

Xerox[®] Wide Format 7742 Scan Solution User Guide



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Table of Contents

1 Product Overview.....	1-1
Product Software Tools Overview.....	1-1
Scanner Components.....	1-1
Front View.....	1-1
Rear View.....	1-2
Scanner Panel.....	1-3
Powering On/Off.....	1-3
Loading Documents.....	1-3
Opening and Closing the Scanner.....	1-4
To Open the Scanner.....	1-5
To Close the Scanner.....	1-5
Media Exit Deflectors.....	1-6
2 Maintenance.....	2-1
Cleaning the Machine.....	2-1
Cleaning the Scanner.....	2-2
Scanner Setup.....	2-5
Normalization.....	2-5
Auto Stitch Alignment.....	2-6
3 Problem Solving.....	3-1
General Problems.....	3-1
Problems during Scanning.....	3-2
Scanner Jam Message.....	3-3
Document Jam.....	3-3

Table of Contents

Product Overview

The Xerox® Wide Format 7742 Scan Solution scans images in conjunction with a software tool that is used to control the machine's scan jobs.

Product Software Tools Overview

Instructions for scanning and copying are located in the appropriate documentation for the tool that is being used to control the scanner. Refer to the documentation for the appropriate tool.

Scanner Components

This section describes the main components of the Xerox® Wide Format 7742 Scan Solution.

Front View



Table 1. Machine Components (Front View)

Num.	Component	Function
1	Scanner Feed-in Shelf	Load original here, face up.

Product Overview

Num.	Component	Function
2	Scanner Lid	Lift the Scanner Lid to clean the main roller and sensors or to remove a paper jam.

Rear View

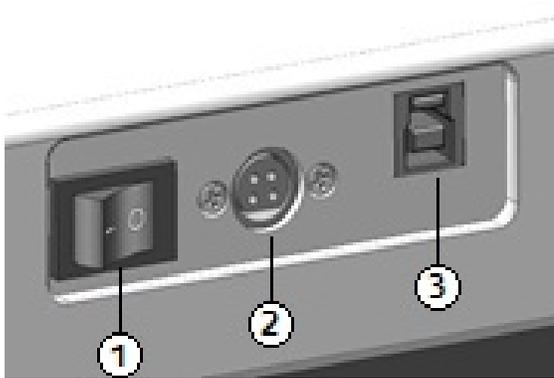


Table 2. Machine Components (Rear View)

Num.	Component	Function
1	Power Switch	Switches the scanner power on/off. (Also called the Standby switch.)
2	Power Cord	Connects the scanner to the power outlet.
3	USB Connection	Connects the scanner to the external device.

Scanner Panel

The Scanner Panel consists of the following components:



Table 3. Scanner panel buttons

Item	Name	Description
1	Status Indicator Light	The orange light indicates an error or that the scanner is in Power Save mode. For error information, check the software UI.
2	Stop	During scanning, press the Stop button on the Scanner Panel to stop the scanner and abort a scan.
3	LCD Screen	Displays the sensed document size. If the size does not appear correct, then perform and procedures. (Refer to Cleaning the Scanner and Normalization .)
4	Power	Press the Power button to turn the power on. (The Power Switch at the rear of the scanner must also be in the ON position.)
5	Forward	Press the Forward button to advance a document forward.
6	Back	Press the Back button to rewind a scanned document back toward the user.

Powering On/Off

The scanner is equipped with a Power Switch on the rear of the machine. The Power Switch switch must be in the **On** position to switch the scanner power on and off.

Use the green **Power** button on the Scanner Panel to switch the scanner power on.

Loading Documents

To minimize wasted media due to image quality defects, properly loading the original document is emphasized.

You may load documents to be center-justified or to align with the left justification line. Load image side **face up** into the scanner. Take notice of feeding the document evenly so both left and right sides enter simultaneously. The scanner has a feed detection mechanism. Insert the document quickly to ensure that it is grasped and pulled into the scanner.



Note

Look for the No Paper Zone symbol for the left- and right-hand boundaries. Documents loaded in these areas may become damaged and any image passing over these areas will not scan.



Note

Also notice the left justification line. Any image in this area will be missing in the output.

Should the document skew while feeding, clean the internal scanner areas according to the [Maintenance](#) procedure.

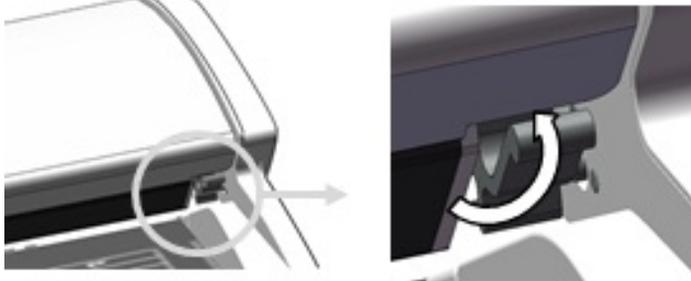
Minimum document size	Width: 152 mm Length: 152 mm
Maximum document width	111.6 cm
Maximum document thickness	2 mm
Maximum scan width	106.7 cm
Maximum scan length	Depends on file format and software application. Refer to scanner software documentation.

Opening and Closing the Scanner

The scanner has a single part lid that opens toward the back of the scanner. Opening the lid provides access to the scanner Contact Image Sensors and Main Roller, allowing them to be inspected or cleaned.

To Open the Scanner

1. With both hands, depress the lid latches at either end of the Scanner Lid.



2. Lift the lid up and away from you. The lid can support itself in the fully open position.

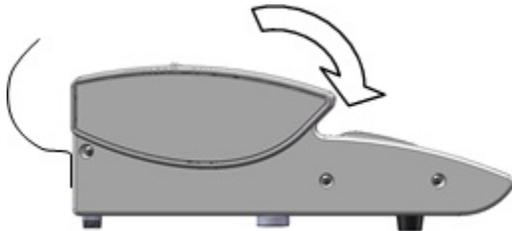


Note

Opening the Scanner Lid reveals the white, solid main roller, feed rollers, pinch rollers, and Contact Image Sensor (CIS). Refer to the [Maintenance](#) chapter for details on cleaning these areas.

To Close the Scanner

With both hands, grasp each side of the Scanner Lid and lower it while pushing in the lid latches on the underside of either end. Ensure that each side clicks into the locked position by pressing firmly on both ends of the Scanner Lid.



Media Exit Deflectors

The Media Exit Deflectors are designed to allow an original document to be deflected back toward the front of the scanner, rather than downward into the Paper Catch Basket.

Media Exit Deflectors



Insert each of the three Media Exit Deflectors into the corresponding slots along the upper edge of the rear of the scanner. Ensure that they are inserted fully into the slots and that they do not block the document exit opening. This is easy to overlook when installing them.



Note

If the Media Exit Deflectors are improperly installed, document feed jams will occur, as the document cannot exit the opening.

2

Maintenance

This chapter describes how to clean the scanner.

Cleaning the Machine

Do not use cleaning agents other than water and a neutral detergent on the machine exterior. Use only a water-dampened lint-free cloth or clean, dry, lint-free cloth on the interior scanner rollers and sensors.

 **Warning**

To reduce the risk of electric shock, power off the machine before cleaning.

 **Caution**

Do not use benzene, paint thinner, other volatile liquids on the machine. These substances 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 printing.

1. Power off the machine as directed in [Powering On/Off](#) in the [Product Overview](#) chapter.
2. Gently wipe only the exterior surfaces of the scanner with a damp, soft cloth.

Note

You may apply a small amount of neutral detergent to the damp cloth to remove stubborn soiling on the machine exterior.

 **Caution**

Do not use detergent on the interior parts. Doing so could cause the scanner to malfunction. For information on cleaning the scanner parts, see [Cleaning the Scanner](#) in this chapter.

3. Dry the cleaned surfaces with a soft, lint-free cloth.

4. After all cleaned surfaces are dry, power on the machine as directed in [Powering On/Off](#) in the [Product Overview](#) chapter.

Cleaning the Scanner

The scanner and its components need to be cleaned on a regular basis to ensure optimal performance.

Note

The [Scanner Setup](#) procedure ([Normalization](#) and [Auto Stitch Alignment](#)) should follow cleaning the scanner. This is generally done by a System Administrator. Refer to the software documentation for these procedures.

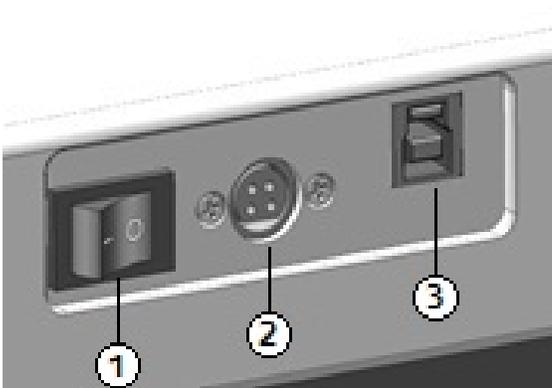


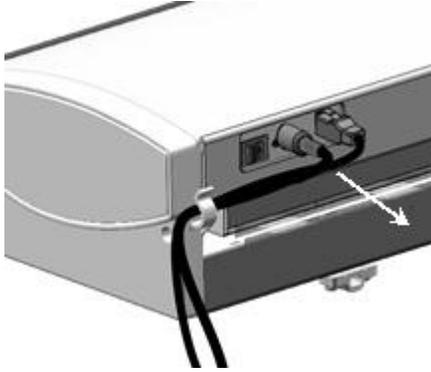
Table 4. Rear of scanner

Item	Description
1	Power On/Off switch
2	Power cord
3	USB connection

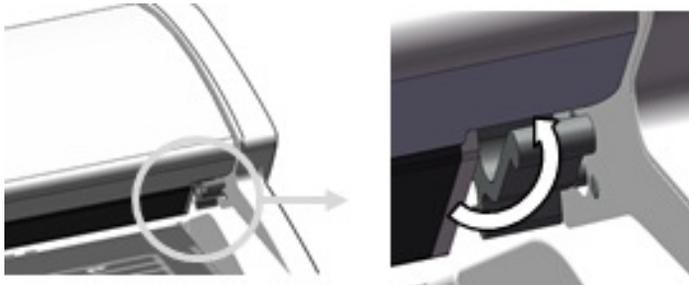
1. Press the **On/Off** switch behind the scanner to turn it to the **Off** position.



2. Remove the power to the scanner by removing the **Power Cord**.



3. With both hands, depress the lid latches on either end of the underside of the scanner Lid.



4. Lift the lid up and away from you. The lid can support itself in the fully open position.



Table 5. Scanner areas

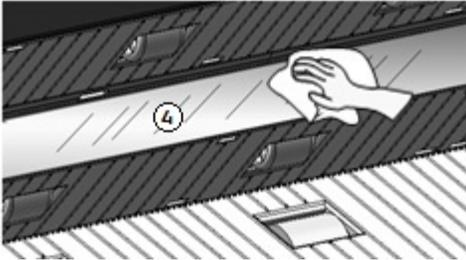
Item	Description
1	Pinch Rollers (These 24 rollers are located on the underside of the Scanner Lid.)
2	Feed Rollers (These 12 rollers are located below the Scanner Lid.)
3	Main Roller (This is the long, white roller.)
4	Contact Image Sensor (This sensor runs the length of the underside of the Scanner Lid.)
5	Original Sensors (The four sensors are located below the Scanner Lid between Feed Rollers. Two sensors are positioned approximately 152 mm from the right end, and two are positioned about midway between the left and right ends of the scanner.)

Maintenance

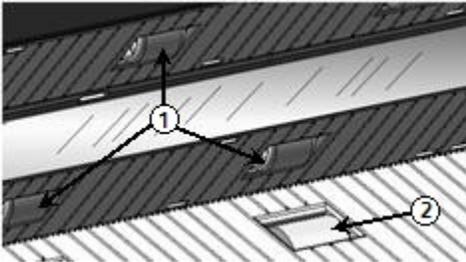
5. Wipe the Main Roller with a clean, water-dampened cloth, turning the roller as you clean it.



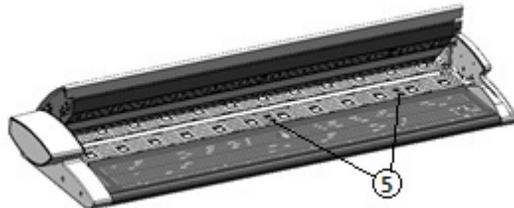
6. Wipe the Contact Image Sensor with a clean, dry, lint-free cloth. If the Scanner Contact Image Sensor (CIS) becomes dirty, image quality defects such as black lines or streaks may appear on scanned images.



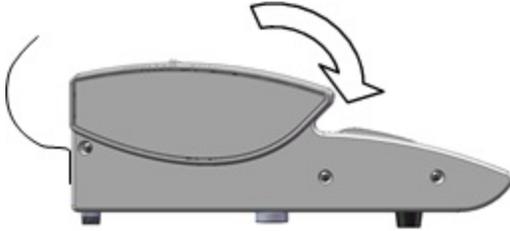
7. Wipe the Pinch Rollers and Feed Rollers with a water-dampened cloth.



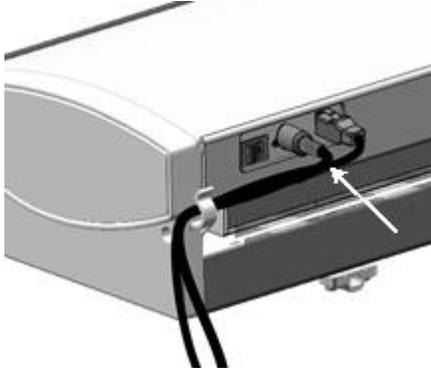
8. Wipe the four Original Sensors with a dry cotton swab.



9. With both hands grasp each side of the Scanner Lid and lower it while depressing the lid latches on the underside of either end. Ensure that each side clicks into the locked position by pressing firmly on both ends.



10. Replace the Power Cord to restore power to the scanner.



11. Press the **On/Off** switch behind the scanner to turn it to the **On** position.



Note

Ensure the areas are fully dry before scanning.

Scanner Setup

Normalization

The Contact Image Sensor (CIS) can be sensitive to variations in room temperature. For best results, the scanner should be normalized on a regular basis. Normalization should be performed whenever image uniformity is visibly changing across the sensor boundaries. This can happen when the scanner is first installed or if the scanner is exposed to a temperature change. The scanner should also be normalized after cleaning it according to the scanner maintenance procedure. (Refer to [Cleaning the Scanner.](#))

For detailed normalization instructions, see the documentation for the software that controls the scanner. Generally a System Administrator performs this task. The calibration target that came with the scanner is used to perform normalization.

Auto Stitch Alignment

The Auto Stitch function minimizes internal stitch artifacts and is generally performed by a System Administrator. The calibration target provided with the scanner is used to perform this task.

3

Problem Solving

This chapter describes problems that may occur with the scanner and the recommended solutions.

General Problems

This section describes problems that may occur with the scanner and the troubleshooting procedures to solve the problems.

If the scanner does not work properly after you perform the troubleshooting recommended in the pages below, then contact your Xerox Service Representative.

If you think a problem is occurring with the scanner, check the Status Indicator Light and the following table.

 **Warning**

The scanner contains precision measuring equipment and uses a high-voltage power supply. Never open or remove scanner covers that are secured with screws unless specifically instructed to do so, because high-voltage components can cause electric shock. Do not attempt to alter the scanner or change the parts because it may result in fire or smoke.

Table 6. General Problems

Error	Remedy
It is not possible to insert originals	<ul style="list-style-type: none">• Open the scanner and check for and remove paper fragments.• Reboot the system to see if that corrects the problem.• If the condition does not improve, contact your Xerox Service Representative.

Error	Remedy
Jams occur frequently	<ul style="list-style-type: none"> • Check for and remove loose pieces of media from inside the scanner. • Verify that the document is not curled, folded, wrinkled, or torn. • Verify that the document is feeding correctly. Remove the document and restart the job if necessary. • Verify that suitable media is being used. Use only documents printed on paper recommended by your Xerox Service Representative.
Status indicator light is lit.	<ul style="list-style-type: none"> • Press the green Power button to exit Power Save mode. • Follow the specific instructions regarding faults or errors in the software documentation. • If the condition does not improve, contact your Xerox Service Representative.

Problems during Scanning

The following helps you solve problems encountered during scanning. Also refer to the software documentation.

Table 7. Problems during Scanning

Symptoms	Remedy
Document doesn't feed into the scanner.	<ul style="list-style-type: none"> • Open and close the scanner. • Reboot the scanner and rescan.
Document doesn't feed into the scanner.	Make sure the document is at least 152 mm wide by 152 mm long. Refer to Loading Documents .
The scanned image is dirty.	Make sure the scanning area is clean, and whenever it is soiled, clean the Contact Image Sensor and scanner area.
The scanned image has black lines.	<ul style="list-style-type: none"> • Make sure the scanning area is clean, and whenever it is soiled, clean the Contact Image Sensor and scanner area. • Perform the normalization procedure. Refer to Normalization.
The scanned images are skewed.	Verify that the document is inserted correctly, and if necessary, correctly insert the document, with the edge of the document aligned with the document guide.

Symptoms	Remedy
Document often jams.	<ul style="list-style-type: none"> • Check if the document has folds or is curled. If so, flatten out the document and rescan. • Check if the document has shiny tape at the lead edge. If so, reorient the document and rescan. • Check if the lead edge of the document is damaged. If so, reorient the document and rescan. • Make sure the document is the right size. The minimum size is 152 mm wide x 152 mm long. • Make sure the document is a usable media type.
A corner of the document is folded.	Flatten out the curl and scan the document again.
The scanned image contains gray bars outside of the document size.	<ul style="list-style-type: none"> • Clean the Main Roller. Refer to Cleaning the Scanner. • Perform the normalization procedure. Refer to Normalization.
Gray marks show up in the scanned image as stripes.	<ul style="list-style-type: none"> • Clean the Main Roller. Refer to Cleaning the Scanner. • Perform the normalization procedure. Refer to Normalization.

Scanner Jam Message

The Scanner Panel has a **Forward Feed** button and **Reverse Feed** button to assist with releasing misfed documents. This is the preferred method of removing the document from the scanner if the scanned document is not jammed (bunched up) but has simply stopped. If the scanner stops but is not jammed and the software gives a scanner jam message, do the following:

1. Press the **Stop** button on the Scanner Panel.
2. Press the **Forward** or **Reverse** button to remove the document from the scanner.

Document Jam

If the document becomes jammed in the scanner, the machine stops and an error message displays on the screen. Clear the jammed document according to the instructions displayed, and then reload the document.

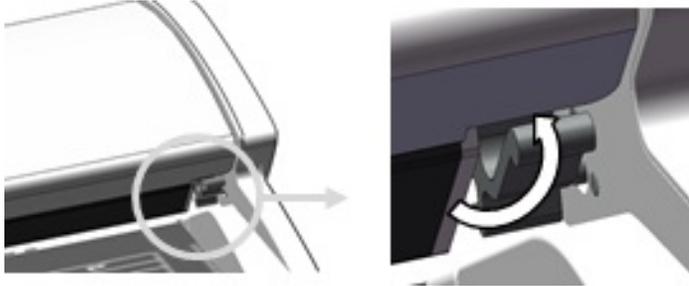
Note

The scanner jam message remains on the screen until you clear the jam.

Problem Solving

The scanner has a single part lid that opens toward the back of the scanner. Opening the Scanner Lid provides access to the document jam.

1. With both hands, depress the lid latches on either end of the underside of the Scanner Lid. The lid can support itself in the fully open position.



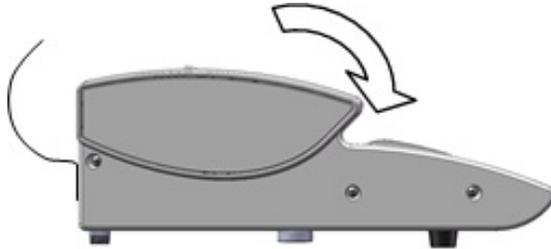
2. Lift the lid up and away from you. The lid can support itself in the fully open position.



Note

Opening the Scanner Lid reveals the white, solid main roller, feed rollers, pinch rollers, and Contact Image Sensor (CIS). See the [Maintenance](#) chapter for details on cleaning these areas.

3. Remove the jammed document.
4. With both hands, grasp each side of the Scanner Lid and lower it while pushing in the lid latches on either end of the underside of Scanner Lid. Ensure that each side clicks into the locked position by pressing firmly on both ends.



5. Confirm that the document is not torn, folded, or wrinkled, and load the document again correctly.



