DocuPrint NPS/IPS Interactive Customer Documentation CD.

1. Feeder trays

This chapter shows the steps needed to load and check feeder trays on the DocuPrint printer, and explains what actions are necessary if a paper stock is changed.

Checking and loading feeder trays

Check the amount of paper in each feeder tray by examining the green lights on the door of the tray. Each light represents 25 percent of a ream, or about 125 sheets of 20-pound or 80 gsm paper.



- You do not have to interrupt a print job to load paper because you can refill one tray while the printer is feeding from another tray.
- If you try to load a tray that is currently in use, the feeding switches to a backup tray if one is available. If a backup tray is not available, the printer stops.

- The printer does not feed all the paper out of a tray. A stack of approximately 1/4 inch / 6 mm remains in the tray.

Loading feeder trays

It is important to load paper properly in the feeder trays to prevent jams and loss of production time. The following guidelines will help ensure maximum efficiency of your printer operation.

Guidelines for loading paper

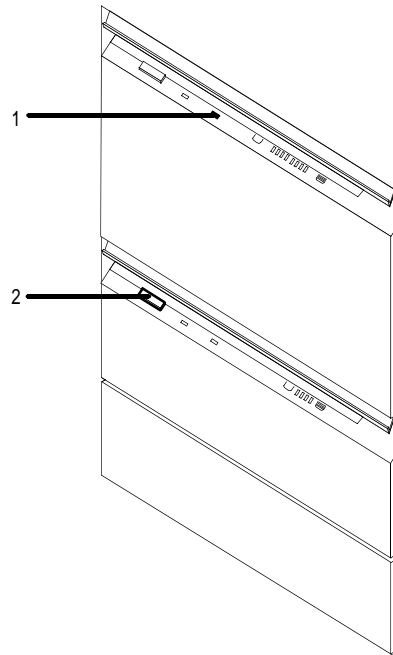
When you are loading the paper, follow these guidelines to prevent paper jams:

- Remove damaged sheets.
- Load the paper with the package wrapper seam side up.
- Make sure that the direction of the curl is consistent.
- Avoid fanning the paper unless the stock is predrilled.
- Do not load the paper above the MAX line on the length guide.
- Place any paper left in the bottom of the tray on top of the new paper stack.
- When loading **predrilled** paper, fan the paper and remove loose paper plugs.

Loading the trays

Follow these steps to load a feeder tray:

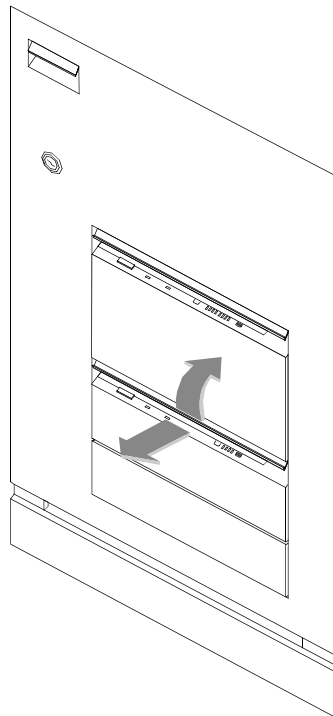
1. If the Ready To Open indicator light on the feeder tray door is not lit, press the Tray Unlock button and wait for the tray to descend and the Ready To Open indicator light to lit before opening the tray.



1. Ready to Open indicator

2. Tray Unlock button

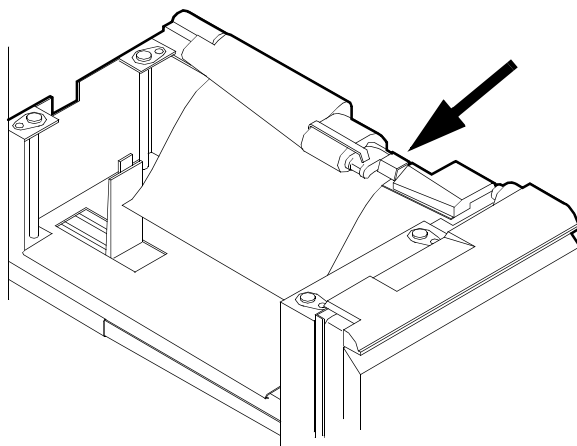
2. Lift and pull on the bar along the top of the feeder tray. Slide the tray all the way out for best access and ease of loading.



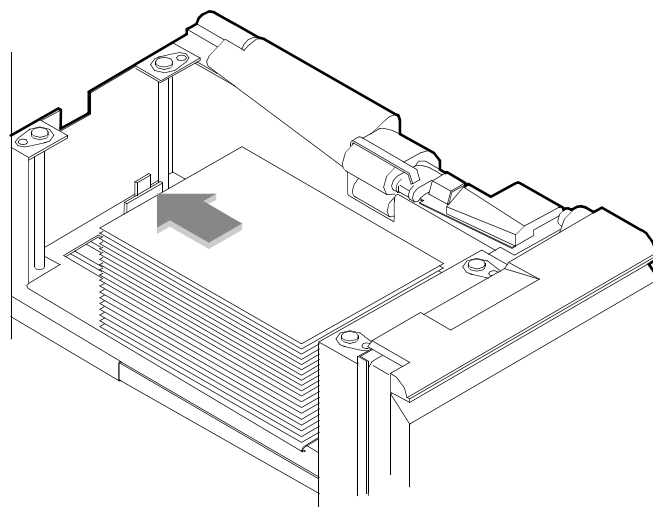
CAUTION

Attempting to move the lever in any other direction can break it.

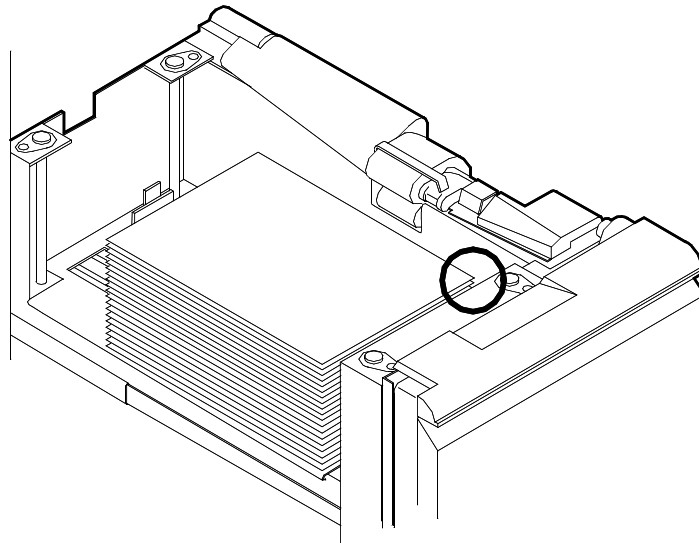
3. Press the green lever down to unlatch the paper feeder assembly.



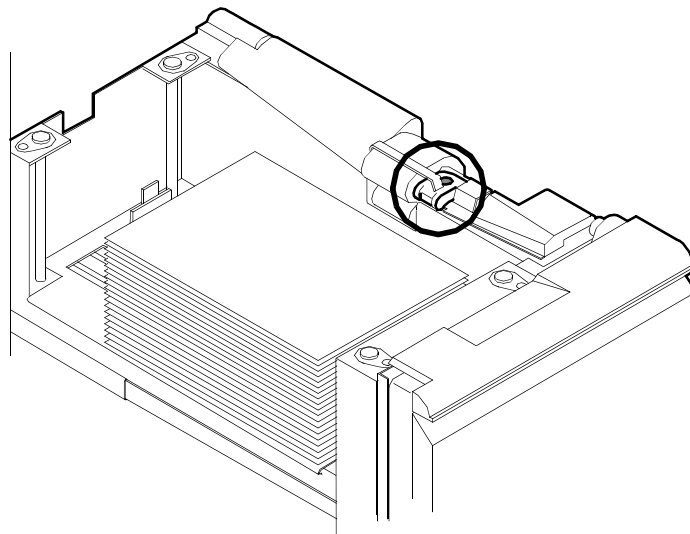
4. Pull out any partially fed paper from the feeder assembly and discard it. There will be some resistance.
5. Squeeze the lever against the back of the length guide and slide the guide toward the back of the printer.



6. Remove any paper remaining in the tray and set it aside to be placed on top of the new paper.
7. Load paper, following the instructions at the front of the feeder tray and carefully positioning the paper in the right-front corner of the tray.



8. Pull the length guide forward to touch the back of the paper stack.
9. Latch the paper feeder assembly by pressing the green dot next to the green release lever until the assembly clicks into position.



10. Slide the tray into the printer until it latches. The tray rises automatically into position.
11. Press the Continue button to resume printing.

NOTE: If you change the paper stock, you must use the procedure to set trays at the printer controller:

- *If you are using the command line interface (CLI), refer to the Guide to Configuring and Managing the System.*
- *If you are using the graphical user interface (GUI), refer to the online help.*

NOTE: If you change to larger paper after an extended run of smaller paper, run 20 copies of a sample document to clean the fusing system. Otherwise, the first pages of the new job may be of poor quality.

2. Output trays

Your print jobs are sent to printer output trays (bins) that you must unload. You can unload each of the output trays while the system is printing. This chapter discusses how to check and unload the various types of trays that are available.

In all cases, if the printer has stopped due to a full output tray and does not resume automatically when the tray is emptied, press the Continue button on the printer console.

Checking and unloading dual stacker trays

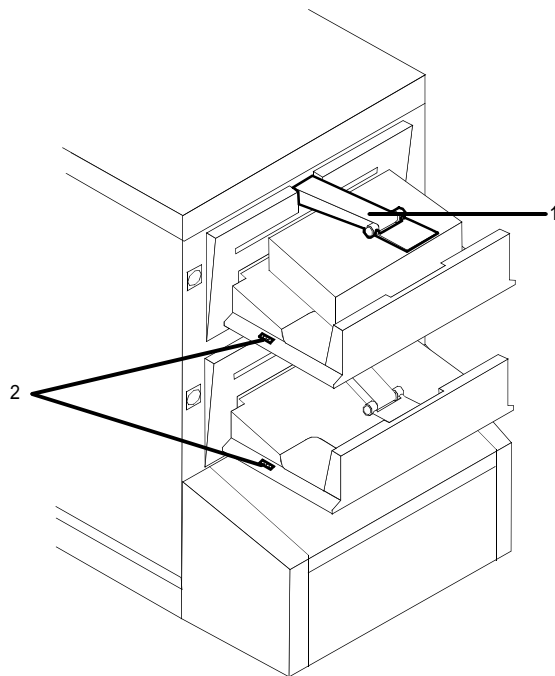
When a dual stacker output tray (bin) is full, the following occurs:

- The Tray Full indicator lights on the appropriate output tray.
- The printer control console displays a message indicating which output tray is full.
- The picture on the graphic display shows the location of the full tray.
- If you select only one tray, the printer stops when that tray is full.
- If you select both trays and the first tray is not emptied by the time the second output tray is full, the printer stops and displays the message that both output trays are full.

Each stacker output tray holds 750 sheets of 20-pound or 80gsm paper.

Unloading the dual stacker trays

To unload each dual stacker tray, raise the scuffer arm and remove the printed pages.



1. Scuffer arm
2. Tray Full indicators

NOTE: When both trays are full, you must empty at least one tray before you can resume printing.

NOTE: Your service representative can set up your printer so that printing continues automatically after a dual stacker output tray is unloaded and replaced.

Checking and unloading the stitcher/stacker tray

An electronic counter in the stitcher/stacker keeps track of the number of sheets printed and the number of stapled sets produced.

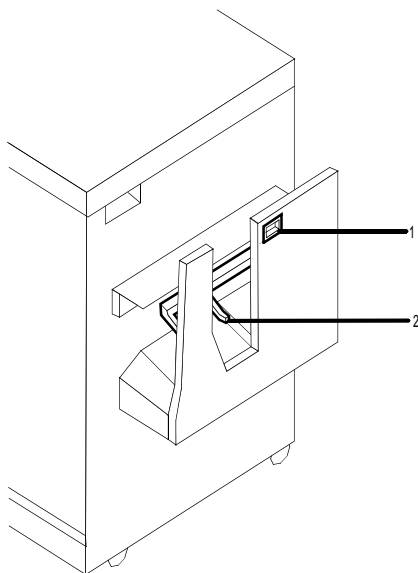
When a stacker output tray (bin) is full, printing stops and a message appears on the printer console that the output tray is full.

The stitcher/stacker tray holds 2000 sheets (unstapled) of 20-pound or 80 gsm paper.

**Unloading the
stitcher/stacker
tray**

To unload the stitcher/stacker tray:

1. Lift the black handle on the outside of the tray.



1. Tray handle
2. Stacker arms

2. Carefully slide the tray up and out and remove the printed pages.

NOTE: A false tray full condition may occur when you remove small stapled sets without pulling the tray out. The counter is not reset, causing the printer to stop before the tray is actually full.

3. Close the tray by sliding it back under the stacker arms.

NOTE: Your service representative can adjust your printer so that printing continues automatically when the stitcher/stacker tray is unloaded and replaced.

Checking and unloading the sample tray

The sample tray holds up to 100 sheets of paper from 8.5 by 11 inches / 216 by 279 mm to 8.5 by 14 inches / 216 by 356 mm. A message instructing you to empty the sample tray displays when the sample tray is full. It is recommended to empty the sample tray regularly if it is in use.

To empty the sample tray, remove the printed pages.

NOTE: The sample tray can receive waste sheets purged after a paper jam. Always clear the sample tray after clearing a jam to prevent waste sheets from being confused with good sheets.

3. Stitcher wire

The Wire Percentage indicator is located on the printer console of systems configured with a stitcher/stacker. The indicator displays an approximate percentage of stitcher wire remaining on the spool. Your service representative can set the display to flash at a predetermined percentage as a warning that you are running low on stitcher wire.

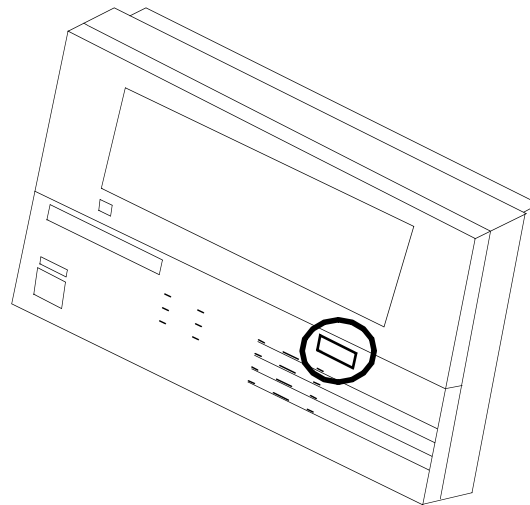


Figure 3-1. Stitcher wire indicator on 4050/4090 printer console

NOTE: The percentage that displays on the wire percentage indicator is a close approximation.

When the stitcher spool empties, the printer stops, and you see the following displays on the printer console:

- The status display shows the fault code L152.
- The message window displays the following sequence of messages, with the next message appearing each time you press **i**:
 - STITCHER IS OUT OF WIRE OR
SPOOL NOT ROTATING PRESS **i**
 - TRAINED OPERATOR CHECK WIRE
MANAGEMENT SYSTEM. PRESS **i**

- IF UNABLE TO FIX, PRESS CONTINUE TO RESUME WITHOUT STITCHING
- STITCHER IS OUT OF WIRE
PRESS 'CONTINUE' TO RESUME PRINTING.

If you continue printing the job without replacing the wire, the documents print without being stapled. The printer status display shows the following message:

OUT OF WIRE

Contact your key operator or your service representative when you see this message. This should seldom happen because the representative checks the wire supply on each service call and replaces the spool as needed.

To continue printing without replacing the wire, press the Continue button. The system then prints the document without stapling it.

4. Fuser lubricant and pressure roll wiper

This chapter describes how to add fuser lubricant and how to replace the pressure roll wiper on your system.

Adding fuser lubricant

The fuser assembly uses heat and pressure to fuse the print image to the paper. It is critical that the fuser be kept lubricated with fuser lubricant and that its reservoir be kept full. This chapter describes the procedure for adding fuser lubricant to the printer.

Your service representative usually adds fuser lubricant. However, you might choose to add the fuser lubricant yourself if you have been trained in this procedure.

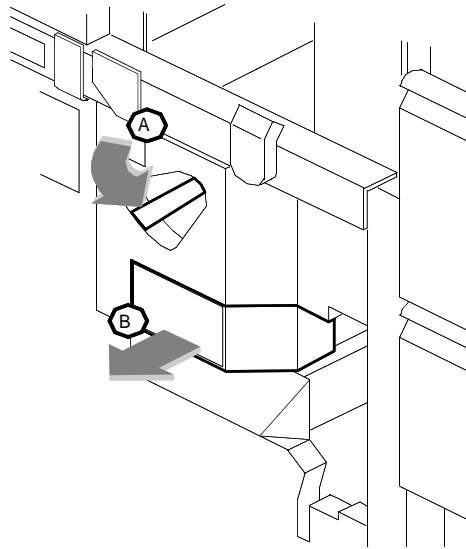
To add fuser lubricant:

1. Open the printer doors.
2. Place a dropcloth on the floor under the fuser area.

WARNING

If any fuser lubricant is spilled, remove it immediately. Fuser lubricant spills cause the floor to be very slippery.

3. Press down on the green lever (A), moving it counterclockwise.
4. Hold the lever down while you grasp the green fuser drawer handle (B) and pull the drawer out until it stops.



WARNING

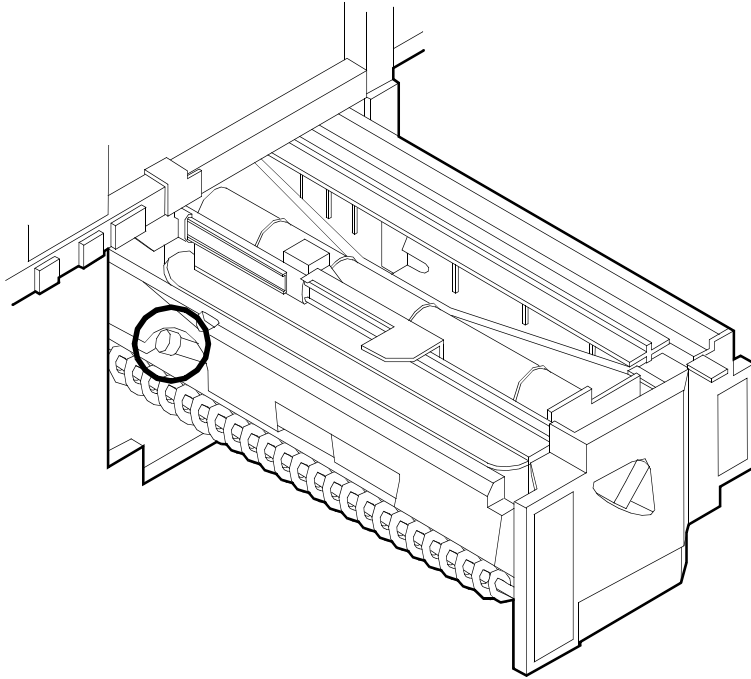
Fuser lubricant contains silicone, which can cause eye irritation upon contact. Wash your hands with soap and water after you finish this procedure.

5. Put on gloves.

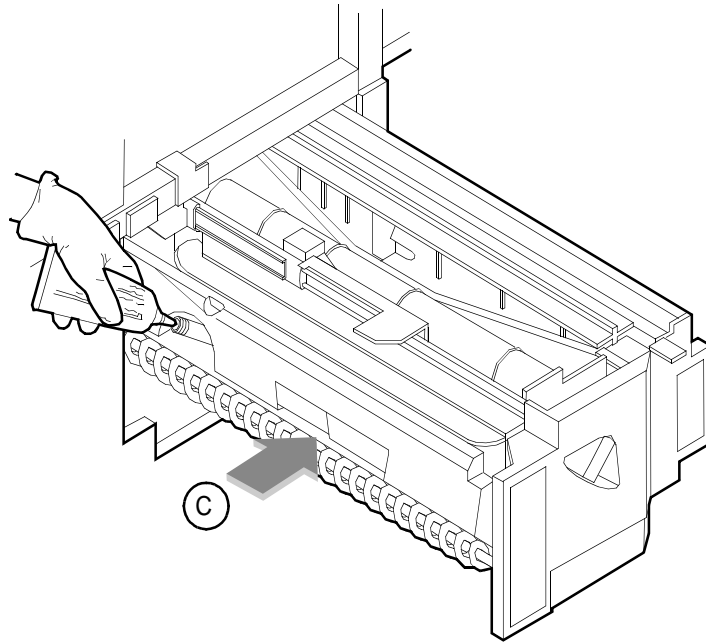
CAUTION

The orange float that indicates the lubricant level may stick to the reservoir wall. Be careful not to overfill the reservoir or an overflow of lubricant may occur.

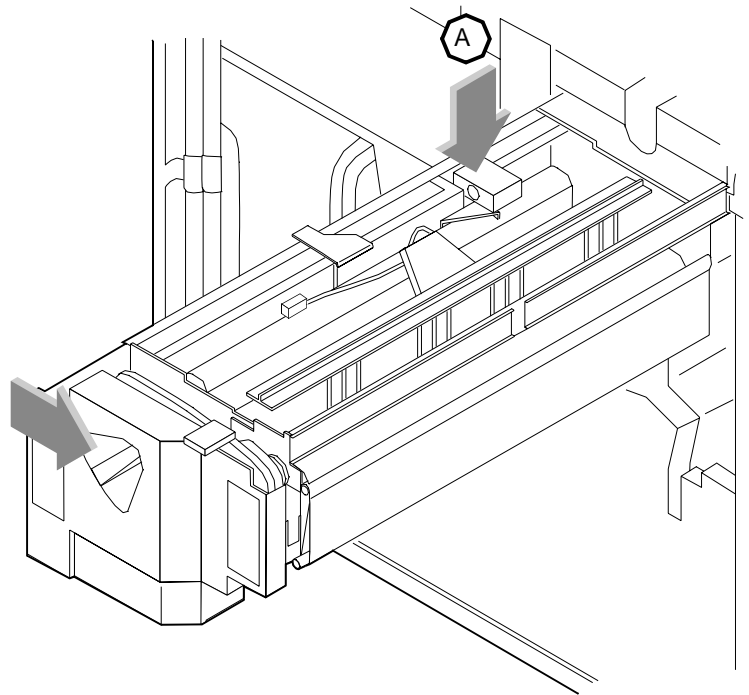
6. Locate the fuser reservoir and remove the cap by turning it counter-clockwise.



7. Open a tube of fuser lubricant and cut the pointed spout diagonally. Carefully squeeze the lubricant into the reservoir until the orange float reaches the top (C), or until you see the oil reach the top edge below the fuser cap. The reservoir may require up to two tubes of lubricant if it was empty.



8. Replace the reservoir cap by turning it clockwise.
9. Close the fuser drawer by pressing down on the green latch (A) and pushing the fuser drawer in until it latches in place.



10. Dispose of the drop cloth and any empty lubricant tubes in a trash receptacle. If there is any lubricant left in the tube, cap the tube and store it for future use.
11. Remove and dispose of the gloves in a trash receptacle, being careful not to let any residue come in contact with your skin.
12. Close the printer doors.
13. Wash your hands to remove any fuser lubricant.

Replacing the pressure roll wiper

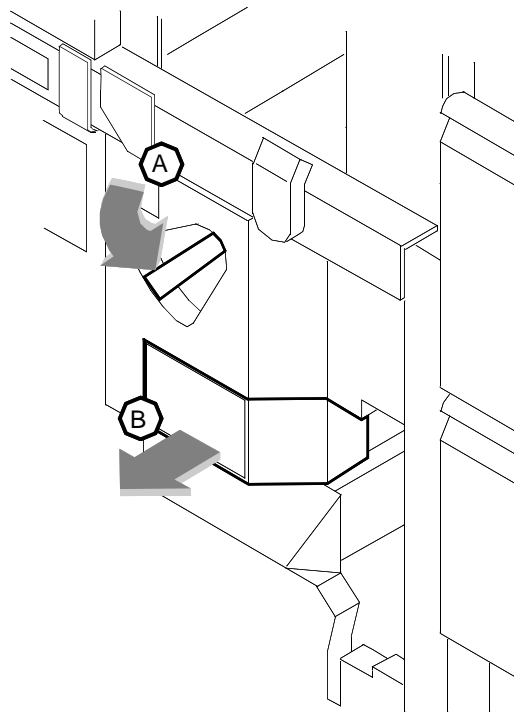
You need to replace the pressure roll wiper when any of the following occur:

- Excessive oil or dirt buildup appears on the wiper.
- The first few prints of a job have oil or dirt on them.
- An interval of 80,000 to 100,000 prints are made. (The number of prints made is tracked by the billing meter, which you can display at the printer controller.)

Your service representative usually replaces the pressure roll wiper for your printer. However, you might choose to replace the pressure roll wiper yourself if you have been trained in this procedure.

To replace the wiper:

1. Power off the printer.
2. Open the printer doors and locate the fuser drawer.
3. Move the green lever (A) counter-clockwise, grasp the green handle on the fuser drawer, (B) and pull it out until it stops.

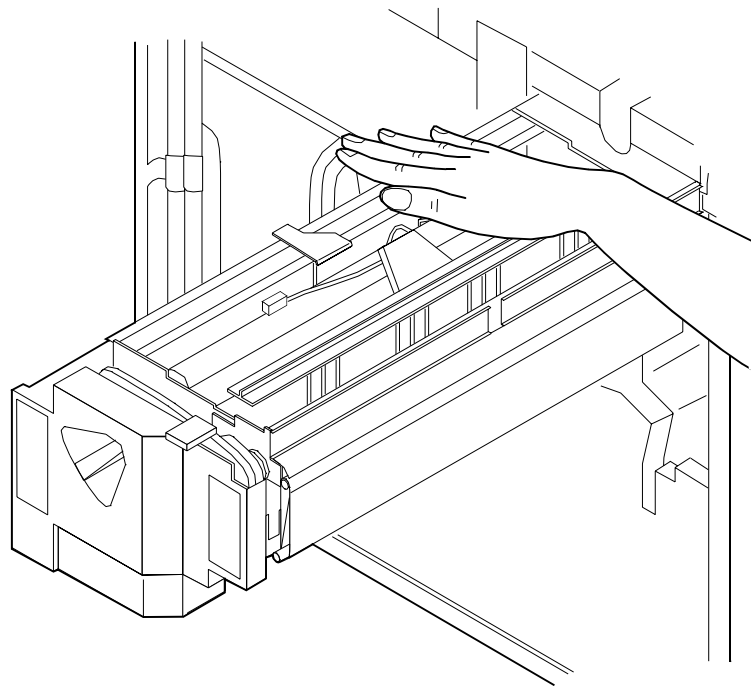


WARNING

Perform this task only when the fuser is cool. Exercise care to prevent burns when working in this area. Do not perform this task if the fuser is hot.

4. Determine if the fuser is cool.

Place your hand approximately 1 inch (25 mm) above the fuser area.



If you feel heat, **STOP**, leave the fuser drawer out, and wait for the fuser to cool. **DO NOT** touch the fuser while it is hot.

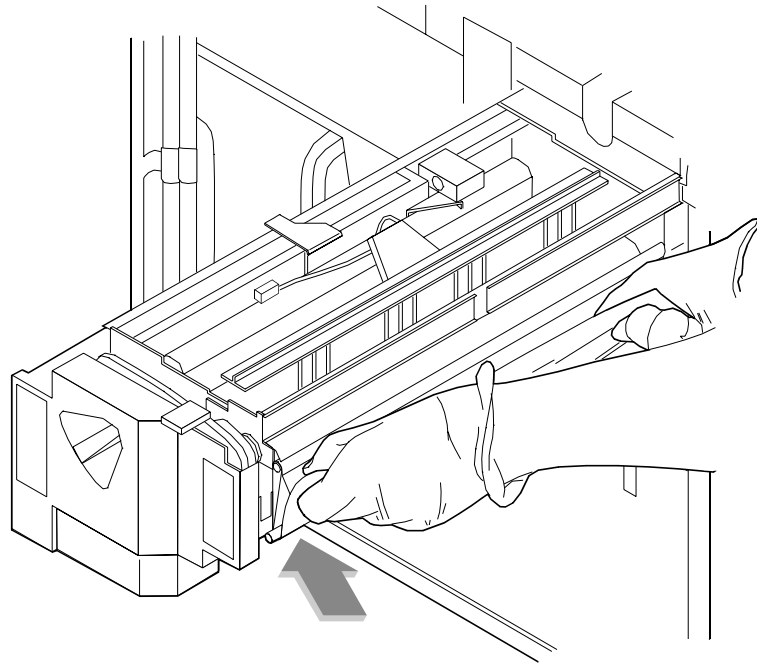
If you **DO NOT** feel heat, continue with the procedure.

WARNING

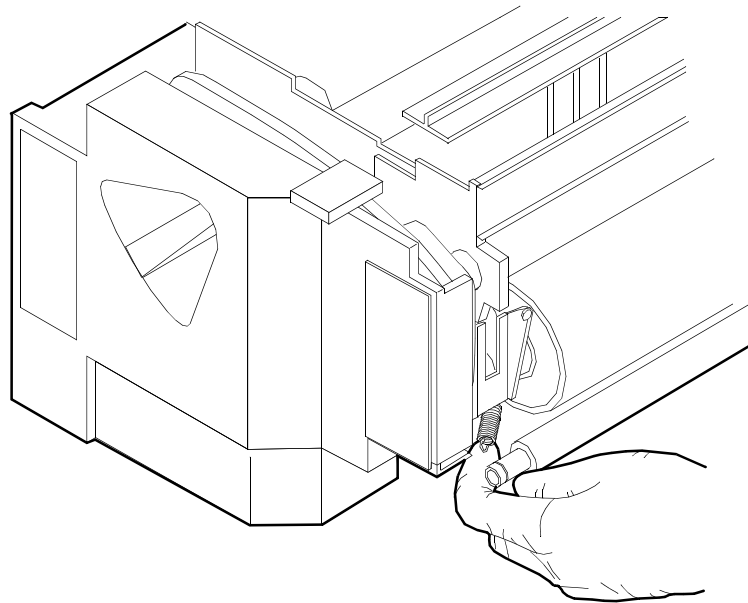
Fuser lubricant contains silicone that causes eye irritation upon contact. Wash your hands with soap and water after you finish this procedure.

5. Put on gloves.

6. Locate the pressure roll wiper assembly and release the top rod by pulling upward as shown.

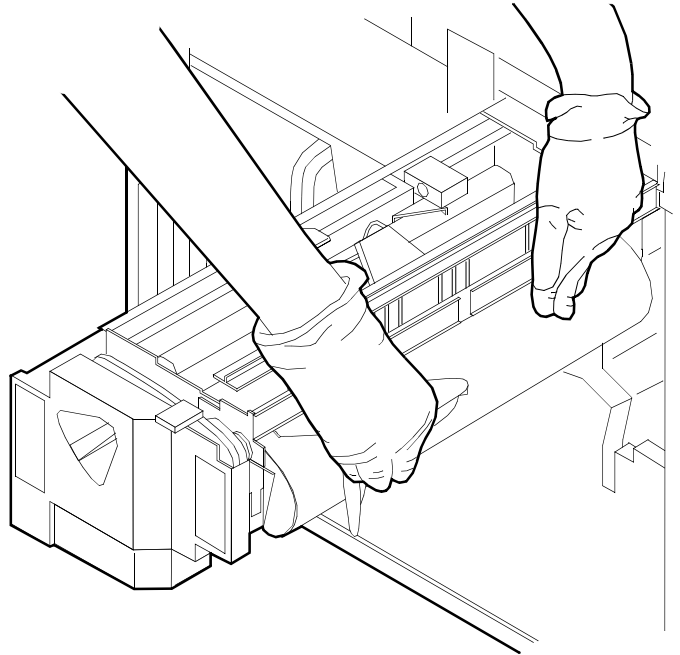


7. Remove the lower rod from the springs and lift the wiper assembly away.



8. Place the used wiper and its drip pad in the plastic bag that came with the new wiper and dispose of the bag in a trash receptacle.

9. Rotate the pressure roll while wiping the dirt off with a clean cloth. Discard the cloth in the trash receptacle when you are finished.

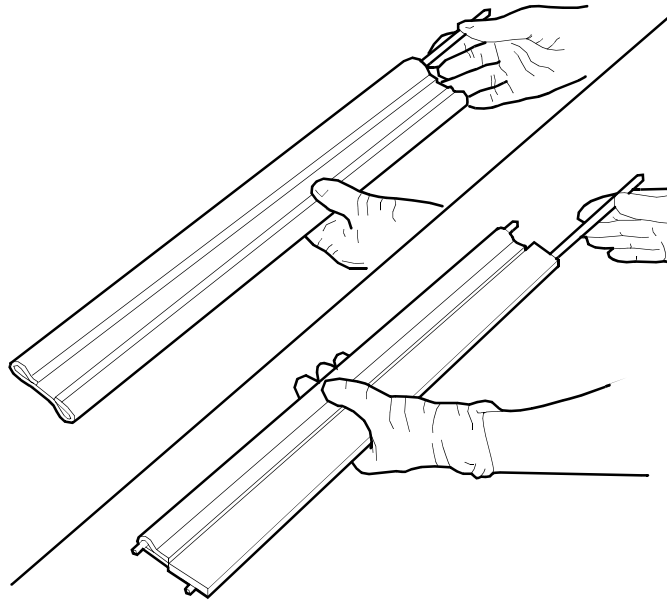


10. Insert the short rod in the upper loop of the new wiper.
11. Insert the long rod through the lower loop of the new wiper.

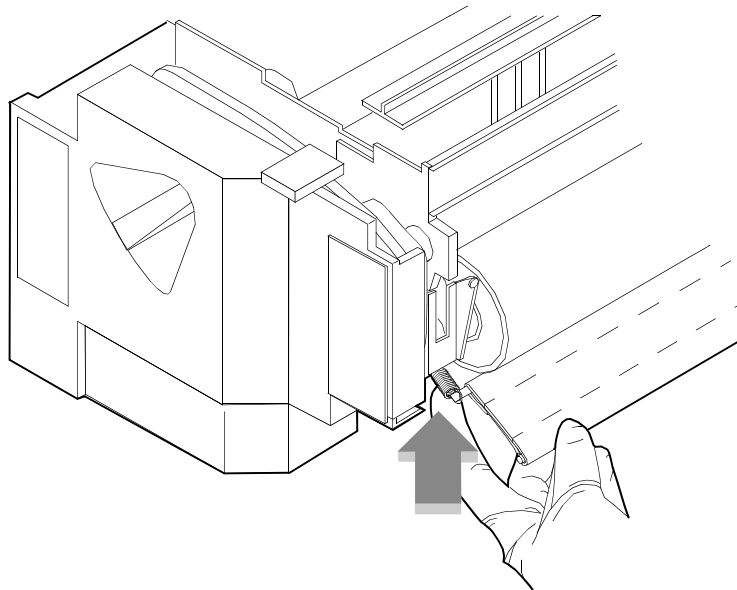
CAUTION

Make sure the smooth side of the wiper is facing the pressure roll.

12. Insert the lower rod into the springs on both ends of the pressure roll.

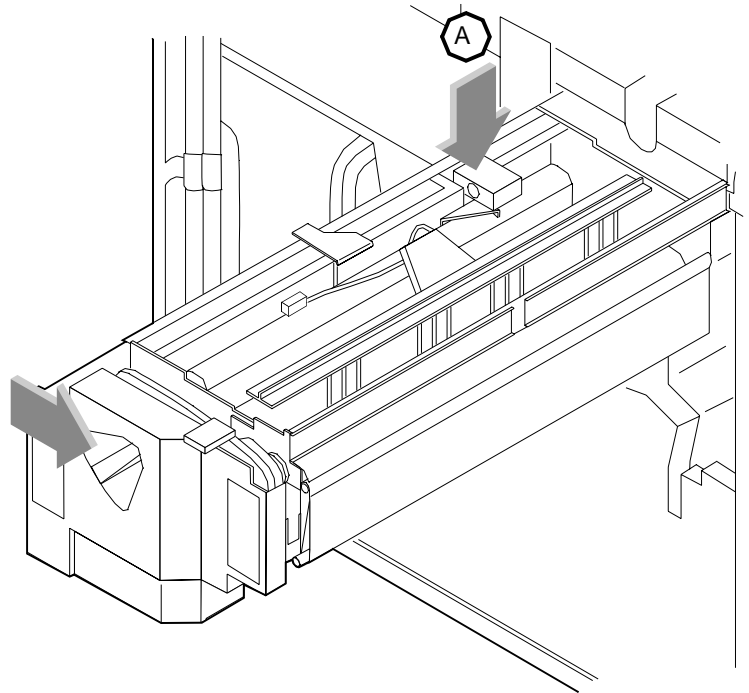


13. Center the wiper on the pressure roll. Pull up the wiper and place the upper rod onto the brackets on both ends of the pressure roll, as shown.



14. Remove and dispose of the gloves in a trash receptacle, being careful not to let any residue come in contact with your skin.

15. Close the fuser drawer by pressing down on the green latch (A), and push the fuser drawer in until it latches in place.



16. Close the printer doors and power on the printer.
17. Wash your hands to remove any fuser lubricant.

5. Inks

Dry ink is the black powder that forms the image on the printed page. This chapter describes the procedure for adding dry ink to the printer.

Adding dry ink

When the printer is low on dry ink, the message `DRY INK BOTTLE IS EMPTY` appears on the printer console. The graphic display indicates the location of the dry ink bottle.

You do not need to monitor the amount of dry ink remaining in the bottle at any given time; the system monitors it for you.

If you do not add dry ink, the printer eventually stops printing. It does not resume printing until you replace the dry ink bottle.

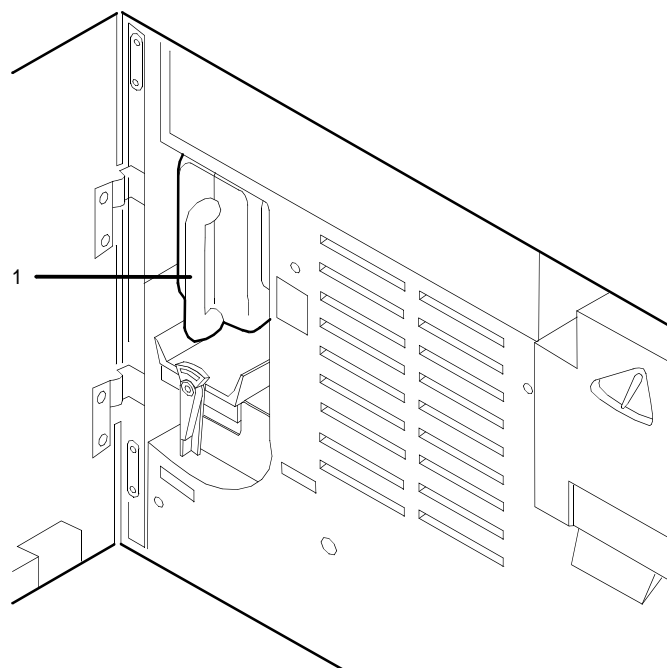
NOTE: Do not discard damaged, unused dry ink bottles. Return the bottles to Xerox for exchange (for credit in the USA).

CAUTION

To prevent dry ink spillage, remove the bottle only when directed to do so by a message on the printer console.

To add dry ink:

1. Open the printer doors and locate the dry ink area on the left side of the printer.



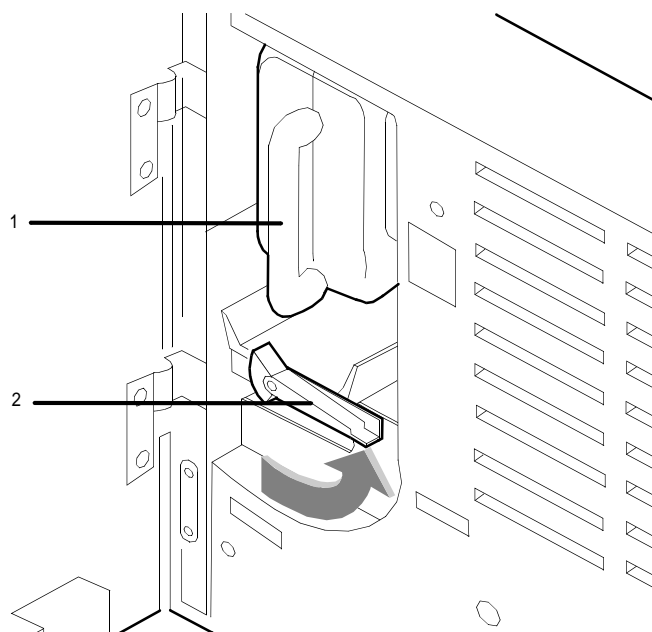
1. Dry ink bottle

2. Spread a dropcloth on the floor under the dry ink area.

CAUTION

If there is still dry ink in the bottle, the ink may spill as you move the bottle back onto its lid.

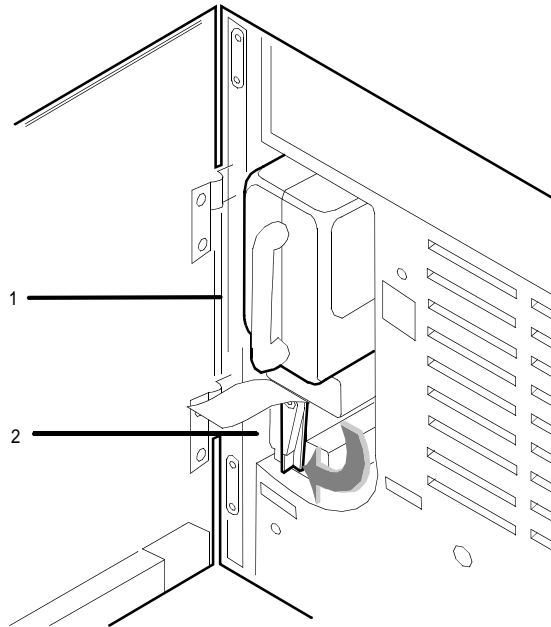
3. Rotate the green handle toward the right to unlatch the lid.



1. Dry ink bottle
2. Latch

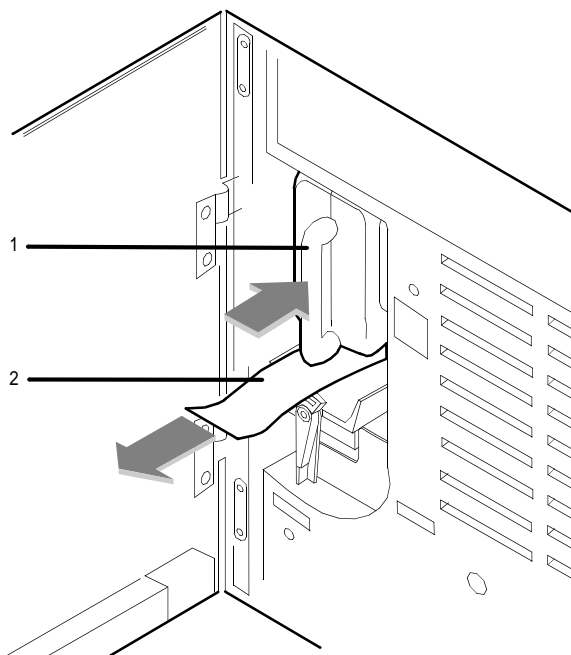
4. Pull the empty dry ink bottle toward you until it stops.
5. Remove the empty bottle and discard it.
6. Shake the new ink bottle at least ten rotations, taking care to support the bottle cap. It is important that you mix the contents thoroughly by allowing the material inside the bottle to fall and settle toward the cap at each rotation.
7. Insert the new bottle into the printer until it is latched into place. The cap will remain in the front of the compartment as you push the bottle toward the back.

8. Move the green handle to the latched position.



- 1. Dry ink bottle
- 2. Latch

9. Hold the cartridge in place and pull the paper seal off the mouth of the bottle.



1. Dry ink bottle
2. Paper seal

CAUTION

If any dry ink gets on your hands, wash them with soap and cold water. If any dry ink gets on your clothes, brush them with a dry paper towel or a stiff-bristled brush. If this does not remove the ink, immediately launder with detergent and cold water. Heat sets the ink permanently. Tell dry cleaners that the spot is dry ink for a printer so they do not use a solvent that sets the stain.

10. Discard the seal along with the dropcloth.

6. Cleaning

This chapter describes the cleaning tasks you need to perform regularly on your printing system.

Cleaning the keyboard, monitor, and the exterior of the printer controller

Clean the exterior surfaces of your Printer Controller including monitor and keyboard, as required. Clean daily, if possible.

Use the following supplies to clean the exterior surfaces:

- **Monitor:** Use a soft, lint-free cloth dampened with a glass cleaner. Do not spray the liquid directly onto the monitor since it may cause damage.
- **Keyboard:** Use a mild household detergent that has been poured or sprayed onto a cloth lightly dampened with water. Do not saturate the cloth; just dampen it.
- **Exterior:** Use a mild household detergent that has been poured or sprayed onto a cloth lightly dampened with water. Do not saturate the cloth; just dampen it.

CAUTION

Do not allow liquids to drip onto anything electrical or mechanical. For the same reason, never spray or pour the cleaner directly onto the keyboard or the exterior surfaces of the system.

Cleaning the 4mm cartridge tape drive

Clean the 4mm cartridge tape drive after every 25 hours of actual tape operation. Use only a cleaning cartridge designed for the 4mm cartridge tape drive. No fluids or other preparations are necessary with the use of these cartridges.

CAUTION

Do not use cleaning cartridges or any types of fluids designed for use in audio devices as these can damage your tape drive.

To clean the tape drive:

1. Insert the cleaning cartridge into the tape drive as you would a data tape cartridge.
2. Observe the green LED blinking slowly to indicate that the tape drive is automatically performing a cleaning cycle.

NOTE: If the cleaning cartridge has been used for more than approximately 30 cleaning cycles, the amber LED will blink rapidly. Press the unload button to eject the cleaning cartridge and discard it.

3. Remove the cleaning cartridge after it is automatically ejected following the cleaning cycle.

You can use the cartridge tape drive immediately after cleaning.

7. Maintenance and support services

This chapter provides information on the services Xerox provides to help you keep your printer running efficiently. It describes the services available to you and how to take advantage of these services.

NOTE: The support services described in this chapter apply to the United States only. For information on the support services available internationally, consult your Xerox representative.

Xerox Customer Service Center

Before calling your Customer Service Center, make sure you have tried the corrective actions described in the *Troubleshooting Guide*. If a problem persists, gather the necessary information and call your customer service support center (or contact your local Xerox operating company).

Refer to the *Troubleshooting Guide* chapter “Calling for service” for the information you should have ready when you call.

In the United States, call the following number to report hardware or software problems:

1-800-822-2979

NOTE: This phone number is attached to your printer at installation time.

Xerox Documentation and Software Services

XDSS distributes the documents you need to install and use the DocuColor NPS/IPS printer, other Xerox printers, and associated software. If you register for site subscription service, XDSS will automatically send you updates and revisions as they become available.

To order documentation, call Xerox Documentation and Software services:

1-800-327-9753 (U.S. only), between the hours of 6:00 a.m. and 4:00 p.m., Pacific time.

XDSS representatives will explain the services available, answer your questions, and take orders for documentation.

You can also order on the web:

www.xdss.com

Xerox Font Center

The Xerox Font Center (or your local Xerox operating company) can send you samples and catalogs of the fonts available for your printer.

To receive font samples, obtain price information, obtain technical support, or order licensed or custom fonts, call:

1-800-445-FONT (3668) between 6:00 a.m. and 5:00 p.m., Pacific time.

You can get font information on the web at:

www.font.net

Operator training

Operator training is conducted at your location shortly after your printer is installed. Training takes approximately two to four hours, depending on the system configuration. It includes hands-on practice running basic jobs, performing routine maintenance, and solving problems. Determine the number of operators you want to attend the initial training, schedule training dates and times through your Xerox sales representative.

Additional training classes, such as Advanced Customer Training (ACT) for operators, teach advanced service and maintenance skills. A variety of classes and workshops are available through Xerox Customer Education.

Xerox Customer Education

Xerox offers instructor-led workshops that teach system technical training curriculum. Workshops are designed to provide a system overview, as well as forms creation, job control, and increased productivity expertise. Courses are available for operators, administrators, and for those who use Decomposition Service.

For detailed information about any of the courses, to enroll in workshops, or to order the self-study courses, call Xerox Customer Education at:

1-800-445-5554 (or your local Xerox operating company).

You can also access their web site at:

www.xerox.com/services/training/customer-ed

Reporting billing meters

On a regular basis, usually every month, you need to report your printer billing meter readings to Xerox.

To do this, you need the serial number for your system. The serial number is located behind the middle door to the far left, at the front of the printer. If you are reporting meters for other Xerox printers during the same call, make sure you have the serial number available for each one before calling.

If you know how to read the billing meters for your system, you can have that information ready when you call. Otherwise, the service representative will provide you with instructions when you call. Refer to the *Guide to Configuring and Managing the System* for more information.

To report billing meter readings, call **1-800-891-8405** (all U.S. locations) or contact your local Xerox operating company.

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