

# Xerox<sup>®</sup> 4112<sup>™</sup>/4127<sup>™</sup> Enterprise Printing Systems User Guide



©2010 Xerox Corporation. All rights reserved. Xerox, the sphere of connectivity design, and Xerox 4112/4127 Enterprise Printing Systems, are trademarks of Xerox Corporation in the United States and/or other countries.

Microsoft, MS-DOS, Windows, Microsoft Network, and Windows Server are either trademarks or registered trademarks of Microsoft Corporation in the United States and/or other countries.

Novell, NetWare, IntranetWare and NDS are registered trademarks of Novell, Inc. in the United States and other countries.

Adobe, Acrobat, PostScript, PostScript3, and PostScript Logo are trademarks of Adobe Systems Incorporated.

Apple, AppleTalk, EtherTalk, LocalTalk, Macintosh, MacOS and TrueType are trademarks of Apple Computer, Inc., registered in the U.S. and other countries.

HP, HPGL, HPGL/2, and HP-UX are registered trademarks of Hewlett-Packard Corporation.

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

# Table of Contents

<b>1</b>	<b>Product overview</b> .....	<b>1-1</b>
	Machine components.....	1-1
	User Interface (UI) .....	1-5
	Common UI touch-screen controls .....	1-7
	Optional accessories .....	1-8
	Optional feeding accessories .....	1-8
	Optional finishing accessories .....	1-9
	Power on/off .....	1-11
	Powering on .....	1-11
	Powering off .....	1-11
	About the circuit breaker.....	1-12
	Power Saver Mode.....	1-12
	Exiting the Power Saver Mode .....	1-12
	Customer documentation updates .....	1-12
<b>2</b>	<b>Paper and other Media</b> .....	<b>2-1</b>
	Overview .....	2-1
	Loading Paper into Trays.....	2-1
	Guidelines for Loading Paper into Trays .....	2-1
	Additional information.....	2-2
	Loading Paper into Trays .....	2-2
	Loading Paper into Trays 1 and 2.....	2-2
	Loading Paper into Trays 3 and 4.....	2-3
	Loading Paper into Tray 5 (Bypass).....	2-5
	Loading Paper into Trays 6 and 7 (optional High Capacity Feeder)...	2-6
	Loading Paper into Tray 6 (optional 1-drawer Oversized High Capacity Feeder).....	2-8
	Loading paper into Tray 8 (Post-Process Inserter) .....	2-10
	Loading Tab Paper into Trays .....	2-11
	Loading Tab Paper into Trays 3 and 4 .....	2-11
	Loading Tab Paper into Tray 5 (Bypass).....	2-12
	Loading Tab Paper into Tray 8 (Post-Process Inserter) .....	2-13
	Change/Confirm the Tray Settings .....	2-14
	Change/confirm the tray settings from the All Services screen .....	2-14
	Change/confirm the DEFAULT tray settings (System Administration) ...	2-17
	Loading Tab Paper when the optional GBC AdvancedPunch is connected .....	2-22
<b>3</b>	<b>Computer operations</b> .....	<b>3-1</b>
	Network Printing.....	3-1
	Printing with the PS print drivers .....	3-1
	Printing with the PCL print drivers .....	3-2
	CentreWare Internet Services .....	3-5
	Print a job from CentreWare Internet Services .....	3-5
	Printing on Tabs .....	3-7

## Table of Contents

	Printing a job with tabs .....	3-7
	Network printing on tabs .....	3-8
	Using the PS print drivers .....	3-8
	Using the PCL print drivers .....	3-10
<b>4</b>	<b>Job Status .....</b>	<b>4-1</b>
	Job Status overview .....	4-1
	Active Jobs tab .....	4-2
	Completed Jobs tab .....	4-3
	Printing Waiting Print Jobs .....	4-4
<b>5</b>	<b>Machine Status .....</b>	<b>5-1</b>
	Overview .....	5-1
	The Machine Information tab .....	5-2
	Serial Number .....	5-2
	Current system software version .....	5-2
	Machine Configuration... ..	5-2
	Software Version... ..	5-3
	Paper Tray Status.... ..	5-4
	Print Reports... ..	5-4
	Overwrite Hard Disk .....	5-6
	Print Mode... ..	5-7
	PCL Emulation .....	5-8
	HP-GL/2 Emulation .....	5-11
	PDF .....	5-18
	The Faults tab .....	5-20
	Current Faults .....	5-20
	Current Messages .....	5-21
	Fault History .....	5-21
	The Supplies tab .....	5-22
	The Billing Information tab .....	5-23
	Accessing Billing Information .....	5-23
	Billing Information .....	5-24
	Usage Counters .....	5-25
	The Tools tab .....	5-26
<b>6</b>	<b>Maintenance .....</b>	<b>6-1</b>
	Replacing Consumables .....	6-1
	Checking the status of consumables .....	6-2
	Handling Consumables .....	6-2
	Storing Consumables .....	6-2
	Ordering Consumables .....	6-2
	Replacing Toner Cartridges .....	6-3
	Toner Cartridge Replacement Guidelines .....	6-3
	Toner Cartridge Replacement Procedure .....	6-4
	Replacing the Waste Toner Container .....	6-6
	Waste Toner Container Replacement Guidelines .....	6-6
	Waste Toner Container Removal Procedure .....	6-7
	Replacing the Staple Cartridge .....	6-9
	Basic Finisher Staple Cartridge Replacement .....	6-9
	Replacing the Staple Waste Container on the Basic Finisher .....	6-11
	Replacing the Booklet-Maker Staple Cartridge .....	6-12

	Emptying the Punch Scrap Container .....	6-14
	Cleaning the Machine .....	6-15
<b>7</b>	<b>Problem Solving.....</b>	<b>7-1</b>
	Initial Troubleshooting Procedures .....	7-1
	Machine Troubleshooting.....	7-3
	Image Quality Problems .....	7-6
	Print Troubleshooting.....	7-10
	Unable to Print .....	7-10
	The Printed result is not what was expected .....	7-11
	Error Codes.....	7-13
	Other Errors .....	7-13
	Paper Jams.....	7-22
	Paper Jams in Trays 1-4 .....	7-22
	Paper Jams in Transport Unit 4 .....	7-23
	Paper Jams in Duplex Module 3 .....	7-24
	Paper Jams in Tray 5 (Bypass) .....	7-26
	Paper Jams in optional Trays 6 and 7 (High Capacity Feeder Tray) .....	7-27
	Paper jams in optional Tray 6 (1-drawer Oversized High Capacity Feeder) .....	7-28
	Paper Jams in Tray 8 (Post-Process Inserter) .....	7-29
	Paper Jams in Lower Left Cover .....	7-30
	Paper Jams inside body .....	7-31
	Paper Jams Inside Finisher Left Cover .....	7-34
	Paper jams at lever 1a and knob 1c.....	7-34
	Paper jams at lever 1d .....	7-35
	Paper jams at lever 1b .....	7-36
	Paper Jams Inside Finisher Right Cover .....	7-37
	Paper jams at lever 3b and 3d.....	7-37
	Paper jams at lever 3e and knob 3c.....	7-38
	Paper jams at lever 3g and knob 3f.....	7-39
	Paper jams at lever 4b and knob 3a .....	7-40
	Paper Jams at Z Folding Unit .....	7-41
	Paper jams at lever 2a and knob 3a .....	7-41
	Paper jams at lever 2b and knob 2c.....	7-42
	Paper jams at knob 2c, levers 2e/2f and tri-fold output tray 2d.....	7-43
	Paper jams at tri-fold output tray 2d and lever 2g .....	7-44
	Paper jams at unit 4 and knob 4a.....	7-45
	Paper Jams at Output Area of Finisher .....	7-47
	Paper jams at output tray .....	7-47
	Paper jams at finisher tray .....	7-47
	Paper jams at booklet output tray .....	7-48
	Paper Jams at the optional High Capacity Feeder Unit .....	7-49
	Paper jams in Lower Left Cover .....	7-49
	Paper jams at lever 1a and knob 1c.....	7-50
	Paper jams at lever 1b .....	7-51
	Paper jams at lever 1d .....	7-52
	Stapler Faults.....	7-53
	Staple jams in the staple cartridge .....	7-54
	Basic Finisher staple cartridge staple jams .....	7-54
	Booklet staple cartridge staple jams .....	7-55

## Table of Contents

	Curled Output Solutions .....	7-57
	De-curl button Mode and function .....	7-58
<b>8</b>	<b>Specifications.....</b>	<b>8-1</b>
	Print Specifications .....	8-1
	Optional Trays 6 and 7 (HCF) specifications .....	8-5
	Tray 6 (1-drawer Oversized High Capacity Feeder) - optional .....	8-6
	Standard Finisher specifications.....	8-7
	Booklet-Maker Finisher specifications.....	8-9
	Folding unit (Z and C) specifications.....	8-12
	Storing paper properly.....	8-12
	Printable Area .....	8-13
	Standard Printing Area .....	8-13
	Extended Printing Area .....	8-13
	Available Options.....	8-14
	Cautions and Limitations .....	8-14
	Notes and Restrictions on the Use of the Machine .....	8-14
	When the Print Results Differ from the Settings.....	8-14
	Installing and Moving the Machine.....	8-14
	Meter Counts for Duplex Printing.....	8-14
	Network Confidentiality.....	8-15
	Character Code.....	8-15
<b>9</b>	<b>Addendum .....</b>	<b>9-1</b>
	Optional 2-drawer Oversized High Capacity Feeder (Trays 6 and 7) .....	9-1
	Overview .....	9-1
	Loading media in the OHCF .....	9-2
	Loading paper in the OHCF .....	9-2
	Loading tabs in the OHCF.....	9-3
	Loading transparencies in the OHCF.....	9-5
	Loading pre-drilled stock in the OHCF for 1-sided or 2-sided jobs.....	9-7
	Skew adjustment levers .....	9-8
	OHCF problem solving .....	9-10
	Clearing OHCF jams .....	9-10
	Paper jams inside the OHCF trays .....	9-10
	OHCF paper jams at lever 1a and knob 1c .....	9-11
	OHCF paper jams at lever 1b and knob 1c .....	9-12
	OHCF paper jams at lever 1d and knob 1c .....	9-13
	OHCF fault codes .....	9-15
	OHCF specifications .....	9-16
	Interface Module (IM).....	9-17
	Control Panel .....	9-18
	Paper path .....	9-18
	Paper curl .....	9-19
	Auto Decurler.....	9-19
	Manual Decurler.....	9-19
	Jam clearance .....	9-20
	Interface Module jams.....	9-20
	Basic troubleshooting .....	9-20
	Fault Codes .....	9-21
	Specifications .....	9-21
	Electrical .....	9-21

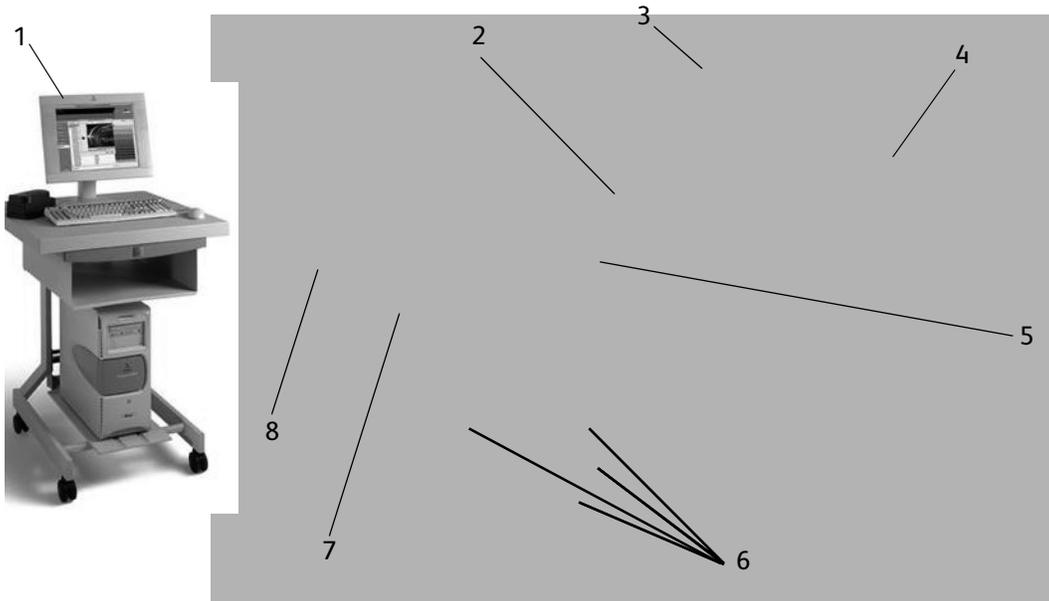
Temperature and humidity.....	9-21
High Capacity Stacker .....	9-22
Identifying the Components .....	9-23
Control Panel .....	9-24
HCS Trays .....	9-24
Top Tray .....	9-24
Sample Print feature.....	9-24
Unloading the Stacker Tray .....	9-25
Jam Clearance .....	9-26
HCS Entrance Jams (E1, E2, and E3) .....	9-26
HCS Transport Jams (E4, E5, and E6) .....	9-26
HCS Top Tray Jam (E7) .....	9-27
HCS Exit Jam (E8).....	9-27
Hints and Tips for using the HCS .....	9-28
Fault Codes.....	9-28
Loss of power .....	9-30
Specifications .....	9-31
Paper guidelines .....	9-31
Electrical .....	9-31
Temperature and humidity.....	9-31
<b>10 Glossary .....</b>	<b>10-1</b>

## Table of Contents

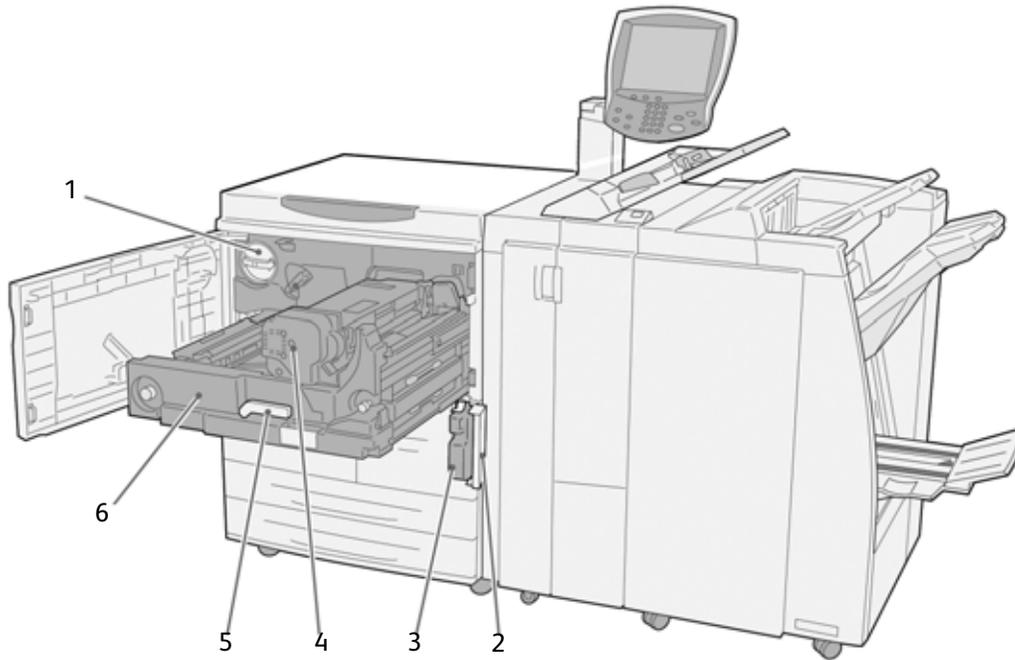
# Product overview

# 1

## Machine components

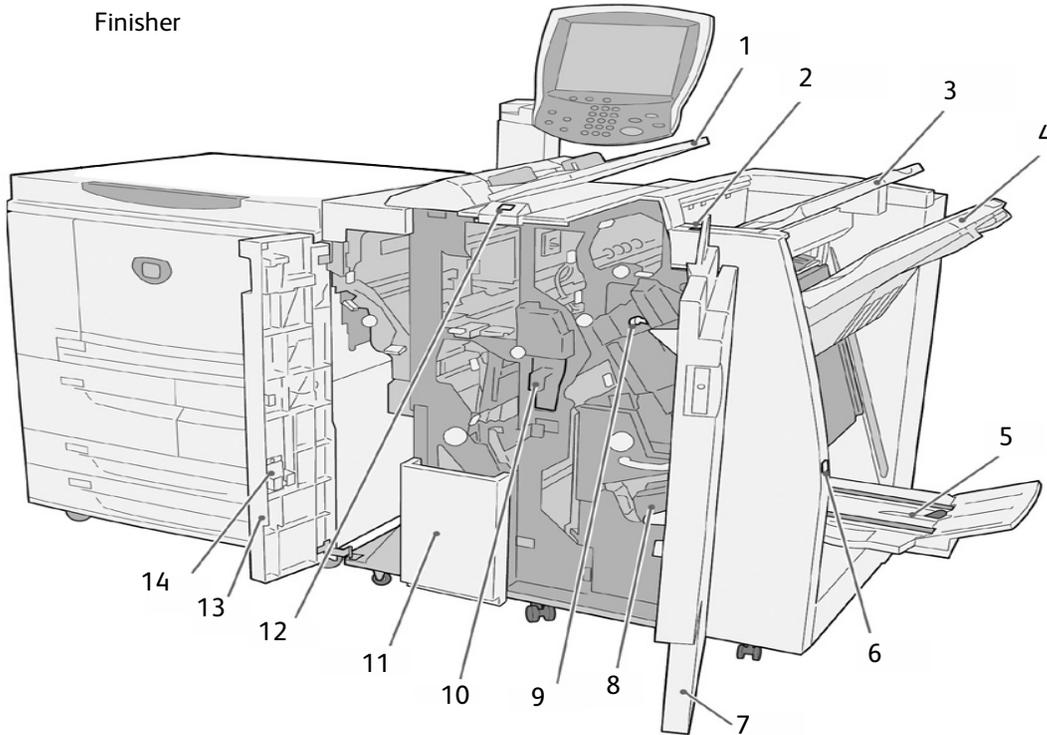


No.	Component	Function
1	FreeFlow Print Server Controller	The FreeFlow Print Server software provides a graphical user interface (GUI) to the printer for setting up and printing jobs, setting up the printer, controlling system-level preferences, and managing fonts, security, accounting, and many other activities.
2	Power Switch	Switches on/off the machine power.
3	User Interface	The User Interface (UI) consists of the Control Panel and the Touch Screen. Refer to <i>User Interface (UI)</i> on page 1-5.
4	Standard Finisher	Printed output is delivered here.
5	Front Cover	Open this cover to clear paper jams and to replace the waste toner bottles.
6	Tray 1, 2, 3, 4	Contains the media used for print output.
7	Left Cover	Open this cover to replace the toner cartridge.
8	Tray 5 (Bypass)	Load nonstandard paper, such as heavy stock or other special media, that cannot be loaded in trays 1-4.



No.	Component	Function
1	Toner Cartridge	Provides toner for transferring the image to the paper.
2	Waste Toner Container cover	Open this cover when removing the waste toner bottle.
3	Waste Toner Container	Collects used toner.
4		Fuses the printed image on the paper. <b>WARNING:</b> The Fuser is extremely hot and will cause injury if jam clearing instructions are not followed.
5	Lever	Use in order to pull out the transfer module.
6	Transfer Module	Copies the image from the drum to the paper.

Finisher



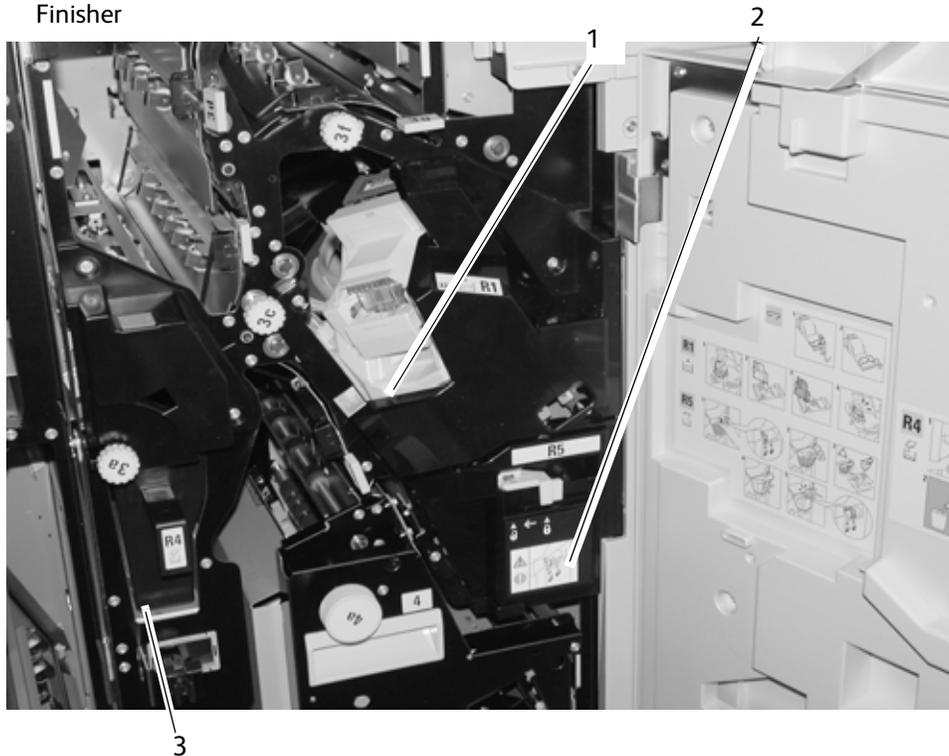
No.	Component	Function
1	Post-process Inserter (Cover/Transparency separator tray) / Tray 8	Load paper for preprinted tabs, covers or transparency separators. (This tray is also known as the Interposer)
2	Decurl button	When you press this button, it activates a decurling feature for the output material. This applies to lighter weight paper especially
3	Output Tray	Prints are delivered here when specific output features are selected, such as Automatic sorting, Collated, Uncollated, or Normal.
4	Finisher Tray	Receives prints when you select stapled, punched, and Z-folded copies.
5	Booklet Output Tray	Receives prints when you select Bi-Fold or Bi-Fold + Stapling.
6	Booklet Output Tray button	When you press this button, the booklet output tray is raised so you can retrieve booklets from the output area.
7	Right Cover	Open to clear paper jams, replace staples, clear jammed staples, or remove the scraps from the puncher.
8	Staple Cartridges for Booklet	There are two staple cartridge for booklet. Remove this cartridge to replace staples and clear staple jams.
9	Staple Cartridge	Contains staples; remove this cartridge to replace staples and clear staple jams.

No.	Component	Function
10	Punch Scrap Container	Collects the scraps from the puncher. Open to remove the scraps.
11	Tri-Fold Output Tray (optional)	Receives copies when you select Tri-Fold In or Tri-Fold out.
12	Tri-Fold Output Tray button	Press this button to open tri-Fold output tray.
13	Left Cover	Open this cover to access the machine and to clear paper jams.
14	Staple Cartridge Storage Space	An extra Staple cartridge for replacement can be stored at this location (Basic Finisher only).

**Note**

Throughout this guide, Standard Finisher or Booklet Maker Finisher may be referred to simply as the **Finisher**.

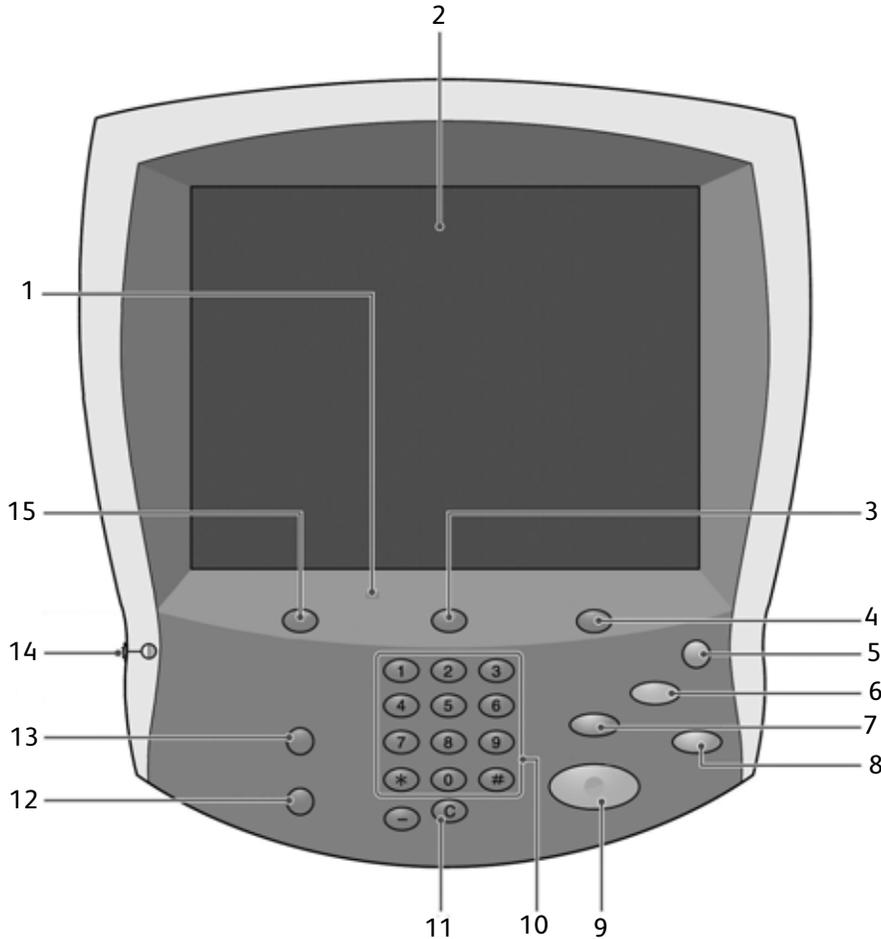
Finisher



No.	Component	Function
1	Staple cartridge	Contains staples; remove this cartridge to replace staples and clear staple jams.
2	Staple waste container	Container for staple waste; remove this cartridge when full (Basic Finisher only).
3	Post-process inserter / Tray 8	Load paper for cover or transparency separators. Paper loaded here is not used for printing.

# User Interface (UI)

The User Interface (UI) consists of the Control Panel and Touch Screen. The following describes the names and functions of components on the control panel / Touch Screen.

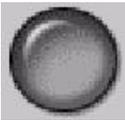
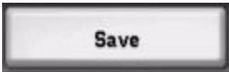


No.	Component	Function
1	Control panel	Allows keypad selection of features.
2	Touch Screen	Allows selections to be made simply by touching the screen.
3	Job Status 	Use to view the various <b>Job Status</b> feature screens. Press this button to confirm or cancel currently running or completed jobs or to confirm or print saved documents.
4	Machine Status 	Use to select the various <b>Machine Status</b> features, such as, billing and consumable information.
5	Energy Saver 	Lights when the machine is in the Power Saver mode. To cancel the Power Saver mode, press this button.

No.	Component	Function
6	Clear All 	Clears all programming and returns the machine to its default settings.
7	Interrupt 	Interrupts the printing process to promote another job a higher priority. The Interrupt indicator lamp lights. Press the Interrupt button after the job is completed to resume the previous operation.
8	Stop  	Press this button to stop the current print job or communications.
9	Start  	Press this button to start the print process.
10	Numeric keypad 	Press these buttons to enter the number of copies, password, and other numerical values.
11	Clear 	This keypad button is used to clear an erroneously entered numerical value, or if instructed to do so by the U I.
12	Language 	This button is used to select the machine display language.
13	Log In/Out 	This button is used by the System Administrator to log into the System Administration mode or Login Setup/Auditron Administration mode.
14	 Brightness dial	Adjusts the brightness of the <b>Touch</b> screen.
15	Services 	Press this button to access the various service screens. Services may not be available on EPS systems.

# Common UI touch-screen controls

A majority of the Touch Screens use various controls, buttons, text boxes, etc. that are common with other screens. The following information describes the names and functions of the various common components on the touch panel screens.

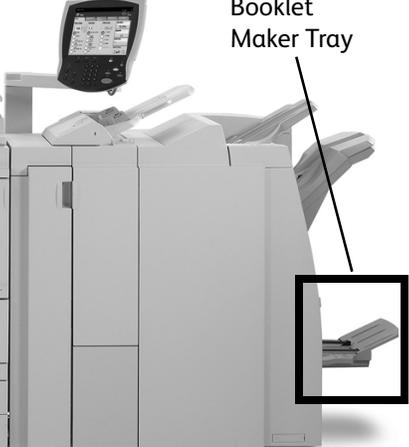
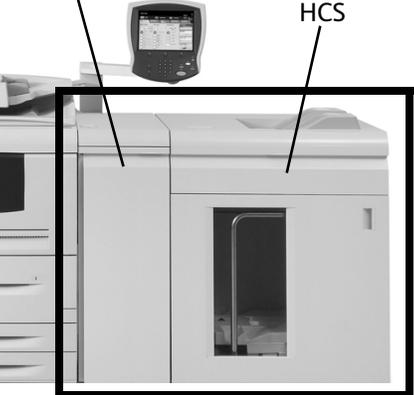
Screen Component / Control	Function
 <p>Decrease / Next</p>	Use this button to decrease a specific value by one increment or to display the next screen in a series of screens, such as a listing.
 <p>Feature Button</p>	Use this button to select and exercise the related option, setting or feature.
 <p>Increase / Previous</p>	Use this button to increase a specific value by one increment or to display the previous screen in a series of screens, such as a listing.
 <p>Text-entry Box</p>	Use this box to enter and/or display data or text that is specifically related to a feature or function.
 <p>Cancel Button</p>	This button cancels the current operation.
 <p>Save Button</p>	Selecting this button causes the selected operation or changes to be saved to the machine memory.
 <p>Numeric Keypad</p>	Use the numeric keypad to enter or change a numeric value present on the various screens, such as, quantities, the value for the X and Y coordinates, etc.
 <p>X / Y Controls</p>	Use this control to enter or change the value for X and Y coordinates. In some instances, the numeric keypad can also be used.

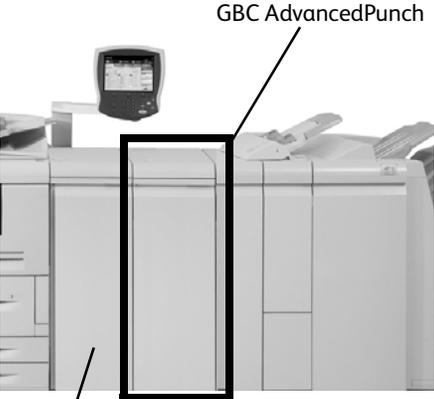
# Optional accessories

## Optional feeding accessories

Feeding accessory	Description	Where to find information
<p data-bbox="298 470 673 527">2-drawer High Capacity Feeder (HCF/ Trays 6 and 7)</p> 	<p data-bbox="745 470 1036 674">The two-tray HCF provides an extra 4,000 sheet capacity of either 8.5 x 11 in. or A4 paper. Each drawer holds 2,000 sheets (16 lb Bond to 80 lb Cover/52 gsm to 216 gsm).</p>	<p data-bbox="1065 470 1321 674">Information on the HCF (Trays 6 and 7) can be found throughout this user guide. Refer to the table of contents and the Index for specific page locations.</p>
<p data-bbox="298 888 711 945">1-drawer Oversized High Capacity Feeder (OHCF/Tray 6)</p> 	<p data-bbox="745 888 1036 1121">The one-tray OHCF provides a 2,000 sheet capacity of oversized media (8x10 in./B5 to a maximum of 13x19.2 in./SRA3) in weight ranges of 64-300 gsm (uncoated) and 106-300 gsm (coated).</p>	<p data-bbox="1065 888 1330 1062">Information on the OHCF (Tray 6) can be found throughout this user guide. Refer to the table of contents and the Index for specific page locations</p>
<p data-bbox="298 1308 711 1365">2-drawer Oversized High Capacity Feeder (OHCF/Trays 6 and 7)</p> 	<p data-bbox="745 1308 1008 1440"><b>Tip</b> This accessory may not be available in your market area.</p> <p data-bbox="745 1465 1027 1724">The optional 2-drawer Oversized High Capacity Feeder (OHCF) provides feeds in a variety of stock sizes, including standard sizes and oversized stock up to 13 x 19.2 in./330.2 x 488 mm paper. Each drawer holds 2000 sheets.</p>	<p data-bbox="1065 1308 1330 1566">Information on the 2-drawer OHCF (Trays 6 and 7) can be found later in this guide. Refer to the section entitled <i>Optional 2-drawer Oversized High Capacity Feeder (Trays 6 and 7)</i> on page 9-1 for specific information.</p>

## Optional finishing accessories

Finishing accessory	Description	Where to find information
<p>Standard Finisher (with or without optional C/Z Folder)</p> 	<p>The Standard Finisher (with or without the optional C/Z Folder) allows you to staple or hole-punch your output. The Top Tray holds of 500 sheets (20lb/80gsm), while the Stacker Tray holds 3,000 sheets (20 lb/80 gsm).</p> <p>The optional C/Z Folder allows C-folding and Z-folding of 8.5 x 11 in./A4 output, and 11 x 17 in./A3 media.</p>	<p>Information on the Standard Finisher (and optional C/Z Folder) can be found throughout this user guide. Refer to the table of contents and the Index for specific page locations.</p>
<p>Booklet Maker Finisher with optional C/Z Folder</p> 	<p>The Booklet Maker Finisher (with or without the optional C/Z Folder) includes all the features of the Standard Finisher plus:</p> <ul style="list-style-type: none"> <li>Automatically creates booklets of up to 25 pages</li> <li>Creates booklets from 12 x 18 in./SRA3, 11 x 17 in./A3, 8.5 x 14 in. and 8.5 x 11 in./A4</li> </ul>	<p>Information on the Booklet Maker Finisher (and optional C/Z Folder) can be found throughout this user guide. Refer to the table of contents and the Index for specific page locations</p>
<p>High Capacity Stacker (HCS) and required Interface Module</p> 	<p>The HCS provides stacking and offsetting capabilities for output, while the Interface Module (IM) acts as a communication device and paper path between the printer and the High Capacity Stacker.</p> <p>Note: The Interface Module is required in order to use the HCS.</p>	<p>Information on the HCS and Interface Module can be found in this user guide in Chapter 14 Addendum.</p>

Finishing accessory	Description	Where to find information
<p>SquareFold Trimmer Module</p>  <p>Note: The SquareFold Trimmer Module requires a finishing device that has a booklet maker.</p>	<p>The optional SquareFold Trimmer Module is used in conjunction the Booklet Maker Finisher. The SquareFold Trimmer Module:</p> <ul style="list-style-type: none"> <li>• Receives the booklet from the booklet maker area of the finisher,</li> <li>• Flattens the booklet spine, thereby reducing the booklet's thickness and giving it the appearance of a perfect-bound book, and</li> <li>• Trims/cuts away the face (edge) of the booklet, resulting in a neat finished edge</li> </ul>	<p>Information on the SquareFold Trimmer Module can be found on your customer documentation CD in the SquareFold Trimmer Module User Guide, or go to <a href="http://www.xerox.com">www.xerox.com</a> to download the latest version by entering the product name in the <b>Search</b> field and then selecting <b>User Documentation</b>.</p>
 <p>GBC AdvancedPunch</p> <p>Interface Module</p>	<p>The GBC AdvancedPunch provides additional finishing options by allowing you to punch holes in 8.5 x 11 in./ A4 documents which support a variety of binding styles. Punch types include 19-hole to a maximum of 32-hole for 8.5 x 11 in. media. A4 media supports punch types 21-hole to a maximum of 47-hole.</p>	<p>Information on the GBC AdvancedPunch can be found on your customer documentation CD in the GBC AdvancedPunch</p>

# Power on/off

## WARNING

Never touch a labeled area indicating High Temperature. Coming in contact with these areas can lead to burns.

After turning the power on, the machine takes approximately 5 minutes to warm up before you can start making copies.

### KeyPoint

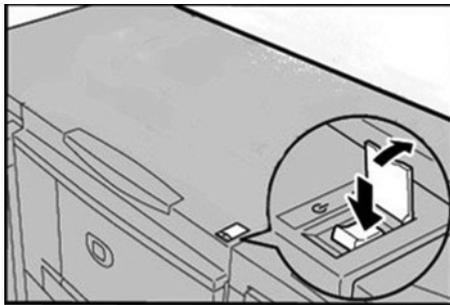
It is recommended to turn the machine off at the end of the day or when it is not in use for a long period of time. Also, to reduce the power consumption, use the Power Saving feature when the machine is not in use for a while.

### Note

For information about Power Saving feature, refer to *Power Saver Mode on page 1-12*.

## Powering on

1. Open the cover.
2. Press the power switch to the **On ( I )** position.



### Note

The **Please wait...** message indicates that the machine is warming up. The machine cannot be used while it is warming up.

## Powering off

## CAUTION

Never turn the power off in the following instances:

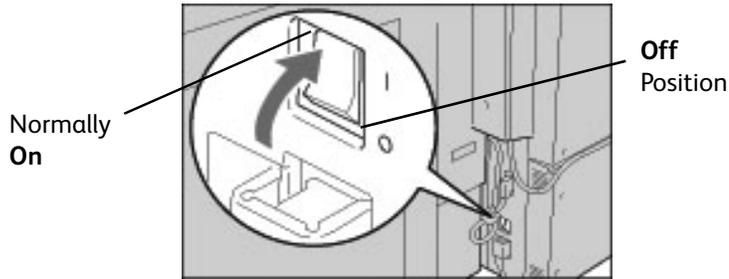
- While data is being received
- While data is being sent (FTP/SMB/e-mail)
- While jobs are being printed
- While data is being imported from a computer

1. Press the power switch to the **Off (  )** position.
2. If the power is to be turned off and then back on, verify that the UI display has turned completely off, then turn the machine back on.

### KeyPoint

Power-off processing is performed internally on the machine and continues after the power switch is turned off. Therefore, do not unplug the power cord from the power outlet immediately after turning the power switch off.

## About the circuit breaker



In the event of a current leakage, the circuit breaker automatically turns off the machine power to prevent any damage or fire.

If the breaker is in the **Off** (  ) position, contact your Customer Support Center, as some abnormal conditions may exist.

## Power Saver Mode

The Power Saver feature has two modes; Low Power Mode and Sleep Mode.

The machine automatically enters the Low Power Mode after the preset time has elapsed if the machine is left unused for a fixed period of time.

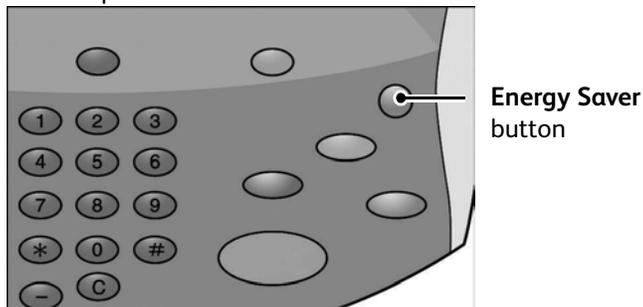
The machine then enters the Sleep Mode if a further preset time elapses.

Here are two examples:

- If Low Power Mode is set to 15 minutes and Sleep Mode is set to 60 minutes, Sleep Mode activates after 60 minutes of total inactivity, not 60 minutes after Low Power Mode begins.
- If Low Power Mode is set to 15 minutes and Sleep mode is set to 20 minutes, Sleep Mode activates 5 minutes after Low Power Mode begins.

## Exiting the Power Saver Mode

The Power Saver Mode is exited by pressing the **Energy Saver** button or when the machine receives print data.



## Customer documentation updates

You can get the latest customer documentation updates for your product by going to [www.xerox.com](http://www.xerox.com). Be sure to periodically check this website for the latest information for your product.

# Paper and other Media

# 2

## Overview

### KeyPoint

The User Interface (UI) screens shown in this guide may or may not reflect the screens displayed on your system. The UI screens vary from system to system and from marketplace to marketplace. Therefore, the UI screens in this guide are a representation of the type of screens that may be seen on your particular system.

### Note

Use Xerox recommended paper to avoid: paper jams, reduced print quality, malfunctions and other printer problems.

## Loading Paper into Trays

### Guidelines for Loading Paper into Trays

<b>Do:</b>
<ul style="list-style-type: none"><li>• Align the stack of paper before setting it in the tray.</li></ul>
<ul style="list-style-type: none"><li>• Fan transparencies and label paper before loading it into trays</li></ul>
<ul style="list-style-type: none"><li>• Fan transparencies output every 20 sheets to prevent them from sticking together.</li></ul>
<ul style="list-style-type: none"><li>• After loading paper, affix the paper size label to the front of the tray to indicate the paper size currently in the tray.</li></ul>
<ul style="list-style-type: none"><li>• Configure the paper tray attributes to match the attributes of the paper loaded in the tray.</li></ul>
<b>Don't:</b>
<ul style="list-style-type: none"><li>• Use paper that is folded, creased, waved, curled, or heavily warped.</li></ul>
<ul style="list-style-type: none"><li>• Load mixed paper sizes together into the tray.</li></ul>

## Additional information

- For a description of how to make copies on non-standard size paper, information about setting **Paper Type**, **Paper Type Priority**, **Paper Tray Priority**, paper quality, and setting the paper substitute feature refer to. "Paper Tray Settings" in the System Administration Guide.
- The machine automatically detects the size and orientation of loaded paper in trays. The paper type, however, must be set. For details about changing paper type, refer to "Paper Tray Attributes" in the System Administration Guide.

## Loading Paper into Trays

When a paper tray runs out of paper during printing, a message is displayed on the Control Panel. Add paper to the tray according to the displayed instructions. Printing is automatically resumed after paper is added to the tray.

When loading paper into trays:

- Do not load paper exceeding the maximum fill line. Doing so may cause paper jams and other printer problems.
- Place the paper in the tray with the side to be printed on facing up. Tab paper instructions may differ.

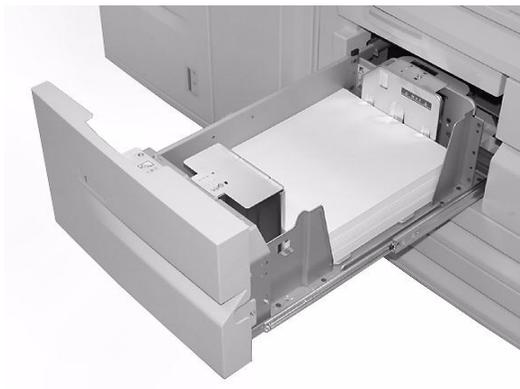
### Loading Paper into Trays 1 and 2

1. Slowly pull out the tray towards you until it stops.

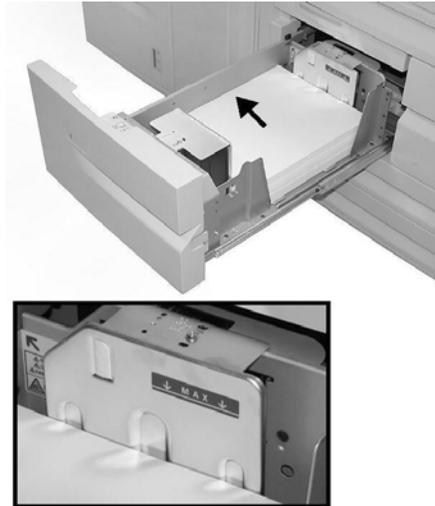


#### **WARNING**

If you pull the tray out using too much force, it can hit and injure your knees.



2. Load and align the edge of the paper against the left edge of the tray.



**Note**

Do not load paper exceeding the maximum fill line.

3. Push the tray in gently until it comes to a stop.

**Note**

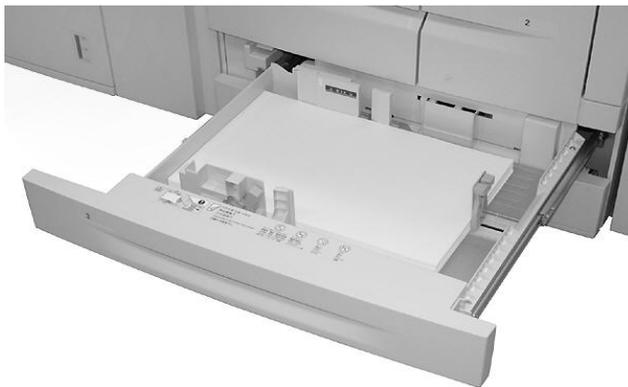
If you need to change the paper size for Trays 1 and 2, contact the Xerox Customer Support Center.

### **Loading Paper into Trays 3 and 4**

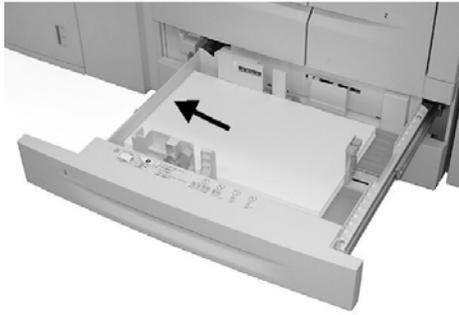
1. Slowly pull out the tray towards you until it stops.

**!** **WARNING**

If you pull the tray out using too much force, it can hit and injure your knees.



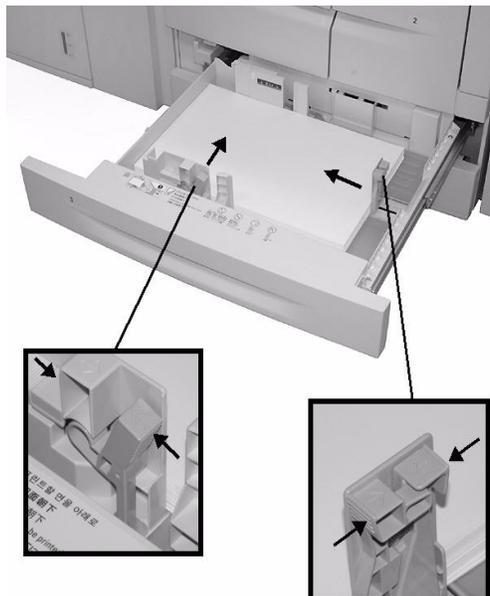
2. Load and align the edge of the paper against the left edge of the tray.



Note

Do not load paper exceeding the maximum fill line.

3. Squeeze the paper guide levers (2) and adjust the guides to match the size of your paper.



4. Push the tray in gently until it comes to a stop.

## Loading Paper into Tray 5 (Bypass)

When using Tray 5 (Bypass):

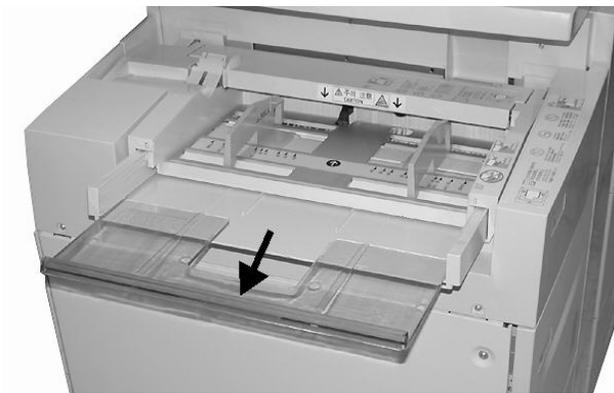
- You must manually enter the paper size
- If you use a non-standard paper size often, you can preset the paper size in the device. The preset size then displays under **Standard Sizes** in the **Tray 5 (Bypass)** screen. For information about setup, refer to “Tray 5 (Bypass) - Paper Size Defaults” in the System Administration Guide.

- You can load up to 280 sheets of 20 lb/ 75 gsm paper

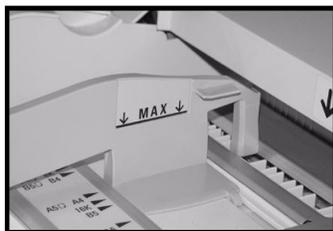
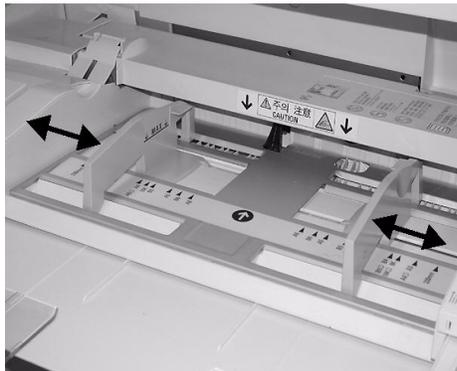
### KeyPoint

Do not load mixed size paper into Tray 5 (Bypass).

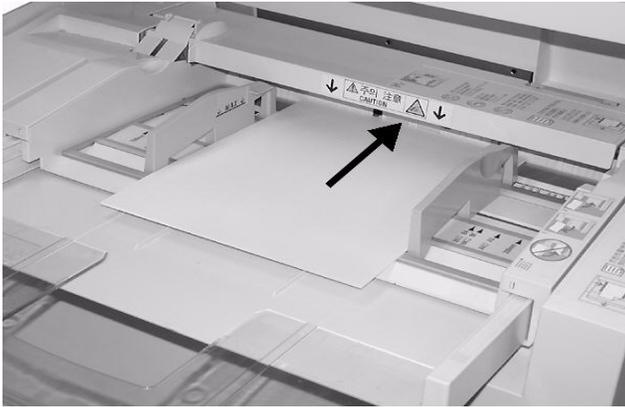
1. Gently extend Tray 5 (Bypass) as necessary to accommodate the paper.



2. Hold the center of the paper guides and slide them to the desired paper size.



3. Lightly insert the paper along the paper guide until it comes to a stop.



4. Select printing.

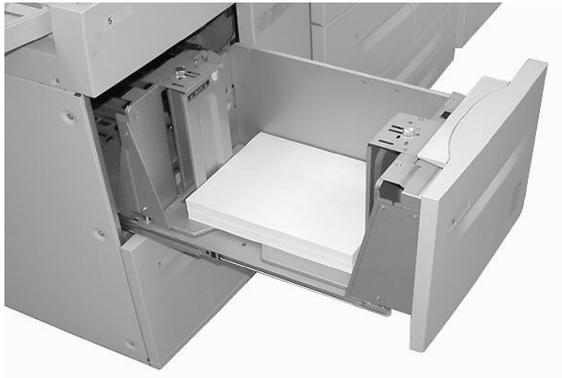
### Loading Paper into Trays 6 and 7 (optional High Capacity Feeder)

1. Slowly pull out the tray towards you until it stops.

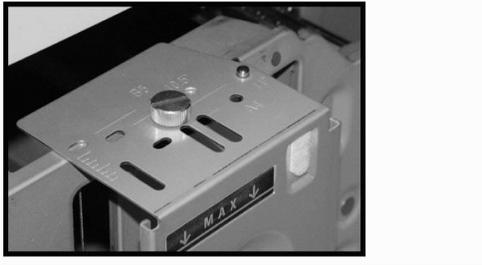
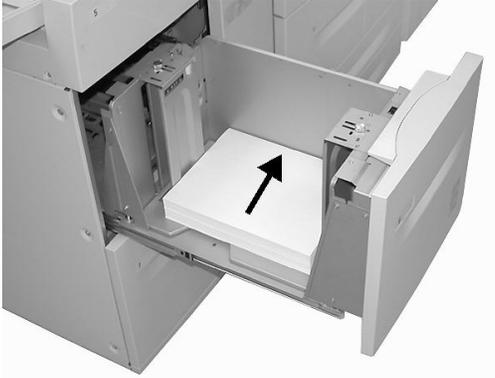


#### **WARNING**

If you pull the tray out using too much force, it can hit and injure your knees.

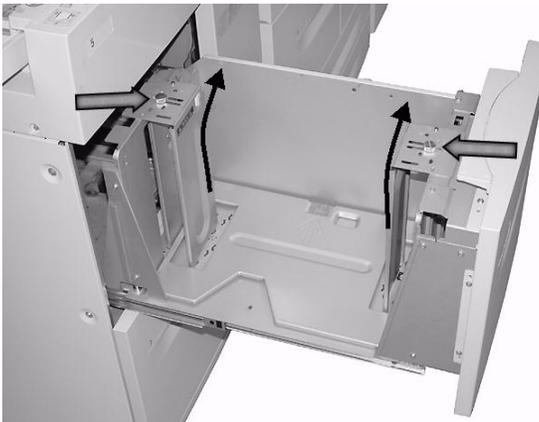


2. Fan, load and align the edge of the paper against the right edge of the tray.

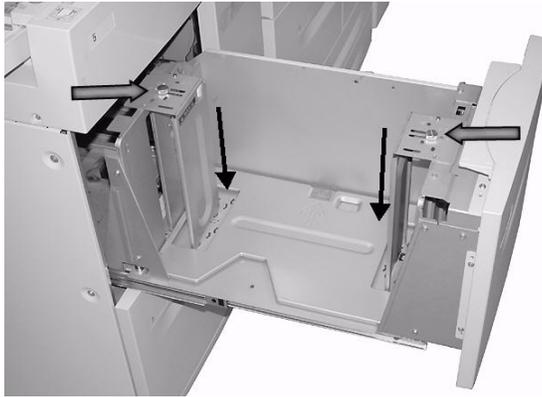


To change the paper size follow steps 3, 4, and 5. If you are not changing the paper size, go to step 6.

3. First remove any paper loaded in the tray.
4. Loosen the screws (2) to remove the guides.



5. Reattach the guides to fit the new paper size and tighten the screws (2).



6. Push the tray in gently until it comes to a stop.

### Loading Paper into Tray 6 (optional 1-drawer Oversized High Capacity Feeder)

#### Note

If your machine is equipped with the optional 2-drawer Oversized High Capacity Feeder (OHCF), refer to the section entitled *Optional 2-drawer Oversized High Capacity Feeder (Trays 6 and 7)* on page 9-1 for specific information. The optional 2-drawer OHCF may not be available in your market area.

1. Slowly pull out the tray towards you until it stops.

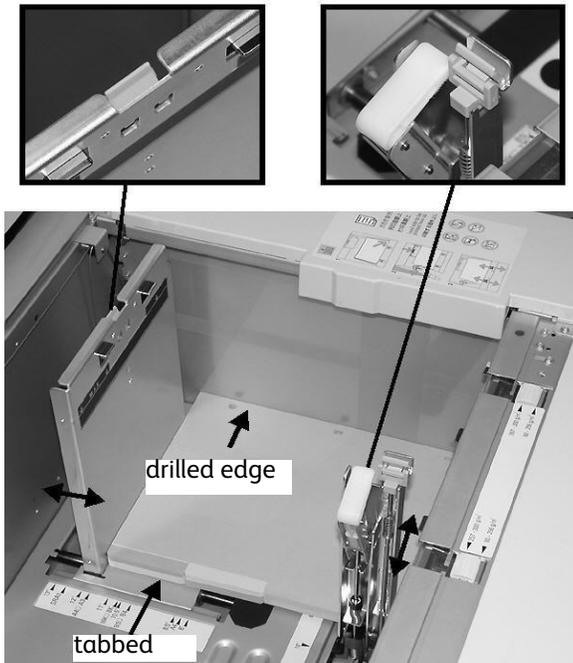


#### **WARNING**

If you pull the tray out using too much force, it can hit and injure your knees.



2. Fan and load the paper, then squeeze and slide both paper guides so they just touch the paper stack.



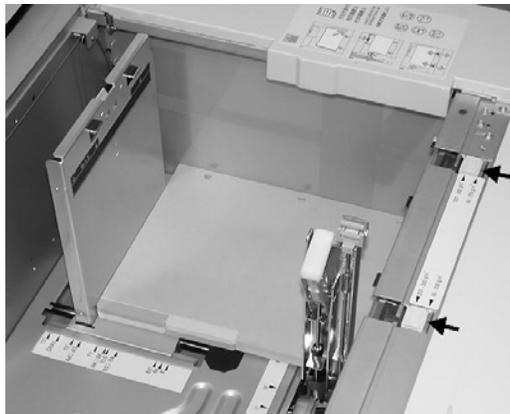
**Note**

When loading drilled stock, place the paper with its drilled side to the right. When loading tab stock, place the tabs to the left.

3. Move the Paper Weight Switches to match the weight of the paper stock in the tray.

**Note**

For paper heavier than 256 gsm, slide the Paper Weight Switches to the heavier weight position (257 - 300 gsm). Failure to do so may result in paper jams.



4. Push the tray in gently until it comes to a stop.

**Note**

When the loaded tray is closed, the tray position is automatically adjusted in the front/back direction based on the paper size.

### Loading paper into Tray 8 (Post-Process Inserter)

The Post-Process Inserter is designed for loading paper that will be used as separators and covers. You cannot make copies using the Post-Process Inserter media.

**Note**

Remove any paper that remains loaded into the Inserter.

1. Hold the center of the paper guides and slide them to the desired paper size.



2. Load the paper, aligning to the front side of the tray. If the paper is preprinted, load the paper with the printed side facing up and with the tab side to be fed first.



## Loading Tab Paper into Trays

The following describes the procedures used for loading tab paper into Trays 3 and 4 (below), Tray 5 (Bypass) *on page 2-12*, and Tray 8 (Post-Process Inserter) *on page 2-13*.

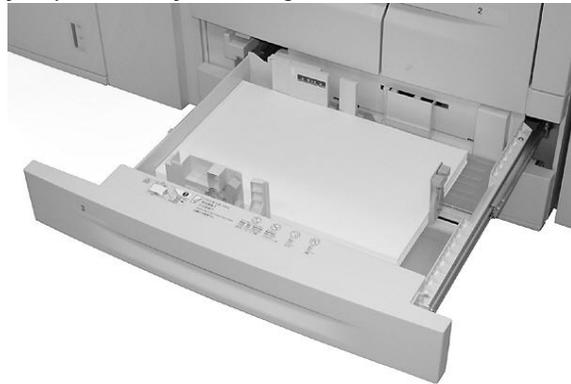
### KeyPoint

Do not load paper exceeding the maximum fill line. Doing so may cause paper jams and other printer problems.

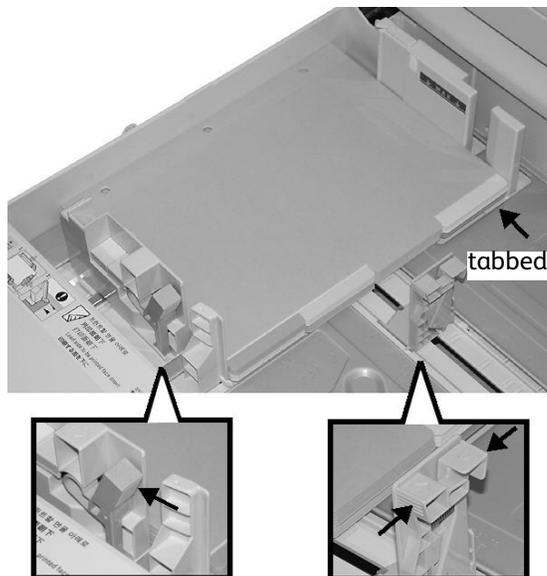
### Loading Tab Paper into Trays 3 and 4

1. Slowly pull out the tray towards you until it stops.

**!** **WARNING**  
If you pull the tray out using too much force, it can hit and injure your knees.

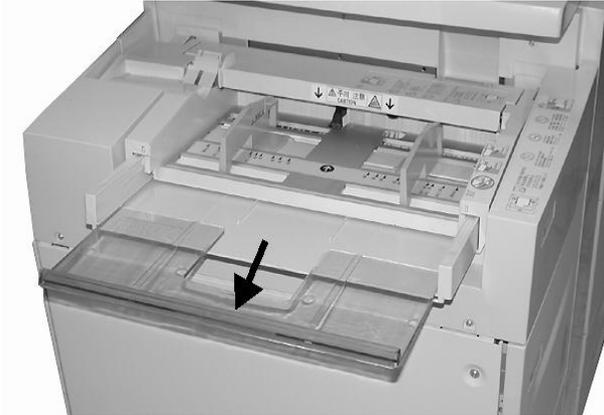


2. Load and align the edge of the tab paper against the right edge of the tray with the side to be copied or printed on facing down. Move the two paper guide levers while holding their grips so that they lightly contact the edges of the paper.

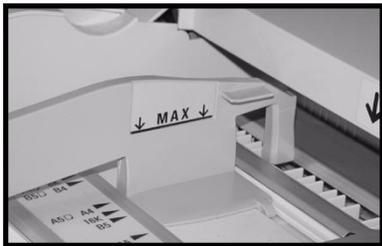
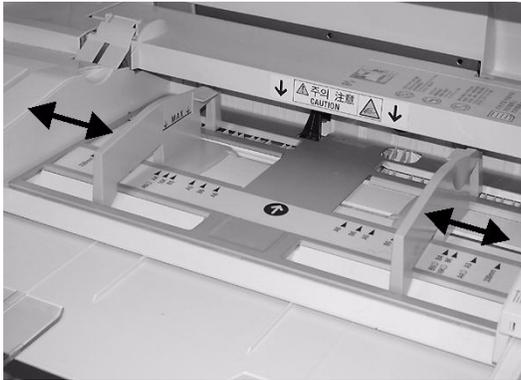


## Loading Tab Paper into Tray 5 (Bypass)

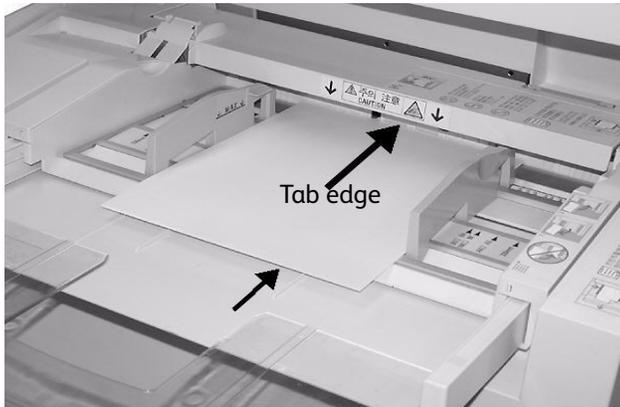
1. Gently extend Tray 5 (Bypass) as necessary to accommodate the paper.



2. Hold the center of the paper guides and slide them to the desired paper size.



3. Place the tab paper:
  - With the side to be printed facing up.
  - The bottom side to be fed first.
  - Lightly along the paper guide until it comes to a stop



**Note**

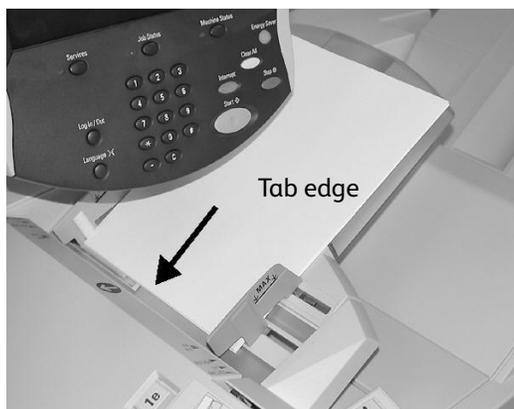
To print a tab stock job, see; *Network printing on tabs on page 3-8*

**Loading Tab Paper into Tray 8 (Post-Process Inserter)**

1. Hold the center of the paper guides and slide them to the desired paper size.



2. If the paper is preprinted, load the paper with the printed side facing up and with the tab side to be fed first.



# Change/Confirm the Tray Settings

If you change paper types, the tray settings must be modified to reflect the paper type that is loaded in the tray. The following describes how to change or confirm the attributes of the paper loaded in the trays.

## Change/confirm the tray settings from the All Services screen

### Note

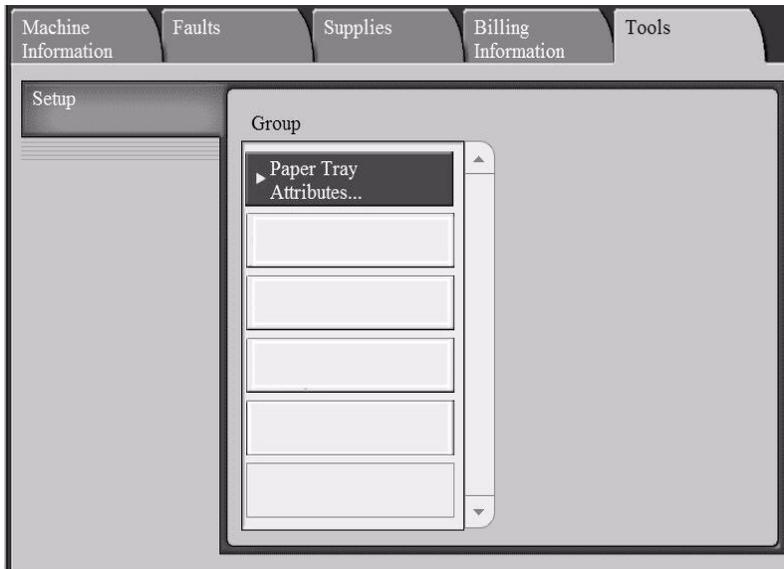
User Interface (UI) screens vary from system to system and from marketplace to marketplace. As a result, the UI screens shown in this section may or may not reflect your system configuration.

You can confirm and/or change the paper settings, such as weight, size, type, etc.

### KeyPoint

In order for the user to confirm or change paper settings, the System Administrator must enable the **Paper Tray Attributes** feature. See your System Administrator, or refer to the System Administration Guide, Chapter 8, "Setup Menu."

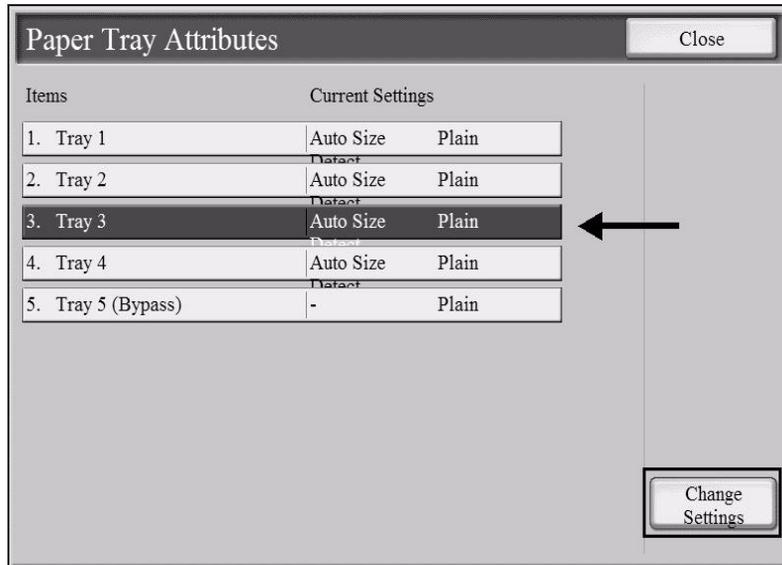
1. Press the **Machine Status** button on the Controller.
2. From the **Machine Status** menu, select the:
  - a. **Tools** tab
  - b. **Paper Tray Attributes** button



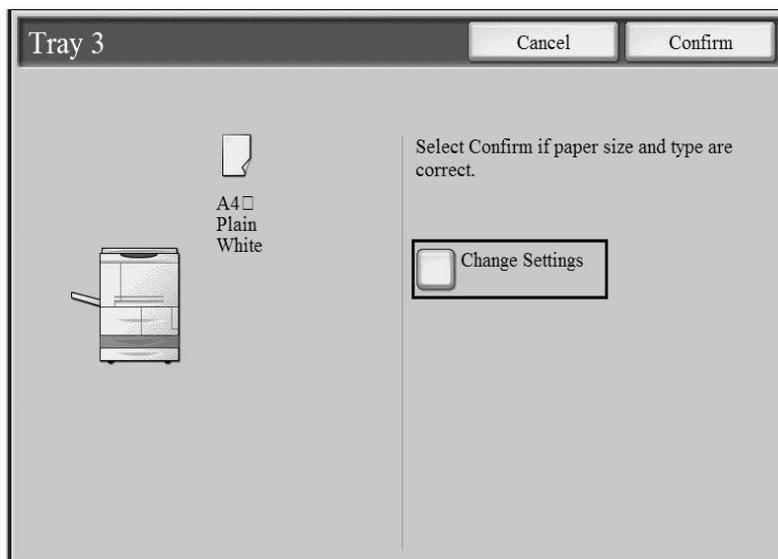
3. Select the: desired paper tray, and then select the **Change Settings** button

**Note**

For this example, we selected Tray 3 because Trays 1 and 2 do not allow custom paper size entries.



4. Select the **Change Settings** button.

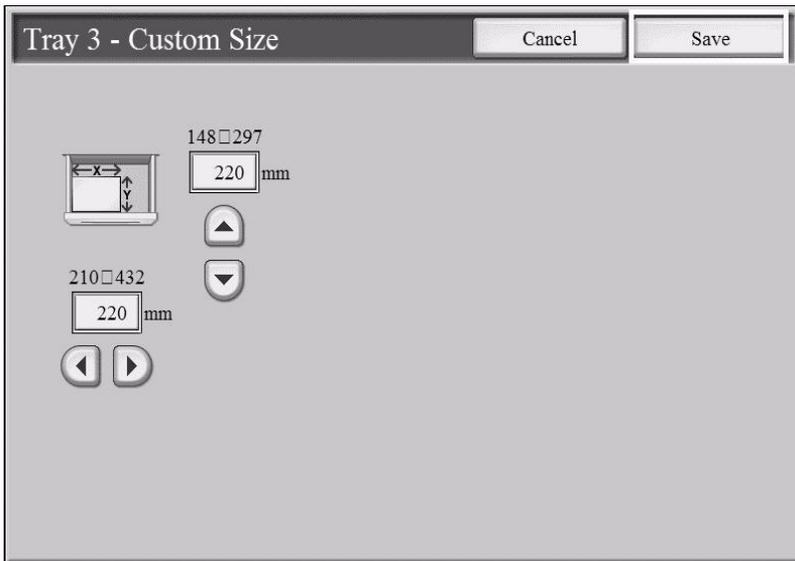


5. Select paper options and:

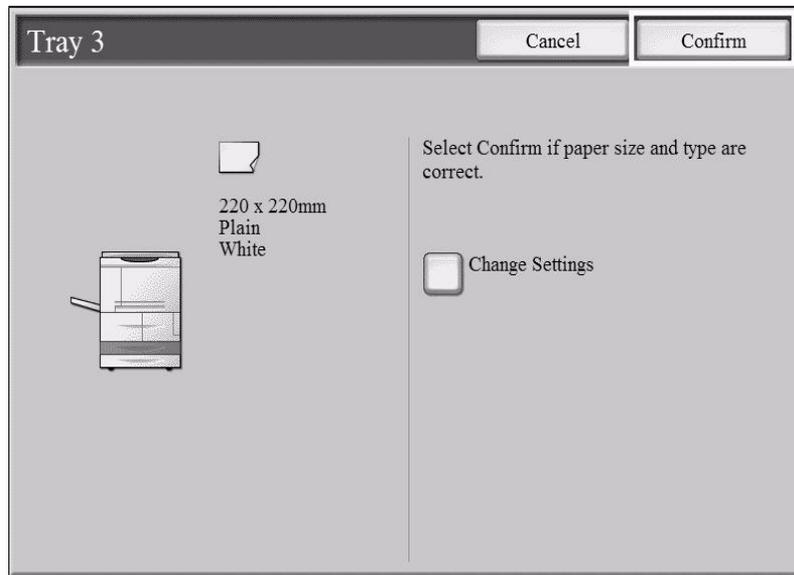
- Auto Size Detect: If you select Auto Size Detect, select the Save button to save and close the window.



- Custom Size:
  - a. The width and height of the paper by selecting the arrow buttons
  - b. Select **Save**



6. Review the paper settings and press **Confirm**.



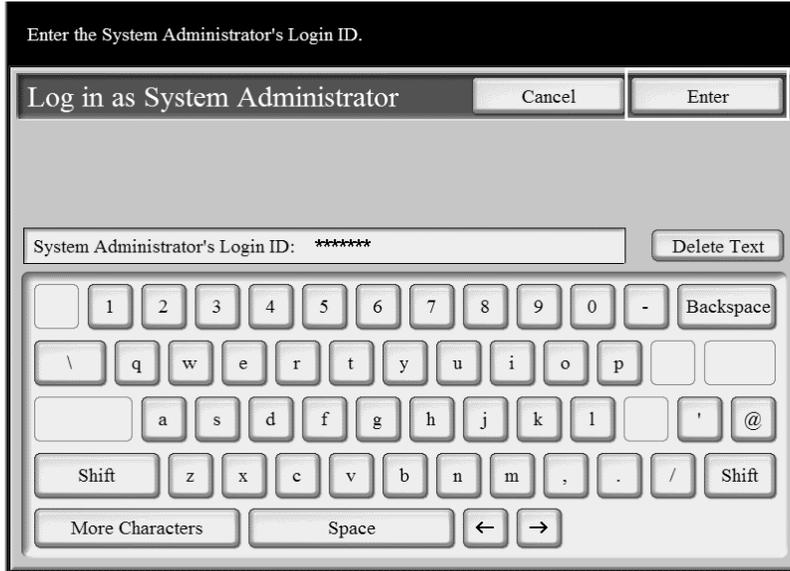
7. Select **Close** on the next screen.
8. Press **Start** to print your job.

### Change/confirm the DEFAULT tray settings (System Administration)

1. Press the **Log In/Out** button on the Controller.



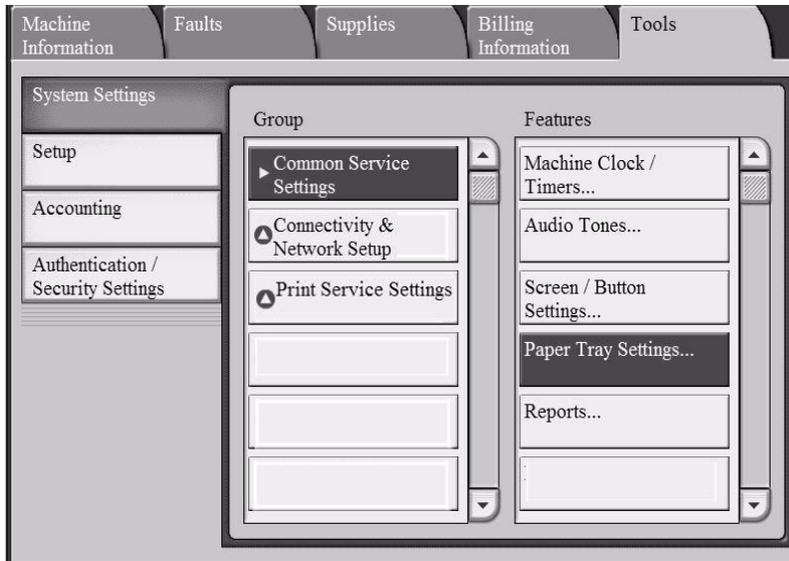
2. Enter the System Administrator Login ID (password) with the numeric keypad, and select **Enter**.



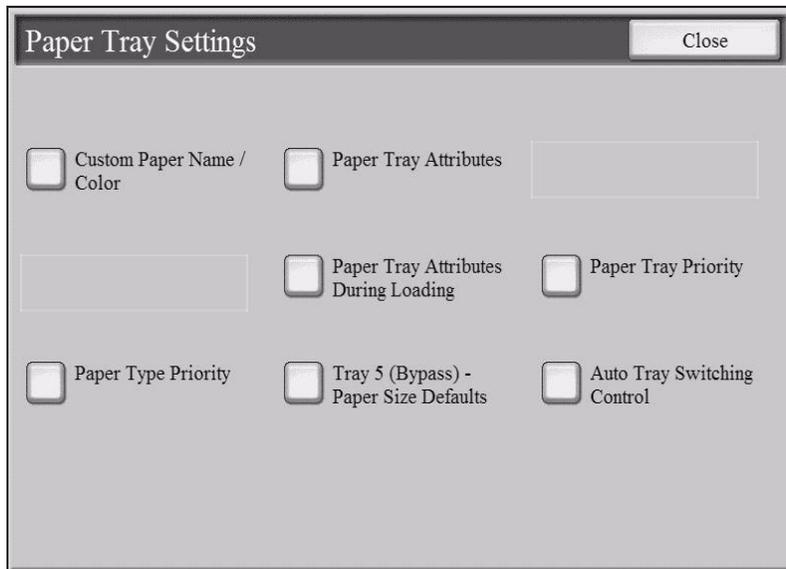
**Note**

The default User ID value is **11111**. When using the Authentication feature, a password is required. The default password is **x-admin**. See the System Administrator Guide for additional information.

3. Select the following:
  - a. **Tools** tab
  - b. **System Settings** button
  - c. **Common Service Settings** button
  - d. **Paper Tray Settings** button



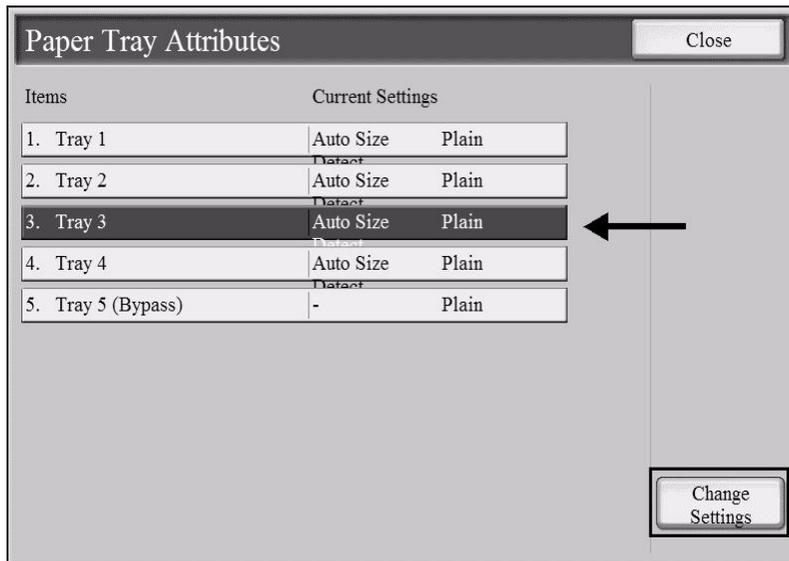
4. Select **Paper Tray Attributes**.



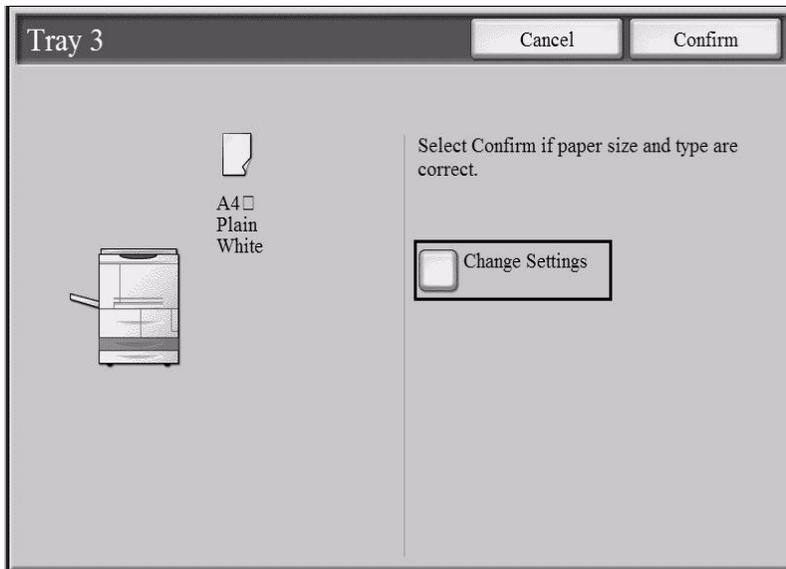
5. Select the desired paper tray and select **Change Settings**

Note

For this example, we selected Tray 3 because Trays 1 and 2 do not allow custom paper size entries.



6. Select the **Change Settings** button.

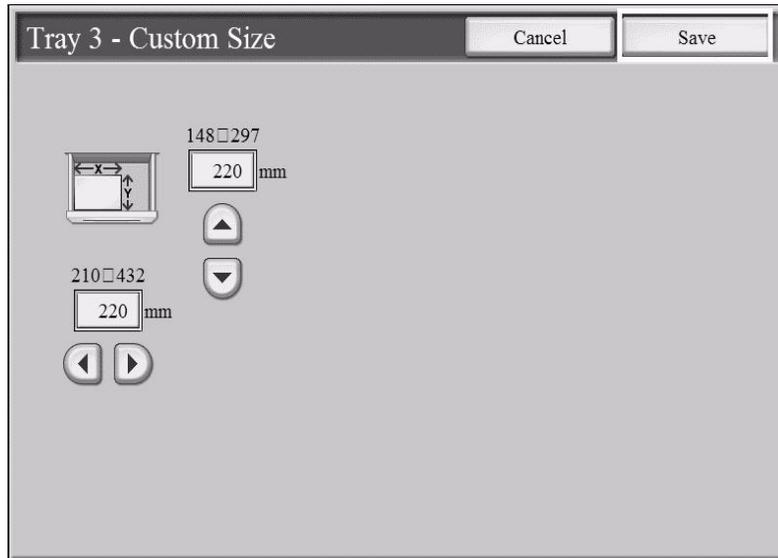


7. Select paper options and:

- Auto Size Detect: If you select Auto Size Detect, select the Save button to save and close the window.



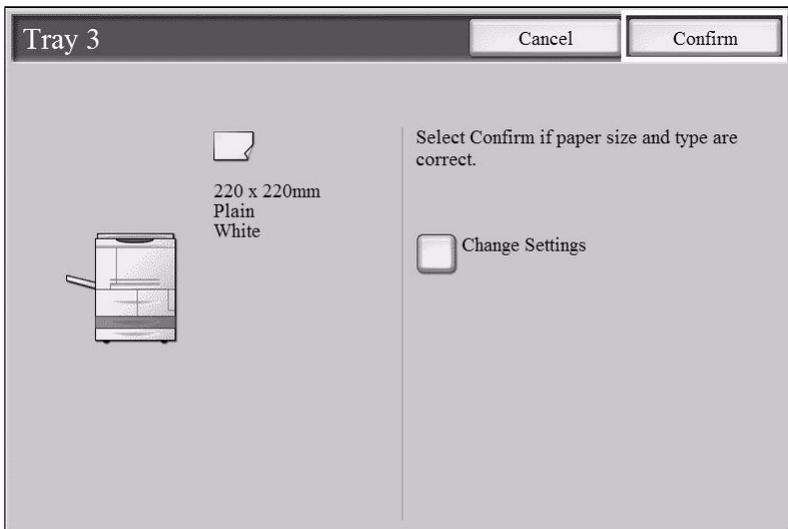
- Custom Size: Select the following:
  - a. The width and height of the paper by selecting the arrow buttons.
  - b. Select **Save**.



**Note**

If the optional OHCF (Tray 6) is attached, an additional Paper Type option called **Coated Stock** is available.

8. Once you have selected and reviewed your paper options, press the **Confirm** button.



9. Select **Close** on the next two screens to return to the Tools tab.

**Note**

To assign a name to a Custom Paper entry, refer to "Custom Paper Name" in the System Administration Guide.

## Loading Tab Paper when the optional GBC AdvancedPunch is connected

When the optional GBC AdvancedPunch is attached to your machine, tab paper is loaded differently into the paper trays. For information on how to load paper into the paper trays (when a GBC AdvancedPunch is attached), refer to the GBC AdvancedPunch customer documentation.

# Computer operations

# 3

## Note

The screens shown in this chapter may or may not reflect your print driver screens. The screens may vary depending on your drivers configuration and marketplace. The screens shown here are a representation only.

## Network Printing

Print procedures vary depending on the application software you are using. For more information, refer to the documentation provided with each application.

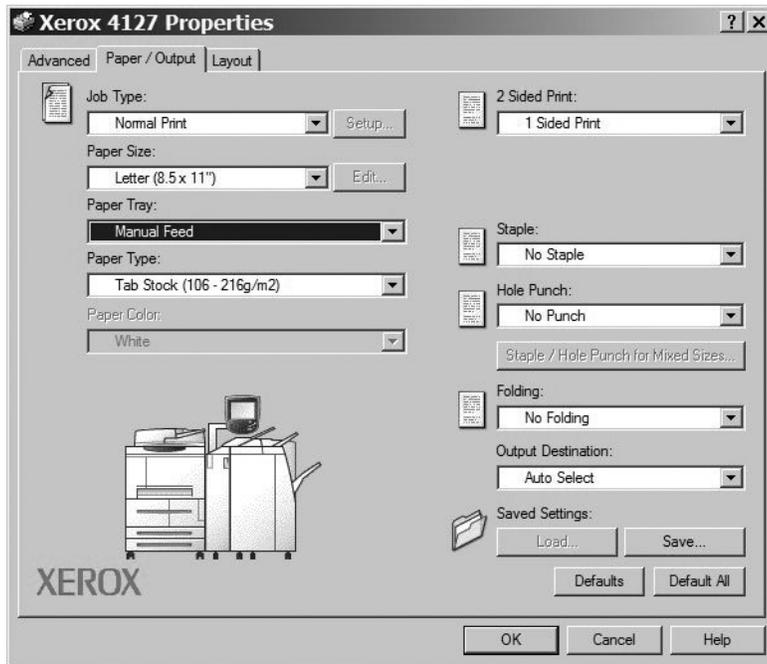
## Note

To learn about print features, click **Help** in the print driver screen and refer to the online help.

## Printing with the PS print drivers

1. Load the paper in the paper tray. See the **Paper and other Media** chapter in the User Guide.
2. From your computer, open the document you want to print.
3. Select **File > Print**.
4. Select the desired printer.
5. Select **Properties**.
6. Select the **Paper/Output** tab.

7. Select the appropriate **Paper Tray**, **Paper Size**, and **Paper Type**.



8. Select the **Advanced** tab and select any **Advanced Features**.
9. Select **OK** to save and close the **Properties** window.
10. Select the desired copies/quantity and **OK** to print the job.

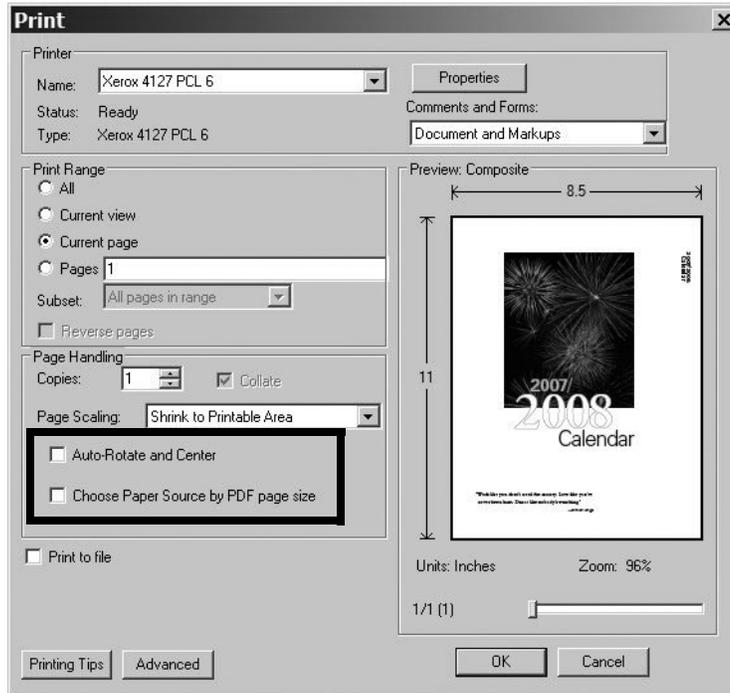
**Note**

For additional information, review your print driver documentation.

## Printing with the PCL print drivers

1. Load the paper in the tray. See the **Paper and other Media** chapter in the User Guide.
2. From your computer, open the document you want to print.
3. Select **File > Print**.
4. Select the desired printer.

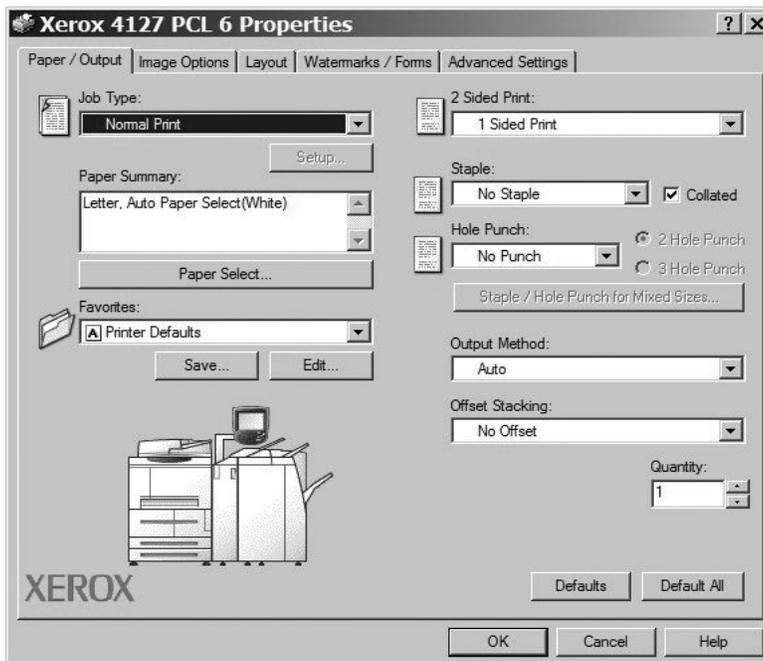
- Ensure that **Auto-Rotate and Center** and **Choose Paper Source by PDF page size** are unchecked.



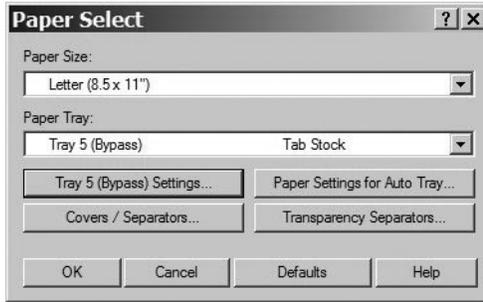
#### Note

These options may not be available with your version of Adobe Acrobat or Adobe Reader.

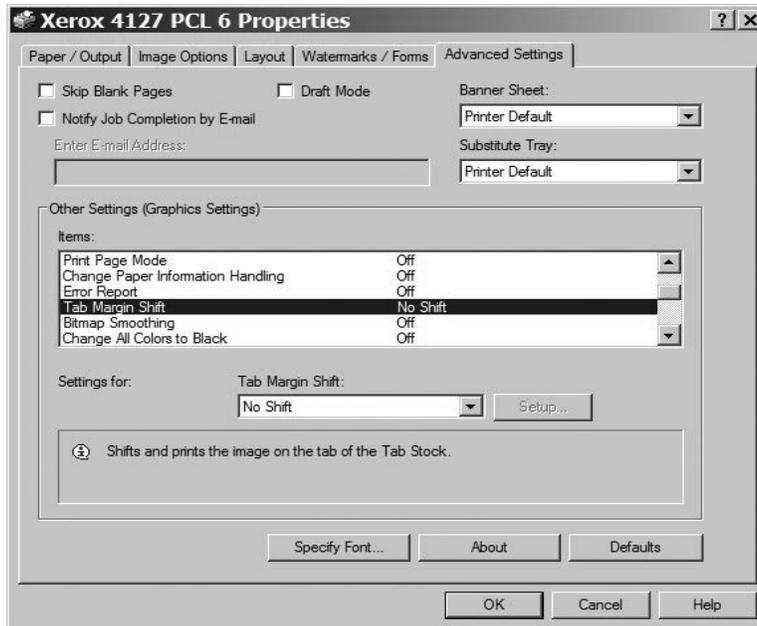
- Select **Properties** and select the **Paper/Output** tab.



7. Click the **Paper Select** button.



8. If Tray 3 or Tray 4 is being used, then select **Paper Settings for Auto Tray** and choose the appropriate paper type.
9. Select **OK** twice to return to the Properties screen.
10. Select the **Advanced** tab and select any **Advanced Features**.



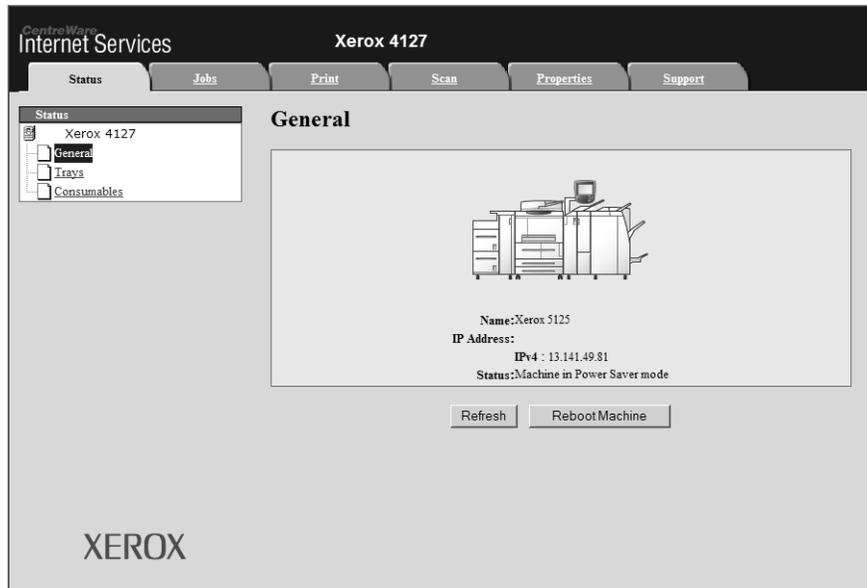
11. Select **OK** to save and close the **Properties** window.
12. Select the desired copies/quantity and **OK** to print the job.

**Note**

For additional information, review your print driver documentation.

# CentreWare Internet Services

CentreWare Internet Services requires a TCP/IP environment, and enables you to view the status of the machine and its jobs, as well as submit jobs for printing.



## Print a job from CentreWare Internet Services

### Note

Only **print ready files** (\*.ps, \*.pcl, \*.jpeg, \*.tiff, \*.pdf, etc.) may be submitted to the device from the CentreWare Internet Services web page.

1. Start your computer and open the browser.
2. Enter the device IP address or Internet address in the browser address field and press the **Enter** key on your computer's keyboard.

### Note

If you cannot access your machine via CentreWare Internet Services, see your System Administrator for help.

3. From the CentreWare Internet Services screen, select the Print tab.

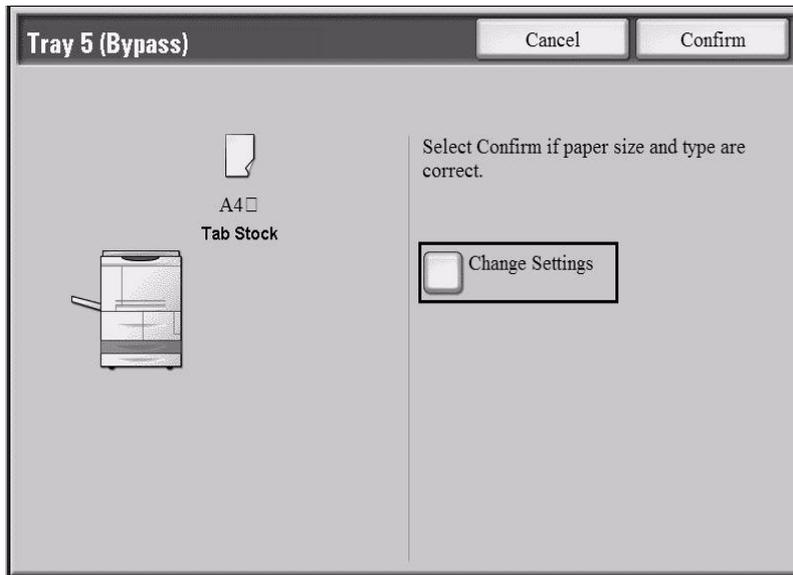
The screenshot displays the 'Job Submission' page for a Xerox 4127 printer. The page is titled 'Job Submission' and has a 'Print' tab selected. On the left, there is a printer icon and a box containing the following information: Name: 4127, IP Address: IPv4: 13.141.49.96, Status: Ready, and a 'Refresh' button. The main content area is divided into several sections: 'Print' (Quantity: 1, Collated: Auto, 2 Sided Printing: 1 Sided, Staple: No Staple, Hole Punch: No Punch, Output Destination: Right Top Tray), 'Paper' (Paper Supply: Auto, Paper Size: Not Selected, Paper Type: Not Selected), and 'Delivery' (Immediate Print, Sample Set, Delayed Print, Secure Print). Below these sections, there is an 'Undo' button, a 'File Name' input field, and a 'Browse...' button. At the bottom, there is a 'Submit Job' button. A warning message states: 'Please wait for Job Submission confirmation window before navigating to another page. Otherwise, job will be deleted.' A note below it says: 'Note: Only print ready files (\*.ps, \*.pcl, \*.jpeg, \*.tiff etc.) may be submitted to the device from this page. Software Upgrade file may be submitted through the Manual Upgrade page. Software Upgrade file may be submitted through the Manual Upgrade page.'

4. Select a file to print by clicking the **Browse** button and navigating to the desired file.
5. Select your desired print options.
6. Select the **Submit Job** button to print the job.

# Printing on Tabs

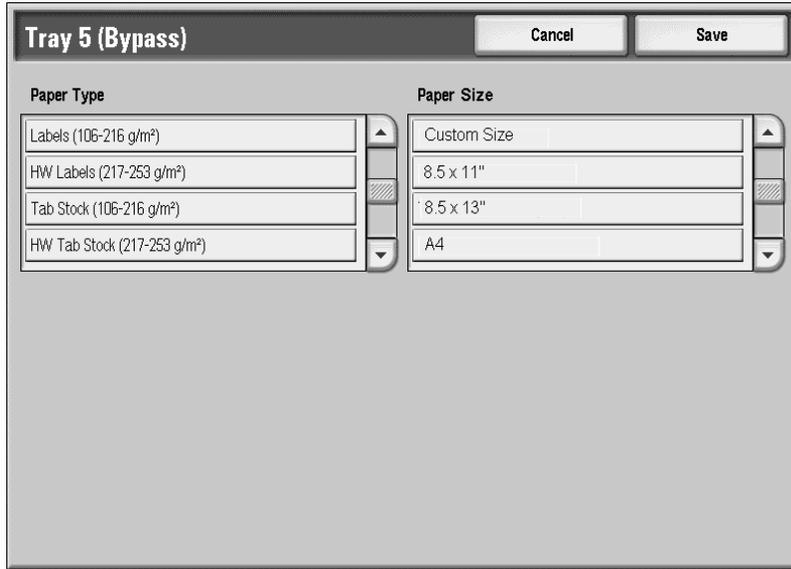
## Printing a job with tabs

1. Load the tab stock in Tray 5 (Bypass). See, *Loading Tab Paper into Tray 5 (Bypass)* on page 2-12.
2. The Tray 5 (Bypass) screen opens automatically. Use the controller to confirm or change the paper size.
  - a. Select **Confirm** if the paper size and type displayed are correct.
  - b. Select **Change Settings** to select the correct paper settings.



3. Select the tab stock:

- Paper Type
- Paper Size: Select **Standard Size (8.5 x11 in./A4)**.



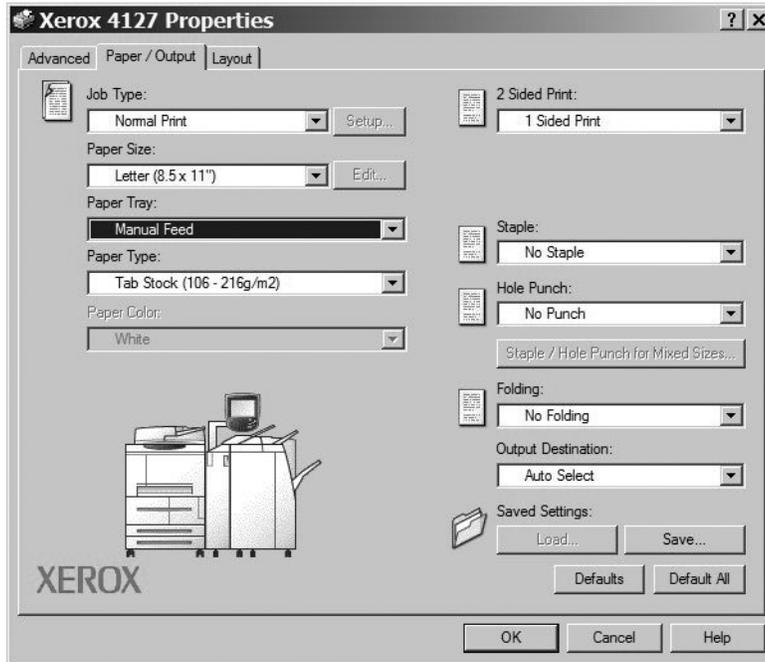
4. Select **Save/Confirm/Close** until you return to the **Tools** tab.
5. Select **Start** to begin printing.
6. Proceed to the next section entitled *Network printing on tabs on page 3-8*.

## Network printing on tabs

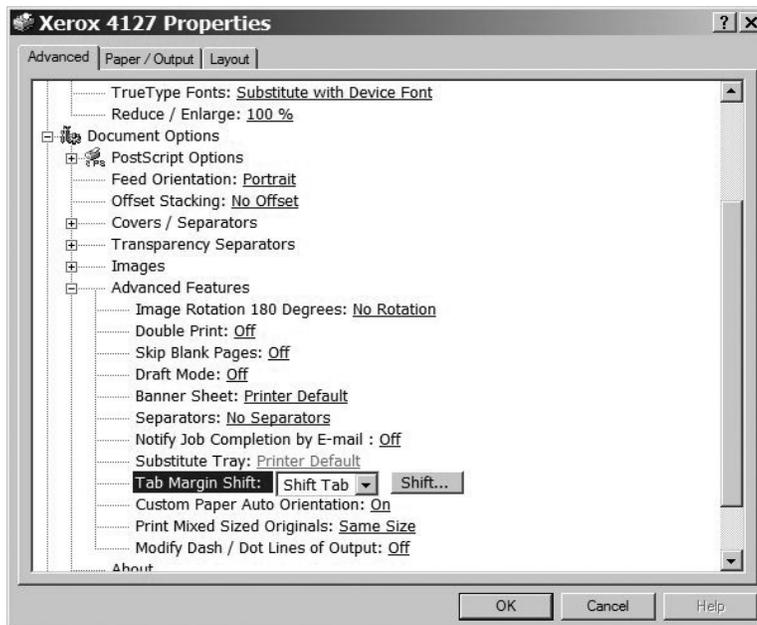
### Using the PS print drivers

1. Load the tab stock in Tray 3, Tray 4, or Tray 5 (Bypass). Refer to **Loading Tab Paper in Trays** in the **Paper and Other Media** chapter.
2. From your computer, open the document you want to print.
3. Select **File > Print**.
4. Select the desired printer.
5. Select **Properties**.
6. Select the **Paper/Output** tab.

7. Select the appropriate **Paper Tray**, **Paper Size**, and **Paper Type** (Select **Tab Stock** if using the Tray 5 manual tray, otherwise select **Printer Default Type**).



8. Select the **Advanced** tab and select **Advanced Features**.



9. Select **Shift tab** from the Tab Margin Shift feature.



## Computer operations

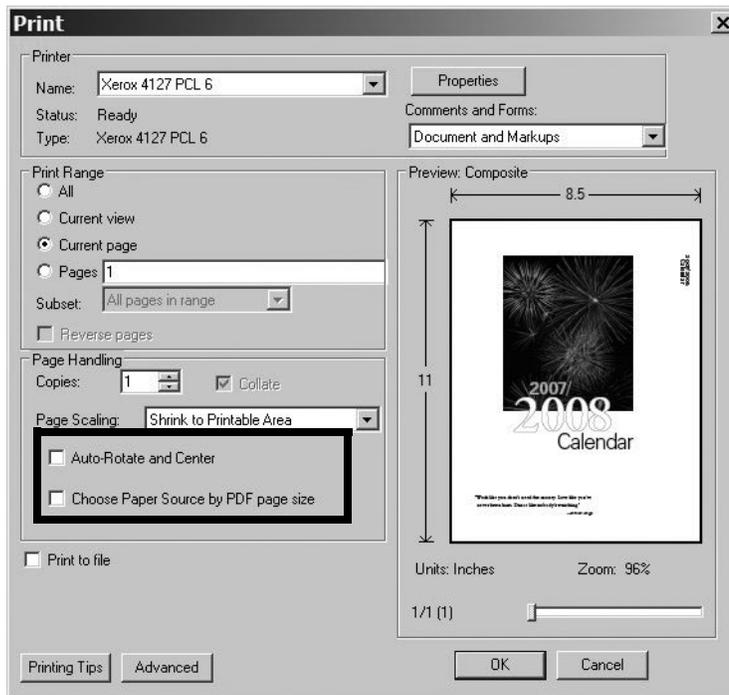
10. Set the desired shift margin.
11. Select **OK** to save and close the **Tab Margin Shift** window.
12. Select **OK** to save and close the **Properties** window.
13. Select the desired copies/quantity and **OK** to print the job.

### Note

For additional information, review your print driver documentation.

## Using the PCL print drivers

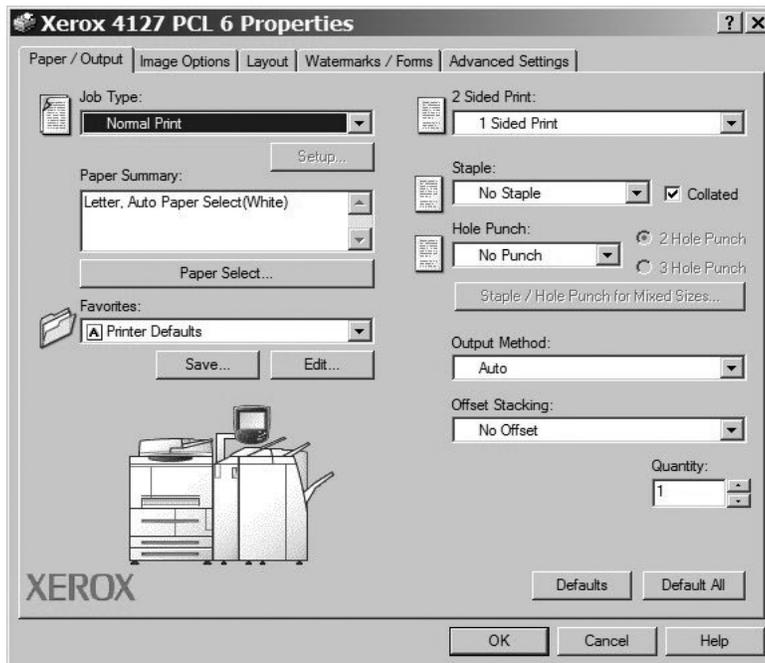
1. Load the tab stock in Tray 3, Tray 4, or Tray 5 (Bypass). Refer to **Loading Tab Paper in Trays** in the **Paper and Other Media** chapter.
2. From your computer, open the document you want to print.
3. Select **File > Print**.
4. Select the desired printer.
5. Ensure that **Auto-Rotate and Center** and **Choose Paper Source by PDF page size** are unchecked.



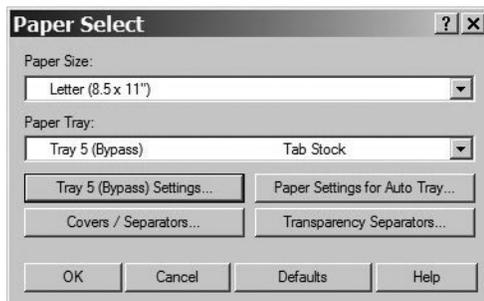
### Note

These options may not be available with your version of Adobe Acrobat or Adobe Reader.

6. Select **Properties** and select the **Paper/Output** tab.

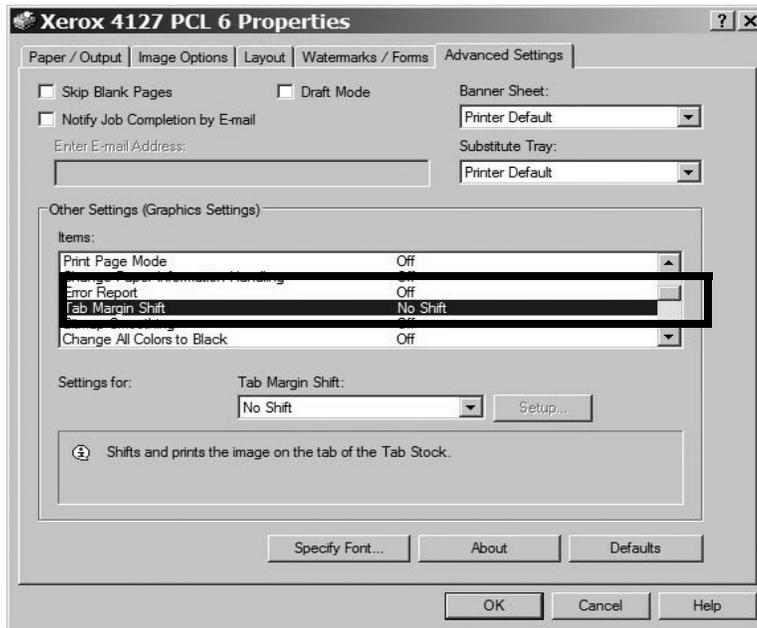


7. Click the **Paper Select** button.

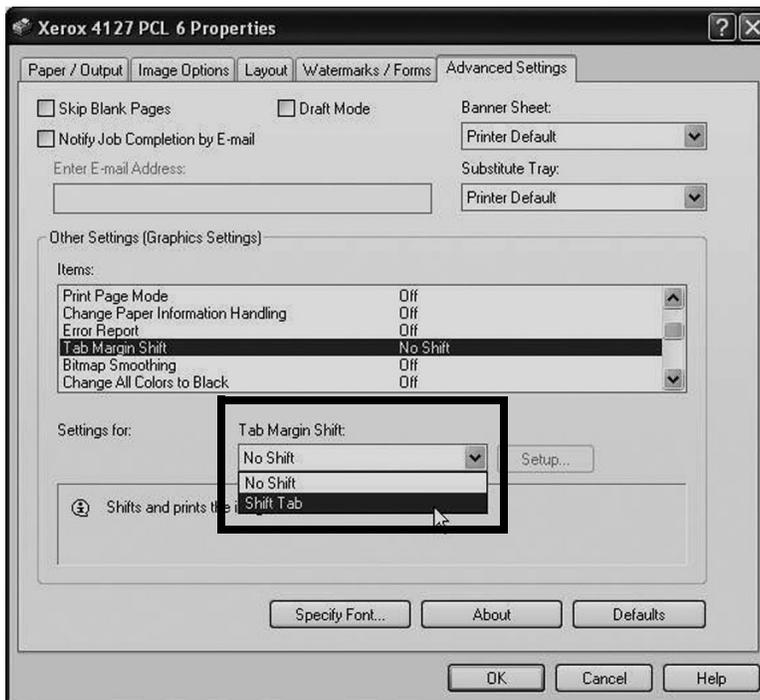


8. If Tray 3 or Tray 4 is being used for the tab stock, then select **Paper Settings for Auto Tray** and choose Tab Stock for the paper type.
9. If Tray 5 (Bypass) is being used for the tab stock, then select **Tray 5 (Bypass) Settings** and choose Tab Stock for the paper type.
10. Select **OK** twice to return to the Properties screen.

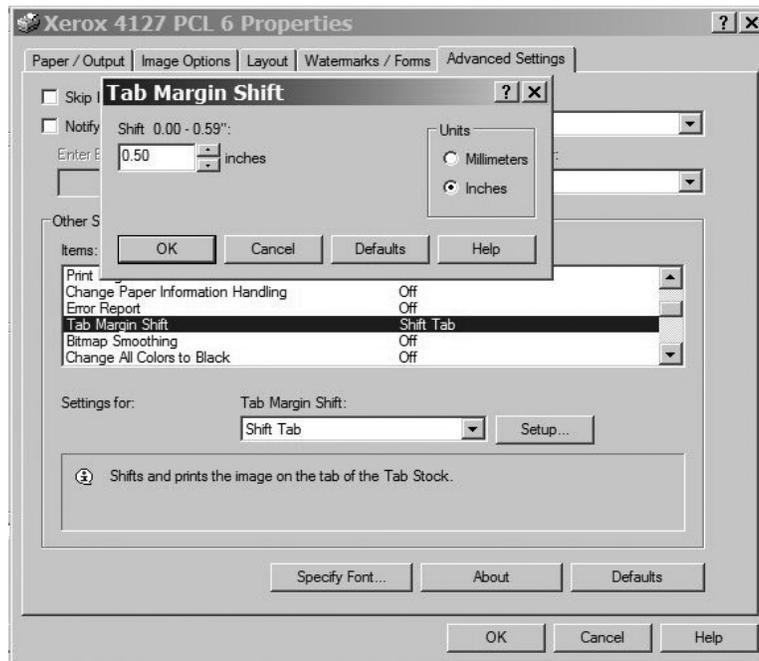
11. Select the **Advanced** tab and select the **Tab Margin Shift** item.



12. From the Tab Margin Shift pull-down menu, select the Shift Tab option.



- Set the desired Tab margin Shift.



- Select **OK** to save and close the **Tab Margin Shift** window.
- Select **OK** to save and close the **Properties** window.
- Select the desired copies/quantity and **OK** to print the job.

#### Note

For additional information, review your print driver documentation.



# Job Status

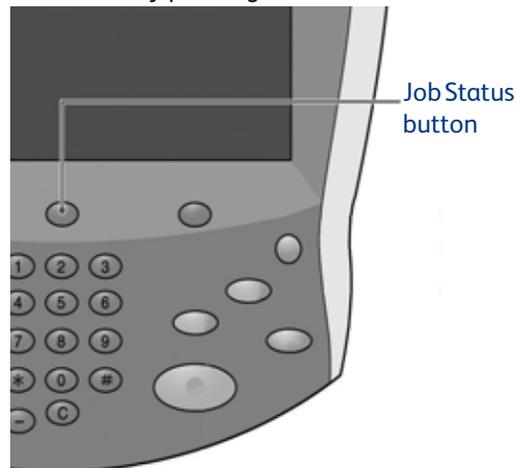
## KeyPoint

The User Interface (UI) screens shown in this guide may or may not reflect the screens displayed on your system. The UI screens vary from system to system and from marketplace to marketplace. Therefore, the UI screens in this guide are a representation of the type of screens that may be seen on your particular system.

## Job Status overview

The Job Status feature lets you check active, pending, and completed jobs. You can also cancel printing or print pending-print jobs.

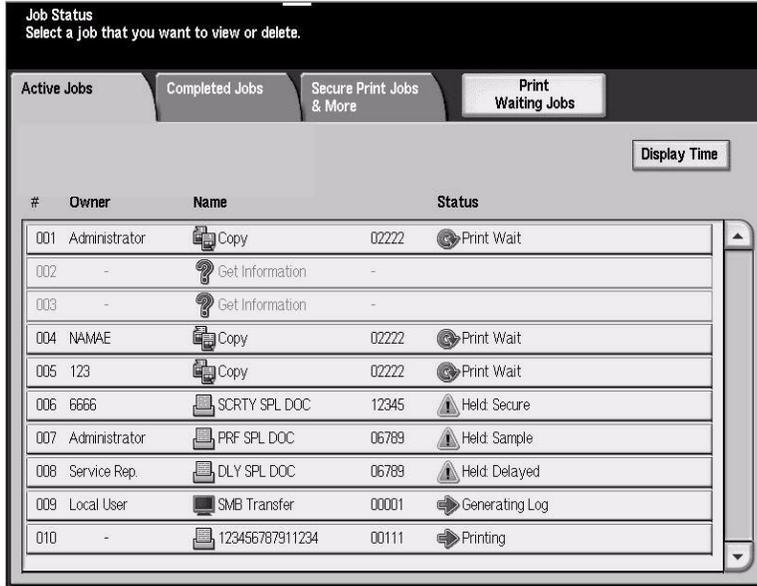
You can access the **Job Status** area by pressing the **Job Status** button on the control panel.



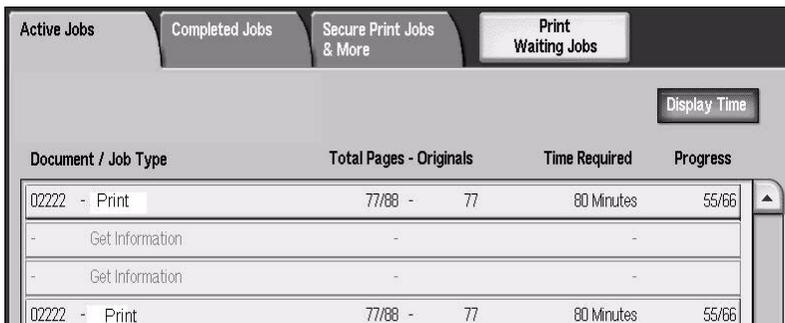
## Active Jobs tab

You can check active jobs, cancel jobs, or view job details.

1. Press the **Job Status** button on the control panel.
2. Select the **Active Jobs** tab.



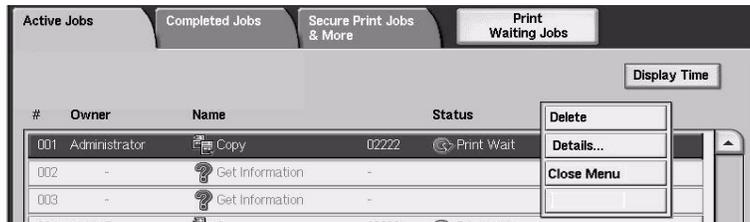
3. Select the applicable job to view from the displayed list. Use the **up** or **down** button on the scroll bar to navigate the list.
4. If required, select **Display Time** to display the time required to process the job.



**Note**

For more information about the time settings, refer to "Estimated Time for Single or All Jobs" in the System Administration Guide or contact your System Administrator for help.

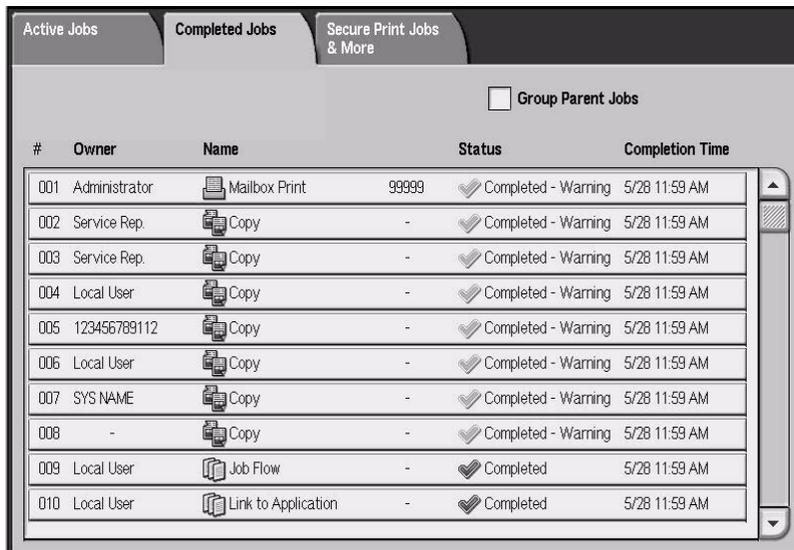
5. Select the job from the list.
6. From the pop-up menu, select:
  - Delete - Cancels the current or pending job.
  - Details - Shows the details of the selected document.
  - Close Menu - Closes the pop-up menu.



**Completed Jobs tab**

You can check whether a job has completed successfully. Also, by selecting a job, you can display specific details.

1. Press the **Job Status** button on the control panel.
2. Select the **Completed Jobs** tab.



## Job Status

3. To check the details of a job, select the job from the displayed list. Use the scroll bar to navigate the list.



4. After checking the job details, select **Close**.

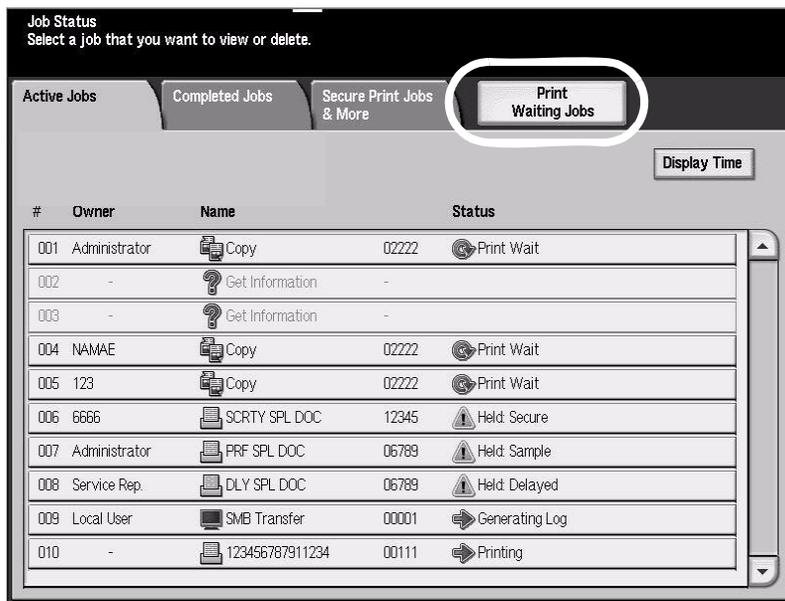
## Printing Waiting Print Jobs

You can print all the pending print jobs.

### Note

If there are no pending print jobs, then you cannot select **Print Waiting Jobs**.

1. Press the **Job Status** button.
2. Select **Print Waiting Jobs**.



# Machine Status

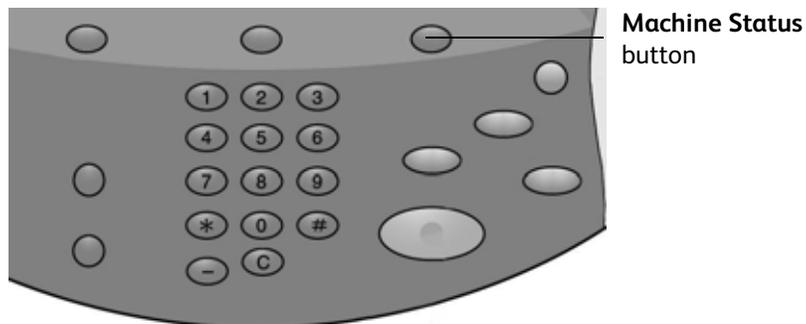
# 5

## KeyPoint

The User Interface (UI) screens shown in this guide may or may not reflect the screens displayed on your system. The UI screens vary from system to system and from marketplace to marketplace. Therefore, the UI screens in this guide are a representation of the type of screens that may be seen on your particular system.

## Overview

The Machine Status button is used to access machine status information and features.

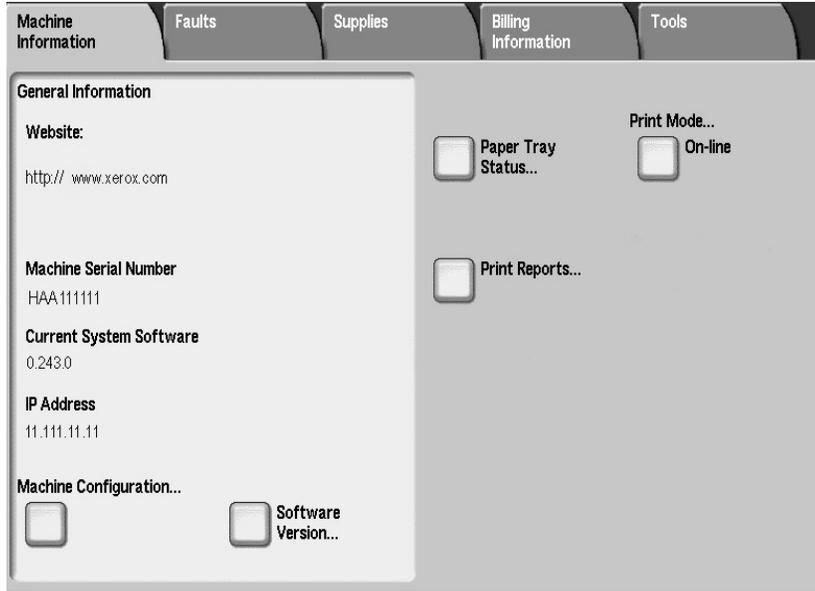


Press the **Machine Status** button on the User Interface to access the following tabs.

- Machine Information
- Faults
- Supplies
- Billing Information
- Tools

# The Machine Information tab

The **Machine Information** tab provides general information about the printer and has buttons that allow you to access other machine information features.



## Serial Number

The Machine Serial Number is displayed in the General Information area on the Machine Information tab. You will need this number when calling Xerox for technical information or assistance.

## Current system software version

The version of the system software that is currently installed on your printer is displayed.

## Machine Configuration...

Select the **Machine Configuration** button to view a list of hardware components and options that are available on your machine, and the status of each.

## Note

Select ▲ to display the previous screen and ▼ to display the next screen.

Machine Configuration		Close
Items	Status	
1. Configuration Code		
2. Document Feeder	Installed	
3. Paper Tray	4 Tray Configuration	▲
4. High Capacity Feeder	2 Trays	Page
5. Tray 8 (Inserter)	Installed	1
6. Output Device	LP Finisher with C-Z Fold	2
7. Folder	Installed	▼
8. Booklet Maker	Installed	
9. Hard Disk	Installed	
10. Page Memory Size	128MB	

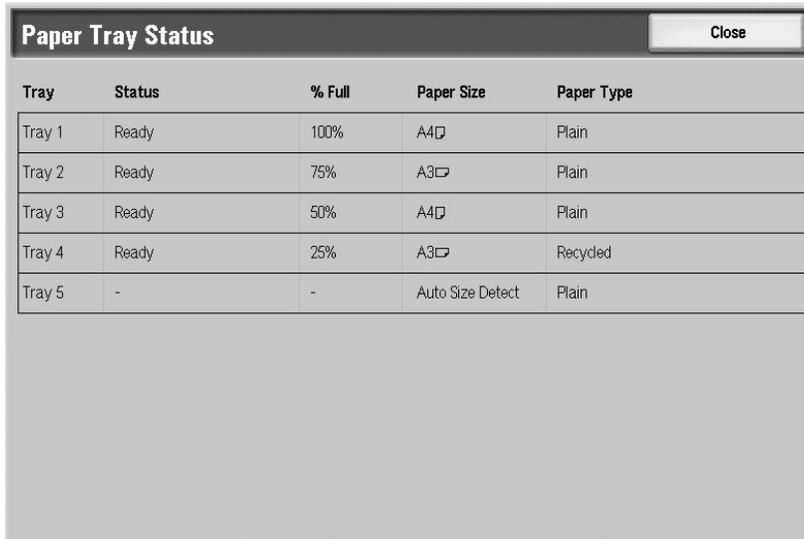
## Software Version...

Select the **Software Version** button to check the software versions for machine components.

Software Version		Close
Items	Status	
1. Controller+PS ROM	0.238.0	
2. IOT ROM	43.11.0	
3. HFC ROM	216.0	
4. Finisher D ROM	20.0	
5. IIT ROM	151.3	
6. IIT Option ROM	124.0	
7. ADF ROM	122.2	
8. SJFI	3.0.7	
9. SSMI	1.7.0	

## Paper Tray Status....

Select the **Paper Tray Status** button to view the current status information for each paper tray.



Tray	Status	% Full	Paper Size	Paper Type
Tray 1	Ready	100%	A4□	Plain
Tray 2	Ready	75%	A3□	Plain
Tray 3	Ready	50%	A4□	Plain
Tray 4	Ready	25%	A3□	Recycled
Tray 5	-	-	Auto Size Detect	Plain

## Print Reports...

The **Print Reports** button must be enabled by a System Administrator before reports can be printed. Some features on the Print Reports screen are only available in System Administrator mode.

Select the various buttons to identify the desired report criteria, then press **Start** to print the report.



Job Status

Printer Reports...

Refer to the following table for information about the various reports.

Report Category	Report Name	Description
Job Status	Job History Report	Lists data for the last 200 jobs recorded on the machine. Jobs can be filtered by job type.
	Error History Report	Lists the most recent errors that occurred in the machine.
Printer Reports <b>Note:</b> Some Report Names may not be available on your system.	Configuration Report	Lists common settings, such as the hardware configuration, network information, and current feature settings.
	PCL Settings List	Lists the PCL emulation mode settings.
	PCL Macro List	Lists the macros registered for use with PCL emulation.
	PDF Settings List	Lists the settings for PDF print mode.
	TIFF/JPEG Settings List	Lists the settings for TIFF/JPEG print mode.
	TIFF/JPEG Logical Printers List	Lists the settings for up to 20 logical printers created in TIFF/JPEG print mode.
	PostScript Logical Printers List	Lists the logical printers created in PostScript mode.
	HP-GL/2 Settings List	Lists the HP-GL/2 emulation mode settings.
	HP-GL/2 Logical Printers List	Lists the HP-GL/2 emulation mode settings stored in memory.
	Font List	Lists all fonts available on the machine.
	PCL Font List	Lists the fonts available in PCL emulation mode.
PostScript Font List	Lists the PostScript fonts available.	
Job Counter Report (System Administrator)	Job Counter Report	Lists the job counter reports for each feature.
Auditron Reports (System Administrator)	Meter Report (Print Jobs)	Lists the number of pages printed per user and by all users. (Available when Accounting Type feature is set to Accounting Disabled.)
	Auditron Report (Print Jobs)	Lists Auditron reports for all print jobs completed by the selected users.

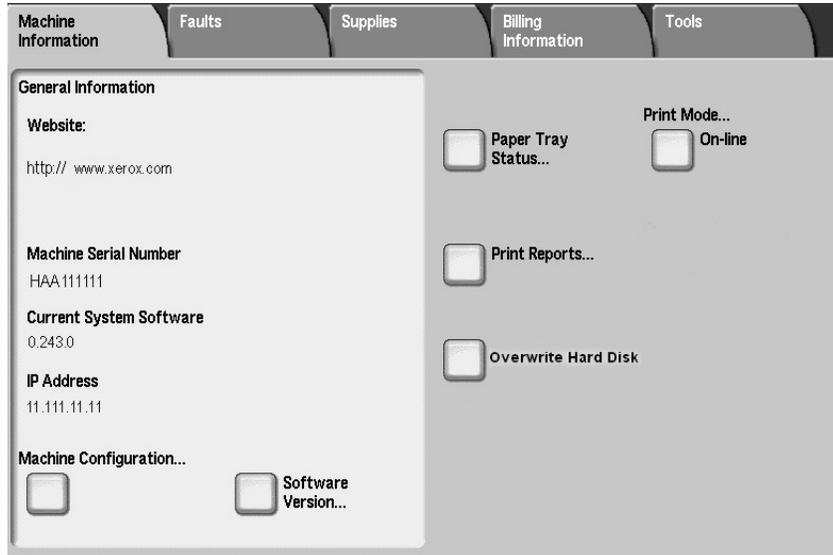
## Overwrite Hard Disk

### Note

This is an optional feature that may not be available on your copier/printer; it is part of the optional Data Security Kit. It overwrites information on the hard disk to ensure the highest level of security. This option must be enabled by the System Administrator.

The Overwrite Hard Disk feature prevents the document image and registered data recorded on the hard disk from being illegally retrieved.

1. Access to this feature is via the **Machine Status** button on the control panel.



2. Select the **Overwrite Hard Disk** button on the touch screen.
  - The **Overwrite Hard Disk Status Standby** screen displays while the overwrite process is in progress.



- When **Standby** appears next to the button on the Machine Information tab, the overwriting operation has finished.



Refer to the Overwrite Hard Disk section in the System Administration Guide for more information.

## Print Mode...

This feature allows you to change the default printer mode and emulation parameter settings.

### Note

Some of the following Print Mode features may not be available on your system.

When **On-line** is selected on the Print Mode window, the printer can accept data. When **Off-line** is selected, the printer is taken off-line and cannot accept data.



## PCL Emulation

Select the **PCL Emulation** button to set parameter values for printing jobs with PCL emulation.

1. Select **PCL Emulation** on the **Print Mode** screen.
2. Enter the 3 digit item number for the parameter that you want to change. The item numbers are shown in the following table.
3. Select **Change Value**.
4. Enter the required value.
5. Select **Save**.

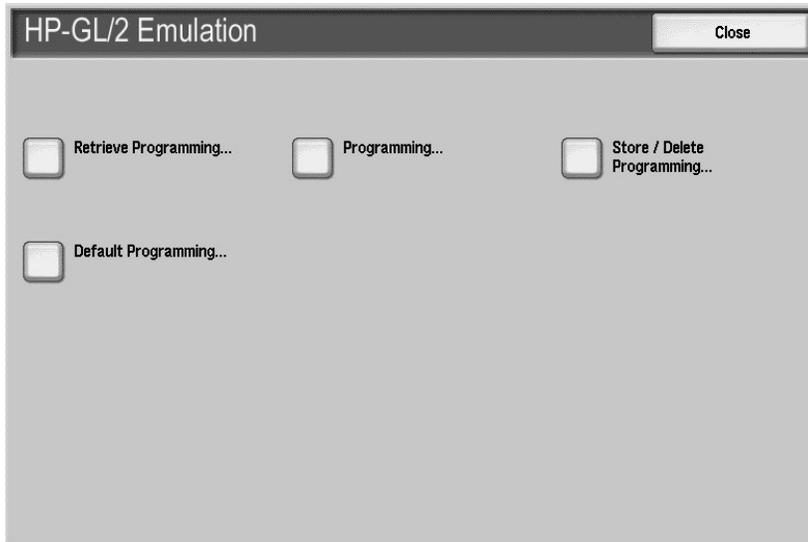
Parameter	Item	Value
Paper Tray	201	0: Auto (Default) 1: Tray 1 2: Tray 2 3: Tray 3 4: Tray 4 5: Tray 5 (Bypass) 6: Tray 6 (HCF) 7: Tray 7 (HCF)  Select the paper tray. When <b>Auto</b> is selected, the machine automatically selects the tray based on the paper size specified on the Paper Supply screen.
Auto Size	202	3: A3 4: A4 (Default) 5: A5 14: B4 15: B5 21: 8.5 x 14 in. 22: 8.5 x 13 in. 23: 8.5 x 11 in.(Default) 24: 11 x 17 in. 30: 8K  Select the default paper size when the machine is set to select paper size automatically (set to <b>Auto</b> ). The default value is A4 or 8.5 x 11 in. depending on the region.
Bypass Size	203	3: A3 4: A4 (Default) 5: A5 14: B4 15: B5 21: 8.5 x 14 in. 22: 8.5 x 13 in. 23: 8.5 x 11 in.(Default) 24: 11 x 17 in.  Sets the paper size for the bypass tray. Only available when <b>Paper Tray</b> is set to <b>Tray 5 (Bypass)</b> . The default value is A4 or 8.5 x 11 in. depending on the region.
Orientation	205	0: Portrait (Default) 1: Landscape
2 Side Print	206	0: Off (Default) 1: On

Parameter	Item	Value
Default Font	207	0: CG Times 1: CG Times Italic 2: CG Times Bold 3: CG Times Bold Italic 4: Univers Medium 5: Univers Medium Italic 6: Univers Bold 7: Univers Bold Italic 8: Univers Medium Condensed 9: Univers Medium Condensed Italic 10: Univers Bold condensed 11: Univers Bold Condensed Italic 12: Antique Olive 13: Antique Olive Italic 14: Antique Olive Bold 15: CG Omega 16: CG Omega Italic 17: CG Omega Bold 18: CG Omega Bold Italic 19: Garamond Antiqua 20: Garamond Kursiv 21: Garamond Halbfett 22: Garamond Kursiv Halbfett 23: Courier (Default) 24: Courier Italic 25: Courier Bold 26: Courier Bold Italic 27: Letter Gothic 28: Letter Gothic Italic 29: Letter Gothic Bold 30: Albertus Medium 31: Albertus Extra Bold  32: Clarendon Condensed  33: Coronet  34: Marigold  35: Arial  36: Arial Italic 37: Arial Bold 38: Arial Bold Italic  39: Times New 40: Time New Italic 41: Times New Bold 42: Times New Bold Italic 43: Symbol 44: Wingdings 45: Line Printer 46: Times Roman 47: Times Italic 48: Times Bold 49: Times Bold Italic 50: Helvetica 51: Helvetica Oblique 52: Helvetica Bold 53: Helvetica Bold Oblique 54: CourierPS 55: CourierPS Oblique 56: CourierPS Bold 57: CourierPS Bold Oblique 58: SymbolPS 59: Palatino Roman 60: Palatino Italic 61: Palatino Bold 62: Palatino Bold Italic 63: ITC Bookman Light 64: ITC Bookman Light Italic 65: ITC Bookman Demi 66: ITC Bookman Demi Italic 67: Helvetica Narrow 68: Helvetica Narrow Oblique 69: Helvetica Narrow Bold 70: Helvetica Narrow Bold Oblique 71: New Century Schoolbook Roman 72: New Century Schoolbook Italic 73: New Century Schoolbook Bold 74: New Century Schoolbook Bold Italic

Parameter	Item	Value
Symbol Set	208	Roman 8 (Default) 1: ISO 8859-1 Latin 1 2: ISO 8859-2 Latin 2 3: ISO 8859-9 Latin 5 4: ISO 8859-10 Latin 6 5: PC-8 6: PC-8 DN 7: PC-775 8: PC-850 9: PC-852 10: PC-1004 (QS/2) 11: PC Turkish 12: Windows 3.1 Latin 1 13: Windows 3.1 Latin 2 14: Windows 3.1 Latin 5 15: DeskTop 16: PS Text 17: MC Text 18: Microsoft Publishing 19: Math 8 20: PS Math 21: Pi Font 22: Legal 23: ISO 4 United Kingdom 24: ISO 6 ASCII 25: ISO 11 Swedish:names 26: ISO 15 Italian 27: ISO 17 Spanish 28: ISO 21 German 29: ISO 60 Norwegian v1 30: ISO 69 French 31: Windows 3.0 Latin 1 32: Windows Baltic 33: Symbol 34: Wingdings
Font Size	209	400-5000 (Default: 1200): Specify the point size of a font in increments of 25. The value of 100 represents 1 point.
Font Pitch	210	600-2400 (Default: 1000): Specify the pitch size of a font. The value of 100 represents a pitch size of 1.
Form Line	211	5-128 (Default: 64 or 60, depending on region): Specify the number of lines on a page.
No. of Sets	212	1-999 (Default: 1): Specify the number of print sets.
Image Enhance	213	0: Off 1: On (Default) Enable or disable enhanced image mode.
Hex Dump	214	0: Off (Default) 1: On Enable or disable a hex dump.
Draft Mode	215	0: Off (Default) 1: On Enable or disable draft mode.
Binding	217	0: LEF (Default) 1: SEF Specify which edge of the paper is to be bound.
Line Termination	218	0: Off (Default) 1: Add-LF (Appends an LF to CR) 2: Add-CR (Appends a CR to LF and FF) 3: CR-XX (Appends a CR to LF and FF, and LF to CR)

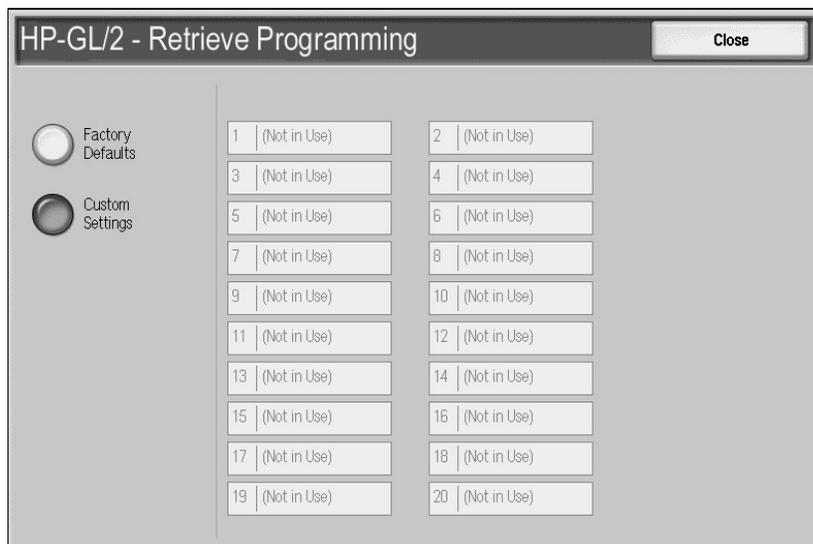
## HP-GL/2 Emulation

Select HP-GL/2 Emulation on the Print Mode screen to set parameter values for HP-GL/2 emulation. You can store and retrieve up to 20 emulation settings.



## HP-GL/2 - Retrieve Programming

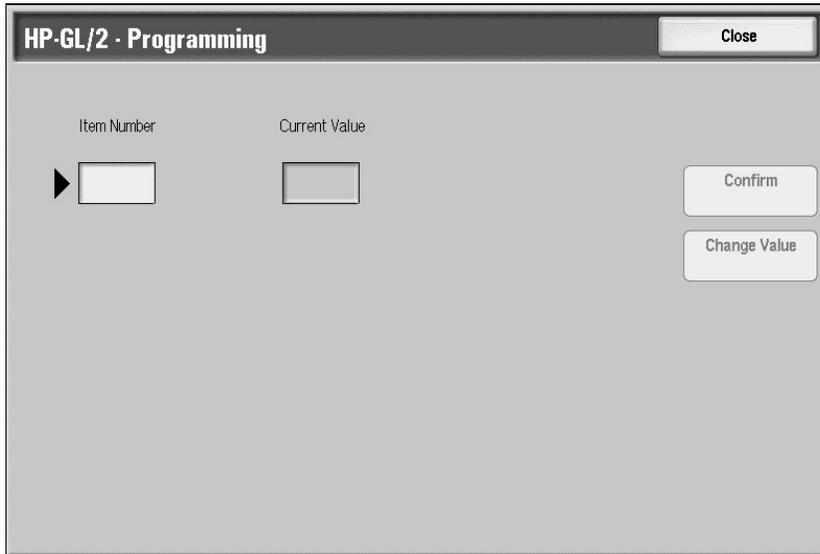
On the Retrieve Programming screen, select **Factory Defaults** to use the default settings, or select **Custom Settings** to use user-programmed emulation mode settings.



**HP-GL/2 - Programming**

The Programming option allows you to set emulation parameter values.

1. Select **Programming** on the Emulation window.



2. Using the numeric keypad, enter the three digit **Item Number** for the feature to be set. The item numbers and their values are shown in the following table.
3. Select **Change Value**.
4. Enter a **New Value**, using the numeric keypad.
5. Select **Save**.
6. Select **Close** to leave this screen.

Parameter	Item	Value
Document Size	101	99: Auto (Default) 100: Paper 0: A0 1: A1 2: A2 3: A3 4: A4 5: A5 10: B0 11: B1 12: B2 13: B3 14: B4 15: B5  Set the input PDL logical document size. When Auto is selected, the document size is determined by the Scale Mode (Item 160).

Parameter	Item	Value
Paper Size	102	99: Auto 101: A Size (Default) 3: A3 4: A4 5: A5 14: B4 15: B5  Set the paper size. When Auto is selected, the document size is determined by the Scale Mode (Item 160).
Paper Tray	103	0: Auto (Default) 1: Tray 1 2: Tray 2 3: Tray 3 4: Tray 4 5: Tray 5 (Bypass) 6: Tray 6 (HCF) 7: Tray 7 (HCF)
Coordinate Rotation	104	0: 0 degrees 1: 90 degrees  Set the paper orientation.
Auto Layout	106	0: On (Default) 1: Off  Set whether to align the document position and paper automatically.
Active Palette	107	0: Command (Default) 1: Panel  Set whether to use the palette specified by a command or the panel.
No. of Prints	108	1 to 250 (1: Default)  Set the number of prints to be made.
Output Tray	109	0: Center Tray (Default) 1: Side Tray 80: Finisher Tray  Set the output paper tray.
2 Sided Printing	110	0: None (Default) 1: Head to head 2: Head to toe  Set the 2 sided original orientation.
Chinese Characters	111	0: Stroke 1: Mincho 2: Gothic  Set the output style for 2-byte characters.

Parameter	Item	Value
Alpha-numeric Characters	112	0: Stroke 1: Roman 2: Sans-serif  Set the output style for 1-byte characters.
Vertical Image Shift	113	0: None (Default) 1-250: -1 to -250 mm 251-500: +1 to +250 mm  Set the vertical image shift.
Horizontal Image Shift	114	0: None (Default) 1-250: -1 to -250 mm 251-500: +1 to +250 mm  Set the horizontal image shift.
Print Quantity Setup	115	0: Protocol (Default) 1: Panel 2: Command  Set the method for specifying the print quantity.
HP-GL Mode	150	0: HP-GL (Default) 1: HP-GL/2  Set the page description language (PDL).
Hard Clip	151	0: Standard 2: Paper (Default)  Set the hard clip area. The [Standard] hard clip area for A4, Letter, and Ledger is the same as for Hewlett Packard HP7550A. For other sizes, the hard clip area is the machine printable area. The [Paper] hard clip area is the same size as the paper.
Eject Command SP	152	0: Off (Default) 1: On  Set whether the command is processed as an eject command.
Eject Command SPO	153	0: Off 1: On (Default)  Set whether the command is processed as an eject command.
Eject Command NR	154	0: Off (Default) 1: On  Set whether the command is processed as an eject command.
Eject Command FR	155	0: Off (Default) 1: On  Set whether the command is processed as an eject command.

Parameter	Item	Value
Eject Command PG	156	0: Off (Default) 1: On  Set whether the command is processed as an eject command.
Eject Command AF	157	0: Off (Default) 1: On  Set whether the command is processed as an eject command.
Eject Command AH	158	0: Off (Default) 1: On  Set whether the command is processed as an eject command.
Scale	159	0: Off 1: On (Default)  Set whether scaling is performed to enlarge or reduce the document size to fit the paper size.
Scale Mode	160	0: Paper Size (Default) 1: Active coordinate area  Set how the document size is specified when [Document Size] (101) is set to [Auto] (99).  [Paper Size] Set the document size to the minimum size that combines the active coordinate area from the active coordinate determining method and the active coordinate obtained by the settings of Origin Position and Paper Margin.  [Active Coordinate Area] Set the document size to the area from which the paper margin is subtracted from the active coordinate area obtained by the active coordinate determining method.
Active Area Determining Command	161	0: Auto (Default) 1: PS 2: IW 3: IP 4: Adapted  Set the method for obtaining the active coordinate area. [Auto] sets the method for obtaining the active coordinate area. [PS]: The rectangular area is defined by the area specified by the first [PS] command. [IW]: The rectangular area is defined by the area specified by the last [IW] command. [IP]: The rectangular area is defined by the area that encompasses all [IP] commands. [Adapted]: The rectangular area is defined by an area calculated from the maximum/minimum coordinates of the area and the coordinates plotted by the drawing commands, and the maximum size of characters and the line widths present on the page.
Paper Margin	162	0-99: 0 to 99 mm (0: Default)  Set the paper margins.

Parameter	Item	Value
Image Enhance	163	0: Off 1: On (Default)  Set whether to artificially enhance the resolution and smooth edges.
Staple	164	0: None (Default) 1: Top left 2: Top double 3: Top right 4: Left double 5: Right double 6: Bottom left 7: Bottom double 8: Bottom right 9: Center  Set the stapling position.
Manual Feed Tray Check Indicator	165	0: None 1: Yes (Default)  Set the manual feed tray indicator.
Pen Width (No. 0-15)	800- 815	0-255: 0 to 25.5 mm (3: Default)  Set the width of the pen in 0.1 mm units.
Line End Shape (No. 0-15)	850- 865	0: Cut (Default) 1: Round 2: Rectangular  Set the line end shape.
Line Intersects (No. 0- 15)	900- 915	0: None (Default) 1: Intersect 2: Round 3: Cut  Set the line intersect shape.
Pen Color (No. 0 -15)	950- 965	0-100: Black and white  Set the color density.

## HP-GL/2 - Store/Delete Programming

You can save up to 5 print modes for the HP-GL/2 emulation.

To store the current selections:

1. Select **Store/Delete Programming**.

HP-GL/2 - Store / Delete Programming		Close
<input checked="" type="radio"/> Store Current Selections	1 (Not in Use)	2 (Not in Use)
<input type="radio"/> Delete	3 (Not in Use)	4 (Not in Use)
	5 (Not in Use)	6 (Not in Use)
	7 (Not in Use)	8 (Not in Use)
	9 (Not in Use)	10 (Not in Use)
	11 (Not in Use)	12 (Not in Use)
	13 (Not in Use)	14 (Not in Use)
	15 (Not in Use)	16 (Not in Use)
	17 (Not in Use)	18 (Not in Use)
	19 (Not in Use)	20 (Not in Use)

2. Select **Store Current Selections**.
3. Select the memory number in which you want to store the current selections.
4. Select **Close**.

### KeyPoint

If you select a number in which information is already stored, the information is overwritten and cannot be restored.

To delete current programming:

1. Select **Store/Delete Programming**.
2. Select **Delete**.
3. Select the memory number for the information you want to delete.
4. Select **Close**.

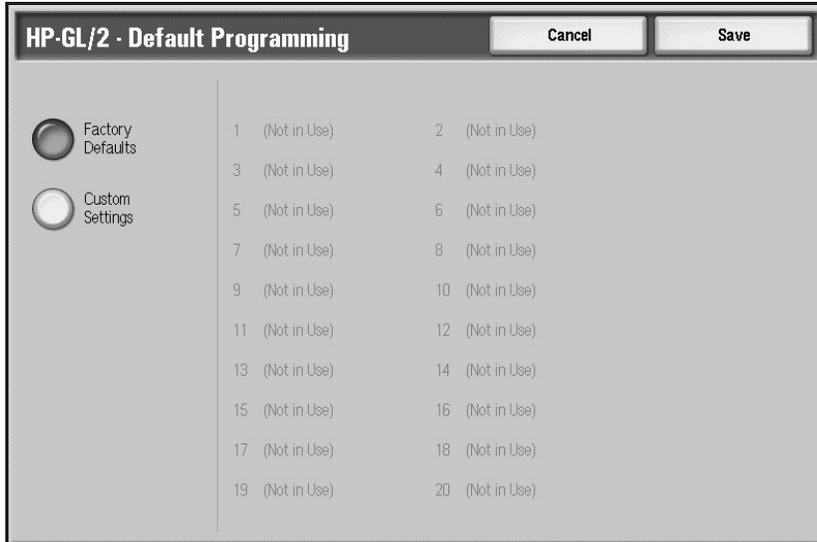
### KeyPoint

Deleted data cannot be restored.

## HP-GL/2 - Default Programming

The default settings for your printer can be either the factory default settings or you can specify custom default settings.

1. Select **Default Programming**.



2. Select **Factory Defaults** to use the factory default settings or select **Custom Settings**.
3. If you select **Custom Settings**, select a memory number to specify which saved settings should be used.
4. Select **Save**.

## PDF

The PDF option allows you to set a password and parameter values for PDF direct printing. This feature is only available with the PostScript driver.

### Password

1. Select **Password** to access the **Keyboard** screen.
2. Enter the password (up to 32 characters) and select **Save**.

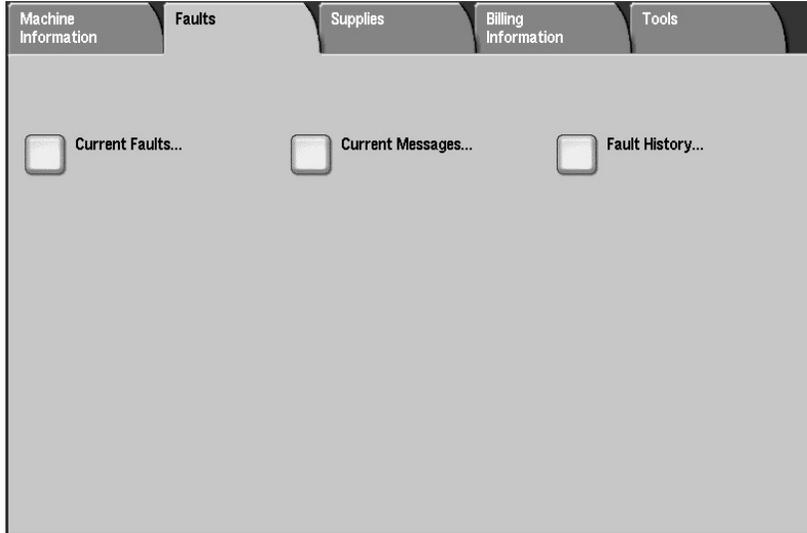
### Programming

1. Select **PDF** on the **Print Mode** screen.
2. Select **Programming**.
3. Enter the 3-digit item number in the **Item Number** field. Refer to the following table for parameters, item numbers, and values.
4. Select **Change Value**.
5. Enter the required value in the **New Value** field.
6. Select **Save**.

Parameter	Item	Value
Print Sets	401	1-999 (Default: 1)  Specify the number of print sets.
2 Side Print	402	0: Off (Default) 1: LEF Binding 2: SEF Binding  Specify which edge of the paper is to be bound for double-sided printing; Long Edge Feed or Short Edge Feed.
Print Mode	403	0: Standard (Default) 1: Fast 2: High Quality
Sort	404	0: Off (Default) 1: On  Enable or disable sorting.
Layout	405	0: Auto Reduce/Enlarge (Default) 1: Booklet 2: Two-up 3: Four-up 4: 100 % (actual size)  [Auto Reduce/Enlarge] prints with magnification to fit the paper size selection. [Booklet] specifies duplex printing. [Two-up] and [Four-up] print two and four pages on a single sheet of paper.
Paper Size	406	0: Auto 1: A4 or Letter (Default)

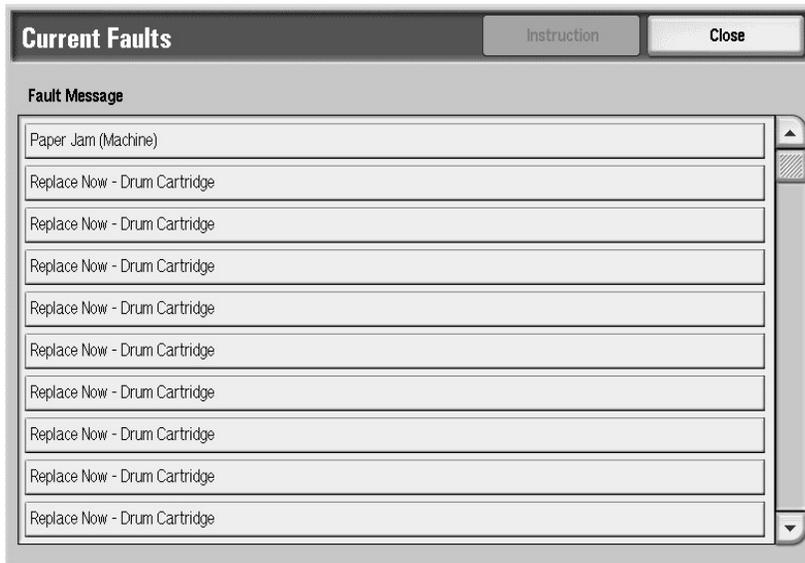
# The Faults tab

The Faults tab provides access to fault information and messages.



## Current Faults

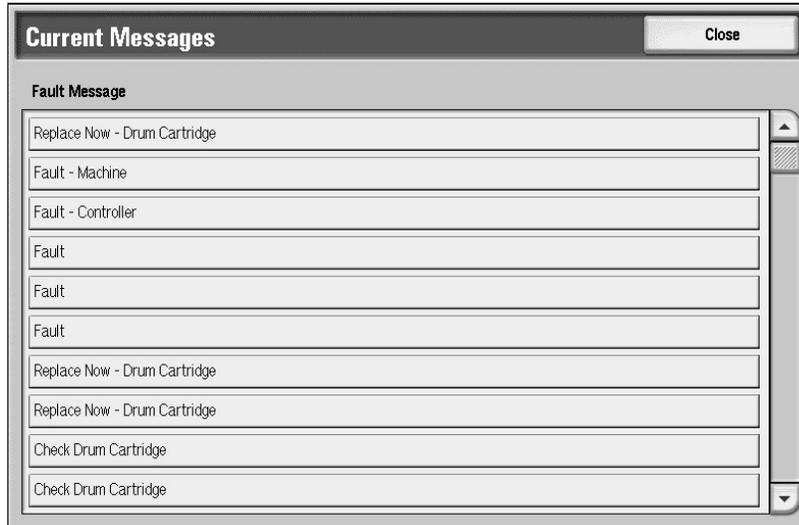
Select the **Current Faults** button to view a list of machine faults that are currently affecting the printer.



1. Select **Current Faults** on the **Faults** screen.
2. Select a fault message from the list.
3. Select **Instructions**.
4. Follow the instructions to fix the error.

## Current Messages

Select the **Current Messages** button on the **Faults** tab to view a list of machine messages. These messages indicate actions that need to be taken to continue or resume the proper operation of the printer. For example, messages in the following graphic indicate that the drum cartridge needs to be replaced.



## Fault History

Select the **Fault History** button on the **Faults** tab to display a list of fault codes. This information is used to diagnose and solve machine problems.

The screenshot shows a dialog box titled "Fault History" with a "Close" button in the top right corner. Below the title bar, there is a table with the following columns: Fault Code, Date, Time, and Image Count. The table contains 10 rows of data:

	Fault Code	Date	Time	Image Count
1	003-004	2004/2/3	4:05 AM	5
2	004-005	2004/3/4	5:06 AM	6
3	005-006	2004/4/5	6:07 AM	7
4	006-007	2004/5/6	7:08 AM	8
5	007-008	2004/6/7	8:09 AM	9
6	008-009	2004/7/8	9:10 AM	10
7	009-010	2004/8/9	10:11 AM	11
8	010-011	2004/9/10	11:12 AM	12
9	011-012	2004/10/11	12:13 PM	13
10	012-013	2004/11/12	1:14 PM	14

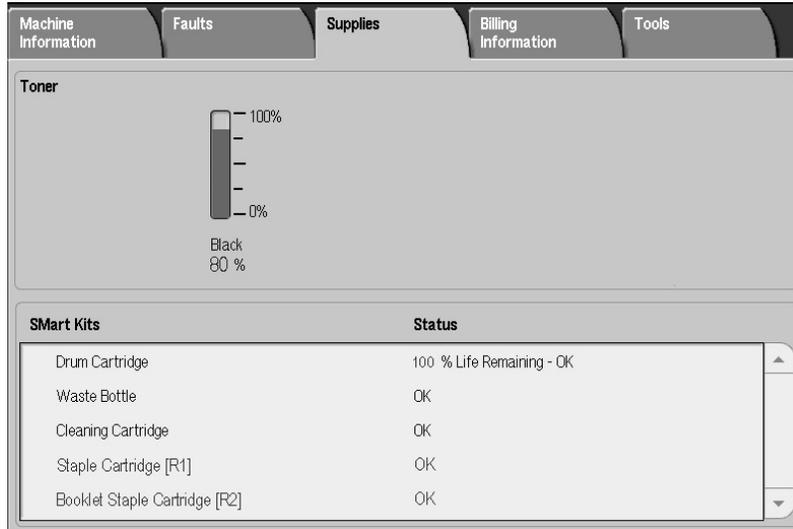
Refer to [Chapter 7, Problem Solving](#), for more information.

# The Supplies tab

The **Supplies** tab provides status information about the supplies (consumables) that are used in the printer.

The remaining toner is displayed on a gauge and as the percent full from 100 % to 0 %.

The status of other consumables is shown as **OK**, **Replace Soon**, or **Replace Now**.



Refer to [Chapter 6, Maintenance](#), for information about replacing consumables.

### KeyPoint

If a partially used toner cartridge is placed in the printer, the status shown on the Supplies tab may not match the actual amount of toner remaining in the cartridge. The use of new cartridges is recommended.

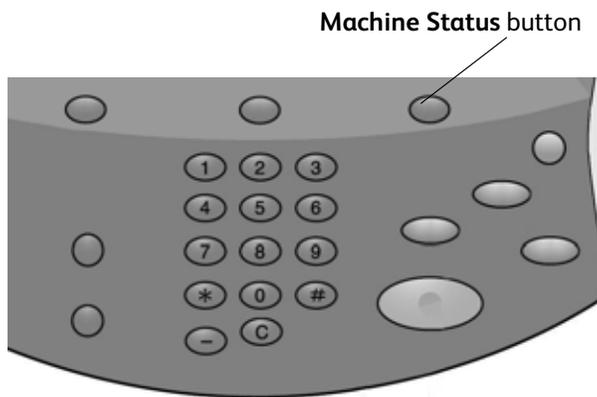
# The Billing Information tab

## Note

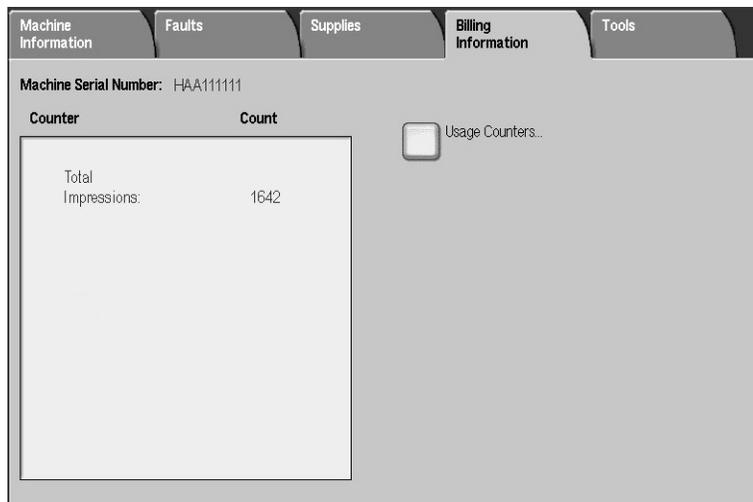
The screens shown in this document may or may not reflect your machine's User Interface (UI). The screens may vary depending on your machine's configuration and marketplace. The screens shown here are a representation only.

## Accessing Billing Information

1. On the machine's User Interface (UI), press the Machine Status button.

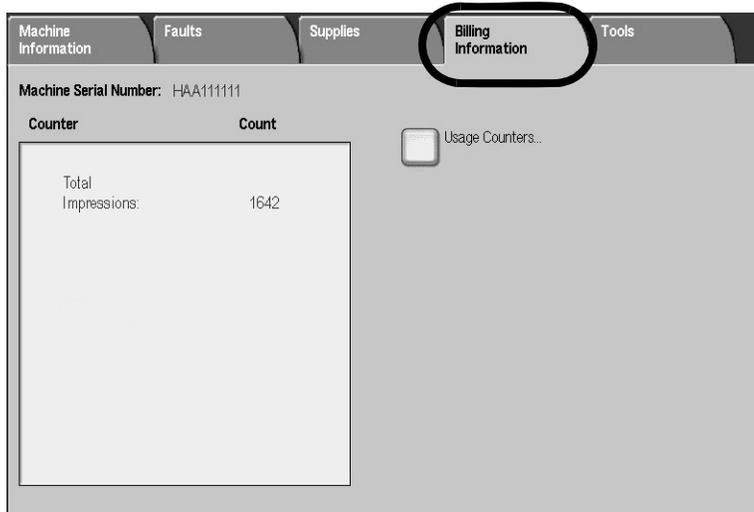


2. The UI displays the following screen:

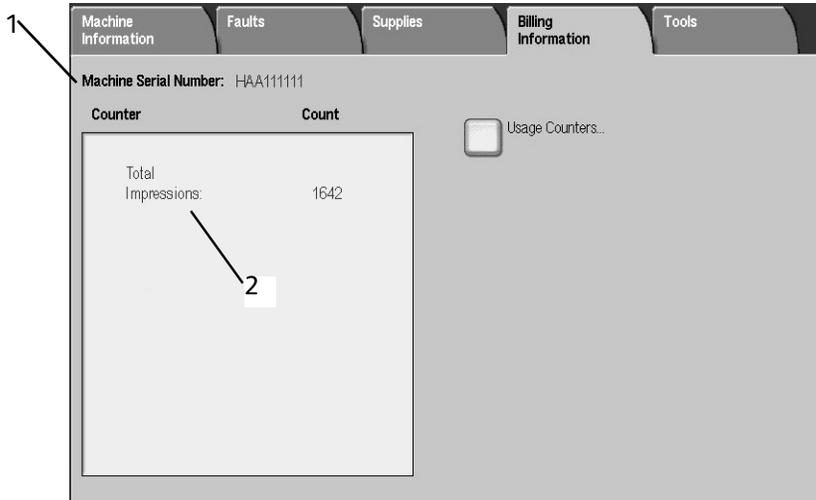


## Machine Status

3. Select the Billing Information tab.



## Billing Information



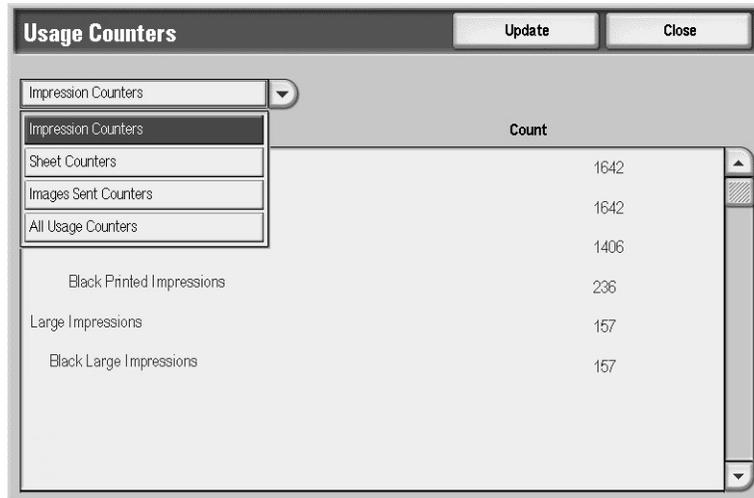
The Billing Information feature displays the total number of prints made by the machine and also allows you to view specific billing meter information.

The main Billing Information screen displays:

1. The Machine Serial Number
2. Total Impressions: this is the total number of prints made on the machine.

## Usage Counters

Select the **Usage Counters** button to view individual counters and their current count status.

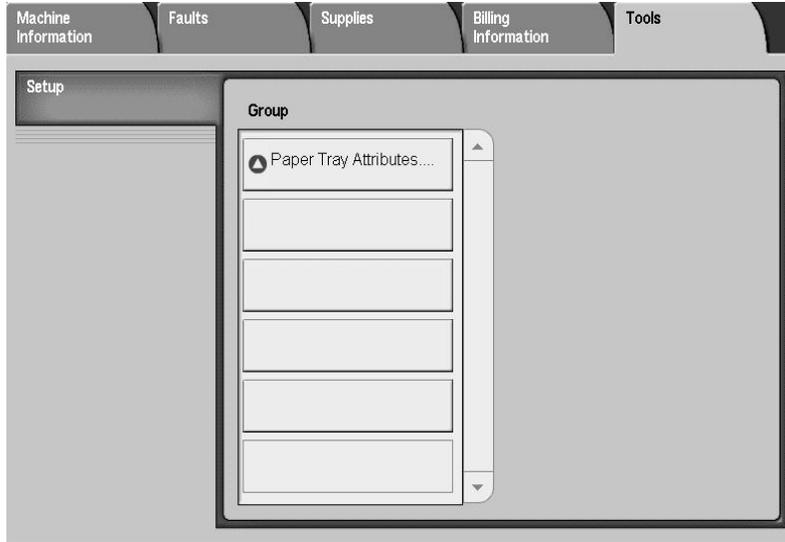


From the drop-down list you can select the desired counter to view; select from:

- **Impression Counters:** This view provides total impression amount information. “Impression” is the image on **one side** of **one sheet** of media. This counter shows the total impression amount for printed impressions and large impressions.
  - Black Impressions: Black Print Impressions: This number represents the total number of impressions for all black/white network print jobs (sent from the user’s computer to the printer).
  - Large Impressions: These impressions are **one side of one sheet of a large document** (such as 11 x17 in./A3). Large Impressions are any documents/originals/prints that are larger than 8.5 x14 in./B4.
- **Sheet Counters:** This view provides information on the total number of sheets the machine feeds to the output area. Each sheet counts as one click on the counter (regardless of whether it is a one-sided or two-sided copy/print job).
- **Image Sent Counters:** This view provides information on the total amounts for fax images, internet fax images, email images, and network scanned images.
- **All Usage Counters:** This view provides a complete total of all the counters, including the totals from the Impression Counters, Sheet Counters, and Image Sent Counters.

# The Tools tab

If enabled by the System Administrator, you can access Paper Tray Attributes on the Tools tab.



# Maintenance

# 6

## KeyPoint

The User Interface (UI) screens shown in this guide may or may not reflect the screens displayed on your system. The UI screens vary from system to system and from marketplace to marketplace. Therefore, the UI screens in this guide are a representation of the type of screens that may be seen on your particular system.

## Replacing Consumables

Consumables are any parts or supplies that need replacing periodically in order for the printer system to perform all of its functions properly.

## KeyPoint

Use only consumables recommended by Xerox for your printer system. The use of consumables not recommended by Xerox may impair image quality and printer system performance.

Type of Consumable/ Periodical Replacement Part	Product Code	Quantity/Box
Toner Cartridge	6R1237	1 item/1 box
Waste Toner Container	8R13036	1 unit/1 box
Staple Cartridge (R1) for Basic Finisher		
Staple Cartridge includes Staple Waste Container (R5)	8R13041	1 unit/1 box
Booklet Staples		
Booklet Staple Refill	8R12925	5,000 x 4 sets

## Note

It is recommended that you keep a spare toner cartridge on hand.

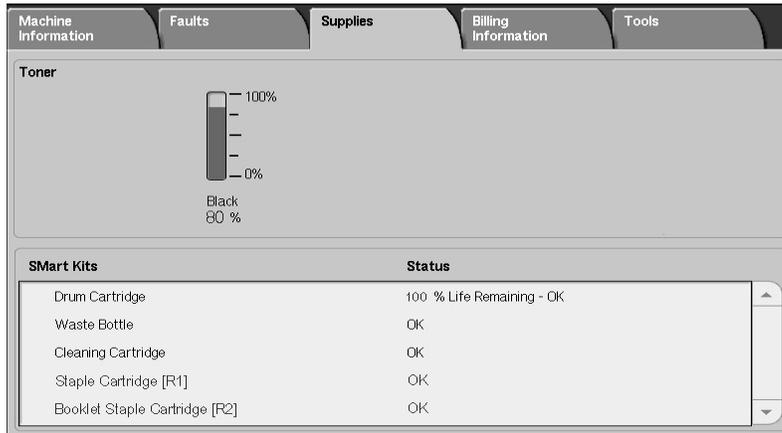
## Note

The Basic (Standard/Booklet Maker Finisher) Finisher is easily identified by its staple waste container.

## Checking the status of consumables

Check the status of consumables using the **Supplies** tab.

- The status of consumables is indicated by "Ready," "Order New," "Replace Now," or other indications.
- An indication from 0 to 100 % displays the remaining amount of toner.



### Note

For information about confirming the status of consumables, refer to *The Supplies tab on page 5-22*.

## Handling Consumables

- Before using consumables, carefully read the instructions and precautions on the packaging.
- Do not unpack consumables until they are ready to be used.

## Storing Consumables

Do not store boxes containing consumables upright.

Avoid storing consumables in a:

- Hot and humid location
- Location close to an open flame
- Location exposed to direct sunlight
- Dusty location

## Ordering Consumables

- Check the product code of the consumables and contact the Customer Support Center to place your orders.
- Keeping spare consumables on hand is recommended.

# Replacing Toner Cartridges

## Toner Cartridge Replacement Guidelines

Be aware of the following warnings and guidelines when handling and replacing Toner cartridges:



### **WARNING**

Never throw a Toner cartridge into an open flame since the toner remaining in the cartridge can cause an explosion.



### **CAUTION**

Do not use warm water or cleaning solvents to remove Toner (Dry Ink) from your skin or clothing. This will set the Toner and make it difficult to remove. To remove any Toner that gets on your skin or clothing; use a brush, blow air on it, or wash it off with cold water and mild soap.



### **CAUTION**

Do not attempt to use a standard shop vacuum or home vacuum to clean Toner spills in or near the machine. Shop and home vacuums are not equipped with correct filtration and will contaminate your environment.

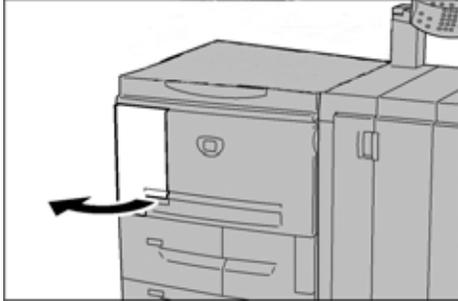
#### **KeyPoint**

It is recommended that you place paper on the floor to collect any residual dry ink that may spill.

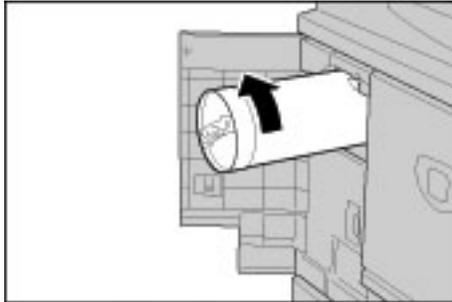
## Toner Cartridge Replacement Procedure

A message displays on the Touch Screen when it is time to replace the Toner cartridge. If you continue copying or printing without replacing the Toner cartridge, the machine stops after copying or printing approximately 5,000 sheets.

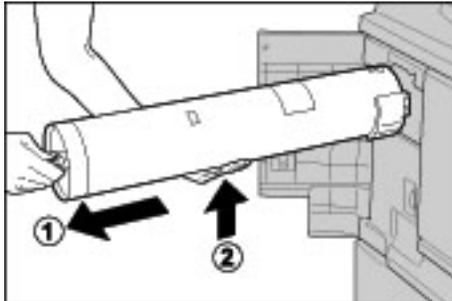
1. Open the left cover of the machine.



2. Rotate the toner cartridge to the left until it aligns with the unlock indicator.



3. Pull out the toner cartridge slowly and then lift to remove it.



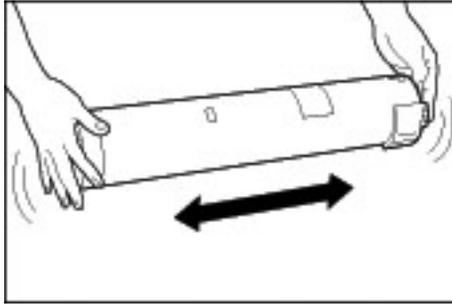
### WARNING

Never throw a toner cartridge into an open flame since the toner remaining in the cartridge can cause an explosion.

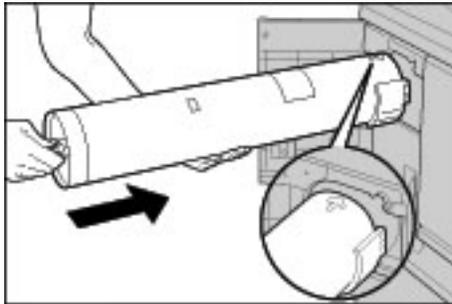
#### KeyPoint

Dispose of the empty Toner Cartridge in accordance with your local regulations.

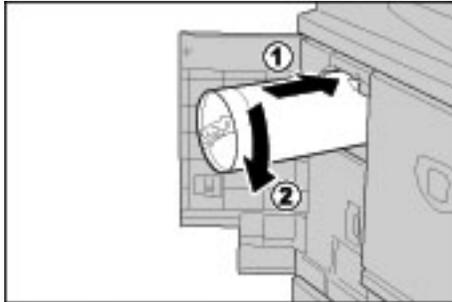
4. Remove the new cartridge from the box. **Before** removing it from the bag, gently shake the toner cartridge a couple times to the left and right to mix any dry ink that may have settled.



5. Hold the toner cartridge with the arrow (↑) mark facing up.



6. Push the cartridge slowly into the machine, then rotate the cartridge to the right until it aligns with the lock indicator.



7. Close the left cover of the machine.

**Note**

The number of pages stated in the messages dialog refers to using 8.5 x 11 in./A4 paper and is only an estimate which can vary depending on conditions such as the content, paper size, paper type, and the computer environment.

## Replacing the Waste Toner Container

### Waste Toner Container Replacement Guidelines

Be aware of the following warnings and guidelines when handling and replacing Waste Toner Containers:



#### **WARNING**

Never throw a Toner cartridge into an open flame since the toner remaining in the cartridge can cause an explosion.



#### **CAUTION**

Do not use warm water or cleaning solvents to remove Toner (Dry Ink) from your skin or clothing. This will set the Toner and make it difficult to remove. To remove any Toner that gets on your skin or clothing; use a brush, blow air on it, or wash it off with cold water and mild soap.



#### **CAUTION**

Do not attempt to use a standard shop vacuum or home vacuum to clean Toner spills in or near the machine. Shop and home vacuums are not equipped with correct filtration and will contaminate your environment.

#### **KeyPoint**

It is recommended that you place paper on the floor to collect any residual dry ink that may spill.

#### **KeyPoint**

Use only toner cartridges recommended by Xerox for your machine to ensure quality and performance.

- Dispose of the empty Waste Toner Cartridge in accordance with your local regulations.
- Replace Waste Toner Cartridges while the machine is powered ON.

## Waste Toner Container Removal Procedure

A message displays on the Touch Screen when the Waste Toner Container is full. If you continue copying or printing without replacing the Waste Toner Container, the machine stops after copying or printing approximately 18,000 sheets.

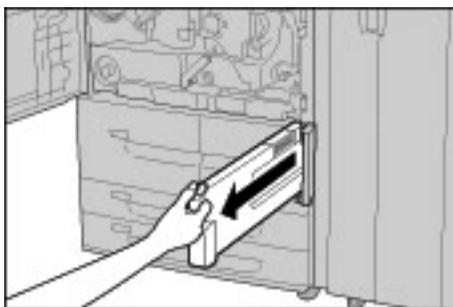
1. Make sure that the machine has stopped copying / printing, then open the Front Cover on the machine.



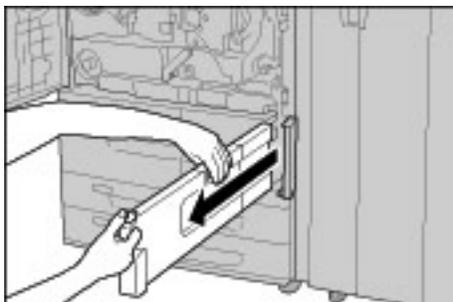
2. Open the Waste Toner Container cover and push the lever down.



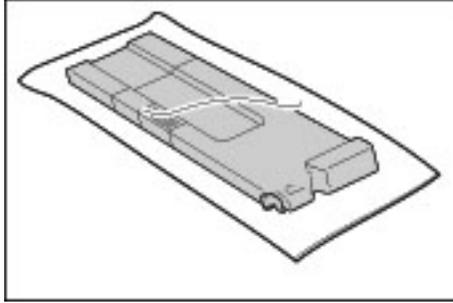
3. Grasp the handle of the Waste Toner Container with one hand, and pull it out of the machine about half way.



4. With the other hand, grasp the top, middle part of the bottle, and then using both hands, pull the entire container out of the machine.



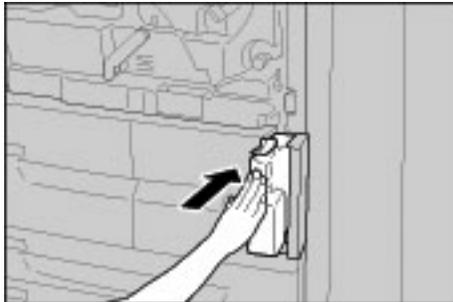
5. Hold the used container firmly with both hands and put it into the plastic bag, which is provided with the new container. Close the bag and dispose of the container according to your local regulations.



**!** **WARNING**

Never throw a toner cartridge into an open flame since the toner remaining in the cartridge can cause an explosion.

6. Remove the new container from its packaging.
7. Do not grip the container handle. Grasp the top, middle part of the new container and slide it into the machine until it snaps into position.



8. Close the Waste Toner Container Cover.
9. Close the Front Cover.

**Note**

A message will display and the machine will not operate if the front cover is open even slightly.

**Note**

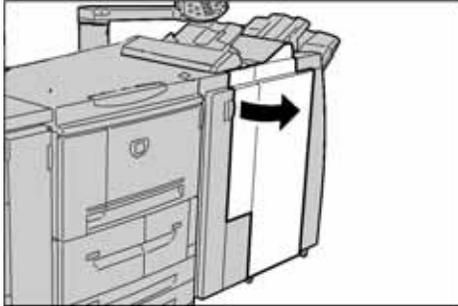
The number of pages stated in the messages dialog refers to using 8.5 x 11 in./A4 paper and is only an estimate which can vary depending on conditions such as the content, paper size, paper type, and the computer environment.

## Replacing the Staple Cartridge

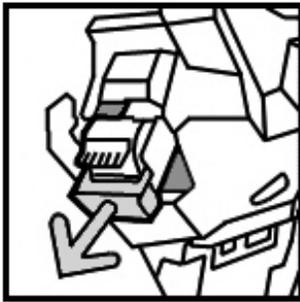
A message displays on the Touch Screen when it is time to replace a staple cartridge.

### Basic Finisher Staple Cartridge Replacement

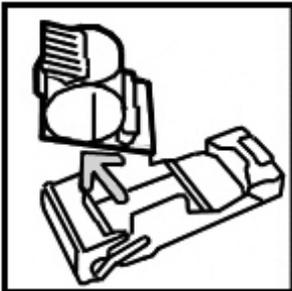
1. Make sure that the machine has stopped copying and printing, then open the Right Cover on the Basic Finisher.



2. Grasp the Staple Cartridge handle located at R1 and lift it slightly and pull out the staple cartridge.



3. Push the position indicators that are located by the arrows on either side of the cartridge to remove the staple case from the cartridge.



4. Push a new staple case into the staple cartridge.



5. Push the removed cartridge back to the original position until it clicks into place.



6. Close the Right Cover on the Basic Finisher.

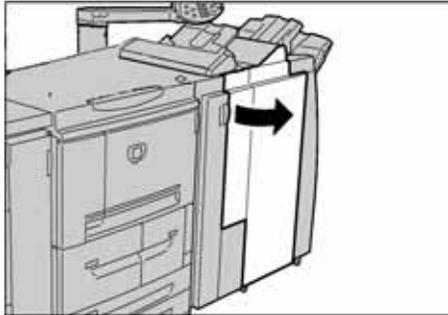
Note

A message will display and the machine will not operate if the right cover is open even slightly.

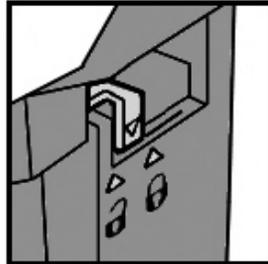
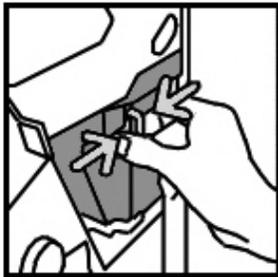
## Replacing the Staple Waste Container on the Basic Finisher

The machine displays a message indicating that the Staple Waste Container is full. To replace the container:

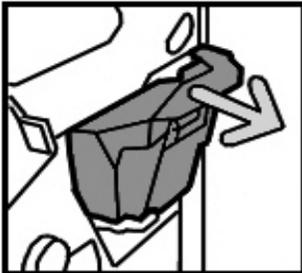
1. Make sure that the machine has stopped copying and printing, then open the Right Cover on the finisher.



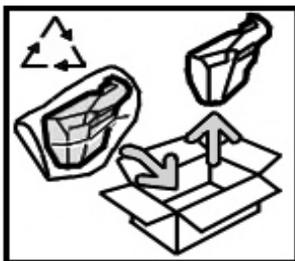
2. Locate the Staple Waste Container (R5) in the finisher.
3. Grip the container and move the lever to the right; the Unlock position.



4. Remove the container from the finisher.



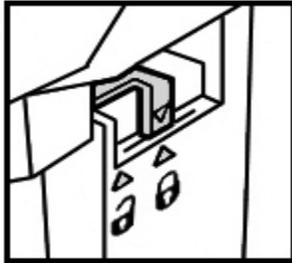
5. Remove the new container from the packaging. Dispose of the full container in the new container packaging.



6. Insert the new container into the finisher.



7. Move the lever to the left; the lock position.

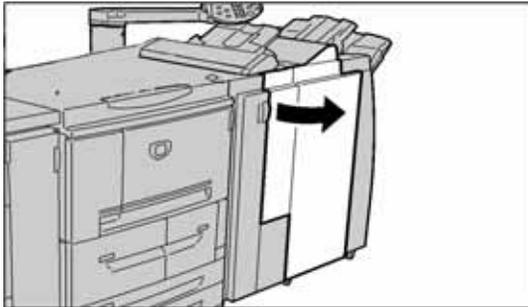


8. Close the Right Cover of the finisher.

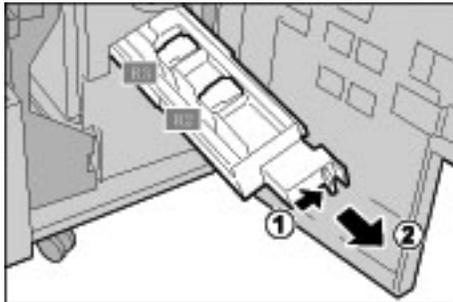
## Replacing the Booklet-Maker Staple Cartridge

The Control Panel displays a message indicating that the Booklet-Maker staple cartridge needs to be replaced. Use the following procedure to replace the cartridge on this optional finisher.

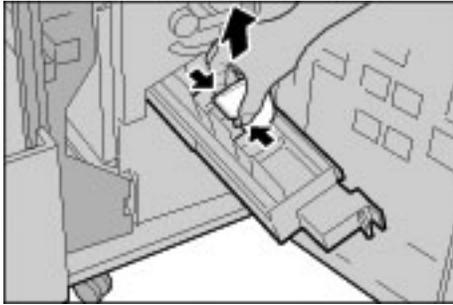
1. Make sure that the machine has stopped copying and printing, then open the Right Cover on the finisher.



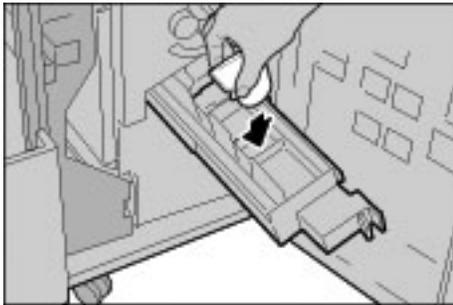
2. Press the lever to the right and then pull out the Booklet-Maker staple cartridge.



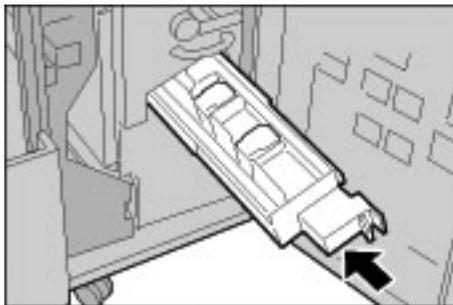
3. Hold the tabs of the Booklet-Maker staple cartridge and then lift to remove it.



4. While holding the tabs of a new Booklet-Maker staple cartridge, return the cartridge to the original position and gently push it until it clicks.



5. Return the unit to its original position.



6. Close the Right Cover of the finisher.

**Note**

A message will display and the machine will not operate if the right cover is open even slightly.

## Emptying the Punch Scrap Container

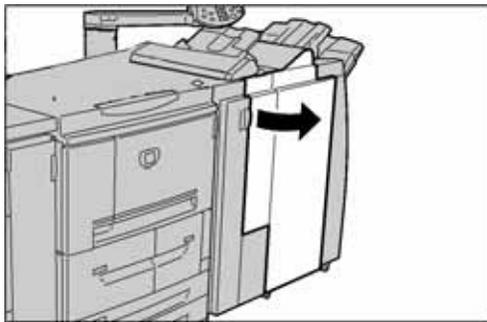
The Touch Screen displays a message indicating when it is time to empty the Punch Scrap Container.

The punch counter resets to 0 each time you open the Punch Scrap Container, so empty the container each time it is opened.

### KeyPoint

Remove the Punch Scrap Container while the system is powered ON. If you switch off the power when emptying the Punch Scrap Container, the machine cannot detect that the scraps have been removed and reset the punch count.

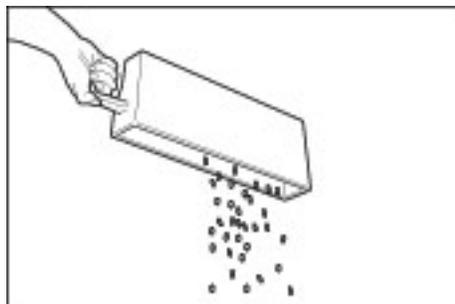
1. Make sure that the machine has stopped copying and printing, then open the Right Cover on the finisher.



2. Pull the Punch Scrap Container out.



3. Discard all the punch scraps in an appropriate container.



4. ReInsert the empty Punch Scrap Container.



5. Close the Right Cover of the finisher.

**Note**

A message will display and the machine will not operate if the right cover is open even slightly.

## Cleaning the Machine

**! WARNING**

Before you start to clean the machine, be sure to switch off the power and unplug the machine. Cleaning the machine without switching off the power may cause an electric shock.

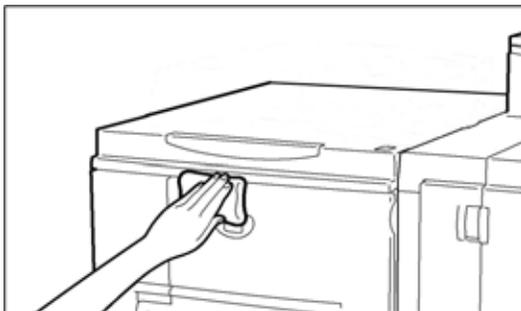
**! CAUTION**

Do not use benzene, paint thinner, other volatile liquids, or spray insect repellent on the machine as doing so may discolor, deform, or crack covers.

**! CAUTION**

Cleaning the machine with an excessive amount of water may cause the machine to malfunction and/or damage documents during copying.

1. Wipe the exterior with a soft cloth moistened with water. If dirt is difficult to remove, try gently wiping with a soft cloth moistened with a small amount of neutral detergent.



2. Wipe off any excess water from the exterior with a soft cloth.



# Problem Solving

# 7

## Tip

The User Interface (UI) screens shown in this guide may or may not reflect the screens displayed on your system. The UI screens vary from system to system and from marketplace to marketplace. Therefore, the UI screens in this guide are a representation of the type of screens that may be seen on your particular system.

## Initial Troubleshooting Procedures

To use the following machine troubleshooting procedures:

1. Begin by reading the first **Symptom** at the left side of the page.
2. If the description of the symptom is False (**NO**), move downward to the next symptom. Continue down through the **Symptoms** until you find the symptom that describes the problem.
3. Refer to the **Causes and Actions** to the right of the correct symptom. Perform the suggested actions until the problem is solved.

Symptoms		Causes and Actions	
Power is not switched On.	Yes	Cause	Is the power switch on the machine turned off?
If <b>NO</b> , go to next symptom.		Action	Turn the power switch on. Refer to <i>Power on/off on page 1-11</i>
			If problem is not solved, go to next Cause/ Action.
		Cause	Is the power cord plugged into the power outlet?
		Action	Turn the power switch off and then firmly plug in the power cord. Then turn the power switch on. Refer to <i>Power on/off on page 1-11</i> .
			If problem is not solved, go to next Cause/ Action.
		Cause	Is the power cord disconnected from the machine or the rear of the rack?
		Action	Turn the power switch off and then firmly plug in the power cord. Then turn the power switch on. Refer to <i>Power on/off on page 1-11</i> .
			If problem is not solved, go to next Cause/ Action.

Symptoms		Causes and Actions	
		Cause	Is power of the correct voltage being supplied?
		Action	Make sure that the power supply is 200 -240 V (volts), 15 A (amperes). Make sure that power of capacity compatible with the specified maximum power consumption of the machine (2.8 - 3.1 KVA) is being supplied.
Display is dark.	YES	Cause	Is the <b>Power Saver</b> button on?
If <b>NO</b> , go to next symptom.		Action	The machine is in the Power Saver mode. Press the <b>Power Saver</b> button on the Control Panel to cancel the Power Saver mode. Refer to <i>Power Saver Mode on page 1-12</i> .
		If problem is not solved, go to next Cause/ Action.	
		Cause	Is the Brightness Dial set too low?
		Action	Use the Brightness Dial to adjust display brightness. Refer to <i>User Interface (UI) on page 1-5</i> .
A message is displayed.	YES	Cause	Has a paper jam or document jam occurred?
If <b>NO</b> , go to next symptom.		Action	For information on paper jams, refer to <i>Paper Jams on page 7-22</i> .
		If problem is not solved, go to next Cause/ Action.	
		Cause	An error code displayed?
		Action	Refer to <i>Error Codes on page 7-13</i> .
The machine is not working properly.	YES	Action	Refer to <i>Machine Troubleshooting on page 7-3</i> .
If <b>NO</b> , go to next symptom.			
Image quality is poor.	YES	Action	Refer to <i>Image Quality Problems on page 7-6</i> .
If <b>NO</b> , go to next symptom.			
Trouble during printing.	YES	Action	Refer to <i>Print Troubleshooting on page 7-10</i> .

# Machine Troubleshooting

Check the machine status for machine troubleshooting.



## WARNING

Precision components and high-voltage power supplies are used on the machine. Never open or remove machine covers that are screwed shut unless specifically instructed in the User Guide. A high-voltage component can cause electric shocks. When opening the panels and covers that are screwed shut to install or detach optional accessories, be sure to follow instructions in the User Guide. Do not try to alter the machine configuration or modify any parts. Doing so might cause machine malfunction or fire.

Symptoms	Check	Remedy
Power is not switched ON.	Is the power switch on the machine turned off?	Turn the power switch on. Refer to <i>Power on/off on page 1-11</i> .
	Is the power cord plugged into the power outlet?	Turn the power switch off and then firmly plug in the power cord. Then turn the power switch on. Refer to <i>Power on/off on page 1-11</i> .
	Is the power cord disconnected from the machine or the rear of the rack?	Refer to <i>Power on/off on page 1-11</i> .
	Is power of the correct voltage being supplied?	Make sure that the power supply is 200 -240 V (volts), 15 A (amperes). Make sure that power of capacity compatible with the specified maximum power consumption of the machine (2.8 - 3.1 KVA) is being supplied.
Display is dark.	Is the <b>Power Saver</b> button on?	The machine is in the Power Saver mode. Press the <b>Power Saver</b> button on the Control Panel to cancel the Power Saver mode. Refer to <i>Power Saver Mode on page 1-12</i> .
	Is the brightness dial set too low?	Adjust display brightness using the Brightness dial. Refer to <i>User Interface (UI) on page 1-5</i> .
Unable to print.	Is a message displayed on the Control Panel?	Follow the instructions displayed.
	Is the printer mode <b>Offline</b> ?	Press the <b>Machine Status</b> button and from the <b>Printer Mode</b> , select <b>Online</b> .
	Is the power cord disconnected from the machine or the rear of the rack?	Turn the power switch off and then firmly plug in the power cord. Then turn the power switch on. Refer to <i>Power on/off on page 1-11</i> .

Symptoms	Check	Remedy
<b>Online</b> indicator does not light even though you instructed it to print.	Is the interface cable disconnected?	Turn the power switch off, unplug the power cord from the power outlet, and check the interface cable connection. For information about network settings, refer to the System Administration Guide.
	Is the environment correctly set on the personal computer?	Check the print driver and other environment settings on the personal computer.
Tray 5 (Bypass) printing failed.	Is is correct paper loaded on the tray?	Follow the instructions displayed to load paper of the correct size and instruct it to print again. Refer to <i>Loading Paper into Tray 5 (Bypass)</i> on page 2-5.
Unsatisfactory print quality.	Image defect.	Refer to <i>Image Quality Problems</i> on page 7-6.
Text prints incorrectly (text is corrupted).	Non-standard fonts are used for printing.	Check the application or print driver settings.
<b>Online</b> indicator lights, but copies are not delivered with Online still lit.	Data remains in machine memory.	Cancel printing, or purge remaining data. Refer to <i>Active Jobs tab</i> on page 4-2.
Cannot open or close trays.	Did you open a cover or turn power off during printing?	Turn the power off without closing or opening a paper tray. Wait several seconds and then turn the power switch on. Make sure that the machine is online (ready to receive data) and then close or open the paper tray.
Stapler faults	–	Refer to <i>Stapler Faults</i> on page 7-53.

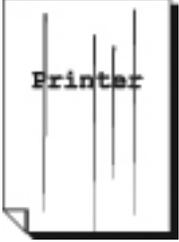
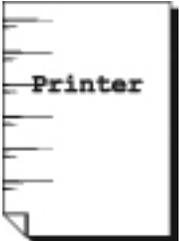
Symptoms	Check	Remedy
<p>Paper is often jammed or wrinkled.</p>	<p>Is paper loaded properly in the paper tray?</p>	<p>Load paper correctly. Refer to <i>Loading Paper into Trays</i> on page 2-1.</p>
	<p>Is the paper tray set properly?</p>	<p>To ensure tray closure, firmly push it in as far as possible. Refer to <i>Loading Paper into Trays</i> on page 2-1.</p>
	<p>Is the paper damp?</p>	<p>Replace with paper from a new ream. Refer to <i>Loading Paper into Trays</i> on page 2-1.</p>
	<p>Is the paper curled?</p>	<p>Either turn the paper so that the curl is facing down in the paper tray, or replace with paper from a new ream. Refer to <i>Loading Paper into Trays</i> on page 2-1. Refer to <i>Curled Output Solutions</i> on page 7-57</p>
	<p>Are the paper and paper tray settings correct?</p>	<p>Make sure the paper and paper tray selected match the paper size settings. Refer to "Paper Tray Settings" in the System Administration Guide.</p>
<p>Paper is often jammed or wrinkled. (continued)</p>	<p>Are there any torn pieces of paper still remaining inside the machine or is there a foreign object in the machine?</p>	<p>Open the door of the machine or slide out the paper tray to remove the torn paper or the foreign object. Refer to <i>Paper Jams</i> on page 7-22, <i>Loading Paper into Trays</i> on page 2-1.</p>
	<p>Is out-of-spec paper loaded in the tray?</p>	<p>Replace with paper that meets machine specifications. Refer to <i>Loading Paper into Trays</i> on page 2-1.</p>
	<p>Is the paper tray loaded past its maximum fill line?</p>	<p>Load paper in the paper tray so that it does not exceed the maximum fill line. Refer to <i>Loading Paper into Trays</i> on page 2-1.</p>
	<p>Is the paper guide set correctly?</p>	<p>Load the paper correctly, and apply the paper guides lightly. Refer to <i>Loading Paper into Trays</i> on page 2-1, <i>Change/Confirm the Tray Settings</i> on page 2-14.</p>
<p>An error message is displayed after paper is loaded in paper Tray 5 (Bypass) and the <b>Start</b> button is pressed.</p>	<p>Check the position of the paper guides at the front side of paper Tray 5 (Bypass).</p>	<p>Set the paper guides to the correct positions. Refer to <i>Loading Paper into Tray 5 (Bypass)</i> on page 2-5.</p>

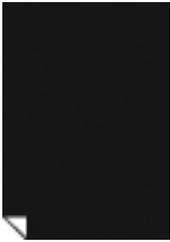
# Image Quality Problems

When output image quality is poor, review the following table for solutions.

If image quality is not improved after performing the relevant remedy, contact the Customer Support Center.

Symptoms	Check	Remedy
The print shifts slightly.	Is the paper shifting or is the leading edge of the paper not loaded flush with the tray corners?	Load the paper so it is flush against the paper tray corners. Refer to <i>Loading Paper into Trays</i> on page 2-1.
Images on the print are skewed.	Is paper loaded properly in the tray?	Load paper correctly. Refer to <i>Loading Paper into Trays</i> on page 2-1.
	Is the paper guide for paper Tray 5 (Bypass) set so that the tray touches the paper?	Load paper correctly. Refer to <i>Loading Paper into Tray 5 (Bypass)</i> on page 2-5.
	Is the paper tray set properly?	Firmly push in the tray as far as possible. Refer to <i>Loading Paper into Trays</i> on page 2-1.
Part of the image is missing on the print.	Is the paper damp?	Replace with paper from a new ream.
	Is the loaded paper folded or wrinkled?	Replace with paper from a new ream. Refer to <i>Loading Paper into Trays</i> on page 2-1.
Printing is faint (smudged, unclear). 	Is the paper damp?	Replace with paper from a new ream. Refer to <i>Loading Paper into Trays</i> on page 2-1.
	The drum cartridge is depleted or damaged.	Contact the Customer Support Center.
Black dots are printed. 	The drum cartridge is depleted or damaged.	Contact the Customer Support Center.

Symptoms	Check	Remedy
<p>Black lines are printed.</p> 	<p>The drum cartridge is depleted or damaged.</p>	<p>Contact the Customer Support Center.</p>
<p>Dirt appears at equal intervals.</p> 	<p>Dirt on the paper feed path. The drum cartridge is depleted or damaged.</p>	<p>Print a few pages. Contact the Customer Support Center.</p>
<p>White dots appear in black filled areas.</p> 	<p>The paper in use is unsuitable. The drum cartridge is depleted or damaged.</p>	<p>Load suitable paper. Refer to <i>Loading Paper into Trays on page 2-1</i>. Contact the Customer Support Center.</p>
<p>- Printed toner smudges when rubbed with your finger. - Toner is not fused to the paper. - The paper is dirtied with toner.</p> 	<p>Is the paper damp? The paper in use is unsuitable.</p>	<p>Replace with paper from a new ream. Refer to <i>Loading Paper into Trays on page 2-1</i>. Load suitable paper. Refer to <i>Loading Paper into Trays on page 2-1</i>.</p>

Symptoms	Check	Remedy
The entire paper area is printed black. 	The drum cartridge is depleted or damaged.	Contact the Customer Support Center.
	High-voltage power supply malfunction.	Contact the Customer Support Center.
Nothing is printed. 	Two or more sheets of paper are being fed simultaneously (double-feed).	Fan the paper and reset. Refer to <i>Loading Paper into Trays on page 2-1</i> .
	High-voltage power supply malfunction.	Contact the Customer Support Center.
White areas or stripes appear. 	Is the paper damp?	Replace with paper from a new ream. Refer to <i>Loading Paper into Trays on page 2-1</i> .
	The paper in use is unsuitable.	Load suitable paper. Refer to <i>Loading Paper into Trays on page 2-1</i> .
The entire page is printed faint. 	If the print was made using Tray 5 (Bypass), the size and type of the loaded paper differed from the setting on the print driver.	Load paper of the correct size and type into Tray 5 (Bypass). Fan the paper thoroughly before loading it. Refer to <i>Loading Paper into Tray 5 (Bypass) on page 2-5</i> .
	Two or more sheets may be feeding at once.	Fan the paper thoroughly and reset. Refer to <i>Loading Paper into Trays on page 2-1</i> .

Symptoms	Check	Remedy
<p>Paper becomes wrinkled. Text is blurred.</p>  	<p>The paper in use is unsuitable.</p> <p>Paper is being added while it is being fed.</p> <p>Is the paper damp?</p>	<p>Replace with paper from a new ream. Refer to <i>Loading Paper into Trays</i> on page 2-1.</p>
<p>Outline characters on a colored background longwise.</p> 	<p>The drum cartridge is depleted or damaged.</p>	<p>Contact the Customer Support Center.</p>
<p>Text or images are printed at an angle.</p> 	<p>The paper guide in the paper tray is not set at the correct position.</p>	<p>Set the horizontal and vertical paper guides to the correct positions. Refer to <i>Loading Paper into Trays</i> on page 2-1.</p>

# Print Troubleshooting

This section describes solutions for problems encountered during printing.

- Unable to Print
- *The Printed result is not what was expected on page 7-11*

## Unable to Print

Symptoms		Causes and Actions	
Data remains in the printer icon	YES	Cause	The printer is not powered on.
If NO, go to next symptom.		Action	Turn the power on.
		If problem is not solved, go to next Cause/Action.	
		Cause	The network cable is disconnected from the computer.
		Action	Connect the network cable to the computer.
		If problem is not solved, go to next Cause/Action.	
		Cause	The network cable is disconnected from the machine.
		Action	Connect the network cable to the machine. For information about network settings, refer to the System Administration Guide.
		If problem is not solved, go to next Cause/Action.	
		Cause	Printer mode is set to Offline.
		Action	Press the <b>Machine Status</b> button and confirm the <b>Printer Mode</b> in the <b>Machine Status</b> screen. If <b>Printer Mode</b> is <b>Offline</b> , select <b>Online</b> in the <b>Printer Mode</b> screen.
		If problem is not solved, go to next Cause/Action.	
		Cause	An error occurred with the printer.
		Action	Check the error details.
		If problem is not solved, go to next Cause/Action.	
		Cause	The IP address or SMB network path is misconfigured.
		Action	Configure a correct IP address or SMB network path. For information about network settings, refer to the System Administration Guide.
		If problem is not solved, go to next Cause/Action.	
		Cause	The network connection between the computer and machine is abnormal.
Action	Check with your system administrator.		
If problem is not solved, go to next Cause/Action.			

Symptoms		Causes and Actions	
		Cause	The port is not enabled.
		Action	Enabled the port in use. For information about network settings, refer to the System Administration Guide.
		If problem is not solved, go to next Cause/Action.	
		Cause	Insufficient space available on the hard disk.
		Action	Delete unnecessary data to increase free space.
		If problem is not solved, go to next Cause/Action.	
		Cause	The printer is connected to multiple computers.
		Action	Wait for a while, and then try printing again.
Sent to printer	YES	Cause	Out of paper.
		Action	Supply paper to the printer.
		If problem is not solved, go to next Cause/Action.	
		Cause	No paper for the specified paper size.
		Action	Set paper for the specified paper size. Refer to <i>Loading Paper into Trays on page 2-1</i> , or <i>Loading Paper into Tray 5 (Bypass) on page 2-5</i> .
		If problem is not solved, go to next Cause/Action.	
		Cause	An error occurred with the printer.
		Action	Check the error details.

### The Printed result is not what was expected

Symptoms		Causes and Actions	
No stapling done	YES	Cause	The number of pages to staple exceeds 100.
If NO, go to next symptom.		Action	Staple-enabled number of pages is 50 or lower with the staple cartridge for 50 sheets and 100 or lower with the staple cartridge for 100 sheets. For Z-folding, staple-enabled number of pages is 10 or 5 sheets depending on the size of the paper used. For booklet, up to 15 sheets can be stapled at one time. Reduce the number of printed pages depending on the staple cartridge used.
		If problem is not solved, go to next Cause/Action.	
No folding	YES	Cause	The folder is not attached.
If NO, go to next symptom.		Action	Check the options attached with this printer, and reset the printer configuration

Symptoms		Causes and Actions	
Printing performed with a different paper size	YES	Cause	Paper size provided is different from the specified tray size.
If <b>NO</b> , go to next symptom.		Action	Change the paper size set in the tray, or change print options to specify a tray that contains the appropriate size.
The image is cut off on the edge of the paper	YES	Cause	Image exceeds the printable area of the machine.
If <b>NO</b> , go to next symptom.		Action	Increase the printable area of the machine, or decrease the document print area.
The printed font differs from the font specified on the computer	YES	Cause	Font replacement is configured on the print driver.
If <b>NO</b> , go to next symptom.		Action	Check the font replacement table.
		If problem is not solved, go to next Cause/ Action.	
		Cause	Non-standard fonts are used for printing.
		Action	Check the application or print driver settings. If PostScript is being used, download the required fonts.
Printing is slow	YES	Cause	The print mode specifies Print Quality.
If <b>NO</b> , go to next symptom.		Action	When printing image data that has image quality as a priority, such as pictures, the print speed decreases. Turn off the quality priority in the print mode.
The settings specified for print options do not take effect	YES	Cause	A print driver for another model is in use.
If <b>NO</b> , go to next symptom.		Action	Install the print driver for this model.
		If problem is not solved, go to next Cause/ Action.	
		Cause	The optional apparatus cannot be attached to the printer.
		Action	Check the options attached with this printer and reset the printer configuration.
There is no edge	YES	Cause	Image exceeds the printable area of the machine.
		Action	Increase the printable area of the machine, or decrease the document print area.

# Error Codes

If an error caused the printing to end abnormally or a malfunction occurred in the printer, then an error message code (\*\*-\*\*) is displayed.

Refer to the following table for error codes and information on how to rectify the problem. If an error code not described in the following tables is displayed, or the problem persists even after you have tried the following solutions, contact the Customer Support Center.

**Tip**

If an error code is displayed, all print data of the printer as well as print data stored in the built-in memory of the machine is discarded.

Errors are divided into the following **Categories**:

- P: Print
- O: Others Problems

## Other Errors

Error Code	Category	Cause and Remedy
	Print/Other	
003-761	P	<p><b>Cause:</b> The paper size of the tray selected for auto tray is different from the paper size of the tray selected for Auto Repeat.</p> <p><b>Remedy:</b> Change the paper size for the tray, or change the <b>Paper Type Priority</b> settings.</p>
012-211 012-212 012-213 012-214 012-215 012-216 012-217 012-218 012-219 012-221 012-223 012-225 012-226 012-227 012-228 012-229 012-230 012-235 012-236 012-237 012-238 012-239 012-240 012-241 012-243 012-246 012-247	O	<p><b>Cause:</b> Finisher malfunctioned.</p> <p><b>Remedy:</b> Power-cycle the machine. If the finisher error is not corrected by performing the relevant remedy, contact the Customer Support Center.</p>

Error Code	Category	Cause and Remedy
	Print/Other	
012-248 012-250 012-251 012-252 012-253 012-254 012-255 012-260 012-264 012-265 012-282 012-283 012-284 012-285 012-291	O	
012-400	O	<b>Cause:</b> Staple Waste Container Near Full. <b>Remedy:</b> Follow the procedures to remove and replace the staple waste container in the finisher.
012-949	O	<b>Cause:</b> Finisher Punch Scrap Container is not attached. <b>Remedy:</b> Check that the punch scrape container is installed in the finisher and inserted correctly.
016-210 016-211 016-212 016-213 016-214 016-215	O	<b>Cause:</b> An error occurred in the software settings. <b>Remedy:</b> Power-cycle the printer. Contact the Customer Support Center.
016-701	P	<b>Cause:</b> PCL print data could not be processed as there was insufficient memory. <b>Remedy:</b> Reduce resolution, cancel 2 Sided printing or N up, and try to print again. Refer to the online help for the print driver.
016-702	P	<b>Cause:</b> PCL print data could not be processed as there was insufficient print page buffer. <b>Remedy:</b> Take one of the following actions: Set Print Mode to Speed Priority. Use Ensure Print. Increase the size of the print page buffer. Add on memory. For information about print modes and print guarantees, refer to the online help for the print driver.
016-708	O	<b>Cause:</b> Annotation is not possible due to insufficient hard disk space. <b>Remedy:</b> Remove unnecessary data from the hard disk to increase free disk space.
016-709	P	<b>Cause:</b> An error occurred during PCL processing. <b>Remedy:</b> Retry printing.

Error Code	Category	Cause and Remedy
	Print/Other	
016-721	P, O	<p><b>Cause:</b> An error occurred during print processing. Probable cause is: Printing was instructed by <b>Automatic Tray Selection</b> when <b>Paper Type Priority</b> is set to <b>Automatic Tray switching Off</b> for all paper in the <b>Common Settings</b>.</p> <p><b>Remedy:</b> When printing by Automatic Tray Selection, set one of the paper types to a setting other than <b>Automatic Tray switching Off</b> in <b>Paper Type Priority</b>.</p> <p>Refer to “Paper Type Priority” in the System Administration Guide.</p>
016-722	P	<p><b>Cause:</b> Unsupported staple position is specified.</p> <p><b>Remedy:</b> Confirm the position, and specify the print data again.</p>
016-723	P	<p><b>Cause:</b> Unsupported punch position is specified.</p> <p><b>Remedy:</b> Confirm the position, and specify the print data again.</p>
016-732	P	<p><b>Cause:</b> Unable to use registered form specified by Emulation with host.</p> <p><b>Remedy:</b> Resend the form data.</p>
016-738	P	<p><b>Cause:</b> Booklet Creation is not applied to the specified paper.</p> <p><b>Remedy:</b> Specify the printable paper size for booklet creation.</p>
016-739	P	<p><b>Cause:</b> The specified document and paper size are an unauthorized combination.</p> <p><b>Remedy:</b> Specify the combination of the printable document and paper size for booklet creation.</p>
016-740	P	<p><b>Cause:</b> Booklet Creation is not applied to the specified paper tray.</p> <p><b>Remedy:</b> Specify the printable paper tray for booklet creation.</p>
016-746	P	<p><b>Cause:</b> An unsupported feature is included in received PDF.</p> <p><b>Remedy:</b> Print using printer driver.</p>
016-748	P, O	<p><b>Cause:</b> Printing is not possible due to insufficient hard disk space.</p> <p><b>Remedy:</b> Reduce the number of pages of print data, for example, by dividing up the print data.</p>
016-749	P	<p><b>Cause:</b> A PJI command syntax error occurred.</p> <p><b>Remedy:</b> Either confirm the print settings, or correct the PJI command.</p>
016-755	P	<p><b>Cause:</b> Attempted to process PDF file which was specified to printing prohibited.</p> <p><b>Remedy:</b> Cancel the printing prohibited specification using Adobe Reader and try to print again.</p>
016-761	P	<p><b>Cause:</b> An error occurred during image processing.</p> <p><b>Remedy:</b> Set the <b>Print Mode</b> to <b>Speed Priority</b> and start printing again. If this does not remedy the error, print in the Ensure Print mode.</p>

Error Code	Category	Cause and Remedy
	Print/Other	
016-762	P	<b>Cause:</b> A print language not installed on the machine was specified. <b>Remedy:</b> In <b>Specify Print Mode</b> under <b>Port Settings</b> , specify a print language.
016-774	O	<b>Cause:</b> Compression conversion is not possible due to insufficient hard disk space. <b>Remedy:</b> Remove unnecessary data from the hard disk to increase free disk space.
016-775	O	<b>Cause:</b> Image conversion is not possible due to insufficient hard disk space. <b>Remedy:</b> Remove unnecessary data from the hard disk to increase free disk space.
016-776	O	<b>Cause:</b> An error occurred during image conversion processing. <b>Remedy:</b> A portion of the data might have finished image conversion processing. Check the data.
016-777	O	<b>Cause:</b> A hard disk error occurred during image processing. <b>Remedy:</b> The hard disk might be defective. When replacing a hard disk, contact the Customer Support Center.
016-792	O	<b>Cause:</b> Specified job history could not be acquired when printing <b>Job Counter Report</b> . <b>Remedy:</b> Specified job history does not exist.
016-793	O	<b>Cause:</b> The hard disk has run out of free space. <b>Remedy:</b> Either remove unnecessary data from the hard disk to increase free disk space or initialize the hard disk.
016-799	P	<b>Cause:</b> An illegal print parameter is included. <b>Remedy:</b> Confirm the print data and option and specify the print data again.
024--746	P	<b>Cause:</b> A feature (one of paper size, tray, output tray, or 2 sided printing) that is incompatible with the specified paper quality has been specified. <b>Remedy:</b> Check the print data.
024-747	P	<b>Cause:</b> An illegal print parameter combination was set. For example, a non-standard size was specified and Tray Selection was set to Auto. <b>Remedy:</b> Check the print data. In the above case, select Tray 5 (Bypass).
024-931	O	<b>Cause:</b> The Staple Waste Container is full or near full. <b>Remedy:</b> Remove the Staple Waste Container and reinstall a new one.
024-932	O	<b>Cause:</b> The Staple Waste Container is not attached. <b>Remedy:</b> Check that the Staple Waste Container is installed in the finisher and inserted correctly.
024-956	O	<b>Cause:</b> Tray 7 (inserter) is empty/out of paper. <b>Remedy:</b> Add paper to Tray 7.
024-957	O	<b>Cause:</b> Inserter trays are empty/out of paper. <b>Remedy:</b> Add paper to the paper trays of the inserter.

Error Code	Category	Cause and Remedy
	Print/Other	
024-974	0	<b>Cause:</b> Designated paper size and the size of paper in the tray differs when feeding paper from the inserter. <b>Remedy:</b> Reset the paper or cancel the job.
024-976	0	<b>Cause:</b> Finisher staple status is NG. <b>Remedy:</b> Check staples and reset correctly.
024-977	0	<b>Cause:</b> Finisher staple feeding is not ready. <b>Remedy:</b> Check staples and reset correctly.
024-978	0	<b>Cause:</b> Booklet Finisher staple operation is not ready. <b>Remedy:</b> Check staples and reset correctly.
024-979	0	<b>Cause:</b> The staple cartridge is empty. <b>Remedy:</b> Check staples. Follow procedures to remove and replace staple cartridge.
024-980	0	<b>Cause:</b> The finisher stacker tray is full. <b>Remedy:</b> Remove all paper from the stacker tray.
024-981	0	<b>Cause:</b> The finisher top tray is full. <b>Remedy:</b> Remove all paper from the finisher top tray.
024-982	0	<b>Cause:</b> The finisher stacker tray lower safety warning is on. <b>Remedy:</b> Remove all paper from the stacker tray and remove any other obstructions.
024-983	0	<b>Cause:</b> The finisher booklet tray is full. <b>Remedy:</b> Remove all paper from the booklet tray.
024-984	0	<b>Cause:</b> There is a problem with the booklet maker stapler. <b>Remedy:</b> Check the staple cartridge and reset correctly.
024-985	0	<b>Cause:</b> There is a problem with the booklet maker stapler. <b>Remedy:</b> Check the staple cartridge and reset correctly.
024-987	0	<b>Cause:</b> The envelope folder tray is full. <b>Remedy:</b> Remove all paper from the tray. Set the output tray for three fold.
024-988	0	<b>Cause:</b> The envelope folder tray is not detected. <b>Remedy:</b> Check that the folder tray is correctly attached and set.
024-989	0	<b>Cause:</b> There is a problem with the booklet maker stapler. <b>Remedy:</b> Check the staple cartridge and reset correctly.
027-770	0	<b>Cause:</b> PDL (Printer Description Language) error detected by the FreeFlow Print Services Controller while processing a network print job. <b>Remedy:</b> Cancel and resend the print job. If problem continues, reboot both the FreeFlow Print Services Controller and the printer and resend job. If the problem persists, call the Customer Support Centre for further help/instructions.
027-771	0	<b>Cause:</b> Disk full error message on the FreeFlow Print Services Controller. <b>Remedy:</b> Cancel job. Delete unwanted files from the FreeFlow Print Services Controller. Resend the network print job.
065-210	0	<b>Cause:</b> An error occurred with the machine. <b>Remedy:</b> Contact the Customer Support Center.

Error Code	Category	Cause and Remedy
	Print/Other	
071-210	O	<b>Cause:</b> Paper Tray 1 malfunctioned. <b>Remedy:</b> Contact the Customer Support Center. Trays other than Paper Tray 1 can be used.
072-210	O	<b>Cause:</b> Paper Tray 2 malfunctioned. <b>Remedy:</b> Contact the Customer Support Center. Trays other than Paper Tray 2 can be used.
073-210	O	<b>Cause:</b> Paper Tray 3 malfunctioned. <b>Remedy:</b> Contact the Customer Support Center. Trays other than Paper Tray 3 can be used.
074-210	O	<b>Cause:</b> Paper Tray 4 malfunctioned. <b>Remedy:</b> Contact the Customer Support Center. Trays other than Paper Tray 4 can be used.
075-210 075-211	O	<b>Cause:</b> Paper Tray 5 (bypass) malfunctioned. <b>Remedy:</b> Power-cycle the machine. If the tray error is not fixed by performing the relevant remedy, contact the Customer Support Center.
077-142	P	<b>Cause:</b> A "Pretransfer sensor ON" indicates a jam; this jam may be caused by any of the following conditions: An error by the Pretransfer sensor, a worn fuser roll, foreign material (such as paper) in the machine, or using media stock that is not supported by the machine. <b>Remedy:</b> Clear jammed paper.
078-210 078-211	O	<b>Cause:</b> High Capacity Feeder Tray (paper trays 6 to 7) malfunctioned. <b>Remedy:</b> Check the paper setting of paper trays 6 and 7 and power-cycle the machine. If the trays errors are not fixed by performing the relevant remedy, contact the Customer Support Center. Trays other than 6 and 7 may be used in the interim.
078-213 078-214 078-282 078-283	O	<b>Cause:</b> Paper Tray 5 (Bypass) malfunctioned. <b>Remedy:</b> Power-cycle the machine. If the tray errors are not fixed by performing the relevant remedy, contact the Customer Support Center.

Error Code	Category	Cause and Remedy
	Print/Other	
078-260 078-261 078-262 078-263 078-264 078-265 078-266 078-267 078-268 078-269 078-270 078-271 078-272 078-273 078-274 078-275 078-276 078-277 078-278 078-279 078-280	O	<b>Cause:</b> Paper Tray 6 malfunctioned. <b>Remedy:</b> Check the paper loaded in Tray 6. Power off and then power on the machine. If the tray errors are not fixed by performing the relevant remedy, contact the Customer Support Center.
078-281	O	Check the paper loaded in Tray 5 and then power off/on the printer.
078-282	O	Power off/on the printer.
091-311	O	<b>Cause:</b> ERU (Engineer Replaceable Unit for the Drum Cartridge) causing CC (charge corotron) cleaner fail faults. <b>Remedy:</b> Call for Service.
091-320	O	<b>Cause:</b> Charge Corotron fault. <b>Remedy:</b> Power off/on the machine.
112-700	O	<b>Cause:</b> Punch Scrape Container is full or near full. <b>Remedy:</b> Remove and empty the scrape container and reinstall.
116-701	P	<b>Cause:</b> 2 sided print could not be made. <b>Remedy:</b> Print each side separately.
116-702	P	<b>Cause:</b> Printing was performed using a substitute font. <b>Remedy:</b> Check the print data.
116-703	P	<b>Cause:</b> An error occurred during PostScript processing. <b>Remedy:</b> Either confirm the print data or click Spool Settings on the <b>Details</b> tab in the print driver to set bi-directional communications to off.
116-710	P	<b>Cause:</b> A probable cause is that the correct document size could not be judged as the receive data exceeded the HP-GL/2 spool size. <b>Remedy:</b> Increase the size assigned to HP-GL/2 auto-layout memory.
116-713	O	<b>Cause:</b> Job was divided and printed due to insufficient disk space. <b>Remedy:</b> Remove unnecessary data from the hard disk to increase free disk space.

Error Code	Category	Cause and Remedy
	Print/Other	
116-714	P	<b>Cause:</b> An HP-GL/2 command error occurred. <b>Remedy:</b> Check the print data.
116-720	P	<b>Cause:</b> An error occurred during printing as there was insufficient memory. <b>Remedy:</b> Stop unnecessary ports and remove unnecessary data from the hard disk to increase free disk space.
116-740	P	<b>Cause:</b> Numerical value operation error occurred as a value exceeding the value limit of the printer was used in the print data. <b>Remedy:</b> Check the print data.
116-747	P	<b>Cause:</b> There are too many paper margin values for the HP-GL/2 effective coordinate area. <b>Remedy:</b> Reduce the paper margin values, and instruct it to print again.
116-748	P	<b>Cause:</b> There is no plot data in the HP-GL/2 print data. <b>Remedy:</b> Check the print data.
116-749	P	<b>Cause:</b> Job cancelled because the specified font was unavailable. <b>Remedy:</b> Install the font or set up a font replacement on the print driver side.
116-771 116-772 116-773 116-774 116-775 116-776 116-777 116-778 116-790	P	<b>Cause:</b> There was a problem with parameters in the JBIG data. They were automatically edited. <b>Remedy:</b> If any problem occurs in job result, try to process the job again.
123-400	P	<b>Cause:</b> A malfunction occurred in the machine. <b>Remedy:</b> Power-cycle the machine. If the machine error is not fixed by performing the relevant remedy, contact the Customer Support Center.
127-210	P, O	<b>Cause:</b> Communication error between the printer and the FreeFlow Print Services Controller. Error detected by the printer. <b>Remedy:</b> Remove and reinsert the cable connection between the printer and the FreeFlow Print Services Controller. Power off and on both the printer and the FreeFlow Print Services Controller. If the problem persists, call the Customer Support Center.
127-211	P, O	<b>Cause:</b> Detected a communication error between the printer and the FreeFlow Print Services Controller. <b>Remedy:</b> Remove and reinsert the cable connection between the printer and the FreeFlow Print Services Controller. Power off and on both the printer and the FreeFlow Print Services Controller. If the problem persists, call the Customer Support Center.

Error Code	Category	Cause and Remedy
	Print/Other	
127-212	P, O	<p><b>Cause:</b> Detected an internal print check error by the FreeFlow Print Services Controller.</p> <p><b>Remedy:</b> Remove and reinsert the command/video cable between the FreeFlow Print Services Controller and the printer. Power off and on both the printer and the FreeFlow Print Services Controller. If the problem persists, call the Customer Support Center.</p>
127-213	P, O	<p><b>Cause:</b> Detected a mismatch with the software version of the FreeFlow Print Services Controller.</p> <p><b>Remedy:</b> Contact the Customer Support Center for information and/or instructions to remedy the problem.</p>
127-220	P, O	<p><b>Cause:</b> Detected a communication error of the video system by the FreeFlow Print Services Controller.</p> <p><b>Remedy:</b> Remove and reinsert the cable connection between the printer and the FreeFlow Print Services Controller. Power off and on both the printer and the FreeFlow Print Services Controller. If the problem persists, call the Customer Support Center</p>
127-221	P, O	<p><b>Cause:</b> Detected a communication error by the FreeFlow Print Services Controller.</p> <p><b>Remedy:</b> Remove and reinsert the cable connection between the printer and the FreeFlow Print Services Controller. Power off and on both the printer and the FreeFlow Print Services Controller. If the problem persists, call the Customer Support Center.</p>
127-311	P, O	<p><b>Cause:</b> Detected a fatal error by the FreeFlow Print Services Controller.</p> <p><b>Remedy:</b> Power on/off both the FreeFlow Print Services Controller and the printer. If the problem persists, contact the Customer Support Center.</p>
A malfunction occurred. Power-cycle the machine. (xxx-yyy)	P, O	<p><b>Cause:</b> An error occurred.</p> <p><b>Remedy:</b> Turn off the power, wait until the Control Panel display goes dark and then turn on power again. If the message persists, record the displayed contents for (xxx-yyy). Switch off the machine immediately, wait for the Control Panel display to go dark and contact the Customer Support Center.</p>
Completed with an error. (xxx-yyy)	P, O	<p><b>Cause:</b> An error occurred and the job completed.</p> <p><b>Remedy:</b> Retry operation after waiting for a period.</p>
A fault has occurred. The machine has rebooted. Select <b>Close</b> . When in doubt, report the malfunction to our Call Center. (xxx-yyy)	P, O	<p><b>Cause:</b> An auto-recoverable internal error occurred and the machine restarted automatically.</p> <p><b>Remedy:</b> Select the <b>Close</b> button. The machine is operating normally now. If the error persists, call contact the Customer Support Center.</p>

# Paper Jams

Review the following list to address paper jams:

- When paper jams inside the machine, the machine stops and an alarm sounds.
- Follow the instructions displayed on the controller to remove the jammed paper.
- Gently remove the paper taking care not to tear it. If paper is torn, be sure to remove all torn pieces.
- If a piece of jammed paper remains inside the machine, the paper jam message will remain on the display.
- Paper jams can be removed with the machine still powered on. When the power is turned off, all information stored to the machine's memory will be erased.
- Do not touch components inside the machine. This can cause print defects.
- After clearing a paper jam, printing is automatically resumed from the state before the paper jam occurred.



## WARNING

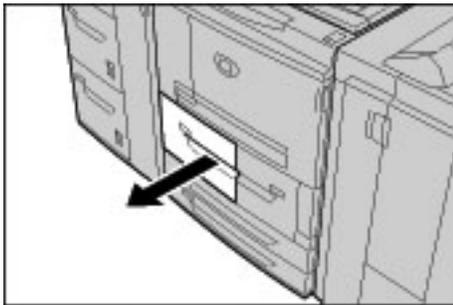
When removing jammed paper, make sure that no pieces of jammed paper are left in the machine. A piece of paper remaining in the machine can cause fire. If a piece of paper is stuck in a hidden area or paper is wrapped around the fuser unit or rollers, do not remove it forcefully. You can get injured or burnt. Switch off the machine immediately and contact the Customer Support Center.

## Paper Jams in Trays 1-4

### Tip

Always ensure that all paper jams, including any small ripped pieces of paper, are cleared before proceeding with your copy/print jobs.

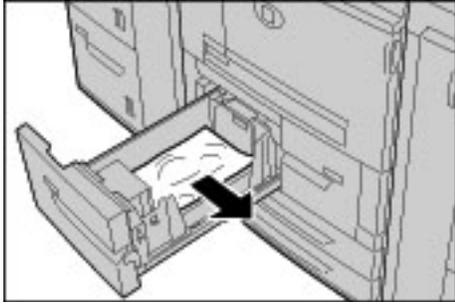
1. Pull out the tray where the paper jam occurred.



### Note

To avoid tearing paper, review where the paper jam occurred before pulling out a tray. Torn paper remaining inside the machine can cause machine malfunction.

2. Remove the jammed paper and any torn pieces.



3. Push the tray in gently until it comes to a stop.

## Paper Jams in Transport Unit 4

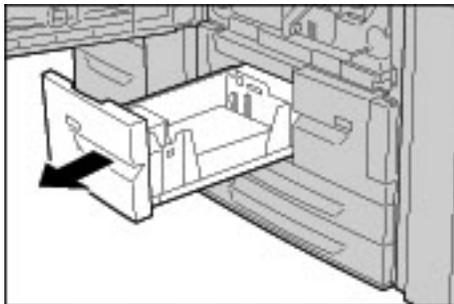
### Tip

Always ensure that all paper jams, including any small ripped pieces of paper, are cleared before proceeding with your copy/print jobs.

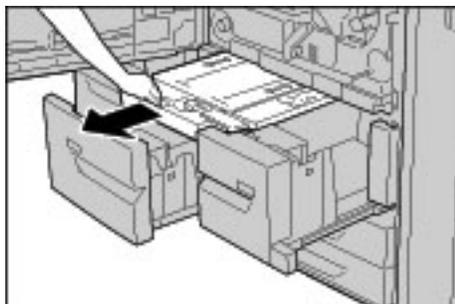
1. Make sure that the machine has stopped printing before opening the front cover.



2. Pull out Tray 1.



3. Pull out Transport Unit 4. Tray 2 will come out as you pull out Transport Unit 4.



4. Lift up lever 4a and then remove the jammed paper.



Note

If paper is torn, check inside the machine and remove it.

5. Return lever 4a to the original position.
6. Push Tray 2 in gently until it comes to a stop. Transport Unit 4 will be inserted simultaneously.
7. Push Tray 1 in gently until it comes to a stop.
8. Close the front cover completely. The machine will not operate if the front cover is open even slightly.

## Paper Jams in Duplex Module 3

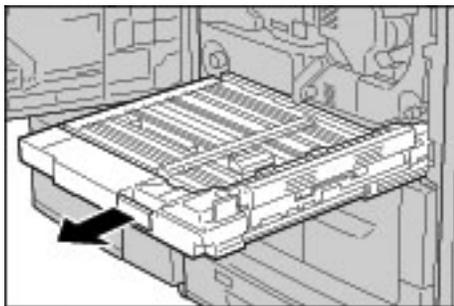
Tip

Always ensure that all paper jams, including any small ripped pieces of paper, are cleared before proceeding with your copy/print jobs.

1. Make sure that the machine has stopped printing before opening the front cover.



2. Pull out Duplex Module 3.



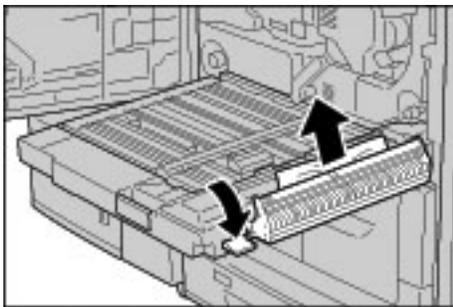
3. Move the release lever 3a to remove the jammed paper.



Note

If paper is torn, check inside the machine and remove it.

4. Move lever 3b to the right and then remove the jammed paper.



Note

If paper is torn, check inside the machine and remove it.

5. Push the duplex module in gently until it comes to a stop.
6. Return all levers to their starting positions.
7. Close the front cover completely. The machine will not operate if the front cover is open even slightly.

## Paper Jams in Tray 5 (Bypass)

### Tip

Always ensure that all paper jams, including any small ripped pieces of paper, are cleared before proceeding with your copy/print jobs.

1. When optional high capacity feeder tray is not installed, open the top cover of paper Tray 5 (Bypass).



2. Remove the jammed paper and all paper loaded in paper Tray 5 (Bypass).



### Note

If paper is torn, check inside the machine and remove it.

3. Fan the paper you removed making sure that all four corners are neatly aligned.
4. Insert the paper into the tray with the printing side facing up until its leading edge lightly comes up against the paper feed entrance.

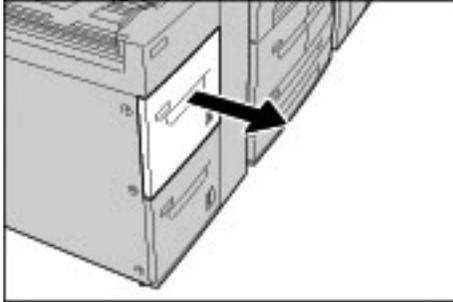


## Paper Jams in optional Trays 6 and 7 (High Capacity Feeder Tray)

### Tip

Always ensure that all paper jams, including any small ripped pieces of paper, are cleared before proceeding with your copy/print jobs.

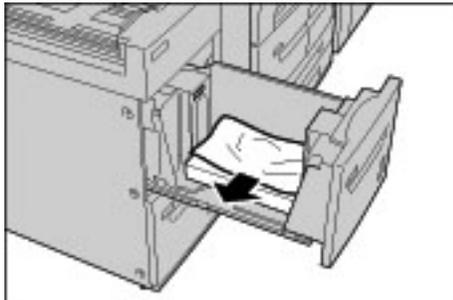
1. Pull out the tray where the paper jam occurred.



### Note

To avoid tearing paper, review where the paper jam occurred before pulling out a tray. Torn paper remaining inside the machine can cause machine malfunction.

2. Remove the jammed paper.



### Note

If paper is torn, check inside the machine and remove it.

3. Push the tray in gently until it comes to a stop.

## Paper jams in optional Tray 6 (1-drawer Oversized High Capacity Feeder)

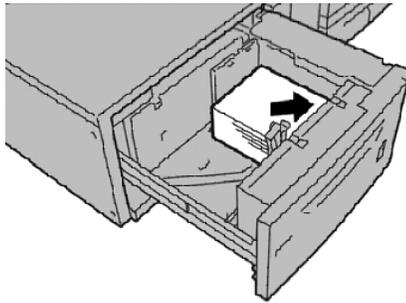
### Note

If your machine is equipped with the optional 2-drawer Oversized High Capacity Feeder (OHCF), refer to the section entitled *Optional 2-drawer Oversized High Capacity Feeder (Trays 6 and 7)* on page 9-1 for specific information. The optional 2-drawer OHCF may not be available in your market area.

### Tip

Always ensure that all paper jams, including any small ripped pieces of paper, are cleared before proceeding with your copy/print jobs.

1. Pull out Tray 6.



### Note

To avoid tearing paper, review where the paper jam occurred before pulling out a tray. Torn paper remaining inside the machine can cause machine malfunction.

2. Remove the jammed paper.

### Note

If paper is torn, check inside the machine and remove it.

3. Push the tray in gently until it comes to a stop.

## Paper Jams in Tray 8 (Post-Process Inserter)

### Tip

Always ensure that all paper jams, including any small ripped pieces of paper, are cleared before proceeding with your copy/print jobs.

1. Press the **Cover** button.



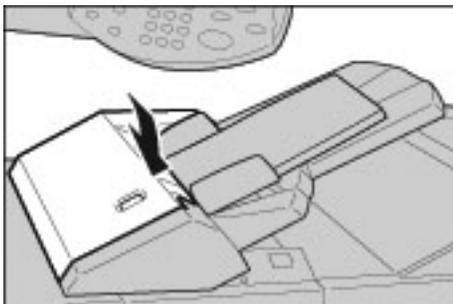
2. Open cover 1e and then remove the jammed paper and all paper loaded in the Post-Process Inserter.



### Note

If paper is torn, check inside the machine and remove it.

3. Fan the paper you removed, making sure that all four corners are neatly aligned, and then load them again.
4. Push cover 1e until you hear it click into place.



### Note

A message will be displayed and the machine will not operate if the cover is open even slightly.

## Paper Jams in Lower Left Cover

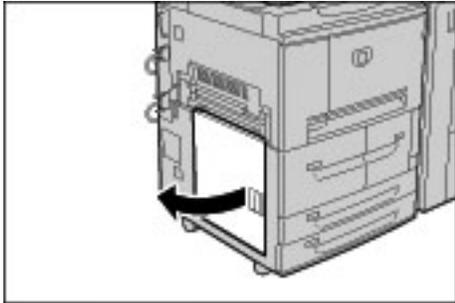
### Tip

Always ensure that all paper jams, including any small ripped pieces of paper, are cleared before proceeding with your copy/print jobs.

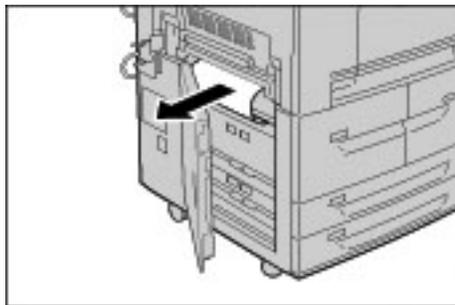
### Note

This procedure shows how to clear a jam without the HCF (Trays 6 and 7) being present. If you have an HCF, open the Front Cover to optional Trays 6 and 7 to access this area.

1. Open the lower left cover while gripping the release lever.



2. Remove the jammed paper.



### Note

If paper is torn, check inside the machine and remove it.

3. Close the lower left cover completely. The machine will not operate if the cover is open even slightly.

## Paper Jams inside body

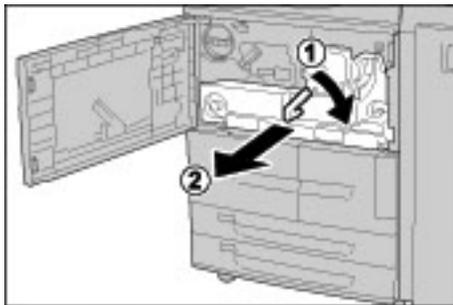
### Tip

Always ensure that all paper jams, including any small ripped pieces of paper, are cleared before proceeding with your copy/print jobs.

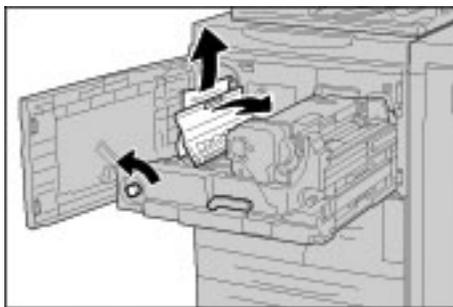
1. Make sure that the machine has stopped printing before opening the front cover.



2. Turn the green lever at the center of the transfer module to the right until it is in the horizontal position and then pull the transfer module out to the end.



3. Lift up lever 2b to remove jammed paper. Then turn knob 2b to remove jammed paper.

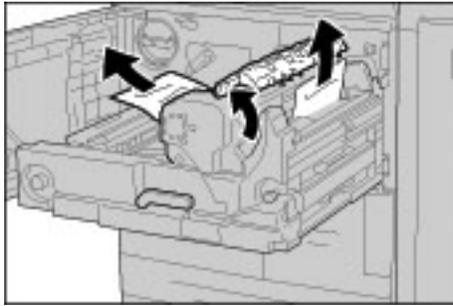


### WARNING

Never touch a labeled area (found on the fuser unit or nearby) indicating “High Temperature” and “Caution.” Contact can lead to burns.

4. If the jam occurs at the top of the transfer module or inside the fuser unit:
  - a. Open the Front cover.
  - b. Unlock the unit by pushing down on lever 2.
  - c. Pull the fuser drawer towards you until it stops.
  - d. Remove the jammed paper by pulling it out towards the left. If the jammed paper cannot be removed, then,

- e. Lift up lever 2c and remove the jammed paper.



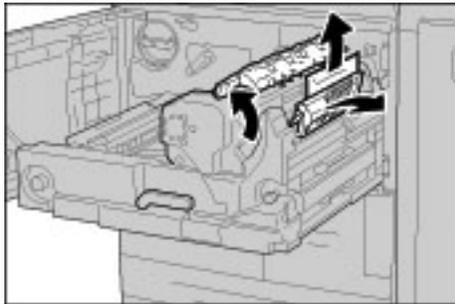
**! WARNING**

Never touch the six Fuser Stripper Fingers which are visible when you lift up the lever 2c. Fuser Stripper Fingers are HOT can lead to burns if touched.

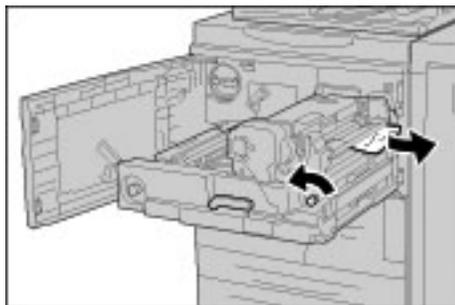
**! WARNING**

Never touch a labeled area (found on the fuser unit or nearby) indicating “High Temperature” and “Caution.” Contact can lead to burns.

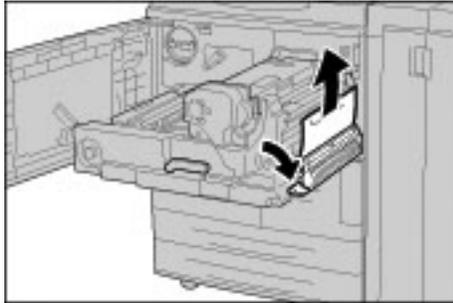
5. Lift up the lever 2c as necessary, shift the lever 2d, and then remove the jammed paper.



6. Turn the knob 2f as necessary and then remove the jammed paper.



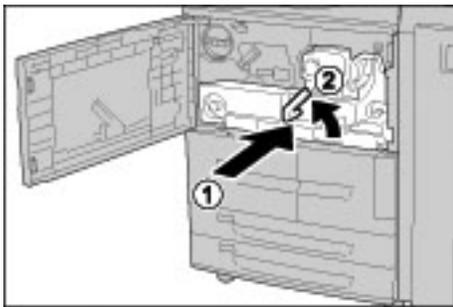
7. Shift lever 3b on the right of the fuser unit as necessary and then remove the jammed paper.



**Tip**

If the jammed paper remains inside and it is difficult to remove, pull out the duplex module after returning the transfer module to the original position. Then try again.

8. Insert the transfer module completely and turn the green lever 2 to the left.



**Note**

If the lever cannot be turned, pull the transfer module to the middle and insert it again.

9. Close the front cover completely. The machine will not operate if the front cover is open even slightly.

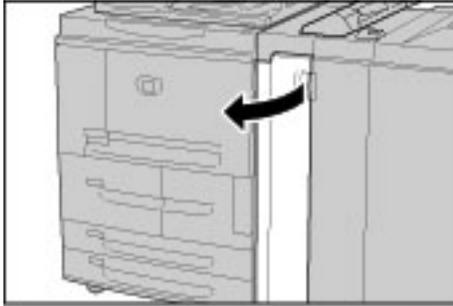
## Paper Jams Inside Finisher Left Cover

### Paper jams at lever 1a and knob 1c

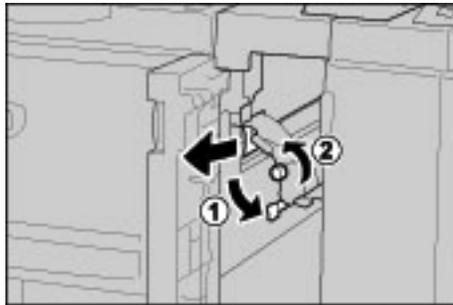
#### Tip

Always ensure that all paper jams, including any small ripped pieces of paper, are cleared before proceeding with your copy/print jobs.

1. Make sure that the machine has stopped and then open the left cover on the finisher.



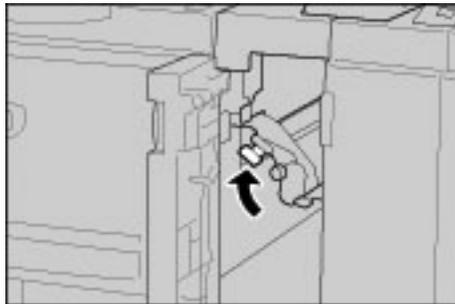
2. Move lever 1a downwards and turn knob 1c left. Remove the jammed paper.



#### Note

If paper is torn, check inside the machine and remove it.

3. Return lever 1a to the original position.



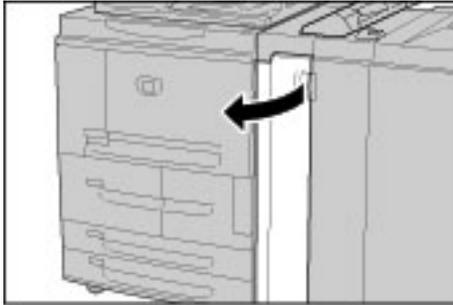
4. Close the Finisher left cover completely. The machine will not operate if the cover is open even slightly.

## Paper jams at lever 1d

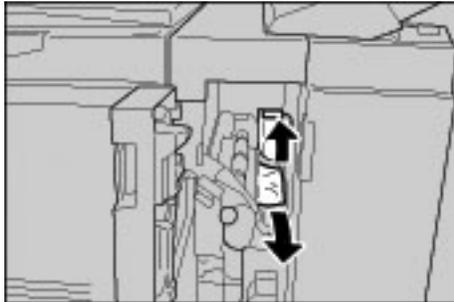
### Tip

Always ensure that all paper jams, including any small ripped pieces of paper, are cleared before proceeding with your copy/print jobs.

1. Make sure that the machine has stopped printing and then open the left cover on the finisher.



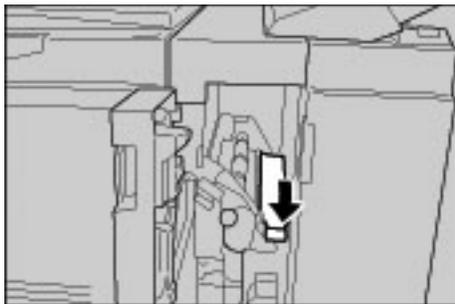
2. Move lever 1d upwards and remove the jammed paper.



### Note

If paper is torn, check inside the machine and remove it.

3. Return lever 1d to the original position.



4. Close the Finisher left cover completely. The machine will not operate if the cover is open even slightly.

## Paper jams at lever 1b

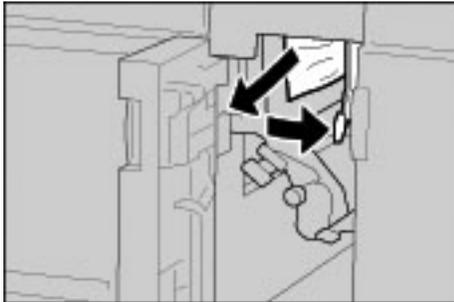
### Tip

Always ensure that all paper jams, including any small ripped pieces of paper, are cleared before proceeding with your copy/print jobs.

1. Make sure that the machine has stopped printing and then open the left cover on the light finisher.



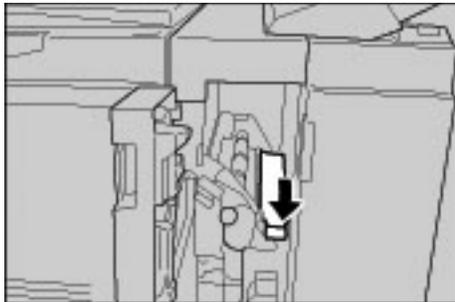
2. Move lever 1b to the right and remove the jammed paper.



### Note

If paper is torn, check inside the machine and remove it.

3. Return lever 1b to the original position.



4. Close the Finisher left cover completely. The machine will not operate if the cover is open even slightly.

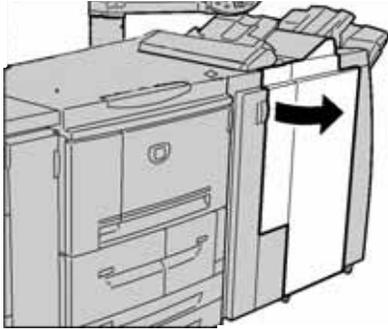
## Paper Jams Inside Finisher Right Cover

### Paper jams at lever 3b and 3d

#### Tip

Always ensure that all paper jams, including any small ripped pieces of paper, are cleared before proceeding with your copy/print jobs.

1. Make sure that the machine has stopped printing and then open the Right Cover on the light finisher.



2. Move levers 3b and 3d to the left, and remove the jammed paper.



#### Note

If paper is torn, check inside the machine and remove it.

3. Return levers 3b and 3d to the original position.



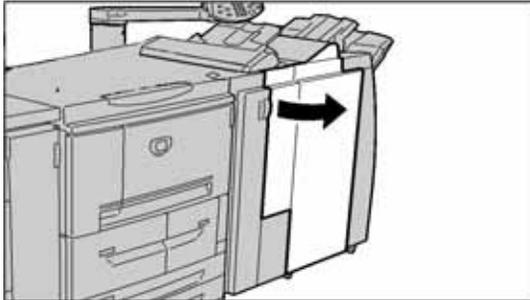
4. Close the Finisher right cover completely. The machine will not operate if the cover is open even slightly.

## Paper jams at lever 3e and knob 3c

### Tip

Always ensure that all paper jams, including any small ripped pieces of paper, are cleared before proceeding with your copy/print jobs.

1. Make sure that the machine has stopped printing and then open the right cover on the light finisher.



2. Move lever 3e, turn knob 3c to the right, and remove the jammed paper.



### Note

If paper is torn, check inside the machine and remove it.

3. Return lever 3e to the original position.



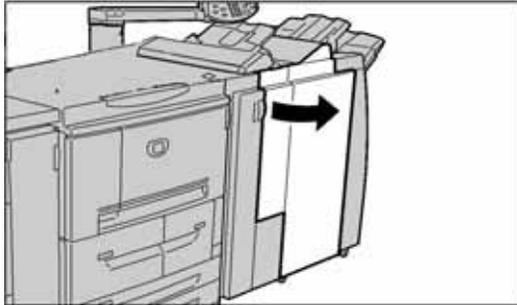
4. Close the Finisher right cover completely. The machine will not operate if the cover is open even slightly.

## Paper jams at lever 3g and knob 3f

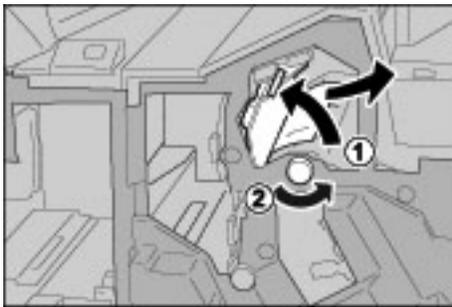
### Tip

Always ensure that all paper jams, including any small ripped pieces of paper, are cleared before proceeding with your copy/print jobs.

1. Make sure that the machine has stopped printing and then open the right cover on the light finisher.



2. Move lever 3g upward and to the left, turn knob 3f to the left, and remove the jammed paper.



### Note

If paper is torn, check inside the machine and remove it.

3. Return lever 3g to the original position.



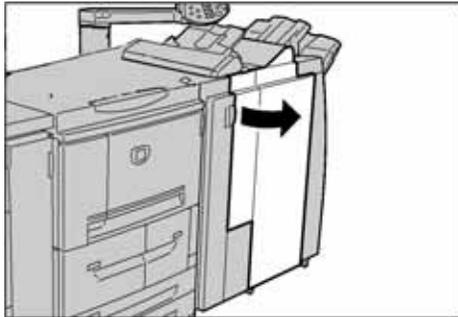
4. Close the right cover completely. The machine will not operate if the cover is open even slightly.

## Paper jams at lever 4b and knob 3a

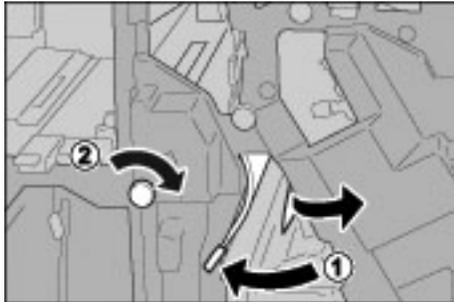
### Tip

Always ensure that all paper jams, including any small ripped pieces of paper, are cleared before proceeding with your copy/print jobs.

1. Make sure that the machine has stopped printing and then open the right cover on the light finisher.



2. Move lever 4b to the left, turn knob 3a to the right, and remove the jammed paper.



### Note

If paper is torn, check inside the machine and remove it.

3. Return lever 4b to the original position.



4. Close the Finisher right cover completely. The machine will not operate if the cover is open even slightly.

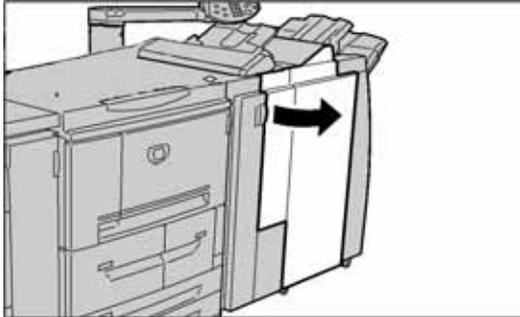
## Paper Jams at Z Folding Unit

### Paper jams at lever 2a and knob 3a

**Tip**

Always ensure that all paper jams, including any small ripped pieces of paper, are cleared before proceeding with your copy/print jobs.

1. Make sure that the machine has stopped printing and then open the right cover on the light finisher.



2. Move lever 2a up and turn knob 3a to the left. Remove the jammed paper.



**Note**

If paper is torn, check inside the machine and remove it.

3. Return lever 2a to the original position.



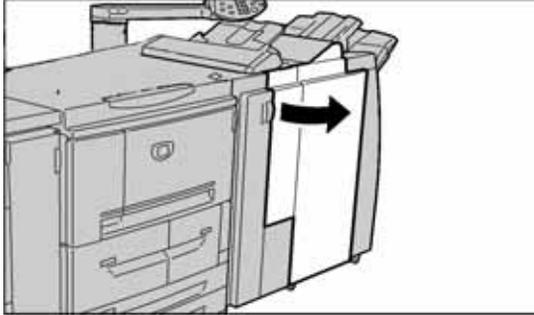
4. Close the Finisher right cover completely. The machine will not operate if the cover is open even slightly.

## Paper jams at lever 2b and knob 2c

### Tip

Always ensure that all paper jams, including any small ripped pieces of paper, are cleared before proceeding with your copy/print jobs.

1. Make sure that the machine has stopped printing and then open the right cover on the light finisher.



2. Move lever 2b, turn knob 2c to the right, and remove the jammed paper.



### Note

If paper is torn, check inside the machine and remove it.

3. Return lever 2b to the original position.



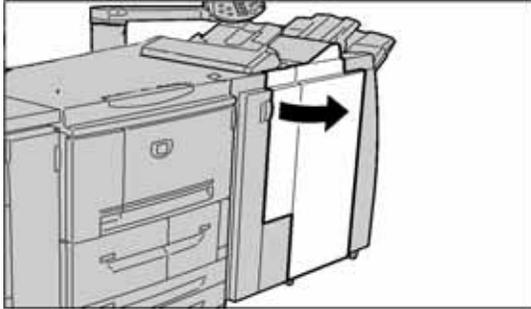
4. Close the Finisher right cover completely. The machine will not operate if the cover is open even slightly.

## Paper jams at knob 2c, levers 2e/2f and tri-fold output tray 2d

### Tip

Always ensure that all paper jams, including any small ripped pieces of paper, are cleared before proceeding with your copy/print jobs.

1. Make sure that the machine has stopped printing and then open the right cover on the light finisher.



2. Pull out the tri-fold output tray 2d, swing lever 2e to the right, and remove the jammed paper.



### Note

If paper is torn, check inside the machine and remove it.

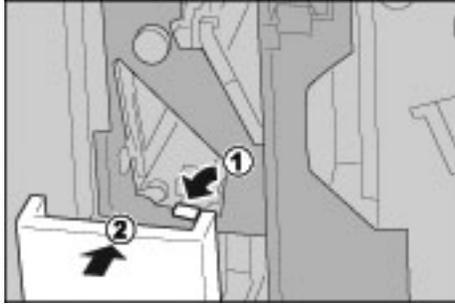
3. If you cannot remove the paper in Step 2, turn knob 2c to the right, then remove the jammed paper.



### Note

If paper is torn, check inside the machine and remove it.

4. Swing back the opened lever (2f or 2e), and push back the tri-fold output tray 2d.



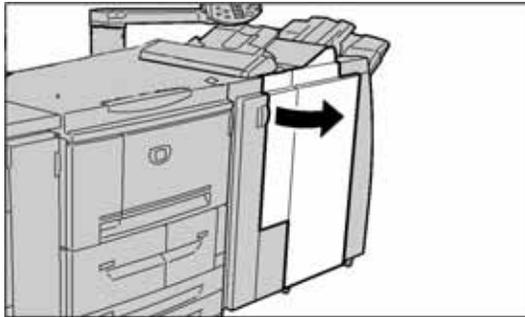
5. Close the Finisher right cover completely. The machine will not operate if the cover is open even slightly.

### Paper jams at tri-fold output tray 2d and lever 2g

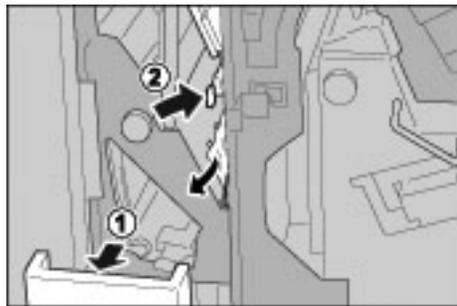
#### Tip

Always ensure that all paper jams, including any small ripped pieces of paper, are cleared before proceeding with your copy/print jobs.

1. Make sure that the machine has stopped printing and then open the right cover on the light finisher.



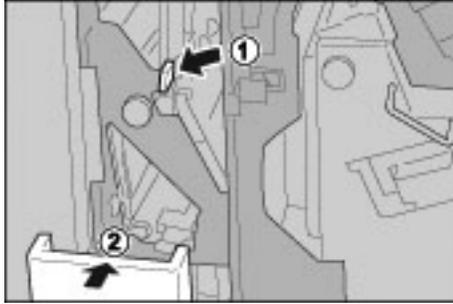
2. Pull out the tri-fold output tray 2d, swing lever 2g to the right, and remove the jammed paper.



#### Note

If paper is torn, check inside the machine and remove it.

- Return lever 2g to the original position and push back the tri-fold output tray 2d.



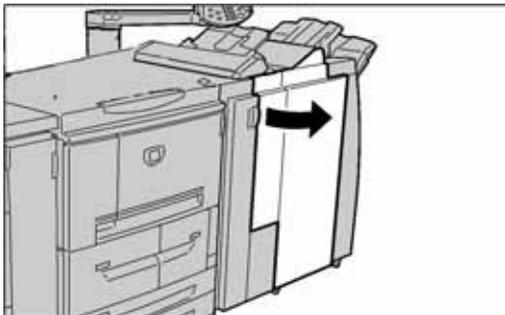
- Close the Finisher right cover completely. The machine will not operate if the cover is open even slightly.

### Paper jams at unit 4 and knob 4a

#### Tip

Always ensure that all paper jams, including any small ripped pieces of paper, are cleared before proceeding with your copy/print jobs.

- Make sure that the machine has stopped printing and then open the right cover on the light finisher.



- Pull out unit 4.



## Problem Solving

3. Turn knob 4a to the left to remove all the jammed paper from the left side of the unit 4.



### Note

If paper is torn, check inside the machine and remove it.

4. If the paper cannot be removed, pull up on the green lever on the right top cover unit 4 and remove all the jammed paper.



5. Return unit 4 to the original position.
6. Close the finisher right cover completely. The machine will not operate if the cover is open even slightly.

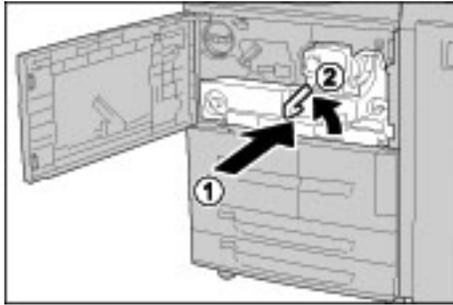
## Paper Jams at Output Area of Finisher

### Paper jams at output tray

#### Tip

Always ensure that all paper jams, including any small ripped pieces of paper, are cleared before proceeding with your copy/print jobs.

1. Remove jammed paper from the output tray.



#### Note

If paper is torn, check inside the machine and remove it.

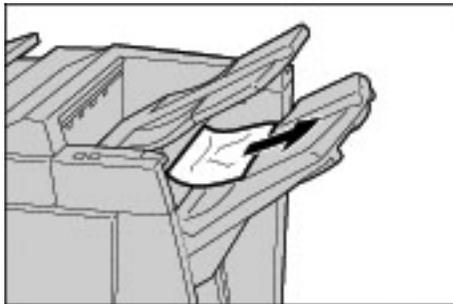
2. Open and then close the right cover of the finisher completely. The machine will not operate if the cover is open even slightly.

### Paper jams at finisher tray

#### Tip

Always ensure that all paper jams, including any small ripped pieces of paper, are cleared before proceeding with your copy/print jobs.

1. Remove jammed paper from the finisher tray.



#### Note

If paper is torn, check inside the machine and remove it.

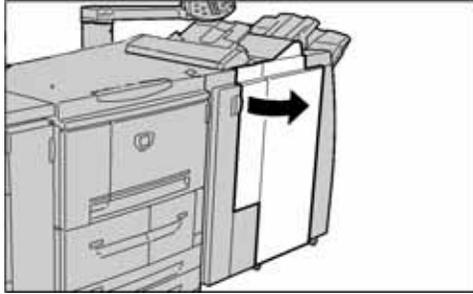
2. Open and then close the right cover of the finisher completely. The machine will not operate if the cover is open even slightly.

## Paper jams at booklet output tray

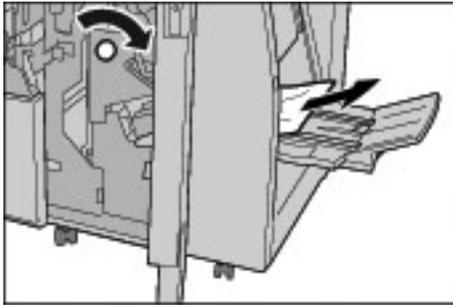
### Tip

Always ensure that all paper jams, including any small ripped pieces of paper, are cleared before proceeding with your copy/print jobs.

1. Make sure that the machine has stopped printing and then open the right cover on the light finisher.



2. Turn knob 4a to the right to remove the jammed paper at the booklet output tray.



### Note

If paper is torn, check inside the machine and remove it.

3. Close the Finisher right cover completely. The machine will not operate if the cover is open even slightly.

## Paper Jams at the optional High Capacity Feeder Unit

### Paper jams in Lower Left Cover

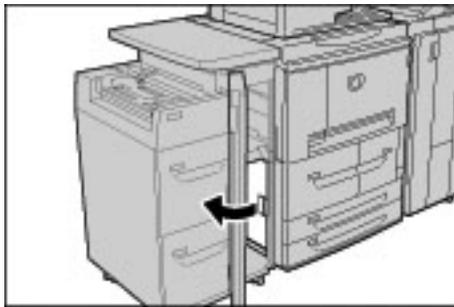
#### Tip

Always ensure that all paper jams, including any small ripped pieces of paper, are cleared before proceeding with your copy/print jobs.

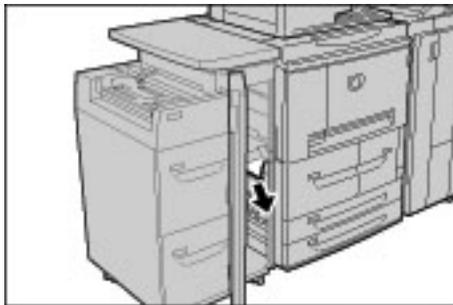
1. Open the front cover of the optional high capacity feeder unit.



2. Open the lower left cover while gripping the release lever.



3. Remove the jammed paper.



#### Note

If paper is torn, check inside the machine and remove it.

4. Close the lower left cover.
5. Close the front cover of the high capacity feeder unit completely. The machine will not operate if the cover is open even slightly.

## Paper jams at lever 1a and knob 1c

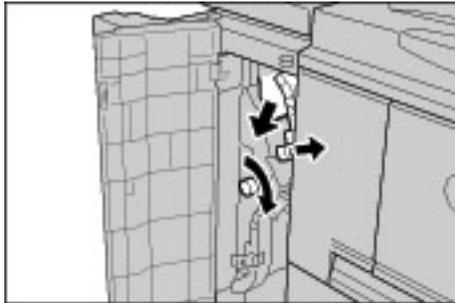
### Tip

Always ensure that all paper jams, including any small ripped pieces of paper, are cleared before proceeding with your copy/print jobs.

1. Open the front cover of the high capacity feeder unit.



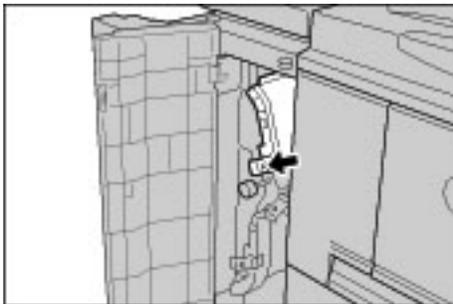
2. Move lever 1a to the right and turn knob 1c to the right. Remove the jammed paper.



### Note

If paper is torn, check inside the machine and remove it.

3. Return lever 1a to the original position.



4. Close the front cover of the high capacity feeder unit completely. The machine will not operate if the cover is open even slightly.

## Paper jams at lever 1b

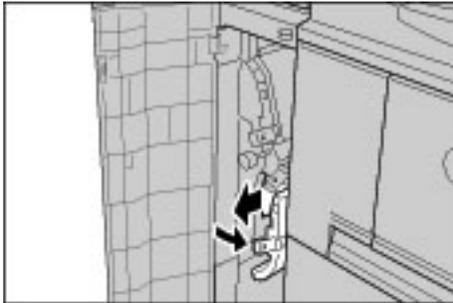
### Tip

Always ensure that all paper jams, including any small ripped pieces of paper, are cleared before proceeding with your copy/print jobs.

1. Open the front cover of the high capacity feeder unit.



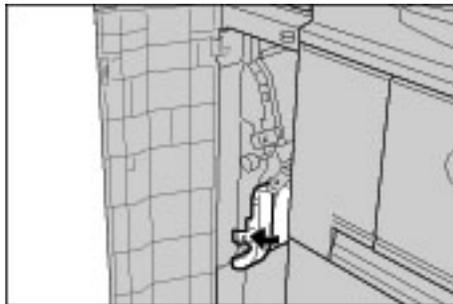
2. Move lever 1b to the right and turn knob 1c to the right. Remove the jammed paper.



### Note

If paper is torn, check inside the machine and remove it.

3. Return lever 1b to the original position.



4. Close the front cover of the high capacity feeder unit completely. The machine will not operate if the cover is open even slightly.

## Paper jams at lever 1d

### Tip

Always ensure that all paper jams, including any small ripped pieces of paper, are cleared before proceeding with your copy/print jobs.

1. Open the front cover of the high capacity feeder unit.



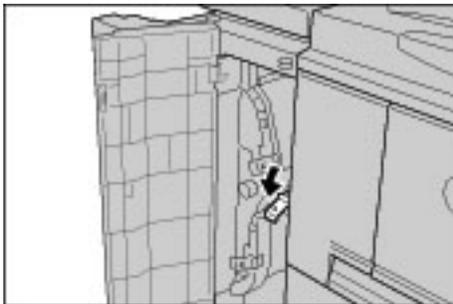
2. Move lever 1d upwards and remove the jammed paper.



### Note

If paper is torn, check inside the machine and remove it.

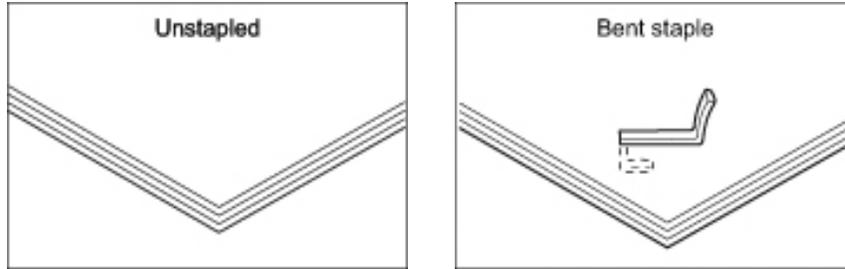
3. Return lever 1d to the original position.



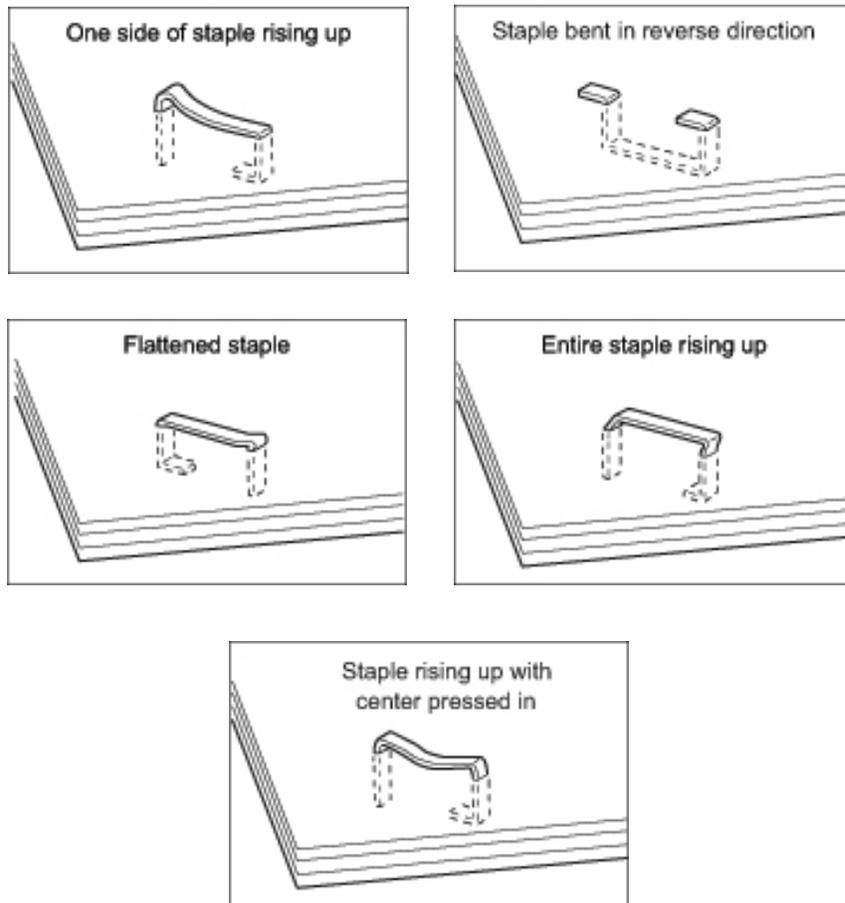
4. Close the front cover of the high capacity feeder unit completely. The machine will not operate if the cover is open even slightly.

# Stapler Faults

Perform the procedures on the following pages when copies are not stapled correctly or when staples are bent. Contact the Customer Support Center if the problem persists.



If stapling occurs in the manner shown in the below illustrations, contact the Customer Support Center.

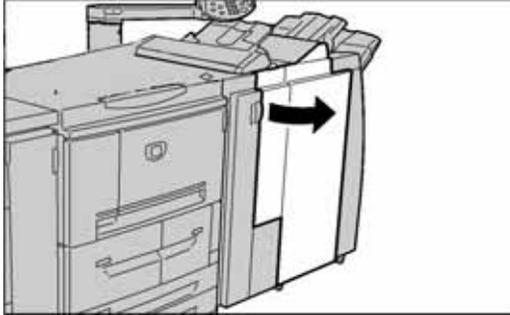


**Tip**  
Use the staple cartridge cover only when removing bent staples.

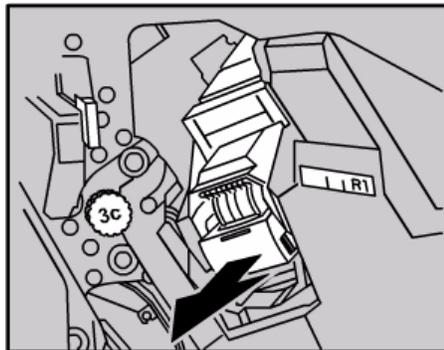
## Staple jams in the staple cartridge

### Basic Finisher staple cartridge staple jams

1. Make sure that the machine has stopped printing and then open the front cover on the light finisher.



2. Hold the R1 at the position shown in the diagram and pull straight out of the machine.

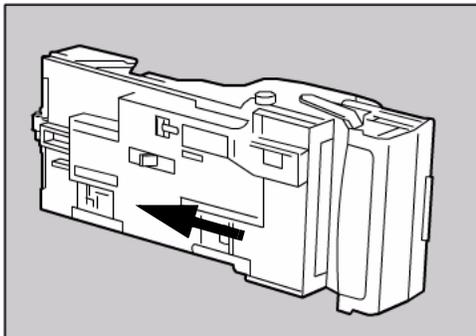


3. Pull out the staple cartridge and check the inside of the finisher for any remaining staples.
4. Open the staple cartridge cover and remove the jammed staple.

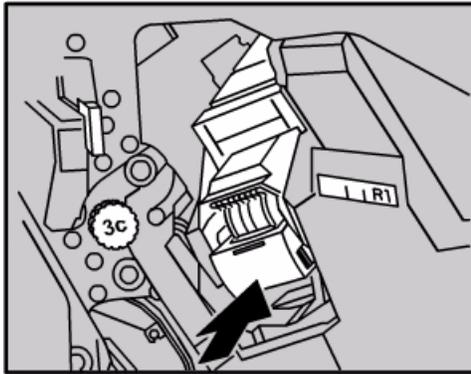
### **WARNING**

Be careful when removing jammed staples to avoid hurting your fingers.

5. If the jammed staple cannot be removed, push the staple in the direction indicated by arrow shown in the illustration.



6. Push the cartridge back to the original position.



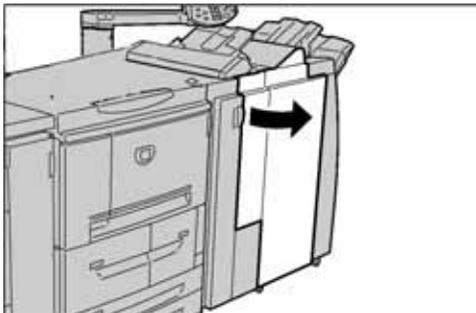
7. Close the Finisher right cover completely. The machine will not operate if the cover is open even slightly.

**Note**

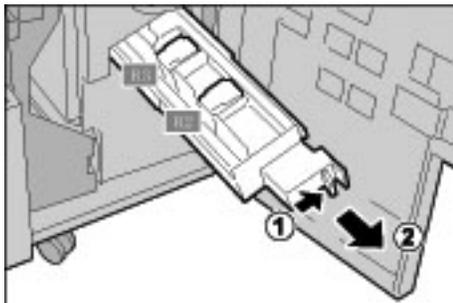
If the staples cannot be removed after carrying out the above procedures, contact the Customer Support Center.

### Booklet staple cartridge staple jams

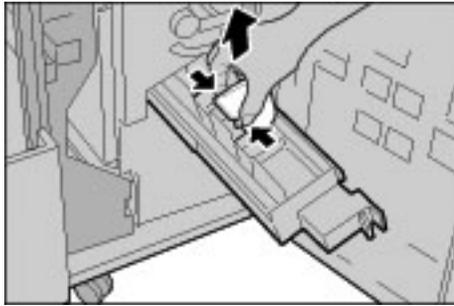
1. Make sure that the machine has stopped printing and then open the front cover on the light finisher.



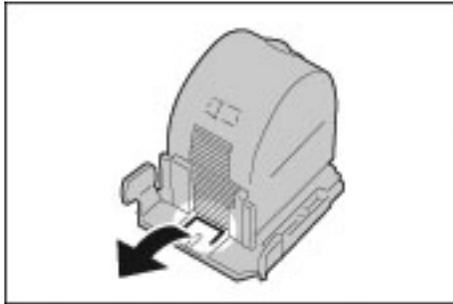
2. Pressing the lever to the right, pull out the staple cartridge.



3. Hold the tabs of the booklet staple cartridge and then lift to remove it.



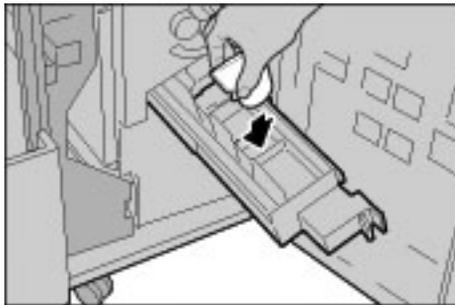
4. Remove the jammed staples as shown in the illustration.



**WARNING**

Be careful when removing jammed staples to avoid cutting and hurting your fingers.

5. Holding the tabs of the booklet staple cartridge, return the cartridge to the original position and gently push it until it clicks into place.



6. Return the unit to its original position.
7. Close the Finisher right cover completely. The machine will not operate if the cover is open even slightly.

**Note**

If the staples cannot be removed after carrying out the above procedures, contact the Customer Support Center.

# Curled Output Solutions

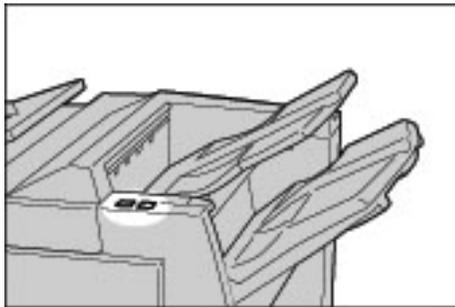
You can correct output paper curl by pressing the De-curl button.

The De-curl button functions while the machine is running or idled and powered on.

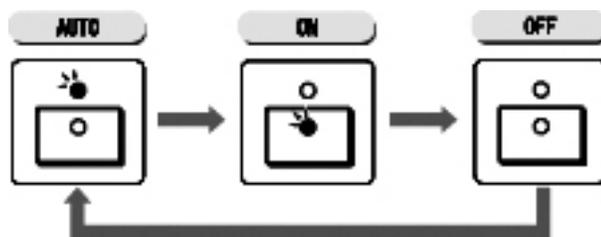
1. Check how the output copy is curled.



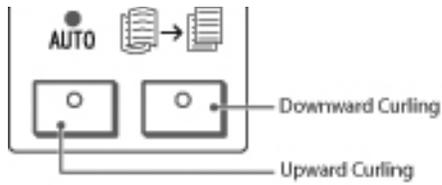
2. Check the De-curl lights.

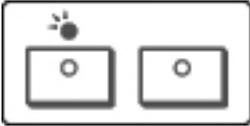
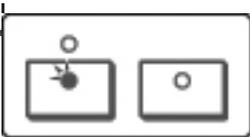
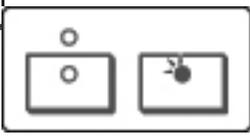
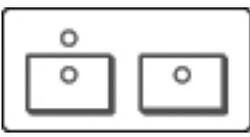


3. Press the **De-curl** button to the desired setting.



### De-curl button Mode and function



De-curl button		Functions
Indicator	Mode	
	Auto	The curling correction is automatically performed according to the paper size or output orientation. We recommend that the De-curl feature be used in Auto mode.  The Auto mode is entered in the following cases: After turning on the machine power After canceling Power Saver mode
	Upward Curling ON	Press to correct for upward curling.
	Down-ward Curling ON	Press to correct for downward curling.
	OFF	Press OFF when the output does not have curl.

# Specifications

# 8

**Tip**

The User Interface (UI) screens shown in this guide may or may not reflect the screens displayed on your system. The UI screens vary from system to system and from marketplace to marketplace. Therefore, the UI screens in this guide are a representation of the type of screens that may be seen on your particular system.

## Print Specifications

Type	Built-in type
<b>Resolution</b>	Output resolution: 1200 × 1200 dpi (47.2 × 47.2 dots/mm) Data processing resolution: 1200 × 1200 dpi (47.2 × 47.2 dots/mm)
<b>Graduation</b>	256 gradation
<b>Warm-up Time</b>	<b>4112:</b> 6 minutes or less (when the room temperature at 68° F/20° C) <b>4127:</b> 5 minutes or less (when the room temperature at 68° F/20° C)

Type	Built-in type
<p><b>Paper Size</b></p>	<ul style="list-style-type: none"> <li>• Max: A3/11 x 17 in., 12.6 x 19.2 in. (330 x 488 mm)</li> <li>• Min: A5/5.75 x 8.25 inch (Postcard for Tray 5 (Bypass))</li> <li>• Image loss: Lead edge/trail edge: 0.157 in./4 mm or less Front/back 0.157 in./4 mm or less.</li> </ul> <p><b>Paper Trays 1 - 2</b></p> <ul style="list-style-type: none"> <li>• 8.5 x 11 in./A4</li> </ul> <p><b>Paper Trays 3 - 4</b></p> <ul style="list-style-type: none"> <li>• A5, A4, A4, A3, B5, B4</li> <li>• 8.5 x 11 in., 8.5 x 11 in., 8.5 x 13 in., 8.5 x 14 in., 11 x 17 in., 12.6 x 19.2 in., 13 x 18 in.</li> <li>• 8K,16K, tab paper (8.5 x 11 in./A4)</li> <li>• Non-standard size:X direction from 5.5-13 in./ 140-330 mm, Y direction from 7-19 in. / 182-488 mm</li> </ul> <p><b>Tray 5 (Bypass)</b></p> <ul style="list-style-type: none"> <li>• A6, A5, A4, A4, A3, B6, B5, B5, B4</li> <li>• 8.5 x 11 in., 8.5 x 11 in., 8.5 x 13 in., 8.5 x 14 in., 11 x 17 in., 12 x 18 in., 13 x 19 in.</li> <li>• 8K,16K, 16K, tab paper (A4, 8.5 x 11 in.)</li> <li>• Non-standard size:X direction from 5.8-19 in. / 148-488 mm, Y direction from 4-13 in. / 100-330 mm</li> </ul> <p>Note When using Trays 3, 4 and 5 (Bypass) to print a non-standard size <a href="#">document on both sides</a>, set X direction from 5.5 x 13 in./140 to 330 mm and Y direction from 7 x 19 in./ 182-488 mm.</p>
<p><b>Paper Weight</b></p>	<ul style="list-style-type: none"> <li>• Trays 1-4, 6, 7: 13 - 57 lb./52 - 216 gsm</li> <li>• Tray 5 (Bypass): 13 - 67lb./52 - 253 gsm</li> </ul> <p>Note Use Xerox recommended papers for best results.</p>

Type	Built-in type
<p><b>Continuous Print Speed</b></p> <p>Note The speed may be reduced in order to adjust image quality.</p> <p>Note The performance may be reduced depending on the paper type.</p>	<p><b>4112</b></p> <ul style="list-style-type: none"> <li>• Continuous 1-sided print/100 % reduction/enlargement</li> <li>• 7 x 10 in./B5☐:116 sheets/min</li> <li>• 8.5 x 11 in./A4☐: 110 sheets/min</li> </ul> <p><b>SEF:</b></p> <ul style="list-style-type: none"> <li>• 8.5 x 11 in./A4:78 sheets/min</li> <li>• 7 x 10in./B5:78 sheets/min</li> <li>• 10 x 14 in./B4:69 sheets/min</li> <li>• 11 x 17 in./A3:55 sheets/min</li> </ul> <ul style="list-style-type: none"> <li>• Continuous 2-sided print/100 % reduction/enlargement</li> <li>• 7 x 10 in./B5☐:105 pages/min</li> <li>• 8.5 x 11 in./A4☐:100 pages/min</li> </ul> <p><b>SEF:</b></p> <ul style="list-style-type: none"> <li>• 8.5 x 11 in./A4:70 pages/min</li> <li>• 7 x 10 in./B5:70 pages/min</li> <li>• 10 x 14 in./B4:69 pages/min</li> <li>• 11 x 17 in./A3:55 pages/min</li> </ul> <p><b>4127</b></p> <ul style="list-style-type: none"> <li>• Continuous 1-sided print/100 % reduction/enlargement</li> <li>• 7 x 10 in./B5☐:125 sheets/min</li> <li>• 8.5 x 11 in./A4☐:125 sheets/min</li> </ul> <p><b>SEF:</b></p> <ul style="list-style-type: none"> <li>• 8.5 x 11 in./A4:88 sheets/min</li> <li>• 7 x 10 in./B5:88 sheets/min</li> <li>• 10 x 14 in./B4:78 sheets/min</li> <li>• 11 x 17 in./A3:62 sheets/min</li> </ul> <ul style="list-style-type: none"> <li>• Continuous 2-sided print/100 % reduction/enlargement</li> <li>• 7 x 10 in./B5☐:125 pages/min</li> <li>• 8.5 x 11 in./A4☐:125 pages/min</li> </ul> <p><b>SEF:</b></p> <ul style="list-style-type: none"> <li>• 8.5 x 11 in./A4:80 pages/min</li> <li>• 7 x 10 in./B5:80 pages/min</li> <li>• 10 x 14 in./B4:70 pages/min</li> <li>• 11 x 17 in./A3:62 pages/min</li> </ul>
<b>Page Description Language</b>	PCL5c, PostScript

Type	Built-in type
<b>Paper Feed Method/ Capacity</b>	<p><b>Standard:</b></p> <ul style="list-style-type: none"> <li>• Tray 1: 1,200 sheets</li> <li>• Tray 2: 1,800 sheets</li> <li>• Trays 3 and 4: 600 sheets each</li> <li>• Tray 5 / Bypass: 280 sheets</li> <li>• Trays 6 and 7 (optional High Capacity Feeder): 2,300 sheets each.</li> <li>• Maximum paper capacity: 9080 pages (including Trays 6 and 7 (optional High Capacity Feeder))</li> </ul> <p><b>Note</b> The maximum paper capacity (9080) is based on 20 lb./75 gsm</p>
<b>Continuous Print Pages</b>	<p>9,999 sheets</p> <p><b>Note</b> The machine may pause temporarily to perform an image stabilization.</p>
<b>Supported OS</b>	<p><b>PCL5c:</b></p> <ul style="list-style-type: none"> <li>• Microsoft Windows 2000,</li> <li>• Microsoft Windows XP,</li> <li>• Microsoft Windows Server 2003,</li> <li>• Microsoft Windows Vista</li> </ul> <p><b>PostScript:</b></p> <ul style="list-style-type: none"> <li>• Microsoft Windows 2000,</li> <li>• Microsoft Windows XP,</li> <li>• Microsoft Windows Server 2003,</li> <li>• Microsoft Windows Vista</li> <li>• Mac OS X 10.x or later</li> </ul>
<b>Emulation</b>	<p>ESC/P (VP-1000), HP-GL (HP7586B), HP-GL2/RTL (HP Design Jet 750C Plus), PCL5c/PCLXL (HP Color Laser Jet 5500), ESCP/K, KS/KSSM</p>
<b>Memory Capacity</b>	<p>512 MB (maximum 512 MB)</p>
<b>Built-in Fonts</b>	<ul style="list-style-type: none"> <li>• PCL: European 81 type faces, symbol 35 sets</li> <li>• PostScript: European 136 type faces</li> </ul>
<b>Interface</b>	<p>Standard: Ethernet (100Base-TX/10Base-T) Option: USB 2.0</p>
<b>Supported Protocol</b>	<p>Ethernet: TCP/IP (SMB, LPD, Port9100, IPP), NetBEUI (SMB), IPX, SPX (NetWare), Ether Talk (Apple Talk)</p>
<b>Power Source</b>	<p>200 - 240V, 15A</p>
<b>Maximum Power Consumption</b>	<ul style="list-style-type: none"> <li>• Maximum Power Consumption: 2.8 - 3.1 KVA</li> <li>• Low Power Mode: 225W</li> <li>• Sleep Mode: 15W</li> </ul>
<b>Dimensions</b>	<ul style="list-style-type: none"> <li>• 50.2 in. (width) × 30.8 in. (depth) × 57.3 in. (height)</li> <li>• 1,275 mm (width) × 781 mm (depth) × 1,455 mm (height)</li> </ul>

Type	Built-in type
Weight	<b>4112:</b> 591 lbs. (268 kg) <b>4127:</b> 585 lbs. (266 kg)  Note Weight excludes new toner cartridge, papers and options.
Minimum Space Requirements (Width and Depth)	<b>With Basic Finisher</b> <ul style="list-style-type: none"> <li>90.3" / 2,294 mm (W) × 30.8" / 781 mm (D) - extending Tray 5 (Bypass) completely</li> </ul> <b>With Booklet-Maker Finisher</b> <ul style="list-style-type: none"> <li>90.5" / 2,299 mm (W) × 30.8" / 781 mm (D) - extending Tray 5 (Bypass) completely</li> </ul>

### Optional Trays 6 and 7 (HCF) specifications

Item	Specification
Sheet Size/Type	Sizes: <ul style="list-style-type: none"> <li>Maximum: 8.5 in. x 11 in., A4,</li> <li>Minimum: 7.25 in. x 10.5 in. (Executive), B5</li> </ul> Weight: 13-57 lb./52-216 gsm
Paper Feed Levels/Paper Capacity	2300 sheets × 2 levels  Note When using Xerox 20 lb./75 gsm paper.
Size/Weight (Width, Depth, Height)	Size: 23.5 / 597 mm" (W) × 27.3" / 694 mm (D) × 39.1" / 992 mm (H) Weight: 159 lbs / 72 kg  Note Weight does not include loaded paper.

## Tray 6 (1-drawer Oversized High Capacity Feeder) - optional

Note

If your machine is equipped with the optional 2-drawer Oversized High Capacity Feeder (OHCF), refer to the section entitled *Optional 2-drawer Oversized High Capacity Feeder (Trays 6 and 7) on page 9-1* for specific information. The optional 2-drawer OHCF may not be available in your market area.

Item	Specification
Sheet size	<p><b>SEF:</b></p> <ul style="list-style-type: none"> <li>• 8.5 x 11 in./A4</li> <li>• 8.5 x 13 in.</li> <li>• 8.5x14 in.</li> <li>• 10 x 14 in./B4</li> <li>• 11 x 17 in./A3</li> <li>• 12 x 18 in.</li> <li>• 12.6 x 17.7 in. /SRA3</li> <li>• 12.6 x 19.2 in.</li> <li>• 13 x 18 in.</li> <li>• 13 x 19 in.</li> </ul> <p><b>LEF:</b> B5, 7.25 x 10.5 in. (executive), A4, 8.5 x 11 in., 8.0 x 10 in.</p> <p><b>Custom sizes: 210 - 330 mm x 182 - 488 mm</b></p>
Paper weight	18 lb. to 110 lb. cover / 64 - 300 gsm
Paper capacity	<p>2000 sheets</p> <p>Note When using up to Xerox 24 lb./90 gsm paper.</p>
Dimensions	<p>39 in. (width) x 32 in. (depth) x 37 in. (height) 988 mm (width) x 785 mm (depth) x 930 mm (height)</p> <p>Note The weight does not include any papers.</p>
Weight	254 lb. (115 kg)
Power consumption	300 watts maximum

# Standard Finisher specifications

Item	Specification
Tray Type	<ul style="list-style-type: none"> <li>• Output Tray: Collated/Uncollated</li> <li>• Finisher Tray: Collated/Uncollated (Offset available)</li> <li>• Booklet Tray: Collated/Uncollated</li> </ul>
Supported Paper Size	<p>Top Tray:</p> <ul style="list-style-type: none"> <li>• Maximum: A3, 12.6 x 19.2<sup>1</sup> (330 x 488 mm)</li> <li>• Minimum: A6 (postcards)</li> </ul> <p>Finisher Tray:</p> <ul style="list-style-type: none"> <li>• Maximum: 12.6 x 19.2 in. in. (330 x 488 mm)</li> <li>• Minimum: B5<sup>2</sup></li> </ul>
Supported Paper Weight	<p>Top Tray and Finisher Tray: 52 - 253 gsm</p> <p>Capacity 500 sheets</p> <p>Note When using Xerox 20 lb./75 gsm paper.</p>
Tray Capacity	<p>Top Tray: 500 sheets Finisher Tray: 3,000 sheets, 200 sets*</p> <p>Note When using A4 <sup>3</sup>, B5 <sup>4</sup>, 8.5 x 11 in. <sup>5</sup>, 8 x 10 in. <sup>6</sup>, 7.5 x 10.5 in. <sup>7</sup>, 16K <sup>8</sup> only. When using paper of other sizes, tray capacity is 1,500 sheets and 100 sets.</p>
Stapling (variable-length)	<p>Maximum stapled sheets: 100 sheets</p> <p>Note When using paper of size larger than A4 or 8.5 p 11 in., the maximum number of sheets that can be stapled is 65.</p> <p>Note Staple nails may bend when using certain paper types.</p> <p>Paper size :</p> <ul style="list-style-type: none"> <li>• Maximum: A3, 11 x 17 in.</li> <li>• Minimum: B5<sup>9</sup></li> </ul> <p>Staple position :</p> <ul style="list-style-type: none"> <li>• 1 location: (front: angled stapling, center: parallel stapling, back: parallel stapling)*</li> <li>• 2 locations: (parallel stapling)</li> </ul> <p><b>Note:</b> * Angled stapling for A3 and A4</p>

Specifications

Item	Specification
<b>Hole Punching</b>	<p>Supported paper size:</p> <ul style="list-style-type: none"> <li>• Maximum: A3, 11 x 17 in.</li> <li>• Minimum: B5☐ (2 holes), A4☐ (4 holes)</li> </ul> <p>Number of holes: 2, 4, 3 (optional)</p> <p>Paper type: 52 - 200 gsm</p>
<b>Folding</b>	<p>See Booklet-Maker Finisher specifications</p>
<b>Interposer (Tray 8)</b>	<p>Paper size:</p> <ul style="list-style-type: none"> <li>• Maximum: A3, 11 × 17 in.,</li> <li>• Minimum: B5☐</li> </ul> <p>Note The machine does not print on paper loaded in the interposer.</p> <p>Capacity: 200 sheets</p> <p>Note When using Xerox 20 lb./75 gsm paper</p> <p>Paper type: 60 - 220 gsm</p>
<b>Size/Weight</b>  <b>(With Staple Cartridge Installed)</b>	<p>Size: 41.1" / 1,045 mm (W) x 28.5" / 725 mm (D) x 45.9" / 1,165 mm (H),</p> <p>Weight: 231.5 lbs / 105 kg</p>
<b>Space Requirements</b>  <b>(When Finisher is connected to the Main Unit and Tray 5 (Bypass) is fully extended)</b>	<p>90.3" / 2,294 mm (W) x 30.7" / 781 mm (D)</p>

# Booklet-Maker Finisher specifications

Item	Specification
<b>Tray Type</b>	<ul style="list-style-type: none"> <li>• Output Tray: Collated/Uncollated</li> <li>• Finisher Tray: Collated/Uncollated (Offset available)</li> <li>• Booklet Tray: Collated/Uncollated</li> </ul>
<b>Supported Paper Size</b>	<p>Top Tray:</p> <ul style="list-style-type: none"> <li>• Maximum: A3, 12.6 x 19.2<math>\bar{1}</math> (330 x 488 mm)</li> <li>• Minimum: A6 (postcards)</li> </ul> <p>Finisher Tray:</p> <ul style="list-style-type: none"> <li>• Maximum: 12.6 x 19.2 in. (330 x 488 mm)</li> <li>• Minimum: B5<math>\bar{1}</math></li> </ul> <p>Booklet Tray:</p> <ul style="list-style-type: none"> <li>• Maximum: A3, 13 x 18 in.</li> <li>• Minimum: A4, 8.5 x 11 in.,</li> </ul>
<b>Supported Paper Weight</b>	<p>Top Tray and Finisher Tray: 52 - 253 gsm</p> <p>Booklet Tray: center binding 60 - 90 gsm, center folding 60 - 105 gsm</p> <p>Note For covers, paper of up to 220 gsm is supported.</p> <p>Note If 91 - 220 gsm paper is used for covers, the main body of documents must use 60 - 80 gsm paper.</p>
<b>Tray Capacity</b>	<p>Top Tray: 500 sheets Finisher Tray: 2,000 sheets, 200 sets*</p> <p>Note * When using A4 <math>\bar{1}</math>, B5 <math>\bar{1}</math>, 8.5 x 11 in. <math>\bar{1}</math>, 8 x 10 in. <math>\bar{1}</math>, 7.5 x 10.5 in. <math>\bar{1}</math>, 16K <math>\bar{1}</math> only. When using paper of other sizes, tray capacity is 1,500 sheets and 100 sets.</p> <p>Booklet Tray: 20 sets</p> <p>Note Tray may not support some paper types.</p>

Item	Specification
<p><b>Stapling (variable length)</b></p>	<p>Maximum stapled sheets: 100 sheets</p> <p>Note When using paper of size larger than A4 or 8.5 p 11 in., the maximum number of sheets that can be stapled is 65.</p> <p>Note Staple nails may bend when using certain paper types.</p> <p>Paper size :</p> <ul style="list-style-type: none"> <li>• Maximum: A3, 11 x 17 in.</li> <li>• Minimum: B5</li> </ul> <p>Staple position :</p> <ul style="list-style-type: none"> <li>• 1 location: (front: angled stapling, center: parallel stapling, back: parallel stapling)*</li> <li>• 2 locations: (parallel stapling)</li> </ul> <p>Note * Angled stapling for A3 and A4</p>
<p><b>Hole Punching</b></p>	<p>Supported paper size:</p> <ul style="list-style-type: none"> <li>• Maximum: A3, 11 x 17 in.</li> <li>• Minimum: B5 (2 holes), A4 (4 holes)</li> </ul> <p>Number of holes: 2, 4, 3 (optional)</p> <p>Paper type: 52 - 200 gsm</p>
<p><b>Booklet Creation/Single Fold</b></p>	<p>Maximum number of sheets: Fold &amp; Staple: 25 sheets Fold only: 5 sheets</p> <p>Note When using Xerox 20 lb./75 gsm paper.</p> <p>Note Only 19 sheets can be stapled if adding a cover.</p> <p>Paper size:</p> <ul style="list-style-type: none"> <li>• Maximum: A3, 13 x 18 in.</li> <li>• Minimum: A4 SEF, 8.5 x 11 in. SEF</li> </ul> <p>Paper type: Fold &amp; Staple: 60 - 90 gsm Fold only: 60 - 105 gsm</p> <p>Paper Weight/Booklet Capacity: 64 - 80 gsm, Uncoated: 25 sheets 81 - 90gsm, Uncoated: 20 sheets 91 - 105 gsm, Uncoated: 10 sheets 106 - 128 gsm, Uncoated: 10 sheets, Coated: 10 sheets 129 - 150 gsm, Uncoated: 10 sheets, Coated: 10 sheets 151 - 176 gsm, Uncoated: 10 sheets, Coated: 10 sheets 177 - 220 gsm, Uncoated: 5 sheets, Coated: 5 sheets</p>
<p><b>Folding</b></p>	<p><b>Note:</b> Non-stapled fold sets are limited to 5 sheets of paper Refer to the optional Folder table on <i>page 8-12</i> for folder specifications.</p>

Item	Specification
<b>Interposer (Tray 8)</b>	Paper size: <ul style="list-style-type: none"> <li>• Maximum: A3, 11 × 17 in.,</li> <li>• Minimum: B5 </li> </ul> Note The machine does not print on paper loaded in the interposer.  Capacity: 200 sheets  Note When using Xerox 20 lb./75 gsm paper  Paper type: 60 - 220 gsm
<b>Size/Weight</b>  <b>(With Staple Cartridge and Staple Cartridge for Booklet are Installed)</b>	Size: 41.3 in. / 1,050 mm (W) x 28.5 in. / 725 mm (D) x 45.9 in. / 1,165 mm (H),  Weight: 286 lbs / 130 kg
<b>Space Requirements</b>  <b>(When Finisher is connected to the Main Unit and Tray 5 (Bypass) is fully extended)</b>	90.5 in. / 2,299 mm (W) x 44.9 in. / 1,140 mm (D)

# Folding unit (Z and C) specifications

Item		Specification
<b>Z-Fold Half Sheet</b>	Z paper size	11 x 17 in./A3, 10 x 14 in./B4, 8K
	Capacity	Max: 80 sheets (Basic Finisher) (A3/11 x 17, in. Xerox 20 lb./75 gsm paper Z folding) 20 sheets for 8K and 10 x 14 in./B4
	Paper type	16-24 lb./60 to 90 gsm
	Output tray	Finisher tray
<b>C Fold</b> <b>Z Fold</b>	Paper size	A4/8.5 x 11 in.
	Number of sheets to be folded	1 sheet
	Capacity	40 sheets Note When using Xerox 20 lb./75 gsm paper.
	Paper type	16-24 lb./60 to 90 gsm
	Output tray	C/Z Fold output tray
<b>Single Fold</b>		Refer to <b>Booklet Creation/Single Fold</b> specifications found in the Booklet Maker Finisher specifications table.
<b>Size/Weight</b>		7.9 in. (width) x 28.5 in. (depth) x 43.9 in. (height), 88.2 lbs. 200 mm (width) x 725 mm (depth) x 1,115 mm (height), 40kg

## Storing paper properly

- Store paper in a dry place. Using paper that has absorbed moisture can cause paper jams and image quality defects.
- Store paper flat to prevent bending or warping.
- Rewrap any unpacked paper before storing it. Moisture prevention packets are recommended.

### Note

Moisture may cause prints to fade. For more information, contact Xerox Customer Support Center.

# Printable Area

## Standard Printing Area

The standard area that can be printed leaves a margin of 0.16 inches (0.161 in./4.1 mm) on all four edges of the paper (for SRA3, 12.6 in./320 mm wide, a margin of 0.45 in./11.5 mm left and right).

**Note**

The actual printing area may vary depending on the printer (plotter) control language.

## Extended Printing Area

If you choose to extend the printing area in a print, the maximum area for the print is 12.01 × 18.90 inches (305 × 480mm). The printing area changes depending on paper size used.

**Note**

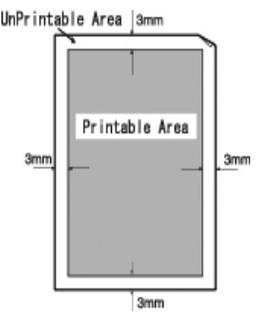
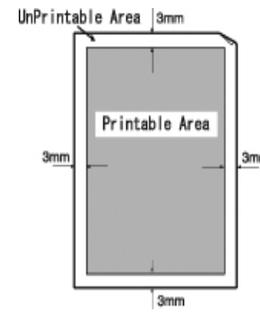
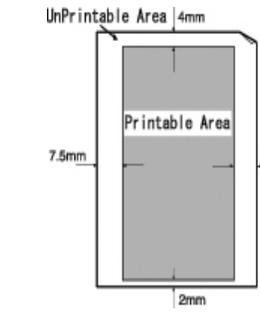
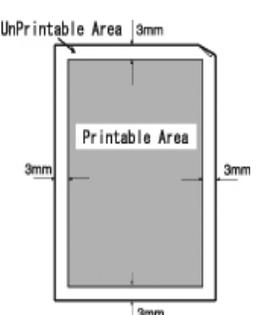
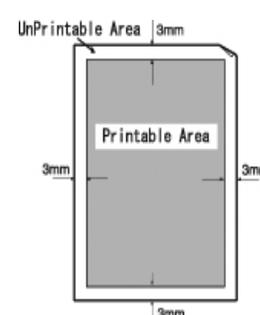
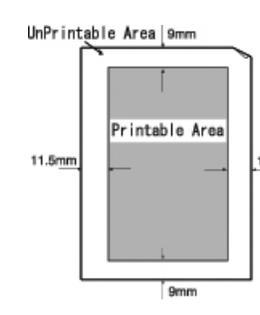
To extend the print area, change the PCL print driver or the Print Area setting on the touch screen.

**Note**

For information on how to adjust print driver settings, refer to the online help for the print driver.

**Note**

For more about Control Panel, settings refer to "Print Area" in the System Administration Guide or contact your System Administrator.

When the paper width is less than 12 inches	When the paper width is 12 inches	When the paper width is 12.6 inches (SRA3 (320 mm width))
		
		

# Available Options

Product name	Description
Printer Upgrade Kit	Allows a DC (copier only) machine to be updated to a ST (Network Print) enabled system
Mobility Plates	These plates allow the system to be installed on uneven floor or heavy carpet.
Data Security Kit	This kit increases the security of data written to the hard disk.

## Note

To purchase and to receive the latest product information, contact the Customer Support Center.

# Cautions and Limitations

## Notes and Restrictions on the Use of the Machine

### When the Print Results Differ from the Settings

Insufficient memory for the print page buffer may cause the effects listed below to occur, giving results not expected from the settings. In this case, more memory is recommended.

- Single-sided printing when duplex was specified
- Jobs are canceled (if a page cannot be rendered in the print page buffer, the job, including that page, is canceled)

### Installing and Moving the Machine

- When moving the machine from its rack, contact the Customer Support Center.
- When moving the machine, do not subject the unit to shocks.
- When closing the document cover, be careful not to trap your fingers.
- Do not place objects close to the ventilation opening of the extractor fan of the machine.

### Meter Counts for Duplex Printing

For duplex printing, depending on the application being used and the way in which the number of copies is specified, blank pages may be inserted automatically. In this case, the blank page inserted by the application is counted for metering purposes.

## **Network Confidentiality**

Network confidentiality cannot be guaranteed.

## **Character Code**

The following shows the character codes that can be printed by the machine. Character codes other than those shown below may not be printed.

- English: CP1252
- Traditional Chinese: Big5 (CNS 11643-1, CNS 11643-2)
- Simplified Chinese: GB2312

## Specifications

# Addendum

# 9

## Optional 2-drawer Oversized High Capacity Feeder (Trays 6 and 7)

### Tip

This accessory may not be available in your market area.

### Overview

The optional 2-drawer Oversized High Capacity Feeder (OHCF) provides feeds in a variety of stock sizes, including standard sizes and oversized stock up to 13 x 19.2 in./330.2 x 488 mm paper. Each drawer holds 2000 sheets.



### Note

The OHCF comes equipped from manufacturing with the Post Card Kit.

## Loading media in the OHCF

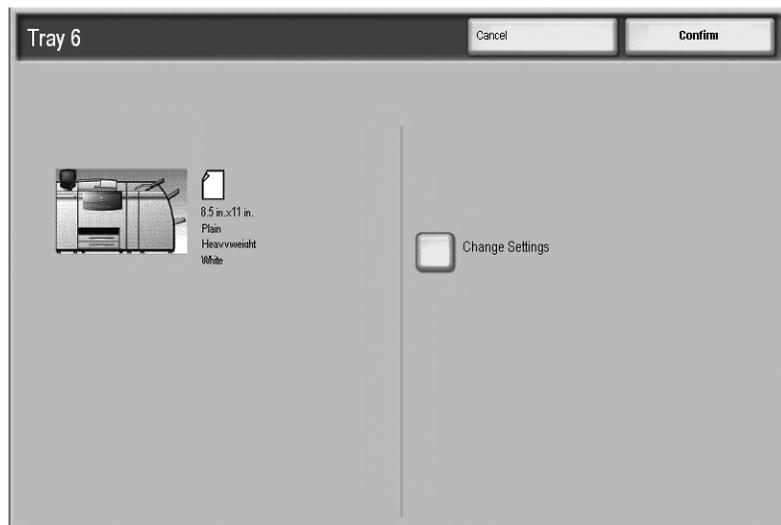
### Loading paper in the OHCF

Use the following procedure to load paper into either tray of the OHCF.

1. Select the appropriate paper stock for your job.
2. Pull out the tray slowly until it stops.
3. Open the ream of paper with the seam side facing up.
4. Fan the sheets before loading them into the tray.
5. Load paper into the tray.
6. Adjust the paper guides by pressing in the guide release and carefully moving the Edge Guide until it lightly touches the edge of the material in the tray.

Do not load materials above the MAX line located on the rear Edge Guide.

7. If necessary, set the skew adjustment levers to the desired position for your print job; refer *Skew adjustment levers on page 9-8*.
8. Gently push in the tray until it comes to a stop.
9. If enabled by your System Administrator, the Paper Tray settings screen may be displayed on the UI.



- a. If the tray settings screen displays the correct paper type, weight, and size, select the **Confirm** button.
  - b. If the tray settings need modification, select the **Change Settings** button; the tray properties screen is displayed.
10. From the tray properties screen, select the desired option (Paper Size, Paper Type/Paper Weight, etc.).
  11. Make the appropriate changes to that option (such as Paper Size).
  12. Select the **Save** button to continue.
  13. Select the **Save** button again to continue.
  14. Select the **Confirm** button to save the information and close the Paper Tray settings screen.

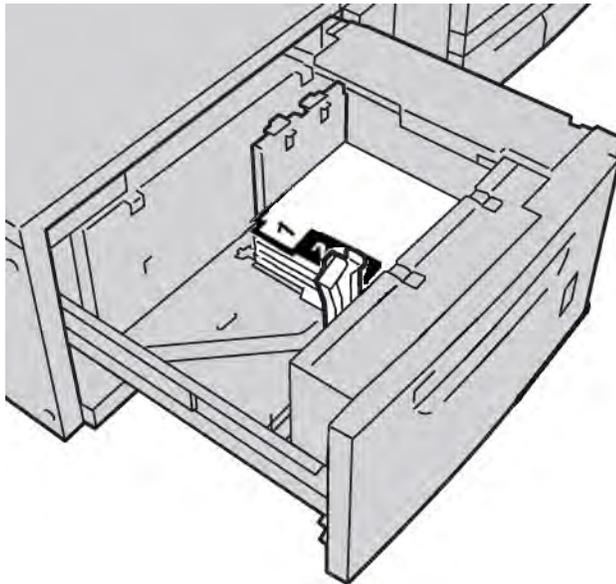
## Loading tabs in the OHCF

### Note

If the optional GBC AdvancedPunch is attached to your machine, refer to the GBC AdvancedPunch customer documentation for instructions on loading tab stock in the trays.

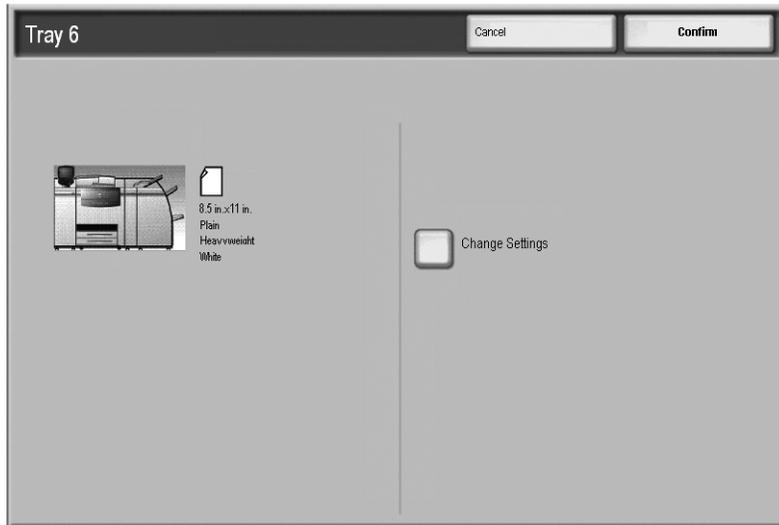
Use the following procedure to load tab stock into either tray of the OHCF.

1. Select the appropriate tab stock for your job.
2. Pull out the tray slowly until it stops.
3. Fan the tab paper before loading them into the tray.
4. Load and align the edge of the tab paper against the right edge of the tray in the long edge feed (LEF) direction as shown in the following illustration:



5. Adjust the paper guides by pressing in the guide release and carefully moving the Edge Guide until it lightly touches the edge of the material in the tray.  
Do not load materials above the MAX line located on the rear Edge Guide.
6. If necessary, set the skew adjustment levers to the desired position for your print job; refer *Skew adjustment levers on page 9-8*.
7. Gently push in the tray until it comes to a stop.

8. If enabled by your System Administrator, the Paper Tray settings screen may be displayed on the UI.

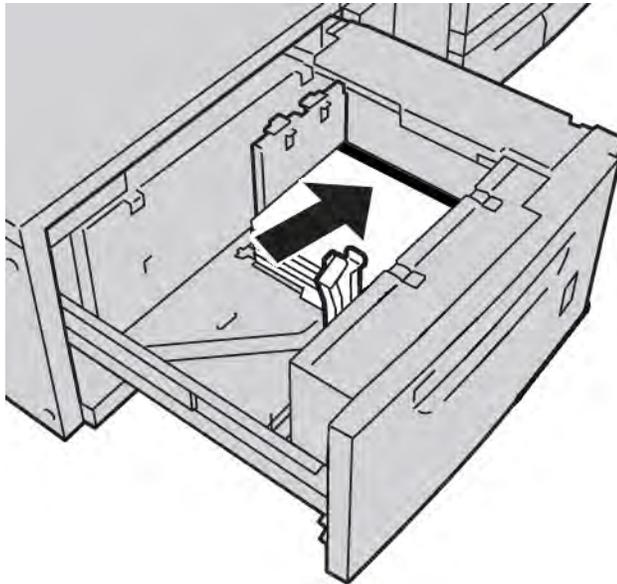


- a. If the tray settings screen displays the correct paper type, weight, and size, select the **Confirm** button.
  - b. If the tray settings need modification, select the **Change Settings** button; the tray properties screen is displayed.
9. From the tray properties screen, select the desired option (Paper Size, Paper Type/Paper Weight, etc.).
  10. Make the appropriate changes to that option (such as Paper Size).
  11. Select the **Save** button to continue.
  12. Select the **Save** button again to continue.
  13. Select the **Confirm** button to save the information and close the Paper Tray settings screen.

## Loading transparencies in the OHCF

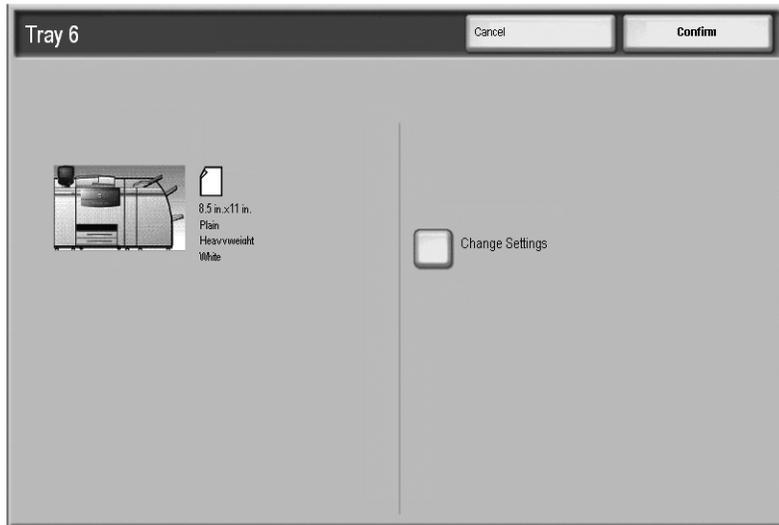
Use the following procedure to load transparencies into either tray of the OHCF.

1. Select the appropriate transparency stock for your job.
2. Pull out the tray slowly until it stops.
3. Fan the transparencies to stop them from sticking together before loading them into the tray.
4. Load transparencies on top of a small stack of the same-size paper and align the edge of the transparencies against the right edge of the tray as shown in the following illustration:



5. Adjust the paper guides by pressing in the guide release and carefully moving the Edge Guide until it lightly touches the edge of the material in the tray.  
Do not load materials above the MAX line located on the rear Edge Guide.
6. If necessary, set the skew adjustment levers to the desired position for your print job; refer *Skew adjustment levers on page 9-8*.
7. Gently push in the tray until it comes to a stop.

8. If enabled by your System Administrator, the Paper Tray settings screen may be displayed on the UI.

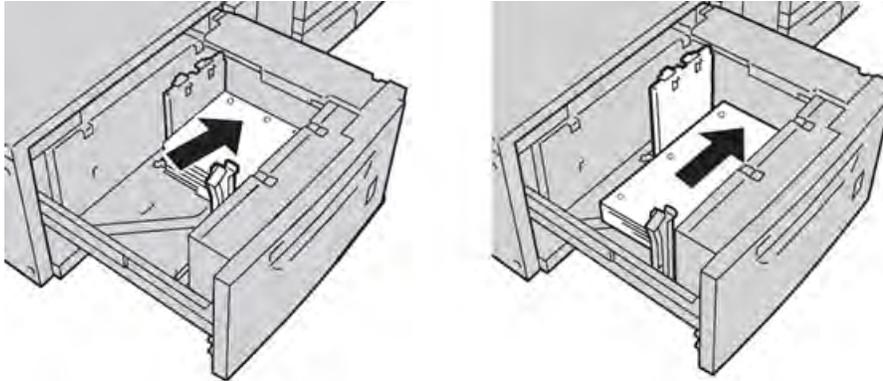


- a. If the tray settings screen displays the correct paper type, weight, and size, select the **Confirm** button.
  - b. If the tray settings need modification, select the **Change Settings** button; the tray properties screen is displayed.
9. From the tray properties screen, select the desired option (Paper Size, Paper Type/Paper Weight, etc.).
  10. Make the appropriate changes to that option (such as Paper Size).
  11. Select the **Save** button to continue.
  12. Select the **Save** button again to continue.
  13. Select the **Confirm** button to save the information and close the Paper Tray settings screen.

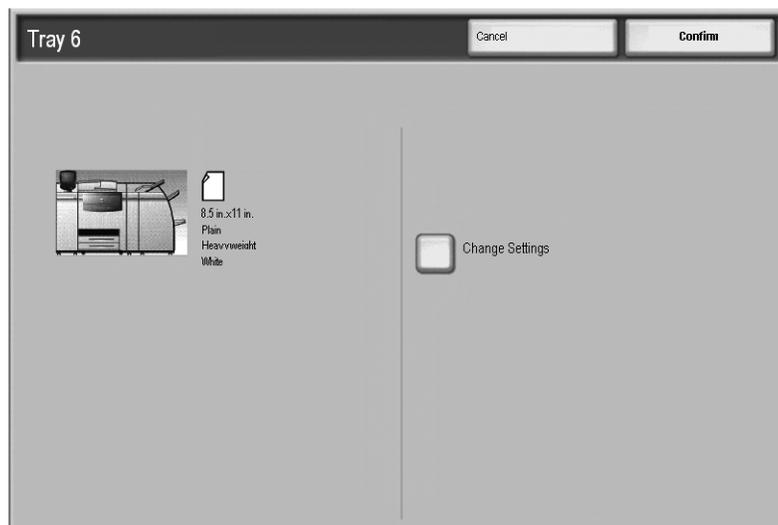
## Loading pre-drilled stock in the OHCF for 1-sided or 2-sided jobs

Use the following procedure to load paper into either tray of the OHCF.

1. Select the appropriate paper stock for your job.
2. Pull out the tray slowly until it stops.
3. Open the ream of paper with the seam side facing up.
4. Fan the sheets before loading them into the tray.
5. Load and register the pre-drilled paper against the right side of the tray paper as depicted below for either LEF or SEF direction:



6. Adjust the paper guides by pressing in the guide release and carefully moving the Edge Guide until it lightly touches the edge of the material in the tray.  
Do not load materials above the MAX line located on the rear Edge Guide.
7. If necessary, set the skew adjustment levers to the desired position for your print job; refer *Skew adjustment levers on page 9-8*.
8. Gently push in the tray until it comes to a stop.
9. If enabled by your System Administrator, the Paper Tray settings screen may be displayed on the UI.

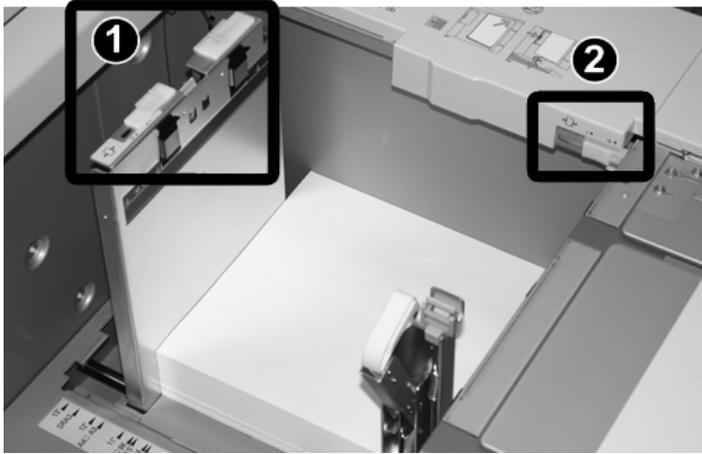


- a. If the tray settings screen displays the correct paper type, weight, and size, select the **Confirm** button.
- b. If the tray settings need modification, select the **Change Settings** button; the tray properties screen is displayed.

10. From the tray properties screen, select the desired option (Paper Size, Paper Type/Paper Weight, etc.).
11. Make the appropriate changes to that option (such as Paper Size).
12. Select the **Save** button to continue.
13. Select the **Save** button again to continue.
14. Select the **Confirm** button to save the information and close the Paper Tray settings screen.

## Skew adjustment levers

The skew adjustment levers are found in all paper trays. These levers are used to improve paper feed accuracy and to reduce paper skew problems.



Item number	Description
1	Rear Skew Adjustment Lever
2	Right-side skew Adjustment Lever

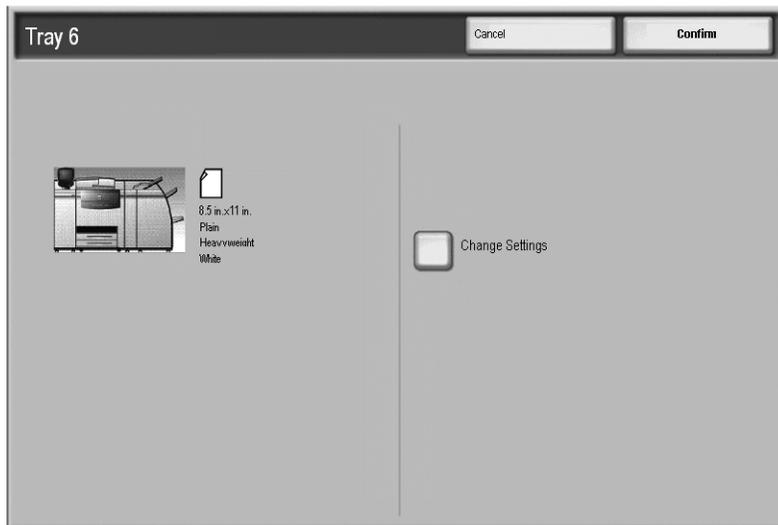
### Note

- These levers should remain in their default position. The position of these levers should be changed only when there is a skew problem when running a specific print job and/or specific media type.
- Changing the skew adjustment levers from their default position may cause more skew problems when running certain media types, such as coated, label, transparency, and film.

Use the following procedure to set the skew adjustment levers.

1. Pull out the tray slowly until it stops.
2. Slide the Rear Skew Adjustment Lever to the right (as shown in the above picture).
3. Gently push in the tray until it comes to a stop.

4. If enabled by your System Administrator, the Paper Tray settings screen may be displayed on the UI.



- a. If the tray settings screen displays the correct paper type, weight, and size, select the **Confirm** button.
  - b. If the tray settings need modification, select the **Change Settings** button; the tray properties screen is displayed.
5. From the tray properties screen, select the desired option (Paper Size, Paper Type/Paper Weight, etc.).
  6. Make the appropriate changes to that option (such as Paper Size).
  7. Select the **Save** button to continue.
  8. Select the **Save** button again to continue.
  9. Select the **Confirm** button to save the information and close the Paper Tray settings screen.
  10. Run your print job.
    - The paper is fed accurately without skew and the printed output is satisfactory; you are finished.
    - The paper is skewed and the printed output is unsatisfactory; proceed to the next step.
  11. Pull out the tray slowly until it stops.
  12. Return the Rear Skew Adjustment Lever to its left, default position.
  13. Slide the Right-side Skew Adjustment Lever toward the front of the paper tray.
  14. Gently push in the tray until it comes to a stop.
  15. If enabled by your System Administrator, the Paper Tray settings screen may be displayed on the UI.
    - a. If the tray settings screen displays the correct paper type, weight, and size, select the **Confirm** button.
    - b. If the tray settings need modification, select the **Change Settings** button; the tray properties screen is displayed.
  16. From the tray properties screen, select the desired option (Paper Size, Paper Type/Paper Weight, etc.).
  17. Make the appropriate changes to that option (such as Paper Size).
  18. Select the **Save** button to continue.
  19. Select the **Save** button again to continue.
  20. Select the **Confirm** button to save the information and close the Paper Tray settings screen.

21. Run your print job.
  - The paper is fed accurately without skew and the printed output is satisfactory; you are finished.
  - The paper is skewed and the printed output is unsatisfactory; proceed to the next step.
22. Pull out the tray slowly until it stops.
23. Return the Right-side Skew Adjustment Lever toward the rear of the paper tray; this is its default position.
24. Gently push in the tray until it comes to a stop.
25. If you are still having skew adjustment problems, refer to the Alignment Adjustment Settings section in the System Administration Guide.

## OHCF problem solving

### Clearing OHCF jams

#### Tip

Always ensure that all paper jams, including any small ripped pieces of paper, are cleared before proceeding with your jobs.

This section describes how to remedy paper jams that occur at the following locations:

- Paper jams inside the OHCF trays
- Paper jams at lever 1a and knob 1c
- Paper jams at lever 1b and knob 1c
- Paper jams at lever 1d and knob 1c

#### Note

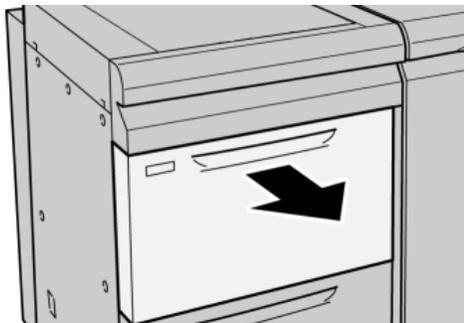
Remedies differ according to the paper jam location. Follow the instructions displayed to remove the jammed paper.

### Paper jams inside the OHCF trays

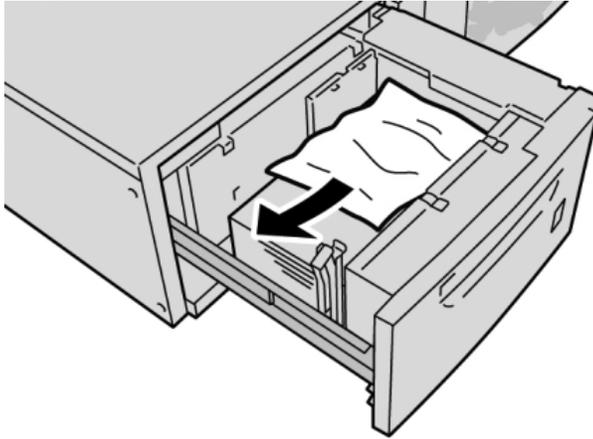
#### Tip

Always ensure that all paper jams, including any small ripped pieces of paper, are cleared before proceeding with your jobs.

1. Pull out the tray where the paper jam occurred.



2. Remove the jammed paper.



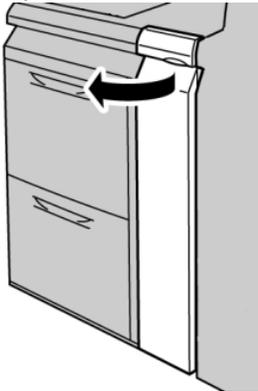
Note

If paper is torn, check inside the machine and remove it.

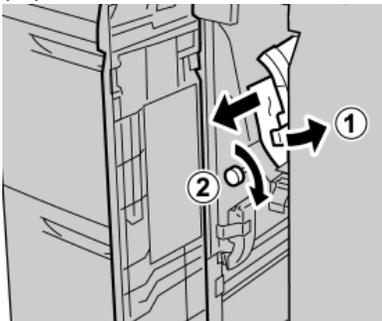
3. Gently push in the tray until it comes to a stop.

### OHCF paper jams at lever 1a and knob 1c

1. Open the front cover of the OHCF.



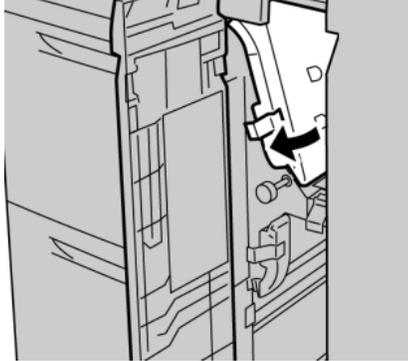
2. Move the lever 1a to the rightward and turn the knob 1c to the right. Remove the jammed paper.



Note

If paper is torn, check inside the machine and remove it.

3. Return the lever **1a** to the original position.



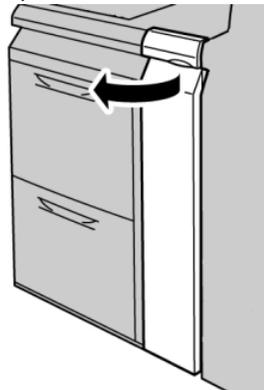
4. Close the front cover of the OHCF.

**Note**

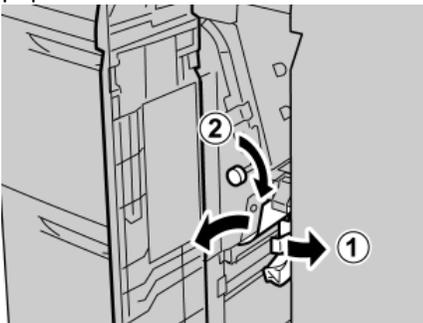
If the front cover of the OHCF is not completely closed, a message will appear and the machine will not operate.

**OHCF paper jams at lever 1b and knob 1c**

1. Open the front cover of the OHCF.



2. Move the lever **1b** to the rightward and turn the knob **1c** to the right. Remove the jammed paper.



**Note**

If paper is torn, check inside the machine and remove it.

3. Return the lever **1b** to the original position.



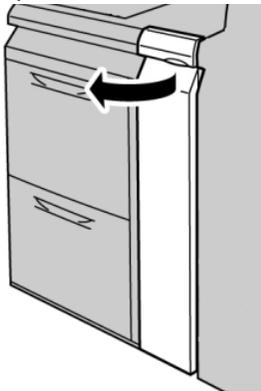
4. Close the front cover of the OHCF.

**Note**

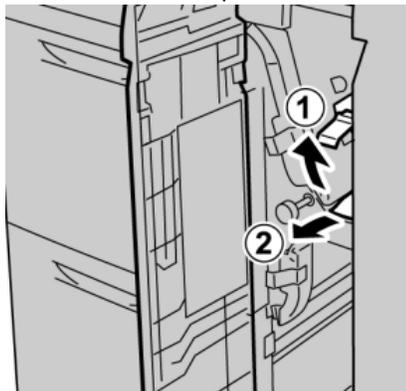
If the front cover of the OHCF is not completely closed, a message will appear and the machine will not operate.

**OHCF paper jams at lever 1d and knob 1c**

1. Open the front cover of the OHCF.



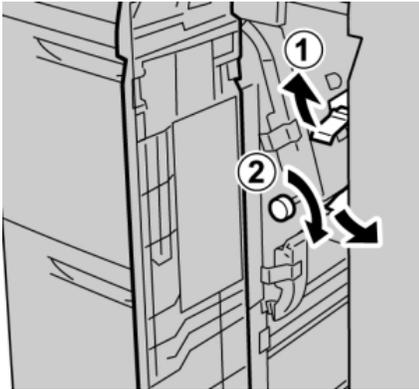
2. Move the lever **1d** upwards and remove the jammed paper.



**Note**

If paper is torn, check inside the machine and remove it.

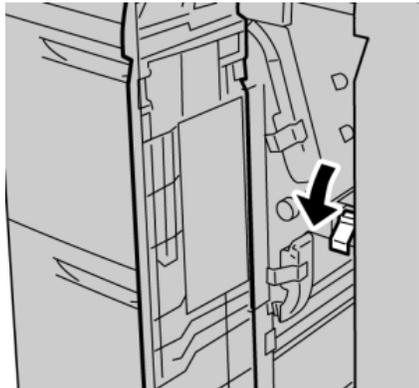
3. If the paper cannot be removed, turn the knob **1c** clockwise, and then remove the jammed paper.



Note

If paper is torn, check inside the machine and remove it.

4. Return the lever **1d** to the original position.



5. Close the front cover of the OHCF.

Note

If the front cover of the OHCF is not completely closed, a message will appear and the machine will not operate.

## OHCF fault codes

If a jam/fault occurs in the Oversized High Capacity Feeder, the machine's UI displays a jam/fault message. The following table provides a list of fault codes for the Oversized High Capacity Feeder and a list of related finisher fault codes.

Fault code	Possible cause	Recommended solution
024 955 024 956	An OHCF tray is empty or out of paper	Add paper to correct OHCF Tray.
077 210	An OHCF tray is broken	<ol style="list-style-type: none"> <li>1. Power Off/On.</li> <li>2. If problems persist, contact the Customer Support Center. Trays other than the OHCF trays may be used in the interim.</li> </ol>
078 100 078 101 078 102	An OHCF tray has malfunctioned	<ol style="list-style-type: none"> <li>1. Check the paper in the malfunctioning tray.</li> <li>2. Power Off/On the machine.</li> <li>3. If the errors persist, contact the Customer Support Center.</li> </ol>
078 210 078 211	An Optional OHCF tray malfunctioned	<ol style="list-style-type: none"> <li>1. Check the paper setting of the paper trays and power Off/On the machine.</li> <li>2. If problems persist, contact the Customer Support Center.</li> </ol> <p>Note Trays other than the OHCF trays may be used in the interim.</p>
078 260 078 261 078 262 078 263 078 264 078 265 078 266 078 267 078 268 078 269 078 270 078 271 078 272 078 273 078 274 078 275 078 276 078 277 078 278 078 279 078 280	An OHCF tray malfunctioned	<ol style="list-style-type: none"> <li>1. Check the paper loaded in the trays.</li> <li>2. Power Off/On the machine.</li> <li>3. If problems persist, contact the Customer Support Center.</li> </ol>

Fault code	Possible cause	Recommended solution
078 300 078 301 078 500 078 901 078 941 078 942 078 943	An OHCF tray has malfunctioned	<ol style="list-style-type: none"> <li>1. Check the paper in the malfunctioning tray.</li> <li>2. Power Off/On the machine.</li> <li>3. If the errors persist, contact the Customer Support Center.</li> </ol>

## OHCF specifications

### Oversized High Capacity Feeder (OHCF/Trays 6 and 7)

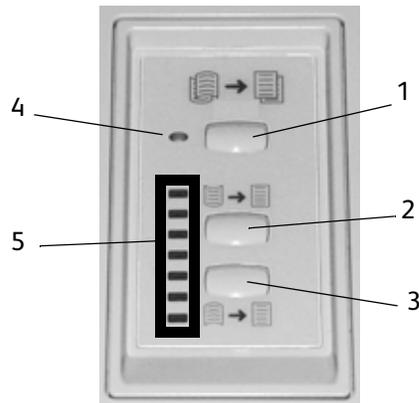
Item	Specification
Sheet size	<p>LEF:</p> <ul style="list-style-type: none"> <li>• B5</li> <li>• 7.25 x 10.5 in. (executive)</li> <li>• A4/8.5 x 11 in.</li> <li>• 8.0 x 10 in.</li> </ul> <p>SEF:</p> <ul style="list-style-type: none"> <li>• 8.5 x 11 in./A4</li> <li>• 8.5 x 13 in.</li> <li>• 8.5 x 14 in.</li> <li>• 10 x 14 in./B4</li> <li>• 11 x 17 in./A3</li> <li>• 12 x 18 in.</li> <li>• 12.6 x 17.7 in./SRA3</li> <li>• 13 x 18 in.</li> <li>• 13 x 19 in.</li> <li>• 12.6 x 19.2 in.</li> <li>• B5</li> <li>• 4 x 6 in./101.6 x 152.4 mm (postcard)</li> </ul> <p><b>Custom sizes:</b> 182-330 mm (7.2-13 in.) width and 182-488 mm (7.2-19.2 in.) length</p>
Paper weight	18 lb. to 130 lb. cover/55-350 gsm
Paper capacity	2000 sheets/drawer <b>Important:</b> When using up to Xerox 24 lb./90 gsm paper.
Dimensions	39 in. (width) x 30 in. (depth) x 39 in. (height) 988 mm width (+/- 5 mm) x 762 mm depth (+/- 5 mm) x 992 mm height (+/- 5 mm)
Weight	254 lb. (115 kg) <b>Important:</b> The weight does not include any papers.

# Interface Module (IM)

The Interface Module (IM) is an optional finishing accessory that is used in conjunction with other optional finishing accessories, such as the High Capacity Stacker (HCS), the Standard Finisher, or the Optional Booklet Maker Finisher. The Interface Module (IM) acts as a communication device and paper path between the printer and an optional finishing device such as the High Capacity Stacker.



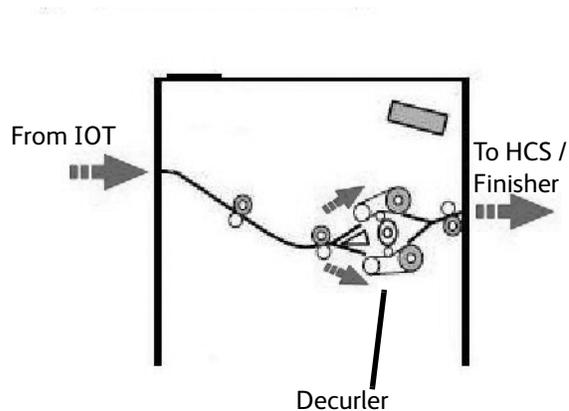
## Control Panel



The Control Panel consists of the following:

1. **Auto Curl button:** This button selects the Auto Decurl function.
2. **Manual Curl Up button:** This button selects the three values of manual up curl.
3. **Manual Curl Down button:** This button selects the three values of manual down curl.
4. **Auto Curl indicator:** This indicates the that the Auto Curl Mode is selected.
5. **Curl Up/Down Indicators:** These indicate the amount of manual curl (up or down) that is selected.

## Paper path



As media enters the IM, it is fed to the Decurler for curl correction. The Decurler has both upper and lower decurl rolls that apply pressure to the media based upon the following:

- System default
- Decurl selections made in tools-mode on the UI
- Manual selections made at the Decurler Control Panel.

Based on the decurl settings, the Decurler Gate routes the paper to either the up-curl (Cupped) path, or the down-curl (Bridged) path. The degree of pressure is applied independently to the upward and downward Decurler arms.

From the decurler, the print media is cooled and routed from the IM to the HCS and other connected finishing devices.

## Paper curl

When paper is exposed to heat, the paper loses moisture and curls toward the heat source. High coverage jobs tend to curl more due to the toner plastification effect on the paper surface. The system tries attempts to reduce this by using a mechanical decurling device, located within the IM.

Some factors affecting paper curl are:

- The weight of the paper and/or whether it is coated or uncoated.
- The amount of dry ink/toner and the area being coverage per sheet.
- How the paper is loaded in the tray.
- The atmospheric conditions of the paper storage room and at the printer location.
- The amount of heat generated during the fusing processes.

If the curl is unacceptable, you can change the setting.

### Auto Decurler

In Auto Decurler mode, appropriate decurl settings are selected from the Tools Mode on the UI by:

1. Logging on as Administrator
2. Pressing the Machine Status button
3. Selecting the Tools tab
4. Selecting System Settings>Common Service Settings>Maintenance and
5. Selecting Decurler Setup

### Preset Decurler settings

Your system is also designed with several automated presettings for controlling paper curl. When using these settings, the machine automatically sets the amount of curl correction at the Decurler. Therefore, if paper curl is a problem, use one of the preset Decurler settings in order to eliminate the problem.

When the media passes through the decurler, you are notified of the current amount of curl correction by-way-of the various LEDs on the Interface Module Control Panel. In addition to Auto Decurler mode, you can manually select curl correction from the Interface Module Control Panel.

### Manual Decurler

The **Manual Decurler** mode has seven levels of curl correction available at the IM Control Panel: three levels of Up-curl correction and three levels of Down-curl correction, plus a No correction level.

The amount of curl correction is changed by selecting a related button. The current selected amount of curl correction is displayed by the Control Panel LEDs.

## Jam clearance

If a jam occurs, the machine stops printing and a message is displayed on the User Interface (UI). Follow all instructions displayed completely and in the sequence shown.

### Interface Module jams



Perform the following steps to clear the Interface Module jam and resume printing:

1. Open the Interface Module Front Cover.
2. Lift the green handles and/or rotate the green knob and remove all jammed paper and paper scraps.
3. Close the Interface Module Front Cover.
4. If the UI indicates there is a jam in the digital press, follow the instructions on the screen to remove any paper in the area indicates. Refer to the Jam Clearance section in the Problem Solving chapter in this manual.
5. Follow the instructions displayed on the digital press UI to resume printing.

## Basic troubleshooting

When a problem occurs with your Interface Module, instructions may appear on the UI; refer to the information in this section to help resolve the problem.

The fault code table, which starts on the following page, lists problems and suggested solutions that apply to the Interface Module. If the problem persists after following all instructions, call your Xerox representative.

## Fault Codes

Fault code	Possible cause	Recommended solution
048 100 048 102 048 103 048 900 048 901 048 903	Paper jam <ul style="list-style-type: none"> <li>A jam occurred during feeding</li> <li>A jam notification is displayed on the UI</li> </ul>	<ul style="list-style-type: none"> <li>Open the front door.</li> <li>Carefully remove all sheets and paper scraps from jam clearance areas.</li> <li>Close the front door.</li> <li>Verify the paper used is within the approved paper specifications.</li> </ul>
048 300	The front door is open.	Close the front door.
048 310 048 311 048 312 048 313 048 314 048 315 048 316	Decurler sensor or belt problem	Power off, then power on
048 318 048 319	Cooling fan failure	Power off, then power on
048 320 048 321 048 322	Communication failure or connection failure	<ul style="list-style-type: none"> <li>Check the connection between Interface Module and the finishing device.</li> <li>Power off, then power on.</li> </ul>
048 323	Interface Module failure	Power off, then power on

## Specifications

### Electrical

100V to 240V

Frequency: 50/60 Hz

### Temperature and humidity

10 to 32°C, 15 to 85RH

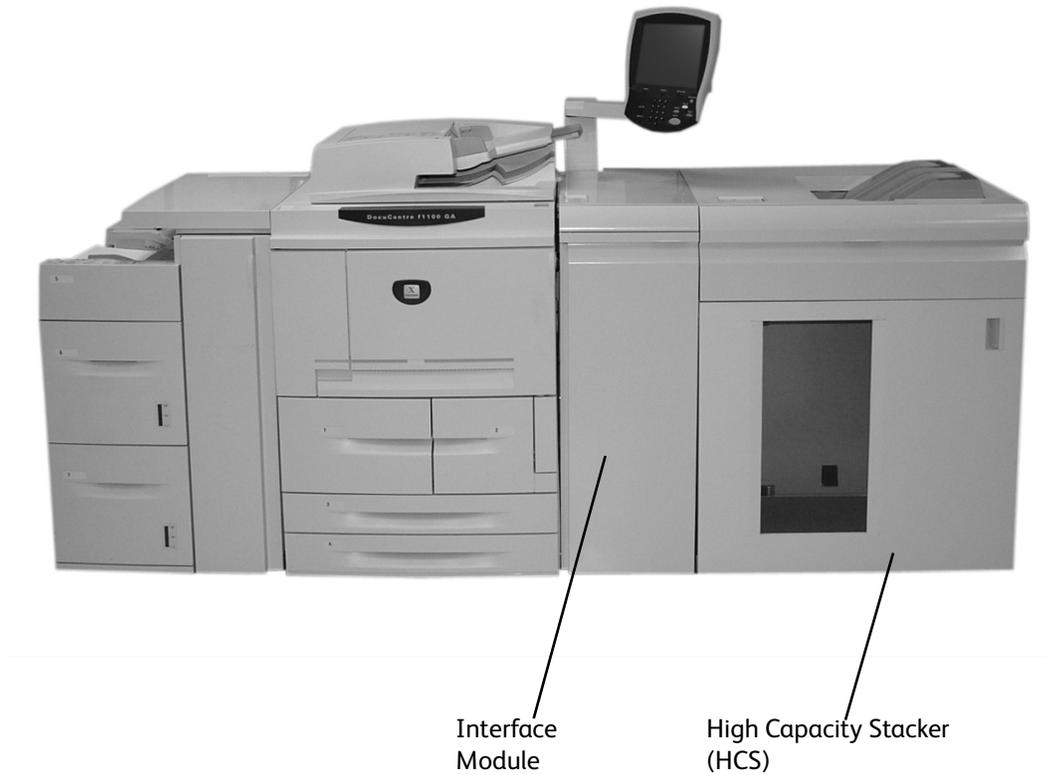
50 to 90°F, 15 to 85RH

#### Note

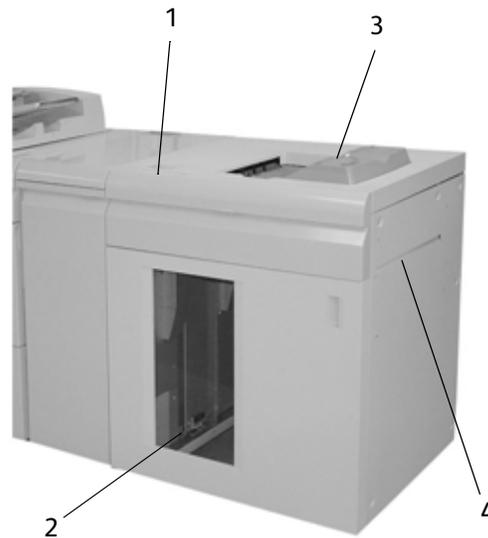
Above 82°F (28°C), reduced humidity is required to maintain the specified performance.

# High Capacity Stacker

The High Capacity Stacker (HCS) is an optional finishing device that provides stacking and offsetting capabilities for output to a Stacker Tray. The HCS connects to the right side of the digital press by way of the Interface Module. The HCS replaces the Offset Catch Tray (OCT).

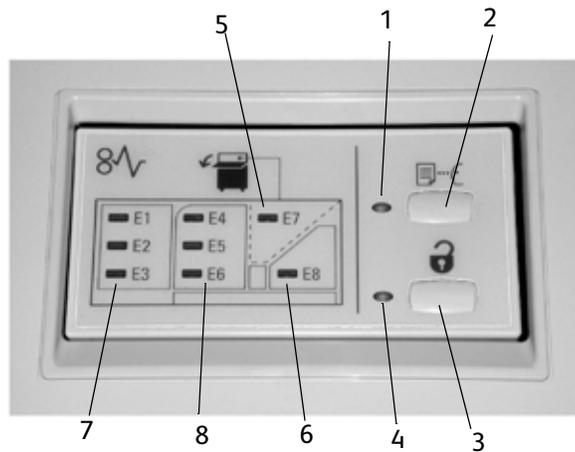


## Identifying the Components



1. Provides manual control of the various functions of the HCS.
2. Collated sets (up to a total of 5000 sheets) are transported to the Stacker Tray located on a moveable Stacker Cart.
3. Up to 500 sheets are transported to the Top Tray:
  - When sheets are purged after a paper jam.
  - When the Sample Set button is selected.
  - When selected as an Output Location. Labels must be sent to the Top Tray.
4. Only used when a second stacking/finishing device is installed. This path transports collated sets through the HCS to a connected finishing device or to another HCS.

## Control Panel



1. **Sample indicator:** This indicator blinks until a proof set is delivered to the Top Tray.
2. **Sample button:** Press this button to have the HCS deliver the next collated set to the top tray.
3. **Unload button:** Press once to lower the Stacker Tray and unlock the front door.
4. **Unload indicator:** This indicator lights when the Stacker Tray has reached the down position and the front door can be opened.
5. **Top Tray jam area:** Blinks when there is a jam in the top tray area (E7).
6. **Exit jam area:** Blinks where there is a jam in the exit area (E8).
7. **Stacker Entrance jam area:** Blinks when there is a jam in the Stacker Entrance area (E1, E2, or E3).
8. **Stacker Transport jam area:** Blinks when there is a jam in the Stacker Transport area (E4, E5, or E6).

## HCS Trays

### Top Tray

The Top Tray offers the following:

- Copies/prints are aligned easily without folds or wrinkles in the output.
- To enable easier pick-up of the output copies/prints, the HCS can be stopped by selecting the **Stop** button on the machine's UI.

### Sample Print feature

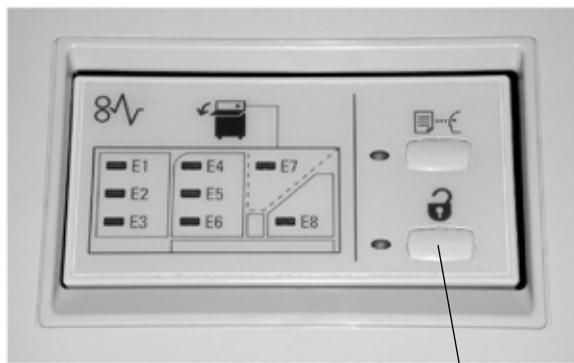
Sample prints can be printed by performing the following steps:

1. From the **Copy Output** feature, select:
  - a. **Collated** or **Uncollated** and
  - b. **Output Destination/Offset Stacker**
2. Select **Stacker - Stacker Cart** then **Real Time Sample Job**.
3. Select **Sample Job On**.

The **Sample Job On** feature delivers specific pages or sets of an output job to the High Capacity Stacker's Top Tray. The Sample Job allows the user to check the output while continuing to deliver the major portion of the job to the Stacker Cart.

- For **Collated** output, for example, if the output is 100 sets of a 50-page original document, the user can choose 1-3 output sample sets.
  - For **Uncollated** output, for example, if the output is 100 copies of each page of a 50-page original document, the user can choose 1-3 sample pages
4. Enter the desired Sample pages/sets to print for the **First Sample** and then for the **Second Sample** and **Third Sample** (if applicable).
  5. Select **Save**.

## Unloading the Stacker Tray



**Unload** button

Use the following procedure to unload the Stacker Tray when it is full, or to retrieve a completed job:

1. Press the Unload button on the HCS Control Panel. The Wait light blinks until the Stacker Tray has reached the down position.
2. Open the front door when the Unload Light illuminates.
3. Position the securing bar on top of the stacked paper.
4. Pull the Stacker Cart straight out. Remove the securing bar.
5. Remove the paper from the Stacker Tray.
6. Push the empty Stacker Cart straight into the HCS.
7. Position the securing bar on the fixed area inside the HCS.
8. Close the door. The tray will rise to the operate position.

## Jam Clearance

If a jam occurs, the machine stops printing and a message is displayed on the User Interface (UI). Follow all instructions displayed completely and in the sequence shown.

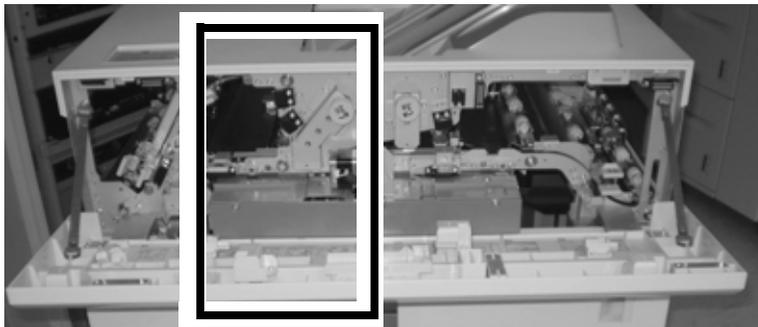
### HCS Entrance Jams (E1, E2, and E3)



Perform the following steps to clear the HCS Entrance jam and resume printing:

1. Open the HCS Front Cover. Follow the instructions located inside the Front Cover to clear the E1, E2, or E3 jam.
2. Lift the green handle and/or rotate the green knob and remove all paper in the entrance area.
3. Close the green handle.
4. Close the HCS Front Cover.
5. If the UI indicates there is a jam in the digital press, follow the instructions on the screen to remove any paper in the area indicates. Refer to the Jam Clearance section in the Problem Solving chapter in this manual.
6. Follow the instructions displayed on the digital press UI to resume printing.

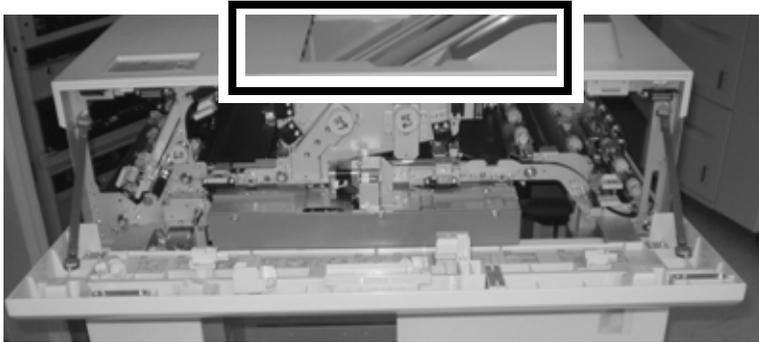
### HCS Transport Jams (E4, E5, and E6)



Perform the following steps to clear the HCS Transport jam and resume printing:

1. Open the HCS Front Cover. Follow the instructions located inside the Front Cover to clear the E4, E5, or E6 jam.
2. Lift the green handle and/or rotate the green knob and remove all paper in the transport area.
3. Close the green handle.
4. Close the HCS Front Cover.
5. If the UI indicates there is a jam in the digital press, follow the instructions on the screen to remove any paper in the area indicates. Refer to the Jam Clearance section in the Problem Solving chapter in this manual.
6. Follow the instructions displayed on the digital press UI to resume printing.

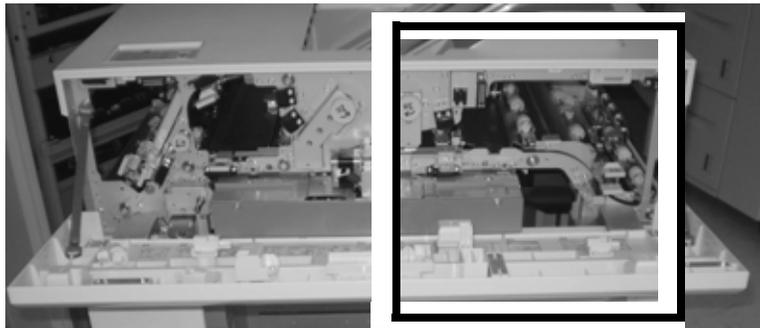
### HCS Top Tray Jam (E7)



Perform the following steps to clear the HCS Top Tray jam and resume printing:

1. Open the HCS Front Cover.
2. Remove the jammed paper from the Top Tray.
3. Close the HCS Front Cover.
4. If the UI indicates there is a jam in the digital press, follow the instructions on the screen to remove any paper in the area indicates. Refer to the Jam Clearance section in the Problem Solving chapter in this manual.
5. Follow the instructions displayed on the digital press UI to resume printing.

### HCS Exit Jam (E8)



Perform the following steps to clear the HCS Exit jam and resume printing:

1. Open the HCS Front Cover. Follow the instructions located inside the Front Cover to clear the E8 jam.
2. Lift the green handle and/or rotate the green knob and remove all paper in the exit area.
3. Close the HCS Front Cover.
4. If the UI indicates there is a jam in the digital press, follow the instructions on the screen to remove any paper in the area indicates. Refer to the Jam Clearance section in the Problem Solving chapter in this manual.
5. Follow the instructions displayed on the digital press UI to resume printing.

## Hints and Tips for using the HCS

1. Check the paper in the Stack Tray for curl.
  - No, curl is not present: Call for service.
    - If the output acceptable and meets customer satisfaction, you are finished.
    - If the output is **not** acceptable, call for service.
  - Yes, curl is present: continue to the next step.
2. Adjust the paper curl by using the Decurler Controls on the top of the Interface Module; refer to *page 9-19* for more information on adjusting paper curl.
3. If the output has not improved, adjust the paper curl again.
4. If the output still has not improved, call the Customer Support Center.

## Fault Codes

Fault code	Possible cause	Recommended solution
049 100 049 101 049 102 049 104 049 106 049 108 049 113 049 114 049 115 049 116 049 117 049 119 049 121 049 900 049 901 049 902 049 903 049 905 049 907 049 908	Paper jam <ul style="list-style-type: none"> <li>• A jam occurred during feeding</li> <li>• A jam notification is displayed on the UI</li> </ul>	<ul style="list-style-type: none"> <li>• Open the front door.</li> <li>• Carefully remove all sheets and paper scraps from jam clearance areas.</li> <li>• Close the front door.</li> <li>• Verify the paper used is within the approved paper specifications.</li> </ul>
049 210 049 211	Front door sensor problem	Power off, then power on
049 212 049 213	Stacker tray did not raise or lower properly	Power off, then power on
049 214 049 215 049 216 049 217 049 218	sensor problem/failure	Power off, then power on
049 219	Front door software failure	The front door switch is detected as “open,” but the front door is actually closed (locked). Power off, then power on.
049 220 049 221	<ul style="list-style-type: none"> <li>• Stacker upper limit failure</li> <li>• Stacker lower limit failure</li> </ul>	Power off, then power on

Fault code	Possible cause	Recommended solution
049 222 049 223 049 224 049 225 049 228 049 229 049 232 049 233 049 234 049 235 049 236 049 237 049 238 049 239 049 240 049 241 049 242 049 243 049 244 049 245 049 246 049 247 049 248 049 249 049 250 049 251 049 252 049 253	sensor problem/failure	Power off, then power on
049 280 049 281 049 282 049 283 049 284	sensor problem/failure	Power off, then power on
049 285 049 286	EEPROM error	Power off, then power on
049 287	System error	Power off, then power on
049 288	A board in the machine or HCS may be disconnected.	Power off, then power on
049 300	Upper cover is open	Close the upper cover
049 310	The Stacker Cart did not lower.	Power off, then power on
049 700	Error in stacking the output paper/media	Remove the paper from the stacker tray
049 940	Front door is open	Close the front door

Fault code	Possible cause	Recommended solution
049 941	UI indicates the Stacker Cart and/or Tray needs to be reset	<ol style="list-style-type: none"> <li>1. Press the Unload button. The Wait light blinks until the Stacker Tray has reached the down position.</li> <li>2. When the Stacker Tray has reached the down position, open the front door.</li> <li>3. Position the Stacker Cart securely into the HCS.</li> <li>4. Close the front door.</li> </ol>
049 945	The UI displays a message indicating that the Top Tray is full.	Remove all the paper from the Top Tray.
049 960	Message on machine UI states that the Stacker Tray needs to be empty before reaching its full capacity.	<ul style="list-style-type: none"> <li>• Empty the Stacker Tray.</li> <li>• Check the output at the for paper curl exceeding 1 in./25.4 mm.</li> <li>• If the paper curl on the output exceeds 1 in./25.4 mm, adjust the paper curl at the Interface Module; refer to page <i>page 9-20</i> for specific instructions.</li> </ul>
049 960 049 961 049 962 049 963 049 964 049 967 049 969 049 970 049 971 049 972	The UI displays the following message, "Take out the paper stack."	<ol style="list-style-type: none"> <li>1. Press the Unload button. The Wait light blinks until the Stacker Tray has reached the down position.</li> <li>2. When the Stacker Tray has reached the down position, open the front door.</li> <li>3. Remove the Stacker Cart.</li> <li>4. Remove all the stacked paper.</li> <li>5. Position the Stacker Cart securely into the HCS.</li> <li>6. Close the front door.</li> <li>7. Power off, then power on</li> </ol>

## Loss of power

If power is interrupted to the HCS:

- Ensure the power cord is plugged in to the proper wall receptacle
- Ensure that the machine power is switched "On"
- Ensure that the Ground Fault Indicator is in the "On" position
- If the power has not been restored by checking the above items, then call for service

## Specifications

### Paper guidelines

- Stacker Tray will accept 64-280 gsm (either coated or uncoated stock) with the possibility of degraded stock quality and increased jam rate
- Transparencies may be run to either the Top Tray or the Stack Tray. Stack height should be limited to 100 transparencies.
- Coated paper lighter than 100 gsm may not run as reliably as coated paper heavier than 100 gsm.
- Non-standard papers longer than 305 mm (12") in the feed direction require 210 mm (8.3") minimum measurement across the feed direction.
- Non-standard papers shorter than 254 mm (10") in the cross-feed direction require 330 mm (13") minimum measurement in the feed direction.

### Electrical

100V to 240V

Frequency: 50/60 Hz

### Temperature and humidity

10 to 32°C, 15 to 85RH

50 to 90°F, 15 to 85RH

#### Note

Above 82°F (28°C), reduced humidity is required to maintain the specified performance.



# Glossary

abort	To terminate a program, printing, or non-printing execution before it is completed.
account	A way to identify a job. An account can consist of a mixture of letters, numbers, and symbols. If an account is not entered, the system will indicate "none specified".
AppleTalk	The network communication protocol inherent to the Apple Macintosh operating system.
application software	software resident on the client workstation used to create print documents.
ASCII	American Standard Code for Information Interchange: Standardized code that represents letters, numbers, and other characters established by the American National Standards Institute to achieve compatibility between data processing and data communications equipment.
Banner Page	A page printed with each print request that shows you who submitted the print request, the request ID, when the request was printed, and other information about the printed job.
bind	To join printed pages and covers in order to form a book.
bindexer	A sorter that is located inside the printer's finisher. The bindexer collates the pages of each print set.
bitmap	An electronic image. It is comprised of a matrix of picture elements (pixels or dots), where a bit value of one means that the picture element is imaged, and a bit value of zero means that the picture element is not imaged. The number of picture elements in a square area is a function of the display device resolution.
boot	To load initial instructions into the memory of the computer. These instructions then direct the loading of the rest of the program.
buffer	An area of memory used for the temporary storage of data as it is being transferred from one location to another.
Cartridge Font	Fonts that were added to the Print Server using floppy disk, CD ROM, UNIX directory, or downloaded through a queue as part of a job request. These fonts can be deleted from the system when they are no longer needed.
caution	A notice that alerts the user to the safety information that will prevent damage to the equipment.
client software	The software that enables the submission of print jobs to the Print Server.
collated	A method of stacking the printed pages. The prints are grouped in a 1-2-3, 1-2-3, 1-2-3 page order. See also, uncollated

## Glossary

command	A statement that instructs the system to perform a specific operation.
command line	A string of statements with possible arguments that you enter to instruct the system to perform an operation or series of operations.
controller	A primary component of the printing system that manages the queueing and processing of print jobs sent over the network, as well as various other tasks.
data stream	The format of data passed from one device to another.
decomposer	A Print Server subsystem that generates the bitmap image that is based on the PDL file.
decomposition service	A process within the print service that allows, through the use of various applications and options, the saving of files as TIFF image files.
default	A particular setting or value for a variable that is assigned automatically by the software and remains in effect until cancelled or changed by the operator. This setting is designed to produce the best results using the available settings. See also; System Specified.
device	Any piece of equipment that accepts PDL jobs and provides output resulting from those jobs. A laser printer capable of interpreting PDL and outputting text and images is a device. Equivalent terms for "device" are "printer", "printing device", "output device", and "raster device".
device dependent	A feature associated with a particular model of device. Device-dependent features result in output varying from one printing device to another.
diagnostics	The programs that are used to diagnose problems within the system or to help service personnel pinpoint the source of such problems.
directory	Logical grouping of files and subdirectories that are identified by name.
DocuSP	The Xerox application software that runs on the workstation which becomes the interface connection between the client and the printer. DocuSP is now named the Xerox FreeFlow Print Server.
dpi	Dots per inch.
driver	A program that links a peripheral device to the operating system.
dry ink	The minute particles of resin and carbon black toner that are deposited and fused onto the page to create images.
duplex	To print on both sides of a sheet of paper.
edge treatment	Lead Edge Screening is used to prevent fuser wraps on documents that print edge to edge by lightening the image along the leading edge, thus reducing the amount of toner. Some documents contain a dense image along one edge of the paper causing an increase in the amount of toner in that region. If that region is at the leading edge of the paper, the excess toner may cause the paper to wrap around the fuser and jam the printer.
error message	A message displayed on the system or printed on an error page, informing you of an error or a fault that occurred with the processing of a job.
Error Page	A page printed at the end of a print job that includes error messages, if any occurred.

Ethernet	The network architecture standard consisting of a coaxial cable and associated components for connecting workstations to each other, file servers, and peripherals. This communication system enables workstation users to share information and services.
Exception Pages	Pages within a job where special page characteristics are set. Exception Pages can be a different stock size or color, side imaged or other options available on the FreeFlow Print Server.
extension	The portion of a filename that follows a period. In some instances the extension identifies the file type. For example, .ps would specify a PostScript file.
fault	A condition which prevents proper processing of a print job and requires the intervention of an operator. For example, a paper jam is a fault.
filename	A name of a file or a directory.
fill	The PostScript graphic operation in which the inside of a shape is painted with some color, such as black or a pattern.
finishing	The operations that are performed after a document leaves the press. For example, binding is a finishing operation.
fixed disk	A disk drive permanently mounted within a computer. Same as hard disk.
font	A complete set of alphanumeric characters and symbols that have common characteristics such as style (typeface), point size, weight, and stress. Computers store font images in data files, defined in either bitmap or contour format. For example, 10 point Helvetica Light Italic.
font renderer	This is an option that allows the System Administrator to select the rasterizer that will be used to process PCL jobs that contain scalable fonts. Additional parameters may be set for the selected rasterizer to enhance the printing of Intellifont and True Type fonts.
format	The layout of a document, including margins, page length, line spacing, and font; to prepare a disk to accept data.
frame	The unit of data within a packet whose specifications are defined by the network architecture and network communications protocol.
FreeFlow Print Server	The Xerox application software that runs on the workstation which becomes the interface connection between the client and the printer.
FTP	File Transfer Protocol: A network protocol layer used for reliably transferring files over a network, built upon TCP/IP.
fuser wrap	A condition, resulting in a paper jam, during which the output sheet of paper sticks to the fuser roll and the paper curls around the roll.
gateway	A network switching device used to connect incompatible networks.
Graphical User Interface (GUI)	A graphics based user interface. It acts as a means of input/output allowing users to interface in a more intuitive and effective way. GUIs consist of windows, icons, and pull-down/pop-up menus.
grayscale	An image in which each picture element (pixel or dot) is defined as a gray value as opposed to black or white values. An image file may contain different numbers of gray values depending on its resolution. A halftone screen is applied to grayscale images to prepare them for printing on devices that are capable of printing only solid black dots.

## Glossary

GUI	See Graphical User Interface.
Half Bitting	A control that simulates a partial change in position of a pixel by printing every other pixel and allowing the printer to smooth out the ripples. The resulting effect is that peaks and valleys of the pixels are smoothed.
halftone screen	A tool used in the offset printing, typesetting, and laser printing process to convert a continuous tone (photographic) image to dots. This allows the image to be printed using one of the printing processes.
hard disk	A disk drive permanently mounted within a computer. Same as fixed disk.
head to head	To print the reverse side of a page so that the finished document opens like a book.
head to toe	To print the reverse side of a page so that the finished document opens like a calendar.
highlight	A visual indication that an object is in a special state. Often used to denote that an item is selected.
Hold	Delaying the printing of a selected job.
humidity	The degree of wetness in the printer.
HTTP	HyperText Transfer Protocol: The communication protocol used on the World Wide Web.
icon	A small pictorial representation of a base window. When an icon is used, it conserves screen space and keeps the window available for easier access.
image	The rectangular array of sample values. Each sample value represents some gray-level value or color. Also known as "sampled image".
image quality	An option that allows a System Administrator to set a variety of functions to enhance the quality of the printed image based on the type of PDL file being printed and the type of fonts being used.
Image Shift	A job option that allows you to adjust the location on a page where printing will occur by shifting the image horizontally and/or vertically along an X and/or Y axis.
ineligible job	A job whose resources are not available to the printer (such as yellow paper, tabs, etc.) Once the resource becomes available, the job will print.
interpolation	An algorithm used to convert bitmap data from one resolution to a bitmap having another resolution.
interposer	A device that provides additional paper trays for a printer and allows for the use of preprinted forms or inserts that can be inserted into a job without needing to pass through the fuser.
Internal Font	One of the resident fonts loaded at installation.
IOT	Image Output Terminal: The part of a printer that actually marks the paper.
IP	The Internet Protocol of the TCP/IP communications suite.

job	A document file that is associated with a set of printing instructions. Print data, print options data, and other information required for processing and printing a document.
job flow	The path a job takes from creation to completion at the printer.
Job Forwarding	A FreeFlow Print Server option that provides you with the ability to forward a job from one system to another.
Job Inserts	Pages that separate specific pages of a job.
Job Manager	A printer control module which provides for management and processing of jobs from the time they are received to the time they are printed.
job size	The size of the print master data file measured in bytes.
job status	The status of a print job in the print queue.
job submission	The process of sending a document with an attached job ticket to the server.
job ticket	A file that contains all the settings that will determine how the printer will print your document. For example, a typical job ticket contains information on paper type, simplex or duplex, binder or tab pages, and number of copies to fit. It also contains information on whether the document has any finishing options set, like stapling, binding, etc.
LAN	Local Area Network: A network connecting computer and peripheral devices through cables.
landscape	The page orientation in which page images are arranged horizontally on the page so that the resulting image is wider than it is long; contrast to portrait.
log	A file that contains a record of events such as messages, errors, and job and accounting information.
logon	The process of gaining access to a system by entering a user name and, optionally, a password.
log out	The process of exiting a user work session on a system.
Long Edge Feed (LEF)	The orientation in which the paper is fed through the imaging system long-edge first. See also, Short Edge Feed.
lpr	Refers both to the print protocol provided in the internet protocol suite and to the program that implements part of that protocol. A command used to submit a job.
menu	A group of controls contained in a list of options.
minimum thickening	The width of a minimum stroke in pixels.
misregistration	The result of incorrectly aligned colors due to many factors including paper stretch, and press alignment. Misregistration results in white gaps and shifted hues. See also, trapping.
modules	Individual control units within the software. The FreeFlow Print Server contains the following modules: Job Manager, Printer Manager, Reprint Manager, Queue Manager, Color Manager, and Administration.
moire	The pattern which results because of one screen angle overprinting other screen angles in color printing.

## Glossary

named stock	A particular paper stock which has been assigned a particular name to make it easier to identify the stock and its associated characteristics (color, weight, size, etc.) within the stock list.
offset	A stacking option that delivers printed output in a manner where the edge of each printed job set is placed a few inches from the edge of the other printed sets.
operating system (OS)	Computer software that controls the low-level operations of computer hardware, including input and output to memory, disk drives, and peripherals.
Operator	A logon level of the FreeFlow Print Server system. The Operator, typically equivalent to the print operator, possesses less access rights than the System Administrator and more rights than a walk-up user.
Ordered Stock	Stock placed in a specific order in a tray, such as tab stock.
orientation	The position of the page image relative to the actual page; describes whether the printed image is parallel to the long side of the paper (landscape orientation) or to the short side of the paper (portrait orientation).
password	A combination of letters and numbers associated with a user name. A password provides security for a user account.
path	The route to a file on a disk.
PCL	Printer Command Language: A text-oriented language developed by Hewlett Packard primarily for use with its own range of printers. It is also compatible with many other printers. It supports graphics, text, and images with a wide variety of fonts.
PDL	Page Description Language: A file format that provides a set of instructions to the printer describing the appearance of a page or pages. PostScript and PCL are examples of page description languages.
peripheral	A device used in conjunction with a computer or workstation usually for input or output. Printers and modems are examples of peripherals.
permissions	The attribute of a file or directory that specifies who has read, write, or execute access.
pitch	The number of characters per inch.
pixel	An abbreviation for "picture element". The smallest addressable element on the scan line of the output device. Pixels have a finite size which depends on the resolution of the device. For example, a pixel on a 300 spi printer is 1/300 of an inch wide.
platform	A combination of hardware and operating system software.
portrait	The page orientation in which page images are arranged vertically on the page so that the resulting image is taller than it is wide; contrast to landscape.
PostScript	A page description language developed by Adobe Systems, Inc. It supports graphics, text, and images with a wide variety of fonts. It is designed to be printer independent.
PostScript job	A PostScript program such as a creator's final form document. Also referred to as a "PostScript master" or "PDL file".

PostScript stroke command	A PostScript graphic operation in which the length of a path is painted with a color, such as black.
power off	To shut down the system.
power on	To start the system.
power saver	A printer mode which enables you to minimize the printer power consumption during times of no usage. Both manual and automatic power saver activation is available.
ppm	Pages per minute.
preferences	Preferred settings which can be set within the software to control such things as language and fonts.
preferred tray	This is the tray in the printer that contains the most commonly used stock. The printer can be set up to use this tray as the default, until its stock runs out.
primary stock	Primary stock is the most commonly used paper stock in the printer.
print application software	Software resident on the client workstation used to create print documents.
print client	The application or machine in the distributed system that assembles a service request and submits the request to the server.
print job	An object that represents a request to print one or more documents together on a logical printer.
Print Now	A Job Manager option that allows you to interrupt a currently printing job to print another selected job.
print options	A set of options available for controlling the processing of a print job. Print options include simplex or duplex printing, media selection, collating, stitching, etc. Print options can be sent to the Print Server as a part of the job, providing automatic job processing.
print queue	A queue that temporarily stores print jobs that have been sent over the network.
print service	A print service accepts printing requests and performs the indicated actions.
printer	The hardware component that places the page image on a physical page.
Printer Manager	A component of the software designed to set up and manage functions of the printer such as, paper trays, paper stock, stacking, and stock size checking.
priority	The order in which queues are serviced.
proof job	A job option that can be achieved by selecting [Job: Proof]. If this option is selected, a single copy of the document will be printed. A benefit to this is that the printer operator gets the chance to view the document before a long print run is begun. When a job is proofed, it is not removed from the queue as occurs when the job is released to the printer. This also helps you to avoid having to resubmit the job from your workstation.
promote	Moving a job above all pending jobs in the queue.

## Glossary

public net	The customer's main enterprise-wide network, comprising possibly many segments joined by gateways and routers.
queue	A subdirectory on a print server where jobs are stored until the print server can deliver them to the printer.
Queue Manager	A component of the software that allows you to create, manage, and modify queues.
RAM	Random Access Memory. Volatile memory used for temporary storage of data and software commands, used by programs for immediate task processing.
Raster Image Processor (RIP)	The hardware and/or software that rasterizes an image by changing text and images into an array of pixels that will be printed.
rasterizer	A portion of software that converts graphic objects made up of vectors, or line segments, into dots for output to raster graphic screens and printers.
reboot	Reloading initial instructions into the memory of the computer. These instructions then direct the loading of the remainder of the programs.
release	Allows the selected held job to be printed. The job is placed immediately after all printing or pending jobs in the queue.
Reprint Manager	A component of the software that allows reprinting of jobs that have been saved through the decomposition service.
Resident Fonts	The fonts that are loaded on the server at the time of installation and cannot be deleted.
resolution	The measurement of the number of picture elements (pixels or dots) per square area of unit.
RIP	See Raster Image Processor.
rotation	To turn a page image from its current position. 0 (zero) degrees represents no rotation.
router	A device used to connect networks or similar or different architectures to isolate data transmission within each network.
Sample Job	A print file in a specific PDL format whose printed result is known. The output of the Sample Job on a subject printer is compared with the known result as a diagnostic tool to determine whether the printer is working properly.
SBM	Signature Booklet Marker.
scalable fonts	A mathematical equation that describes to the printer how to draw the characters of a font. Because only one equation must be stored to produce a character in a variety of sizes, the required amount of memory is much less than for bitmap fonts.
scroll bar	A control that is used to move the view of the data displayed in a window or work space settings.
scrolling	Using the scroll bar to view data that cannot be viewed entirely within a single pane.
select	To choose from a list of options, such as those in a menu.

server	In a computer network, a unit that provides a specific service (such as data storage and computer services) to network users.
settings	The controls used for defining values.
Short Edge Feed (SEF)	Laser printing in which the paper is fed through the imaging system short-edge first. See also, Long Edge Feed.
simplex	Printing on one side of the paper.
slider	A control used to set a value and give a visual indication of the setting.
Slip Sheets	Extra paper or other media that are inserted between document sets of a print job.
SNMP	Simple Network Management Protocol: A widely used protocol for managing networks.
Soft Fonts	Fonts that are loaded on the server any time after the initial installation using floppy disk, CD ROM, UNIX directory, or downloaded through a queue as part of a job request. These fonts can be deleted when they are no longer needed.
Solaris	A bundled software release from Sun Microsystems which includes the Sun Operating System.
spi	Spots per inch.
spooling space	Space allocated on a print server for storing requests in the printer queue.
stacking	To offset stacks for collated output, uncollated output, or both. This enables stacks or sets of prints to be delivered in a staggered pile.
staple	A finishing option that uses precut wire to staple each print set.
status	The current condition of a system component.
status message	The information generated by an application that informs you about the progress of a process.
stitch	A finishing option which cuts and inserts the wired stitches into each print set.
Stochastic Screening	The process of using randomly spaced dots instead of the traditional halftone dots aligned along designated screen angles. The concept of Stochastic Screening is dots that are spaced randomly will not cause moire patterns. The Stochastic Screen prevents screening interference patterns, but it can cause graininess and other visual artifacts.
stock	The various types of paper used for printing.
stock list	A list available within the interface that identifies all stock types currently loaded on the printer or that are available to be loaded.
stock name	A name assigned to a particular stock to make it easier to identify the stock and its associated characteristics (color, weight, size, etc.) within the stock list.
string	A sequence of alphanumeric characters treated as one unit of data by a program.
stroke	The weight, or width of a character or line.

## Glossary

subnet mask	A series of 4 bytes whose bits identify the corresponding bits in a 4-byte network—host addresses as network versus host addresses. The “1’s” in the mask correspond to the bits used for the network address. The “0’s” in the mask correspond to the bits used for the host address.
System Administrator	The person generally responsible for configuring, operating, and maintaining network systems and workstations. The System Administrator can access and control all system and job data except service data and functions.
System Specified	The system determines the most appropriate settings for the given job. This could be an output location, output order, or resolution. System Specified settings can generally be changed by selecting various FreeFlow Print Server system options in the Setup: Preferences window. See also, default.
2D Overstrike	2D Overstrike is a PCL image quality control that causes each scan line to be shifted by one pixel in both the fast and slow scan directions and to be merged with the original scan line. The will cause very dark patterns to be printed as a solid black line.
2-sided	The 2-sided selection enables or disables printing on both sides of the paper.
2X scaling	2X scaling is a PCL image quality control that scales the patterns by a factor of two. This process works well for printing user-defined patterns designed for 300 dpi.
Tagged Image File Format (TIFF)	A common image format developed by Aldus and Microsoft for scanned color and black and white images. It is a versatile, reliable, and widely supported bitmap format designed for exchanging digital information.
TCP/IP	Transmission Control Protocol/Internet Protocol: Commonly used network communications protocol supported by the FreeFlow Print Server. It is a set of data communications protocols, or a type of “language” that the devices use to “speak” with each other.
throughput	The measurement of the speed of a printer, expressed in pages per minute.
TIFF	See Tagged Image File Format.
toner	Particles of resin and carbon black. Toner accepts an electrical charge and is used to create the xerographic prints.
trapping	An image processing technique used to compensate for misregistration in a print engine or press.
UFST	Agfa’s Universal Font Scaling Technology, is one of several font rasterizers. The USFT control setting is used to adjust the amount of thickening for Intellifont scalable fonts.
uncollated	A method of stacking printed pages. Documents are printed in separate sets of each page. Printing two sets of a three page document would result in a 1-1-1, 2-2-2 page order. See also, collated.
UNIX	An operating system for computers, usually working in a network environment. It consists of a hierarchical system of commands, shells, files, and directories.
Unspecified Stock	A stock name that presents the system with a minimum of limitations for printing.

VIPP	Variable Data Internet PostScript PrintWare: Setting up and using a “VIP cache” queue enables you to reuse desired document objects that exist in a post ripped state.
virtual printers	Logical names for the printer that allow different sets of default attributes to be applied to submitted jobs. The Print Operator and System Administrator define virtual printer names and the associated set of attributes and values.
Walk Up User	Has the minimum access rights. This user is not required to logon.
warm boot	Restarting the Print Server while power is still on.
warning	A notice that alerts users to safety information that will prevent personal injury.
weight	Refers to the weight of the paper stock in grams per square meter (gsm) or pounds. The paper’s weight is usually printed on the ream wrapper.
workstation	A computer able to process data but designed specifically for interaction with a network.
write black	The laser images the location on the photoreceptor where black marks are to be printed. The technology enhances the ability to consistently print the fine details associated with lines, text, and halftone dots thereby producing uniform, smooth gray tones and graphics.
write white	The laser images the location on the photoreceptor where white marks are to be printed.
X axis	The horizontal axis on a grid.
Y axis	The vertical axis on a grid.
zone	Logical, user-defined grouping of devices in an AppleTalk intranet that makes it easier to locate network services.



# Index

## B

Built-in fonts, 8-4

## C

CentreWare Internet Services, 3-5

Checking

    completed jobs, 4-3

    current jobs, 4-2

    pending jobs, 4-2

Completed jobs

    checking, 4-3

Continuous copy pages, 8-4

Copy (sheet) size, 8-5

Current Faults, 5-20

Current jobs

    checking, 4-2

Current Messages, 5-21

## D

D, 8-1

Data, 8-1

Deleting

    programming, 5-17

Dimensions, 8-4

## E

Error messages, 7-13

Exiting the Power Saver Mode, 1-12

Extended printing area, 8-13

## F

Fault History, 5-21

Feeding stage number / paper capacity, 8-5

front cover, 1-1

fuser, 1-2

## G

Graduation, 8-1

## H

High Capacity Feeder

    Feeding / paper capacity, 8-6

    sheet size, 8-6

    size / weight, 8-6

    specifications, 8-6

HP-GL/2 Emulation, 5-11

## I

Image quality

    problems, 7-6

Interface, 8-4

## J

Job status

    overview, 4-1

## L

Low power mode, 1-12

## M

Machine configuration, 5-2

Machine serial number, 5-2

Memory capacity, 8-4

Minimum space requirements, 8-5

## N

Notes and restrictions, 8-14

## O

Overwrite Hard Disk, 5-6

## P

Page description language, 8-3

Paper jams, 7-22

Paper supply capacity, 8-4

Paper Tray Status, 5-4

PCL Emulation, 5-8

PDF direct printing, 5-18

Pending jobs

    checking, 4-2

Poor image quality, 7-6

Power consumption, 8-4

Power Saver mode, 1-12

Power source, 8-4

Power switch, 1-1

Powering Off, 1-11

## Index

- Powering On, 1-11
- Preferentially printing pending print jobs, 4-4
- Print Mode, 5-7
- Print Reports, 5-4
- printing, 3-1
- Programming
  - deleting, 5-17
  - storing, 5-17

## R

- Resolution, 8-1

## S

- Serial number, 5-2
- Settings
  - at startup, 5-18
- Setup, 5-12
- Size / Weight, 8-5
- Sleep mode, 1-12
- Software version, 5-3
- Standard Finisher, 1-1
- Standard printing area, 8-13
- Staple cartridge, 1-3, 1-4
- Stapler faults, 7-53
- Storing programming, 5-17
- Supplies tab, 5-22
- Supported OS, 8-4
- Supported protocol, 8-4

## T

- Toner cartridges, 6-1, 6-3, 6-4, 6-6
- toner cartridges, 1-2
- Tray 1, 1-1
- Tray 2, 1-1
- Tray 3, 1-1
- Tray 4, 1-1
- Tray 5, 1-1
- Troubleshooting, 7-1

## U

- Unable to print, 7-10
- User Interface, 1-1

## W

- Warm-up time, 8-1
- Waste toner container, 6-1
- waste toner container, 1-2
- waste toner container cover, 1-2



