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USER GUIDE

WHERE DO I FIND IT?

Where do I find it?

In addition to this User Guide, your XE90fx comes complete with an Install Guide, CD-ROM with Online User Guide, and a Warranty Card. If you do not see what you are looking for in this User Guide, check below to find where you can locate the information.

Install Guide

- Getting Started
- Setup
- Installation
- Connections
- Quick Procedures

CD-ROM

- WorkCentre XE90fx Installation program
- Print and Scan drivers
- TextBridge Pro 98
- WorkCentre XE90fx Online User Guide

  - WorkCentre Setup   - Special Fax Features
  - Copier Features   - Fax Reports
  - Fax Control Panel   - Scan Feature
  - Fax Setup   - Troubleshooting
  - Sending a Fax   - Maintenance
  - Receiving a Fax

To access the Online User Guide from your computer, begin at the **Start** menu: **Start →Programs →Xerox WorkCentre XE90fx → XE90fx User Guide**

Warranty Card

- Warranty Information
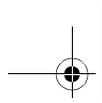
Chapter One

GETTING STARTED

1

Introduction

The Document WorkCentre XE90fx Flatbed All•In•One is compact and easy to use. It is specially designed to provide you with high quality and high performance copying, printing, faxing, and black and white scanning.

This guide tells you how to set up, operate, maintain, and get the best performance from your WorkCentre.

WORKCENTRE FEATURES

WorkCentre Features

The maximum copy speed for the Document WorkCentre XE Series Digital WorkCentre is 8 copies per minute. The maximum print speed for the Digital WorkCentre is 8 prints per minute. The WorkCentre features a high-capacity paper tray for easy loading of paper, envelopes, label sheets and transparency film.

Some of the other advanced features which can be selected from the control panel of this WorkCentre include:

- Copy ratio: two reduction values, two enlargement values, one customer-programmable value

- Zoom R/E ratio range: 50 to 200%

- Copy Quality modes: Automatic, Text, Photo, Toner Saver

- Programmable defaults

- Fault indicators and error message display

- Full-featured faxing

- Scanning in black and white

Chapter Two

COPIER FEATURES

Paper Specifications

For reliable WorkCentre operation and good copy/print quality, Xerox recommends that paper be stored appropriately:

- on a flat surface.

- in a closed container.

- in a low humidity area.

- tightly wrapped, if the ream is partially used.

Note: Paper affected by humidity, and curled paper can cause jams and copy/ print quality problems.

2

PAPER SPECIFICATIONS

The Specifications Chart below gives you information about the types of paper that can be used at the paper input area.

Paper Input	Paper Tray
Sizes	3 7/8 x 5 7/8 to 8 ½ x 14 in. (98 to 216 x 315/330 mm)
Weights: Optimum Range	20 lb / 80 g/m² 14 - 34 lb 52 - 130 g/m²
Capacities: Copy, letterhead, and predrilled	20 lb / 80 g/m² - 250 sheets
Labels and Transparencies *	Yes (1 at a time)
Envelope	COM-10 (4.1 x 9.5 in. / 216 x 279 mm)
	Monarch (3.87 x 7.5 in. / 98.5 x 191 mm)
	C5 (6.4 x 9.16 in. / 162 x 229 mm)
	DL (4.4 x 8.8 in. / 110 x 220 mm)

* Use labels and transparencies specifically designed for copiers (high temperatures).

Caution: Do not insert paper with metallic attachments such as staples or paper clips, as these will get stuck in the paper feeding mechanism and will scratch the drum and damage other parts of the WorkCentre mechanism.

LOADING MEDIA

Loading Media

Pull the paper release lever at the right of the paper tray toward you until it locks into place.

1

Note: E1 and E2 jams will occur if the release lever does not lock into place during paper loading.

If you are using extra-long paper such as legal size, raise the paper support to hold the paper once it has been inserted.

2
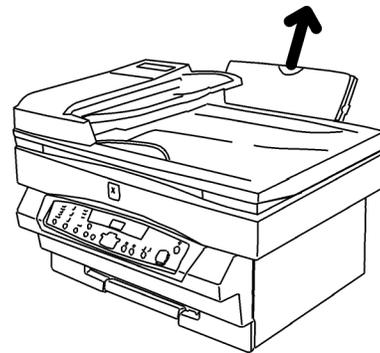
2

Place the paper into the paper tray with the side to be printed facing toward you. Adjust the position of the paper so that its right edge is up against the right paper guide.

3

Move the left paper guide until it is resting gently against the left edge of the paper. The paper tray can be filled to the MAX line with standard weight paper (16 to 24 lbs. or about 60 to 90 g/m2).

4

LOADING MEDIA

Gently push the paper release lever back. The paper will be clamped by the paper feed roller inside the printer.

5 If printing onto an envelope:

Ensure that the side to be printed on is facing upwards (as shown by the imprint on the paper tray) and the flap on the reverse side is closed and at the right when looking from the front of the printer. Leave a gap of approximately 1/32 in. (1 mm) between the paper guide and the left edge of the envelope.

Note: It is recommended that you load and print one envelope or transparency at a time.
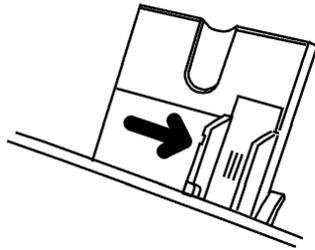
Note: Paper jams (E1) may occur if:

- *the paper lever is not used.*
- *the paper tray is overstacked.*
- *the space between the paper guide and the left edge of the paper is greater than 1 mm.*
- *the paper guide is pushing the paper so hard that the paper buckles.*
- *the paper is not stored properly and absorbs moisture from the air (replace the paper).*

6 Push the paper release lever back. The paper will be clamped by the paper feed roller inside the printer.

Do not reuse the misfed paper.

Do not use materials that:

- are composed with glues, inks and adhesive that could discolor, scorch, or melt when heat is applied
- have cellophane windows, peel-off adhesive strips
- are heavily textured, coated or embossed
- are cotton paper composed of more than 25% of recycled paper.

CONTROL PANEL

Control Panel

Copy Quality

Select Auto Exposure, Text, Photo or Toner Saver.

Use **Auto** when copying from originals with a colored background. (Auto is the default setting.)

Use **Text** to copy documents containing mostly text. If you copy primarily text documents, you can change the default to Text mode for darker copies.

Use **Photo** when the originals are photographs.

Toner Saver mode lowers the cost of copying by decreasing overall copy density on each page. Use this feature when making draft copies.

Copy Contrast

Adjust the exposure from lighter to darker for Text, Photo and Toner Saver. The indicators light up one or two at a time to represent the selected setting. There are 5 variations represented by 3 lights.

Copy Quality
Copy Contrast
On-Line/Off-Line Clear

Indicators
Reduce/Enlargement Ready
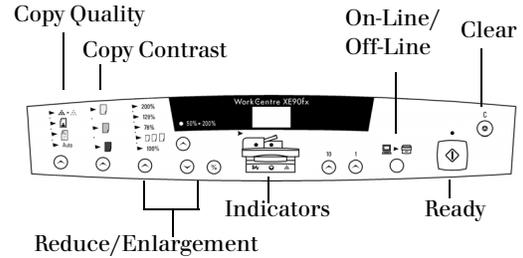
Note: When Auto is selected, the copier automatically varies the contrast of your copies. Lighter/Darker settings are not available.

► Toner Saver
► Photo
► Text
► Auto

► Lightest

► Darkest

2

REDUCTION/ENLARGEMENT PRESETS

► 200%

► 129%

► 78%

► ☐ ☐ ☐

► 100%

⌃

⌃

⌄   %

Single Pass Feeder
Document Present

Paper Tray
Indicator

Jam   Drum   Toner
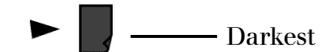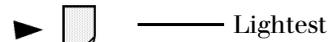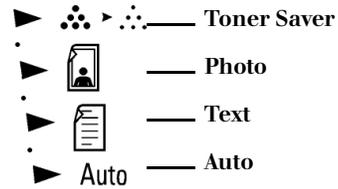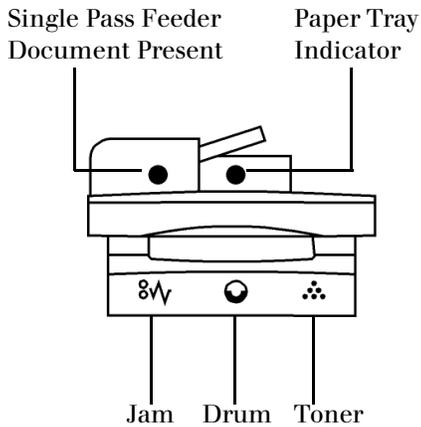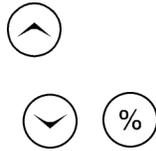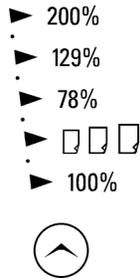
Reduction/Enlargement Presets

☐ ☐ ☐ is preset at 50% and is customer programmable. 78%, 129% and 200% are standard reduction/enlargement options. (Refer to Programmable Feature Setting 10)

Reduction/Enlargement

The down and up arrows reduce and enlarge in 1% increments. The % button indicates the present percent chosen when pressed.

Indicators

The **paper tray** indicator blinks when the paper tray is out of paper. The indicator light is green.

The **jam** indicators blink when a jam occurs and a fault code will appear. The indicator light is red.

The **drum** indicator is on when the drum is near end of life and blinks when the drum is at end of life. The indicator light is red.

The **toner** indicator comes on when the toner is low. The indicator light is red.

REDUCTION/ENLARGEMENT PRESETS

On-line/Off-line Button

Alternates between the On-line and Off-line status.

The On-line/Off-line button can be pressed to interrupt a print job in order to run a copy job. When the copy job is complete, touch the On-line/Off-line button to revert to print mode, or the machine will revert to print mode automatically after 1 minute.

- When the light is on, the XE90fx is ready.

- When the light is off, there is no communication to or from the PC.

- When the light is blinking, data is being received from the PC.
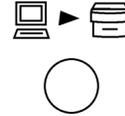
Ready Indicator Light Start

Press to start copying.
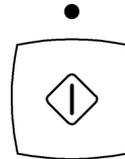
Clear

- Stops a copy job in progress after completing the copy being made.

- Changes the copy quantity to one after the entire job is complete.

- Displays copy count information (refer to Copy Count).

2

PROGRAMMABLE FEATURE SETTINGS

WorkCentre XE90fx

● 50% ▸ 200%

▸ ⁘ ▸ ⸫ ——— Toner Saver

▸ 🖼 ——— Photo

▸ 📄 ——— Text

▸ Auto ——— Auto

Copy Quality

Copy Contrast

On-Line/
Off-Line   Clear

WorkCentre XE90fx

Reduce/Enlargement   Indicators   Ready
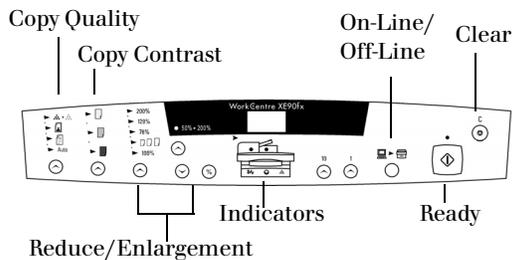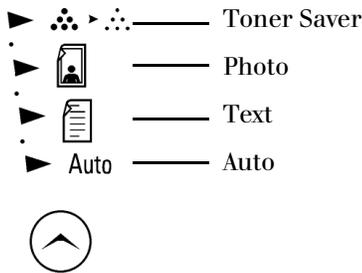
Message display

Indicators light up when there is a fault. The fault codes will appear in the Message Display.

Programmable Feature Settings

Settings 0 - 7, 14 and 15

To change the programmable features in the chart on the following pages, follow the steps below.

1 Select the **Toner Saver**.

2 Press again and hold the **Copy Quality** button for approximately 4 to 6 seconds.

• The light next to Auto will light.

• The lights within the WorkCentre Diagram will flash.

3 From the Programmable Features Chart on page 2.11, select the Program Number of the feature to be changed. Enter the selection using the **10** button.

4 Press **Start**. The current setting for that program will flash.

PROGRAMMABLE FEATURE SETTINGS

Press the **1** button until the option number you want is displayed.

5

Note: To continue making other changes, press the Clear button and repeat steps 3 - 6.

Press **Start** to store the selection.

6

Press the **Copy Quality** button to return to the copy mode.

7

Setting 10

Use the following procedure to change the preset Reduction/Enlargement default setting. This feature allows you to set a specific preset reduction or enlargement between 50-200%.

Select the Toner Saver by using the **Copy Quality** button.

1

2

Press again and hold the **Copy Quality** button for approximately 4 to 6 seconds.

2

• The light next to Auto will light.

• The lights within the WorkCentre Diagram will flash.

Press the **10** button until the number 10 is displayed.

3

Press **Start**. The current reduction/enlargement setting will flash.

4

PROGRAMMABLE FEATURE SETTINGS

5 Press the **Variable Percentage** buttons until the desired percentage is displayed.

6 Press **Start** to store the selection.

7 Press the **Clear** button to continue making other changes. Press the **Copy Quality** button to return to the copy.

PROGRAMMABLE FEATURE SETTINGS

Program Number	Program	Option Number/ Option (Default is bold)
1	Auto Clear time-out	0 - Off 1 - 30 seconds **2 - 60 seconds** 3 - 90 seconds 4 - 120 seconds
2	Time-out to Power Save (Part of Power Saver)	0 - Off 1 - 45 seconds **2 - 90 seconds** 3 - 2 minutes 4 - 5 minutes
3	Time-out to Power Shut-off (Part of Power Saver)	0 - 2 minutes **1 - 5 minutes** 2 - 15 minutes 3 - 30 minutes 4 - 60 minutes 5 - 120 minutes 6 - Off
4	Default Magnification: This feature allows you to make copies slightly larger or smaller than the original, or the same size.	**0 - 100%** 1 - 99% 2 - 101%
5	Default Copy Quality: This feature allows you to select the default Copy Quality mode.	**0 - Auto** 1 - Text 2 - Photo 3 - Toner Saver

2

PROGRAMMABLE FEATURE SETTINGS

Program Number	Program	Option Number/ Option (Default is bold)
6	Copy Contrast Adjustment: The copy contrast range may be adjusted when the copy image is consistently too light or too dark.	0 - Lightest:-4 1 - -3 2 - -2 3 - -1 **4 - Nominal** 5 - +1 6 - +2 7 - +3 8 - Darkest:+4
7	Paper Trail Edge Void (4 mm): The trail edge void can be turned off to accommodate originals that have print to the very bottom edge. When Off, another 4 mm will copy; however, the image quality may deteriorate as it gets closer to the bottom edge.	**0 - On** 1 - Off
10	Zoom R/E Preset	50-200% in 1% increments (default: **50%**)
14	Return to Print Mode time-out	**0 -1 minute** 1 - 1.5 minutes 2 - 2 minutes 3 - 2.5 minutes 4 - 3 minutes 5 - Off, infinite time out

For assistance in changing the preset values refer to Programmable Feature Settings.

POWER REDUCTIONS

Power Reductions

There are two modes of power reduction: **Power Save**, and **Power Shut-off**.

Power Save

In this mode, the fuser is maintained at a lower heat level, thereby saving power. The Ready Indicator will flash and the other indicators will remain on. To copy, press **Start**. The copies will be made automatically.

Power Shut-Off

This mode saves more power than the Power Save Mode, but requires more time before copying can begin. When the copier enters the power shut-off, the Ready Indicator will flash and the other indicators will turn off. To copy from the power shut-off, press the **Start** button, then select the desired features and press **Start** again.

Auto Clear

This XE90fx is enabled at the factory to return to the Normal Copy mode approximately one minute after a job is completed.

- Copy Quality - Auto

- Copy lighter/darker - Normal

- Priority Magnification - 100%

- Quantity Selected - 1

Note: Time periods for the Power Shut-Off, Power Save, and Auto Clear can be modified to meet your specific copying needs. Refer to the Programmable Features Settings section of this User Guide for information about changing these settings.

2

COPYING FROM THE SINGLE PASS FEEDER

Note: Use the Release Button on the Single Pass Feeder (located in top rear of the SPF) to remove jams.
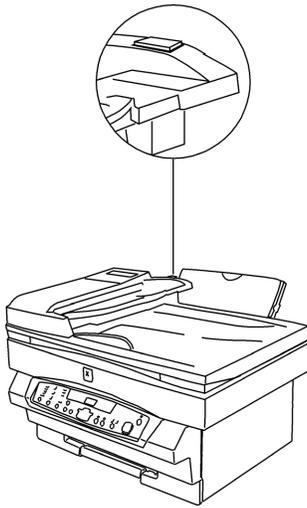
Note: Although not designed for this purpose, you may use the XE90fx for two-sided copying.

Note: 16 lb/60 g/m² paper is not recommended for two-sided copying.

Copying from the Single Pass Feeder

1 Place originals face down in the Single Pass Feeder. (Maximum of 30.)

2 Adjust the side guide within 1/32 in.

3 Press the **Start** button on the Control Panel.

4 The copy will exit to the paper output support tray.

Two-Sided Copying

1 Place one original face down on the Document Glass, with the TOP toward the LEFT. Lower the document cover.

2 Select the quantity of 1. To maintain copy quality run one copy at a time.

3 Press **Start** to make side 1 copy.

COPYING WHILE PRINTING

4 Remove the first original and place the second original face down on the Document Glass with the TOP toward the RIGHT, and lower the document cover.

5 Remove side 1 copy from the output tray and insert it face down, BOTTOM toward the TOP OF THE PAPER TRAY.

6 Press Start.

Copying While Printing

To perform a copy job while the machine is printing:

1 Set up the copy job while the machine is printing.

2 Press **Start**. The current page will finish printing, then the copy job will start.

Note: When you complete the copy job, the factory preset is 1 minute before it reverts to print mode, or you may touch the On-line/Off-line button to take it back to print mode. The machine will resume printing if pages are pending.

2
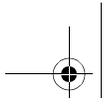
Chapter Three

SENDING A FAX

This chapter describes the procedure for sending a fax document. This includes choosing suitable media, setting the document, including a cover sheet, setting the resolution and contrast, and dialing and transmitting.

Choosing Suitable Media

Make sure that the documents to be faxed meet the specifications and guidelines listed in this section.

3

CHOOSING SUITABLE MEDIA

Size and Weight when using the Single Pass Feeder

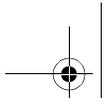| Parameter	Recommended	Minimum	Maximum
Paper Size	8.5 x 11 inches	8.5 x 5.5 inches (A5)	8.5 x 14 inches (215 x 356)
Paper Weight	20 lb (75 g/m2)	14 lbs (52 g/m2)	24 lbs (85 g/m2)

When using the Single Pass Feeder, your documents (originals) are being scanned through the machine. The area of a document that is scanned by the machine while faxing is slightly smaller than the actual document (original) size. Any text or graphics outside this area will not be scanned.

All clips, staples, and pins should be removed from originals before they are used. If these are not removed, they may damage the machine.

CHOOSING SUITABLE MEDIA

Size when using the document glass

Parameter	Minimum	Maximum
Paper Size	not applicable	8.5 x 11 inches (216 x 356)

Faxing width: 8.2 inches

Faxing length: the length of the sheet minus 0.16 inch from both the top and bottom edges.

Ink, glue, and correction fluid on originals must be completely dry before using the documents with the machine.

When faxing, any writing on the originals that is yellow, yellowish-green, or light blue cannot be transmitted. Copy the original onto white paper first.

Originals having the following properties should be used on the document glass only:

- a glossy coating
- static electricity
- tears, folds, or curls
- have become stuck together and cannot be easily separated
- holes, windows, or perforations
- transparency films, tracing paper, or other transparencies
- originals with plastic or metallic coatings

3

SENDING A FAX

Sending a Fax

1 Adjust the original guides to the width of your document.

2 Place the document face down and push it gently into the Single Pass Feeder. The top edge of the document should enter the fax first.

If using Direct Send, continue with step 3; otherwise, omit step 3 and continue with step 4.

3 If using direct send, press the **Direct Send** key.

4 Enter the fax number.

5 Press the **Start Fax** key.

If necessary, use the **Stop/Exit** key to cancel.

Note: There are two ways to fax:

- *scanning the document into memory*

- *using the Direct Send key to dial and transmit the document directly*

Note: Alternate methods for entering the fax number are:

- *Rapid key*

- *Speed Dial function*

For more information, please refer to Special Fax Features in the Online User Guide.

FAXING FROM THE GLASS

Faxing from the Glass

1 Confirm that there are no documents in the Single Pass Feeder.

2 Place the document face down and align it with the registration guide.

3 Close the document cover.

4 Press the **Fax From Glass** key twice.

5 For more than one document, place the next page, and press the **Fax From Glass** key twice.
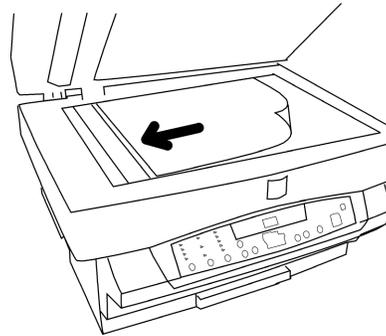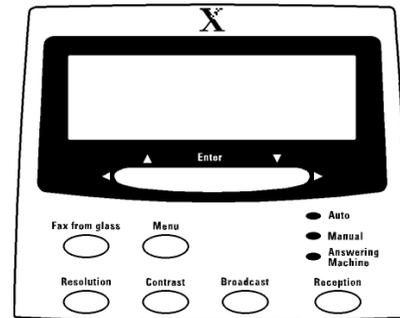
6 Enter the fax number.

7 Check the Fax Display. If the number of the receiving machine is shown correctly, press the **Start Fax** key. If necessary, use the **Stop/Exit** key to backspace and clear.

Note: When using the document glass, do not place documents in the Single Pass Feeder.

Note: Direct Send is not available when faxing from the glass.

3

STORING NUMBERS FOR RAPID KEY DIALING

Rapid Keys

Speed Dial

Note: You may need to add a pause between certain digits in the number to allow time for the connection. For example, on an access number such as "9" to be dialed to access an outside line, you will need to enter a pause between the access number and the fax number of the other party. Pauses are entered by pressing the Redial/Pause key (2 seconds per pause).
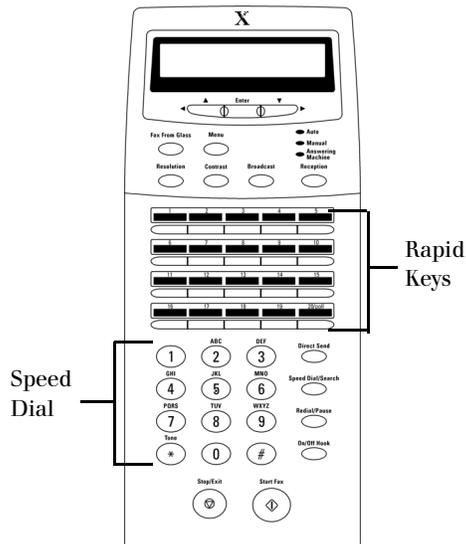
Storing Numbers for Rapid Key Dialing

1 Press **Menu**, then **3**. Press **1** two times.

2 Press the desired Rapid key. Press **Enter**.

3 Enter a fax number, then press the **Enter** key.

4 To enter a name, use the number keys. Press the **Enter** key.

5 Press 2 to store the Rapid key without chain dialing. Press 1 to save as a chain dial.

6 Press **Stop/Exit** four times.

STORING NUMBERS FOR SPEED DIALING

Storing Numbers for Speed Dialing

Follow the same procedure as above, except at Step 3. For Speed Dialing, you will press a two-digit Speed Dial Number key (01-99) to store the fax number.

To manually dial a phone number:

1 Confirm that you have loaded the documents into the Single Pass Feeder or scanned the documents into memory from the document glass.

2 Press the **On/Off Hook** key.

3 Enter the number of the fax machine you want to send to by pressing the number keys.

4 Press the **Start Fax** key.

Broadcast Dialing

1 Confirm that you have loaded the documents into the Single Pass Feeder or scanned the documents into memory from the document glass.

2 Press the **Broadcast** key.

Note: Manual dialing provides the ability to dial phone numbers from the control panel. This can be used to navigate the receiving phone menus (for example, dialing extensions) prior to sending the fax.

Note: This function allows you to send the same document to as many as 50 different locations. Once the document is loaded, it is scanned and stored in memory. The fax numbers are then automatically dialed in succession, and the document is transmitted to each location.

3

GENERATING A COVER SHEET

3 Press the Rapid, Speed Dial, or Group keys of the receiving fax machines.

4 Press the **Start Fax** key.   Transmission will begin.

Generating a Cover Sheet

You can have your fax generate a cover sheet and send it as the last page of the transmission. The cover sheet includes:

- sending date and time

- receiver's name, a rapid key or speed dial number

- sender's name and number

- total number of pages sent is indicated on the bottom

Menu Key

Number Pad
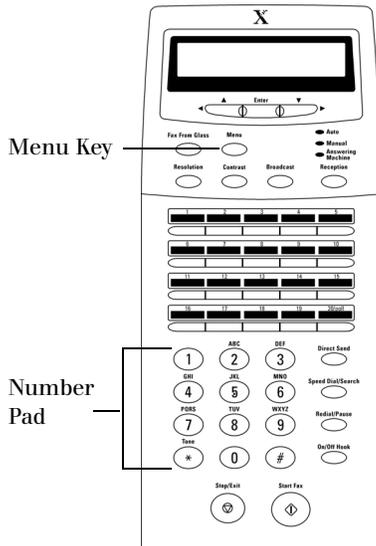
GENERATING A COVER SHEET

To include a cover sheet with a fax, follow these steps:

Press **Menu** then the **7** button.

1

Select and press the **1** button.

2

Select one of the following options:.

3

    1 = No message

    2 = Urgent

    3 = Important

    4 = Confidential

    5 = Please distribute

    6 = Please call back

3

GENERATING A COVER SHEET AS A DEFAULT

Note: Use this procedure to select cover sheet as a default. The Auto Cover Sheet function will send a cover sheet with every fax transmission unless you turn it off. No message is included on the cover sheets generated by the Auto Cover Sheet function.

Note: The receiver's name must be programmed in either the Rapid Key or Speed Dial function for it to appear on the Auto Cover Sheet.

Generating a Cover Sheet as a Default

To select a cover sheet as a default:

1 Press **Menu** then **4.**

2 Press **1** then **3.**

3 Select and press **1.**

4 Press **Stop/Exit** two times.

Chapter Four

RECEIVING A FAX

This section describes the procedure for receiving a fax on your WorkCentre. This includes three modes of reception and two optional settings for reducing the size of faxes that are larger than the paper you have loaded, and printing a footer showing the sending fax machine ID information.

Selecting the Reception Mode

Your XE90fx has three modes for receiving incoming calls and faxes. A light for each mode is located above the Reception key on the fax control panel. To select the reception mode, press the Reception key until the light next to the desired mode comes on.

4

SELECTING THE RECEPTION MODE

Auto mode

Select this mode when you only want to receive faxes on your telephone line. The machine will automatically answer all calls and receive incoming faxes.

Setting the Number of Rings for Auto Reception

1 You can set the number of rings before the machine answers in Auto mode using the procedure below.

```
OPTION SETTING
SELECT SETTING
```

2 Press **Menu** then **4**.

3 Press **0** then **3.**

```
#OF RINGS (AUTO)
# (0-9) = x
```

4 Select the number of rings you would like to use (default=2).

5 Press **Enter**.

```
# OF RINGS = x
STORED
```

6 Press **Stop/Exit** two times.

Note: When an external telephone is connected, the external telephone rings once regardless of whether the number of rings is set to 0.

SELECTING THE RECEPTION MODE

Manual mode

This is the most convenient mode for receiving phone calls if you have an external phone. To have true manual mode, the machine must be set not to answer while in Manual mode. You can also receive faxes; however, all calls must first be answered by picking up the receiver on the external phone or telephone connected to the same line.

Setting the Number of Rings for Manual Reception

The number of rings before the machine answers in Manual mode can also be set. If you do not want the machine to answer at all in Manual mode, select **"0"** in Step 3 below.

Press **Menu** then **4**.

1

Press **0** then **4.**

2

Select the number of rings you would like to use (default=0).

3

Press **Enter**.

4

4

SELECTING THE RECEPTION MODE

Answering Machine mode

Use this mode when an answering machine is connected to the unit and you want the answering machine to answer all calls. This allows you to receive both voice messages and faxes while you are out. If you are using distinctive ringing as described in your Online User Guide, you must set the reception mode to Auto. This is also true if you are using an answering machine with distinctive ringing. In this case, the answering machine must be connected to a separate wall jack, not to your machine.

Chapter Five

SCANNING AND PRINTING

The WorkCentre XE90fx TWAIN Scanner Program is an image-scanning program that operates under various image-editing and OCR (Optical Character Reader) applications.   The WorkCentre XE90fx TWAIN Scanner Driver may be used with any TWAIN-compliant application software. The scanner program software will operate the WorkCentre XE90fx black and white scanner.

The printer driver software is the program which runs the printer. It converts the data in the file you want to print into information that the printer can understand. It also controls communication between the printer and computer as the data is printed.

5

SCANNING

For more information regarding the above features, please refer to your XE90fx Online User Guide.

To access the Online User Guide from your computer, begin at the **Start** menu: **Start →Programs →Xerox WorkCentre XE90fx → XE90fx User Guide**

Scanning

1 Launch Textbridge Pro 8.0. On your computer, begin at the **Start** menu: **Start →Programs →Textbridge Pro 8.0**

2 Select **TextBridge Pro 8.0.**

3 Select **TextBridge Pro 8.0 (again).**

Note: For more advanced scanning information, please refer to the TextBridge Pro Online help.
On your computer, begin at the Start menu:

Start →Programs →TextBridge Pro →Online User Guide

Printing

1 From your open application, choose **Printer Setup**.

2 Select the XE90fx printer. Click OK.

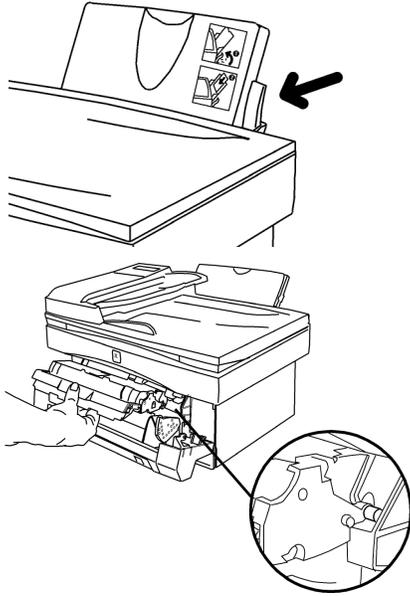**3** Click on the **Print** button.

Chapter Six

TROUBLESHOOTING

This section describes Troubleshooting procedures for:

- Clearing jams

- Error Messages

Refer to the specific subsection for a description of problems and associated solutions.

6

E1 JAMS AT THE PAPER TRAY

E1 Jams at the Paper Tray

1 Pull the paper release lever at the right of the paper tray toward the front of the WorkCentre.

2 Remove all the paper, including the jammed paper, from the paper tray.

3 Straighten the edges of the paper and then reinsert it into the paper tray.

4 Push the paper release lever back again to secure the paper.

⚠️

Caution: If the jammed paper will not come out easily, do not pull too hard, as you may tear or damage the copying/printing mechanism. In such cases, go to the inside of the WorkCentre. Lift the toner CRU handle to release the force on the paper.

E2 JAMS INSIDE THE WORKCENTRE

E2 Jams Inside the WorkCentre

Open the front door by pushing in on the front door latches on each side of the front door and pulling towards you.

1

Lift the toner cartridge handle.

2

Remove the toner cartridge.

3

⚠️

Caution: Do not touch the shiny green surface of the drum.

Remove the drum cartridge.

4

Remove any paper that may be inside the WorkCentre.
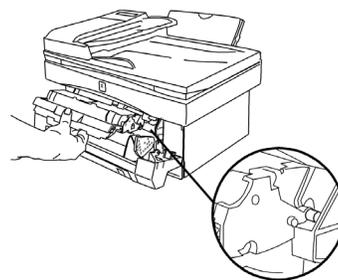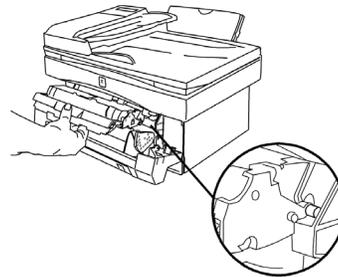
5

Install the drum cartridge.

6

Install the toner cartridge.

7

Close the front cover.

8

6

E3 JAMS AT THE PAPER EXIT AREA
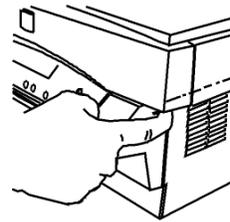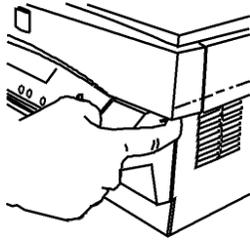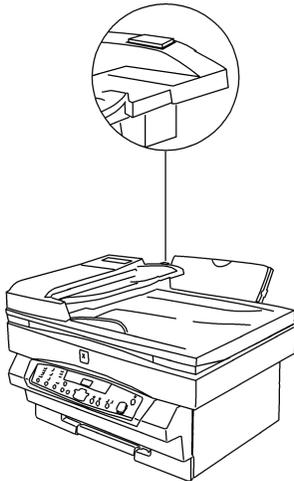
E3 Jams at the Paper Exit Area

1 To reduce the pressure on the paper, open the front door by pushing in the latches on both sides of the front door.

2 With the front door partially open, remove any paper that may be in the paper exit area.

A1, A2 Errors at the Single Pass Feeder

Use the Release Button on the Single Pass Feeder to remove jams.

WORKCENTRE FAULT CODES

WorkCentre Fault Codes

Fault codes are listed below. If the error persists, call **1-800-832-6979**.

Fault Code	Customer Action
E7, H2 - H4 L2 - L6, U2	Switch the main power off, wait 5 seconds and switch the power on. Repeat two or three times.
L1	Remove the shipping screw and turn the power off, then on.
P (Flashing)	The paper feed tray is empty. Load paper using the paper release lever.
C1	The front door of the machine is open. Close the front door.
CH	The toner cartridge is not installed in the machine. Install the toner cartridge.
Toner indicator light	When the toner cartridge replacement indicator appears, the toner cartridge will need to be replaced soon. You may extend the life of the toner cartridge by shaking it from side to side.
Drum indicator light	The drum indicator is on when the drum is near end of life (1,000 pages remaining) and blinks when the drum is at end of life (refer to Drum Cartridge Life).
J2	Replace the drum cartridge.
Jam indicator light E1, E2, E3	E1 Clear paper jam in the paper feed tray. E2 Clear paper jam inside of the machine. E3 Clear paper jam in the paper exit area.

6

PROBLEMS AND SOLUTIONS

Problems and Solutions

Problem	WorkCentre Suggested Solution
WorkCentre does not come on, **Ready** indicator does not light.	Check that the copier is plugged into an electrical receptacle. Ensure that there is power to the receptacle and that the WorkCentre power switch is ON.
Copies are too light or too dark.	- If the original is light, select the lower copy contrast position to darken the background of the copies or change the copy quality mode to Text. (If you copy mostly text, you can change the default copy quality to Text mode.) - If the original is dark, select the upper copy contrast position to lighten the background of the copies. - If the original is not light, but copies come out too light, you may be out of toner, or the paper may be too humid. Try fresh paper.
Smears, lines, marks, or spots on copies.	- If defects are on the original, press the copy contrast button to lighten the background of your copies. - If the defects are in the same place on every page, clean the document glass and inside the document cover. (Refer to *Cleaning the WorkCentre.*) - If the defects occur two or three times on each copy, you may have a substance stuck to the drum cartridge. (Refer to *Cleaning the Drum Cartridge.*)
Image rubs off the copy easily.	- Replace the paper in the tray with paper from a new package. - Check that paper weight is 14 - 34 lbs. - In high humidity areas do not leave paper in the WorkCentre for extended periods of time.

PROBLEMS AND SOLUTIONS

Problem	WorkCentre Suggested Solution
The three trouble indicators are flashing in the copier diagram. Jam Drum Toner	The machine is in the program mode. Press the Copy Quality mode button to exit. ► ░ ► ░ ► 🔳 ► 📄 ► Auto ⌃
Frequent copy paper jams.	- Ensure that the paper lever is pulled toward the front of the WorkCentre before loading the paper. - Fan the stack of paper, then turn it over in the tray. - Replace paper in paper tray with a fresh supply. - Check/adjust paper guides. - Ensure that the paper is the proper paper weight. 20 lb / 80 gsm bond paper is recommended.
All of the page is blank. Part of the page is blank.	- The toner cartridge may be empty. This is indicated by the toner indicator light. Try removing the toner cartridge from the machine and shaking it from side to side to redistribute the toner. - Make sure that the originals are face down on the document glass.
The WorkCentre does not print.	- Try to make a copy. If copying does not work, check the toner cartridge. - Use the IEEE-1284 parallel port cable supplied with the machine and check the connections. - Test printer after removing any pass through devices. If printing is still not possible, replace the cable. - Check the printer settings in the Windows Control Panel to make sure that the print job is being sent to the correct port. (For Example: LPT1.) - Uninstall, then reinstall the WorkCentre printing software.
Printing is too slow.	- Try closing other applications before printing. - Check that the computer meets the minimum specifications. - Reduce the resolution setting from 600 dpi to 300 dpi.

6

PROBLEMS AND SOLUTIONS

Problem	WorkCentre Suggested Solution
Incorrect fonts	Use the fonts dialog box in the Control Panel to enable True Type fonts.
Unable to Scan - Hardware Detect Error	For scanning to work, PC must be in ECP mode. Refer to the user guide for PC - Parallel Port.
COPY SERVICE ERROR	Switch OFF the Main Power. Wait approximately 5 seconds. Switch ON the Main Power. If the message persists, contact Xerox.
FAX RX IN MEMORY	A fax has been received in memory because the imaging cartridge needs replacement, the fax machine has run out of printing paper, or the paper is jammed. The fax will be printed out automatically once the problem is fixed.
LINE ERROR	Fax transmission or reception was not successful. Press the Stop key to clear the message, and then try again.
MEMORY FULL	The memory is full. See *Memory* in the *Fax Special Features* chapter of the Online User Guide.
PAPER SIZE ERROR SET XXX SIZE PAPER	The setting for the printing paper size is incorrect. Set it correctly. In the area labeled "XXX", "LTR", "LGL", or "A4" will appear.
PAPER OUT (###)	The paper has run out and the data is read into memory.
LOAD DOCUMENT(S)	Set the document(s) in the unit.
NO RESPONSE	Line error, or no answer from the receiver.
RETURN ORG. ## SHEETS	Paper jam in the SPF. When the memory is full and there is a line error, the display alternates between the RETURN ORG. and MEMORY FULL messages.

Chapter Seven

CLEANING AND MAINTENANCE

Cleaning the Outside

Clean the outside surfaces of the WorkCentre by wiping them with a soft, clean, lint-free cloth.

•   Keep the front cover closed when cleaning the outside of the WorkCentre.

•   You can dampen the cloth slightly with water, but be careful not to let any water drip onto the WorkCentre or inside it.

Warning: Always unplug the power cord before cleaning any part of the WorkCentre.

7

CLEANING THE GLASS AND COVER

Cleaning the Glass and Cover

Keeping the document glass clean helps ensure the best possible copies. Xerox suggests that you clean the document glass at the start of each day and during the day as needed.

⚠️

Caution: Do not pour or spray water directly onto any part of the WorkCentre.

1 Slightly dampen a soft lint-free cloth or paper towel with water.

2 Lift the document cover.

3 Wipe the surface of the document glass until it is clean and dry.

4 Wipe the underside of the white document cover until it is clean and dry.

5 Close the document cover.

Note: Be sure to clean both areas of the glass – the main area and the small thin strip on the left edge.

CLEANING THE DRUM CARTRIDGE

Cleaning the Drum Cartridge

If some of the print is missing, or black spots appear, you may need to clean the surface of the drum. Otherwise, it may become damaged and will have a serious effect on the print quality.

⚠️

Caution: Because the drum surface is very sensitive, you must take extreme care when cleaning it.

- Do not let the drum surface come into contact with fingerprints, water, alcohol or other solvents that will damage the drum surface.

- Do not touch the drum surface with the edges of the rolled-up paper (see step #4, page 7.4).

To clean the drum surface

Unplug the power cord.

1

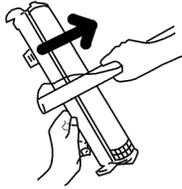Remove the toner cartridge. (Refer to *Replacing the Toner Cartridge*).

2

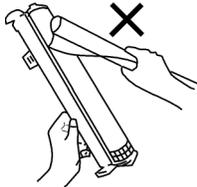Remove the drum cartridge. (Refer to *Replacing the Drum Cartridge*).

3

7

S E R V I C E

Note: Be sure to hold the rolled-up paper at a right angle to the cartridge.

4 Take a sheet of clean paper and roll it into a tube. Roll it tightly so that the diameters of the holes at each end are less than the thickness of your little finger.

5 Holding the drum cartridge as shown, gently rub the surface of the drum with the rolled-up paper to remove any particles of toner caking on the drum into a wastebasket or onto a prepared surface.

6 Replace the drum cartridge.

7 Replace the toner cartridge.

Service

It is important that you speak with a service representative to resolve any persistent problem. The service representative will direct you as to what action must be taken.

The WorkCentre **cannot** be shipped for service without the authorization of a service representative.

For frequently asked questions, visit the Xerox Web site at: http://www.xerox.com or call our experts at:
1 - 800 - TEAM - XRX (1 - 800 - 832 - 6979)

Chapter Eight

CONSUMABLES

The toner cartridge and the drum cartridge in your WorkCentre are "consumable" parts. This means that after a certain period of use, these parts will need to be replaced. The part numbers for these parts are as follows.

Toner Cartridge:	Part Number: 6R916
Drum Cartridge:	Part Number: 13R553

Note: Replacement of drum cartridges, toner cartridges, and other supplies are customer maintenance responsibilities and are not covered by the warranty.
See the warranty card.

8

COPY/PRINT COUNT

Copy/Print Count

For Copy/Print Count, press and hold the Clear button. The display will flash numbers three at a time and will repeat until letting go of the Clear button. (Example: If the machine flashes 002 123 this equates to 2,123 copies/prints or if the machine flashes 014 356 this equates to 14,356 copies/prints.).
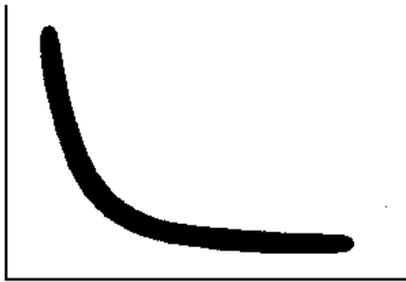
Toner Cartridge Yield

The graph shows how the number of copies/prints per cartridge decreases as the printed area increases.

Factors which can affect the toner cartridge yield are:

• The size of the document being copied/printed.

• Dark backgrounds.

• High humidity.

To get the most from your toner cartridge:

• Always copy with the document cover closed.

• Use Toner Saver Mode.

Note: The main factor affecting toner cartridge yield is the printed area of a document.

STORAGE

Storage

The toner cartridge and drum cartridge should always be stored in sealed opaque bags to protect them from direct sunlight. The toner cartridge and the drum cartridge should be stored at temperatures between 0°C (32°F) and 40°C (104°F).

Caution: Do not store the toner cartridge and drum cartridge in the following places:

- Direct sunlight
- Dusty places
- Places which experience extreme changes in humidity
- Places where corrosive gases are present
- Places where the air is particularly salty

8

REPLACING THE TONER CARTRIDGE

Replacing the Toner Cartridge

If you notice that the print quality is becoming more and more faint, remove the toner cartridge and shake it gently from side to side to distribute the toner evenly through the cartridge. If there are thin lines around the toner cartridge roller, it is probably time to replace the toner cartridge. The order number for the toner cartridge is **6R916**.
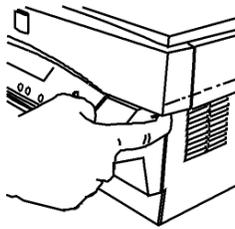
1 Open the front door by pushing in on the front door latches on each side of the front door.
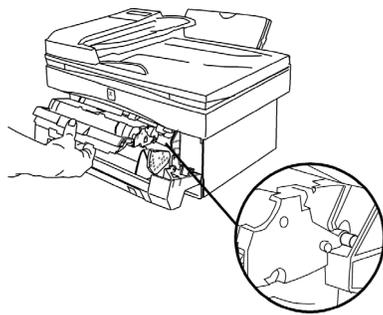
2 Gently pull out the toner cartridge as shown below. The toner cartridge will slide out along the runners. Do not pull it all the way out of the WorkCentre.

3 When the toner cartridge is near the end of the runners, hold the handle to support the toner cartridge, and then pull it clear of the WorkCentre.

DRUM CARTRIDGE LIFE

Recycle the toner cartridge by returning it to Xerox.

4

Note: Use the recycle label packed with the toner cartridge for instructions on returning the used toner cartridge to Xerox. Help the environment by recycling your used toner cartridge.

Refer to *Installing the Toner Cartridge.*

5

Drum Cartridge Life

The rated life for the drum cartridge is approximately 18,000 pages. When the drum light comes on, there are 1,000 more pages able to be copied/printed until drum end of life. The order number for the drum cartridge is **13R553**.

8

Replacing the Drum Cartridge

Ensure that you follow steps 1 through 14 **(it is essential that you complete all 14 steps in order for the WorkCentre to operate).** If you have a J2 fault code and the drum indicator is blinking, the drum cartridge has reached end of life. The order number for the drum cartridge is **13R553**.
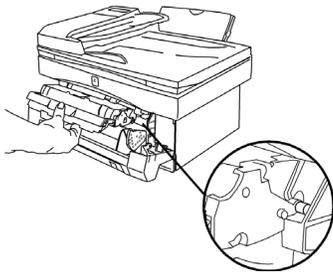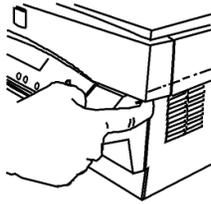
Note: Let the WorkCentre cool before performing the procedure.

⚠ *Caution: Handle the drum cartridge very gently during installation to avoid any possible damage to the drum surface.*

REPLACING THE DRUM CARTRIDGE

1 Open the front cover by pulling it forward.

2 Place some scrap paper on a nearby level surface.

3 Gently pull out the toner cartridge. Do not pull it all the way out of the WorkCentre.

4 Hold the handle to support the toner cartridge, and then pull it clear of the WorkCentre.

Warning: The fusing unit beneath the drum cartridge becomes very hot when the WorkCentre is in use. Be careful not to touch the fusing unit when removing the drum cartridge.

5 Place the toner cartridge on the scrap paper prepared in step 2.

REPLACING THE DRUM CARTRIDGE

6 Hold the tabs on the drum cartridge handle between your thumbs and index fingers, and gently pull the drum cartridge up and out in a circular motion to lift it clear of the WorkCentre.
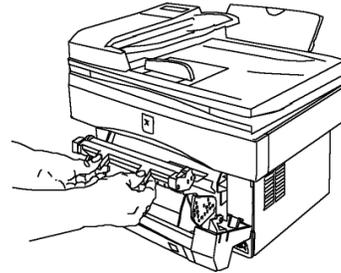
⚠ *Caution: The new drum cartridge is sealed with a sheet of black protective paper to shield the drum from light. To prevent damage to the drum surface, do not remove the protective paper until you have inserted the cartridge into the WorkCentre.*

7 Remove the new drum cartridge from the plastic bag and set it down on a clean, uncluttered and level surface.
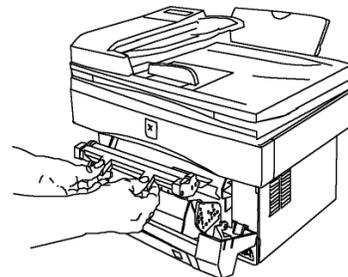
8 Place the used cartridge into the empty bag, and seal the bag.

9 Hold the tabs on the new drum cartridge handle between your thumbs and index fingers. Slide the drum cartridge along the runners into the WorkCentre.
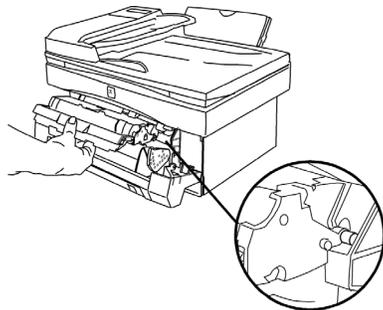
8

REPLACING THE DRUM CARTRIDGE

10 Carefully remove the sheet of black protective paper from the drum cartridge, making sure not to leave any torn pieces of paper in the WorkCentre.

Note: Help the environment by recycling your used drum cartridge. Use the recycle sticker packed with the drum cartridge for instructions on returning the used drum cartridge to Xerox.

11 Replace the toner cartridge. Hold the handle of the toner cartridge so that the stamped markings on top of the cartridge are facing upward.

12 Gently insert the toner cartridge inside the WorkCentre.

13 Push where indicated (in the illustration) until the toner cartridge is fully inside the WorkCentre and the handle springs back.

14 Ensure that the WorkCentre power is on. You must hold in the button indicated and close the cover at the same time. Continue to hold the button for three seconds, then release the button. The three Copy Contrast LEDs will flash and return to ready state. If the J2 code is still present, repeat this step.