

XEROX®

laser printer

User Guide



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Safety Notes

Read these safety notes carefully before using this product to ensure you operate the equipment safely.

Your Xerox product and recommended supplies have been designed and tested to meet strict safety requirements. These include safety agency approval, and compliance to established environmental standards. Please read the following instructions carefully before operating the product and refer to them as needed to ensure the continued safe operation of your product.

The safety and environment testing and performance of this product have been verified using Xerox materials only.

WARNING: Any unauthorized alternation, which may include the addition of new functions or connection of external devices, may impact the product certification. Please contact your authorized local dealer for more information

Warning Markings

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



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



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

Electrical Supply

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



WARNING: This product must be connected to a protective earth circuit.

This product is supplied with a plug that has a protective earth pin. This plug will fit only into an earthed electrical outlet. This is a safety feature. To avoid risk of electric shock, contact your electrician to replace the electrical outlet if you are unable to insert the plug into it. Never use an earthed adapter plug to connect the product to an electrical outlet that lacks an earth connection terminal.

Operator Accessible Areas

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

Maintenance

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

Cleaning Your Product

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

WARNING - Electrical Safety Information

- Use only power cord supplied with this equipment.
- Plug the power cord directly into a grounded electrical outlet. Do not use an extension cord. If you do not know whether or not an outlet is grounded, consult a qualified electrician.
- This equipment is to be operated from the type of electrical supply indicated on the product data plate label. If this machine needs to be moved to a different location, contact a Xerox service representative or your authorized local representative or service support organization.
- Improper connection of the equipment-grounding conductor can result in electrical shock.
- **Do not** place this equipment where people might step on or trip on the power cord.
- **Do not** place objects on the power cord.
- **Do not** override or disable electrical or mechanical interlocks.
- **Do not** obstruct the ventilation openings.
- **Never** push objects of any kind into slots or openings on this equipment
- If any of the following conditions occur, switch off the power to the machine immediately and disconnect the power cord from the electrical outlet. Call an authorized local service representative to correct the problem.
 - The equipment emits unusual noise or odors.

- The power cord is damaged or frayed.
- A wall panel circuit breaker, fuse, or other safety device has been tripped.
- Liquid is spilled into the copier/printer.
- The equipment is exposed to water.
- Any part of the equipment is damaged.

Disconnect Device

The power cable is the disconnect device for this equipment. It is attached to the back of the machine as a plug-in device. To remove all electrical power from the equipment, disconnect the power cable from the electrical outlet.

Operational Safety Information

To ensure the continued safe operation of your Xerox equipment, follow these safety guidelines at all times.

Do These:

- Always connect equipment to a correctly grounded power outlet. If in doubt, have the outlet checked by a qualified electrician.
- This equipment must be connected to a protective earth circuit.

This equipment is supplied with a plug that has a protective earth pin. This plug will fit only into an earthed electrical outlet. This is a safety feature. To avoid risk of electric shock, contact your electrician to replace the electrical outlet if you are unable to insert the plug into it. Never use a plug that lacks an earth connection terminal to connect the product to an electrical outlet.

- Always follow all warnings and instructions that are marked on or supplied with the equipment.
- Always exercise care when moving or relocating equipment. Please contact your local Xerox Service Department, or your local support organization to arrange relocation of the product to a location outside of your building.
- Always locate the equipment in an area that has adequate ventilation, and the room for servicing. See install guide for minimum dimensions
- Always use materials and supplies specifically designed for your Xerox equipment. Use of unsuitable materials may result in poor performance.
- Always unplug this equipment from the electrical outlet before cleaning.

Do Not Do These:

- Never use a plug that lacks an earth connection terminal to connect the product to an electrical outlet.
- Never attempt any maintenance function that is not specifically described in this documentation.
- This equipment should not be placed in a built-in installation unless proper ventilation is provided, please contact your Authorized local dealer for further information.
- Never remove covers or guards that are fastened with screws. There are no operator serviceable areas within these covers.
- Never locate the equipment near a radiator or any other heat source.
- Never push objects of any kind into the ventilation openings.
- Never override or "cheat" any of the electrical or mechanical interlock devices.
- Never operate the equipment if you notice unusual noises or odors. Disconnect the power cord from the electrical outlet and contact your local Xerox Service Representative or Service Provider immediately.

Maintenance Information

Do not attempt any maintenance procedure that is not specifically described in the documentation that is supplied with your copier/ printer.

- Do not use aerosol cleaners. The use of cleaners that are not approved may cause poor performance of the equipment, and could create a dangerous condition.
- Use supplies and cleaning materials only as directed in this manual. Keep all of these materials out of the reach of children.
- Do not remove covers or guards that are fastened with screws. There are no parts behind these covers that you can maintain or service.
- Do not perform any maintenance procedures unless you have been trained to do them by an authorized local dealer or unless a procedure is specifically described in the user manuals.

Ozone Safety Information

This product will produce ozone during normal operation. The ozone produced is heavier than air and is dependent on copy volume. Providing the correct environmental parameters as specified in the Xerox installation procedure will ensure that the concentration levels meet safe limits.

If you need additional information about ozone, please request the Xerox publication Ozone by calling 1-800-828-6571 in the United States and Canada. In other markets please contact your authorized local dealer or Service Provider.

For Consumables

Store all consumables in accordance with the instructions given on the package or container.

- Keep all consumables away from the reach of children.
- Never throw toner, print cartridges or toner containers into an open flame.

Radio Frequency Emissions

United States, Canada, Europe, Australia/New Zealand

NOTE: This equipment has been tested and found to comply with the limits for a class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications.

Changes and modifications to this equipment not specifically approved by Xerox may void the user's authority to operate this equipment.

Laser Safety Information

CAUTION: Use of controls, adjustments or performance of procedure other than those specified herein may result in hazardous light exposure.

With specific regard to laser safety, the equipment complies with performance standards for laser product set by government, national and international agencies as a Class 1 laser product. It does not emit hazardous light, as the beam is totally enclosed during all phases of customer operation and maintenance.

Product Safety Certification

This product is certified by the following Agency using the Safety standards listed.

Agency	Standard
Underwriters Laboratories Inc.	UL60950-1st Edition (USA/Canada)
SEMKO	IEC60950-1st Edition (2001)

This product was manufactured under a registered ISO9001 Quality system.

Regulatory Information

CE Mark

The CE mark applied to this product symbolizes Xerox's declaration of conformity with the following applicable Directives of the European Union as of the dates indicated:

January 1, 1995: Council Directive 72/23/EEC amended by Council directive 93/68/EEC, approximation of the laws of the member states related to low voltage equipment.

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

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

A full declaration of conformity, defining the relevant directives and referenced standards, can be obtained from your Authorized local dealer.

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

Environmental Compliance

USA

Energy Star



As an ENERGY STAR® partner, Xerox Corporation has determined that (the basic configuration of) this product meets the ENERGY STAR guidelines for energy efficiency.

The ENERGY STAR and ENERGY STAR MARK are registered United States trademarks.

The ENERGY STAR Office Equipment Program is a team effort between U.S., European Union and Japanese governments and the office equipment industry to promote energy-efficient copiers, printers, fax, multifunction machine, personal computers, and monitors. Reducing product energy consumption helps combat smog, acid rain and long-term changes to the climate by decreasing the emissions that result from generating electricity.

Xerox ENERGY STAR equipment is preset at the factory to enter a "low power" state and/or shut off completely after a specified period of use. These energy-saving features can reduce product energy consumption in half when compared to conventional equipment.

Canada



Environmental Choice

Terra Choice Environmental Serviced, Inc. of Canada has verified that this product conforms to all applicable Environmental Choice EcoLogo requirements for minimized impact to the environment.

As a participant in the Environmental Choice program, Xerox Corporation has determined that this product meets the Environmental Choice guidelines for energy efficiency.

Environment Canada established the Environmental Choice program in 1988 to help consumers identify environmentally responsible products and services. Copier, printer, digital press and fax products must meet energy efficiency and emissions criteria, and exhibit compatibility with recycled supplies. Currently, Environmental Choice has more than 1600 approved products and 140 licensees. Xerox has been a leader in offering EcoLogo approved products.

Product Recycling and Disposal

European Union



Domestic/Household Environment

Application of this symbol on your equipment is confirmation that you should not dispose of the equipment in the normal household waste stream.

In accordance with European legislation, end of life electrical and electronic equipment subject to disposal must be segregated from household waste.

Private households within EU member states may return used electrical and electronic equipment to designated collection facilities free of charge. Please contact your local disposal authority for information.

In some member states, when you purchase new equipment, your local retailer may be required to take back your old equipment free of charge. Please ask your retailer for information.



Professional/Business Environment

Application of this symbol on your equipment is confirmation that you must dispose of this equipment in compliance with agreed national procedures.

In accordance with European legislation, end of life electrical and electronic equipment subject to disposal must be managed within agreed procedures.

Prior to disposal, please contact your local dealer or Xerox representative for end of life takeback information.

North America

Xerox operates an equipment takeback and reuse/recycle program. Contact your Xerox sales representative (1-800-ASK-XEROX) to determine whether this Xerox product is part of the program. For more information about Xerox environmental programs, visit www.xerox.com/environment or for recycling and disposal information, contact your local authorities. In the United States, you may also refer to the Electronic Industries Alliance web site: www.eiae.org.

Others Countries

Please contact your local waste authorities and request disposal guidance.

1 Introduction

Congratulations on the purchase of your printer!

This chapter includes:

- **Special features**
- **Printer overview**
- **Finding more information**

Special features

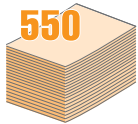
Your new printer is equipped with several special features that improve the print quality. You can:

Print with excellent quality and high speed



- You can print up to **1200 x 1200 dpi** effective output. See the **Software Section**.
- Your printer prints A4-sized paper at up to 28 ppm^a and letter-sized paper at up to 30 ppm. For duplex printing, your printer prints A4-sized paper at up to 19 ipm^b and letter-sized paper at up to 21 ipm.

Handle paper flexibly



- The multi-purpose tray supports letterheads, envelopes, labels, transparencies, custom-sized materials, postcards, and heavy paper. The multi-purpose tray holds up to 50 sheets of plain paper.
- The **250-sheet** tray 1 and **250-sheet** optional tray 2 support plain paper in various sizes.
- Two output tray; select either the output tray (face-down) or the rear cover (face-up) for the most convenient access.
- **Straight-through paper path** capability from the multi-purpose tray to the rear cover.

Create professional documents



- Print **Watermarks**. You can customize your documents with words, such as "Confidential." See the **Software Section**.
- Print **Booklets**. This feature enables you to easily print a document to create a book. Once printed, all you have to do is fold and staple the pages. See the **Software Section**.
- Print **Posters**. The text and pictures of each page of your document are magnified and printed across the sheet of paper and can then be taped together to form a poster. See the **Software Section**.

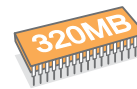
a. pages per minute
b. images per minute

Save time and money



- This printer allows you to use toner save mode to save toner. See page 2.7.
- You can print on both sides of the paper to save paper (**Double-sided printing**).
- You can print multiple pages on a single sheet of paper to save paper (**2-Up printing**). See the **Software Section**.
- You can use preprinted forms and letterhead with plain paper. See the **Software Section**.
- This printer automatically **conserves electricity** by substantially reducing power consumption when not in use.

Expand the printer capacity



- The Phaser 3428/D has 32 MB of memory which can be expanded to **288 MB**. The Phaser 3428/DN has 64 MB of memory which can be expanded to **320 MB**. See page 10.1.
- A **Network interface** enables network printing.
- You can add a 250-sheet optional tray 2 to your printer. This tray lets you add paper to the printer less often.
- A PostScript 3 Emulation* (PS) enables PS printing (Phaser 3428/DN only).

* Zoran IPS Emulation compatible with PostScript 3



- © Copyright 1995-2005, Zoran Corporation. All rights reserved. Zoran, the Zoran logo, IPS/PS3 and OnImage are trademarks of Zoran Corporation.
- * 136 PS3 fonts
- Contains UFST and MicroType from Monotype Imaging Inc.

Print in various environments

- You can print in **Windows 95/98/Me/NT 4.0/2000/XP/2003**.
- Your printer is compatible with **Macintosh** (Phaser 3428/DN only).
- Your printer comes with both **Parallel** and **USB** interfaces.
- You can also use a **network interface**. The Phaser 3428/DN come with a built-in network interface, 10/100 Base TX.

Printer features

The table below lists a general overview of features supported by your printer.

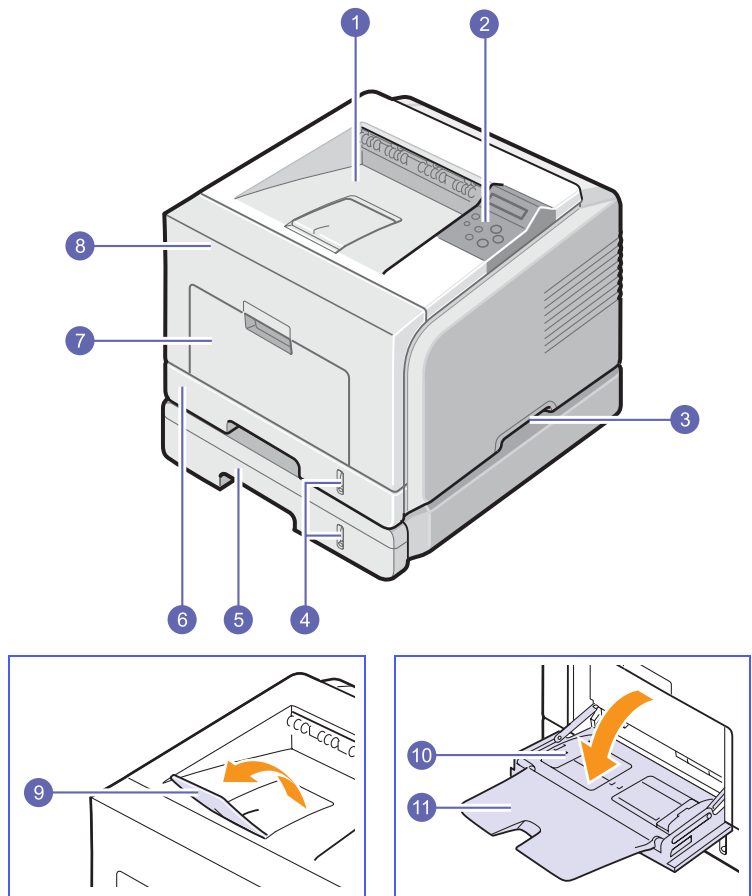
(I: Installed, O: Option, NA: Not Available)

Features	Phaser 3428/D	Phaser 3428/DN
IEEE 1284 Parallel	I	I
USB 2.0	I	I
Network Interface (Ethernet 10/100 Base TX)	NA	I
PostScript* Emulation	NA	I
Duplex printing ^a	I	I

a. Printing on both sides of paper.

Printer overview

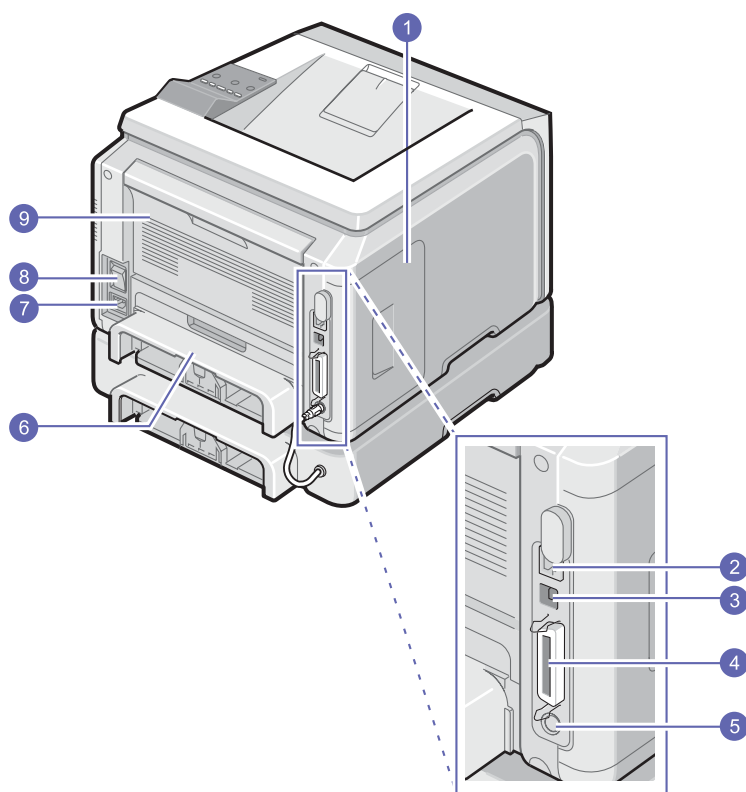
Front view



* The figure above shows an Phaser 3428/ DN with all available options.

1	output tray	7	multi-purpose tray
2	control panel	8	front cover
3	handle	9	output support
4	paper level indicator	10	multi-purpose tray paper width guides
5	optional tray 2	11	multi-purpose tray extension
6	tray 1		

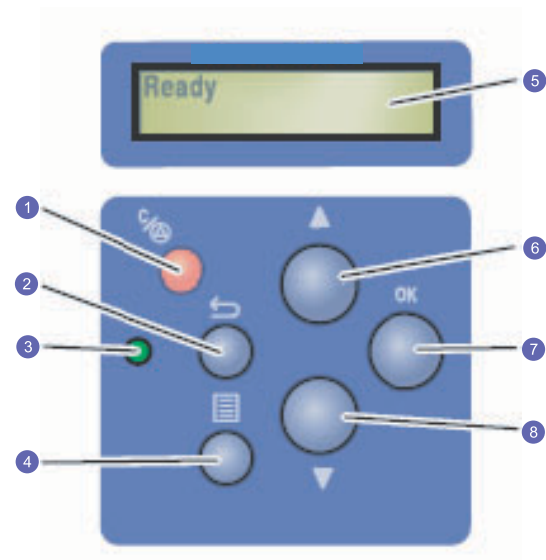
Rear view



* The figure above shows an Phaser 3428/DN with all available options.

1	control board cover	6	duplex unit
2	network port	7	power receptacle
3	USB port	8	power switch
4	parallel port	9	rear cover
5	optional tray 2 cable connector		

Control panel overview

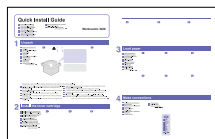


1	Stop: Cancel an operation at any time.
2	Back: Sends you back to the upper menu level.
3	Status: Shows the status of your printer. See page 9.6.
4	Menu: Enters Menu mode and arrows through the available menus.
5	LCD: Displays the printer status, error messages and menus in progress.
6	Up Arrow button: The option available in the selected menu increase values.
7	OK: Confirms the selection on the display.
8	Down Arrow button: The option available in the selected menu decrease values.

Finding more information

You can find information for setting up and using your from the following resources, either printed or onscreen.

Quick Install Guide



Provides information on setting up your printer and, therefore, be sure to follow the instructions in the guide to get the printer ready.

Online User's Guide



Provides you with step-by-step instructions for using your printer's full features, and contains information for maintaining your printer, troubleshooting, and installing accessories.

This user's guide also contains the **Software Section** providing you with information on how to print documents with your printer on various operating systems, and how to use the supplied software utilities.



Note

You can access the user's guides in other languages from the **Manual** folder on the printer driver CD.

Printer Driver Help



Provides you with help information on printer driver properties and instructions for setting up the properties for printing. To access a printer driver help screen, click **Help** from the printer properties dialog box.

Xerox website

If you have Internet access, you can get help, support, printer drivers, manuals, and order information from the **Xerox** website, www.xerox.com/office/support.

Selecting a location

Select a level, stable place with adequate space for air circulation. Allow extra space for opening covers and trays.

The area should be well-ventilated and away from direct sunlight or sources of heat, cold, and humidity. Do not set the printer close to the edge of your desk or table.

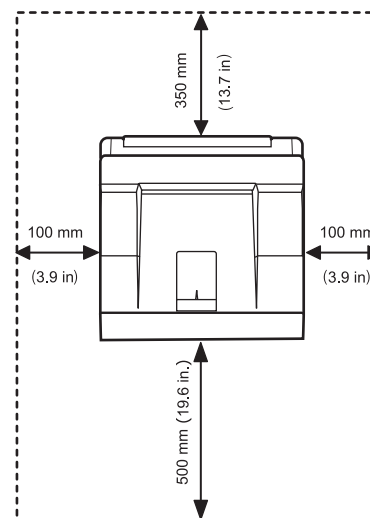
Clearance space

Front: 500 mm (enough space so that trays can be opened or removed)

Back: 350 mm (enough space to allow opening of the **rear cover** or the **duplex unit**)

Right: 100 mm (enough space for ventilation)

Left: 100 mm (enough space to allow opening of the control board cover)



2 System setup

This chapter provides step by step information on setting up your printer.

This chapter includes:

- **Using control panel menus**
- **Menu overview**
- **Printing a demo page**
- **Changing the display language**
- **Using toner save mode**

Using control panel menus

A number of menus are available to make it easy for you to change the printer settings. The diagram on the next column shows the menus and all of the menu items available in each menu. The items in each menu and the options you can select are described in more detail in the tables beginning on page 2.2.

Accessing control panel menus

You can control your printer from the printer's control panel. You can also set the control panel menus while the printer is in use.

- 1 Press **Menu** until the menu you want appears on the bottom line of the display and press **OK**.
- 2 Press the **Scroll** buttons until the desired menu item appears and press **OK**.
- 3 If the menu item has sub menus, repeat step 2.
- 4 Press the **Scroll** buttons to access the desired setting option or the required value.
- 5 Press **OK** to save your selection.
An asterisk (*) appears next to the selection on the display, indicating that it is now the default.
- 6 Press **Stop** to return to Standby mode.
After 30 seconds of inactivity (no key being pressed), the printer automatically returns to Standby mode.

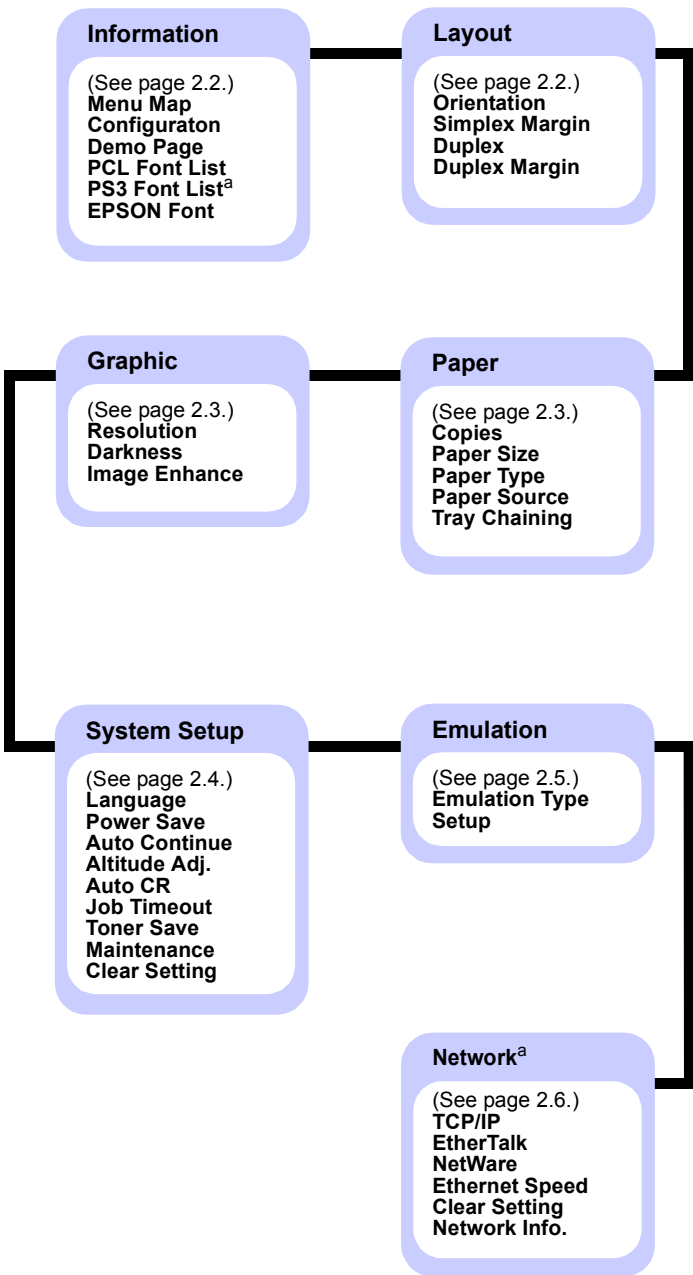


Note

Print settings made from the printer driver on a connected computer override the settings on the control panel.

Menu overview

The control panel menus are used to configure the printer. The control panel provides access to the following menus:



a. Available with the Phaser 3428/DN.



Information menu

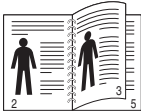
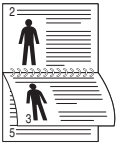


This menu contains printer information pages that give details about the printer and its configuration.

Item	Explanation
Menu Map	The menu map shows the layout and current settings of the control panel menu items.
Configuraton	The configuration page shows the printer's current configuration. See page 8.1.
Demo Page	The demo page allows you to check if your printer properly performs printing. See page 2.6.
PCL Font List PS3 Font List EPSON Font	The font sample list shows all of the fonts currently available in the selected language. <div><div>Note</div><div>This PS3 Font List is available only with the Phaser 3428/DN.</div></div>

Layout menu

Use the **Layout** menu to define all settings relating to output.

Item	Explanation
Orientation	<div>Values: Portrait, Landscape</div> <p>Choose the default orientation of the print image on the page.</p> <div><div> Portrait</div><div> Landscape</div></div>
Simplex Margin	<div>Values: 0.0</div> <p>Set the margin of print materials for one-sided printing. You can increase or decrease the value in 0.1 mm increments.</p> <ul style="list-style-type: none">• Top Margin: Set the top margin, from 0.0 to 250 mm.• Left Margin: Set the left margin, from 0.0 to 164 mm.

Item	Explanation
Duplex	<div>Values: Off, Long Edge, Short Edge</div> <p>To print on both sides of paper, choose the binding edge as follows.</p> <ul style="list-style-type: none">• Long Edge: Flip on the long edge. Prints pages to read like a book.• Short Edge: Flip on the short edge. Prints pages to read by flipping over like a note pad. <div><div></div><div>Long Edge in the Portrait orientation</div><div></div><div>Long Edge in the Landscape orientation</div><div></div><div>Short Edge in the Portrait orientation</div><div></div><div>Short Edge in the Landscape orientation</div><p>Select Off to print on one side of the paper.</p></div>
Duplex Margin	<div>Values: Top/Left, Short/Long</div> <p>In this menu, you can set the margins for double-sided printing. You can increase or decrease the value in 0.1 mm increments.</p> <ul style="list-style-type: none">• Top Margin: Set the top margin, from 0.0 to 9.9 mm.• Left Margin: Set the left margin, from 0.0 to 9.9 mm.• Short Binding: Set the bottom margin of the back of the page for short binding, from 0.0 to 22 mm.• Long Binding: Set the right margin of the back of the page for long binding, from 0.0 to 22 mm.

Paper menu

Use the **Paper** menu to define all settings relating to print material input and output, as well as the specific print material you are using with your printer.

Item	Explanation
Copies	<div>Values: 1 ~ 999</div> <p>Set the default number of copies by selecting any number from 1 to 999.</p>
Paper Size	<div>Values: A4, A5, A6, JIS B5, ISO B5, Letter, Legal, Executive, No.10 Env., Monarch Env., DL Env., C5 Env., C6 Env., US Folio, Oficio, Custom Paper</div> <p>Select the paper size currently loaded in the tray.</p>
Paper Type	<div>Values: Plain Paper, Bond, Transparency, Envelope, Labels, Card Stock, Preprinted, Color Paper, Cotton Paper, Recycled, Archive, Thick, Thin</div> <p>Select the paper type currently loaded in the tray.</p>
Paper Source	<div>Values: Auto, Tray 1, Tray 2, MP Tray, Manual Tray,</div> <p>Using this item, you can set which tray you want to use.</p> <ul style="list-style-type: none">• If you select Auto, the printer can automatically determine the source.• Select MP Tray or Manual Tray to use the multi-purpose tray.• Tray 2 is available only when an optional tray 2 is installed.
Tray Chaining	<div>Values: Off, On</div> <p>When you select any other value except Auto from Paper Source and the selected tray is empty, the printer automatically prints from other trays.</p> <p>If this menu item is set to Off, the Status LED lights red and the printer doesn't work until you insert paper into the specified tray.</p>

Graphic menu

Use the **Graphic** menu to change settings affecting the quality of the printed characters and images.

Item	Explanation
Resolution	<div>Values: 600dpi-Normal, 1200dpi-Best</div> <p>Specify the number of dots printed per inch (dpi). The higher the setting, the sharper printed characters and graphics.</p> <ul style="list-style-type: none">• If your print jobs are mostly text, select 600dpi-Normal for the highest quality printing.• Select 1200dpi-Best when your job contains bitmapped images, such as scanned photos or some graphics, that will benefit from enhanced line screening.
Darkness	<div>Values: Normal, Light, Dark</div> <p>You can lighten or darken the print on the page by changing the toner density setting. The Normal setting usually produces the best result. Use the Light toner density setting to save toner.</p>
Image Enhance	<div>Values: Normal, Text Enhance</div> <p>This item enhances the print quality.</p> <ul style="list-style-type: none">• Normal: Doesn't enhance the quality.• Text Enhance: Enhances letters and simple figures.

System Setup menu



Use the **System Setup** menu to configure a variety of printer features.

Item	Explanation
Language	<p>Values: English, FRANCAIS, Espanol, B. Portugues, Deutsch, Italiano,...</p> <p>This setting determines the language of the text that appears on the control panel display and information printing.</p>
Power Save	<p>Values: [5] Min, [10] Min, [15] Min, [30] Min, [60] Min, [120] Min</p> <p>When the printer does not receive data for an extended period of time, power consumption is automatically lowered. You can set how long the printer waits before going to power save mode.</p>
Auto Continue	<p>Values: Off, On</p> <p>This item determines whether or not the printer continues printing when it detects the paper unmatched to your paper setting.</p> <ul style="list-style-type: none">• Off: If a paper mismatch occurs, the message will remain on the display and the printer will remain off-line until you insert the correct paper.• On: If the paper is mismatched occurs, an error message will display. The printer will go offline for 30 seconds, then automatically clear the message and continue printing.
Altitude Adj.	<p>Values: Plain, High</p> <p>You can optimize print quality according to your altitude.</p>
Auto CR	<p>Values: LF, LF+CR</p> <p>This item allows you to append the required carriage return to each line feed.</p> <p>Refer to the following samples:</p> <div><div>AA BB CC</div><div>LF</div><div>AA BB CC</div><div>LF+CR</div></div>

Item	Explanation
Job Timeout	<p>Values: 0 ~ 1800 sec</p> <p>You can set the length of time the printer waits before printing the last page of a print job that does not end with a command to print the page.</p> <p>When a print time-out occurs, the printer prints the page in the print buffer.</p>
Toner Save	<p>Values: Off, On</p> <p>Selecting this item extends the life of your toner cartridge and reduces your cost per page without a significant reduction in print quality.</p> <ul style="list-style-type: none">• Off: If you don't need to save toner when printing a document, select this option.• On: Select this item to allow the printer to use less toner on each page.
Maintenance	<p>This item allows you to maintain your printer.</p> <ul style="list-style-type: none">• Clean Drum: Cleans the OPC drum of the cartridge and produces a cleaning sheet with toner debris on it.• Clean Fuser: Cleans the fuser unit inside of the printer and produces a cleaning sheet with toner debris on it.• CLR Empty MSG.: Prevents the Toner Low Replace Toner message from appearing on the display. Once you have selected On, this setting will be permanently written to the memory of the toner cartridge, and this menu will be disappeared from the Maintenance menu.• Supplies Life: This item allows you to check how many pages are printed and how much toner are left in the cartridge.
Clear Setting	<p>This menu item allows you to restore the printer's factory default settings.</p>

Emulation menu

Use the **Emulation** menu to configure printer language emulation.

Item	Explanation
Emulation Type	<div>Values: Auto, PCL, PostScript, EPSON, IBM ProPrint</div> <p>The printer language defines how the computer communicates with the printer. If you select Auto, your printer can change the printer language automatically.</p> <div> Note This PostScript is available only with the Phaser 3428/DN.</div>
Setup	<div>Values: PCL, PostScript, EPSON</div> <p>See the tables on page 2.5 to configure the printer language.</p> <div> Note This PostScript is available only with the Phaser 3428/DN.</div>

PCL

This menu sets the PCL emulation configuration. You can set the font type, symbol type, lines per page, and point size.

Item	Explanation
Typeface	<div>Values: PCL1 ~ PCL68</div> <p>You can select the standard font to be used in PCL emulation.</p> <ul style="list-style-type: none">PCL1~PCL7's interval between letters is fixed, and PCL8~PCL45's interval is proportional to the font type and point size. You can adjust the font size of PCL1~PCL7, PCL55, PCL56 using the Pitch item, and PCL8~PCL45, PCL57~PCL68 can do using Point Size item.PCL46~PCL54's interval and point size are fixed.
Symbol	<div>Values: ROMAN8 ~ PC737</div> <p>This item selects the symbol to be used in PCL emulation. The symbol is the group of numbers, marks, and special signs being used when printing letters.</p>
Point Size	<div>Values: 4.00 ~ 999.75 (0.25 unit)</div> <p>When you select one between PCL8 and PCL45 from the Typeface menu, you can determine the font size by setting the height of the characters in the font.</p>

Item	Explanation
Courier	<div>Values: Regular, Dark</div> <p>This item lets you select the version of Courier font to use.</p>
Pitch	<div>Values: 0.44 ~ 99.99 (0.01 unit)</div> <p>When you select one between PCL1 and PCL7 from the Typeface menu, you can determine the font size by setting the number of characters that will print in one horizontal inch of type. The default value, 10 is the best size.</p>
Lines	<div>Values: 5 ~ 128</div> <p>This item allows you to set vertical spacing from 5 to 128 lines for the default paper size. The lines may differ according to the paper size and printing orientation.</p>

PostScript (Phaser 3428/DN only)

This menu provides you with the Print PS Error menu item.

Item	Explanation
Print PS Error	<div>Values: On, Off</div> <p>You can select whether or not your printer prints an error list when a PS error occurs.</p> <ul style="list-style-type: none">Select On to print PS 3 emulation errors. If an error occurs, the job stops processing, the error message prints, and the printer flushes the job.If this menu is set to Off, the job is flushed without an indication of the error.

EPSON

This menu sets the EPSON emulation configuration.

Item	Explanation
Font	<div>Values: SANSEIF, ROMAN</div> <p>You can select the standard font will be used in EPSON emulation.</p>
Character Set	<div>Values: USA, FRANCE, GERMANY, UK, DENMARK1, SWEDEN, ITALY, SPAIN1, JAPAN, NORWAY, DENMARK2, SPAIN2, LATIN</div> <p>This item allows you to select a character set of the desired language.</p>

Item	Explanation
Character Tab.	<p>Values: ITALIC, PC437US, PC850</p> <p>This item selects the character set.</p>
Pitch	<p>Values: 10, 12, 17.14, 20</p> <p>You can determine the font size by setting the number of characters that will print in one horizontal inch of type.</p>
LPI	<p>Values: 6, 8</p> <p>You can set the number of lines printed in one vertical inch.</p>
Auto Wrap	<p>Values: Off, On</p> <p>This item determines whether or not the printer automatically performs line feed when the data overflows the printable area of the print material.</p>

Network menu (Phaser 3428/DN only)

This menu lets you configure the network interface installed in your printer. You can reset the network interface and print a configuration page.

Item	Explanation
TCP/IP	<p>Values: DHCP, BOOTP, Static</p> <p>This item allows you to manually set the TCP/IP addresses or receive the addresses from the network.</p> <ul style="list-style-type: none"> • DHCP: The DHCP server allots the IP address to you automatically. • BOOTP: The BOOTP server allots the IP address to you automatically. • Static: You can enter IP address, subnet mask, and gateway manually.
EtherTalk	<p>Values: Off, On</p> <p>This item lets you select whether or not you use the EtherTalk protocol.</p>

Item	Explanation
NetWare	<p>Values: Auto, 802.2, 802.3, Ethernet II, SNAP, Off</p> <p>This item lets you select the IPX frame type.</p> <ul style="list-style-type: none"> • Auto: You can set the frame type automatically. • 802.2: Select this value to use the IEEE 802.2 frame type. • 802.3: Select this value to use the IEEE 802.3 frame type. • Ethernet II: Select this value to use the Ethernet 2 frame type. • SNAP: Select this value to use the SNAP frame type. • Off: You can disable the NetWare protocol.
Ethernet Speed	<p>Values: Auto, 10M Half, 10M Full, 100M Half, 100M Full</p> <p>This item allows you to select the ethernet speed.</p>
Clear Setting	<p>This item performs a simple reset and restores the factory default settings for the network configuration. This setting will only take effect after you have reset the printer.</p>
Network Info.	<p>This item print a page showing the network parameters you set.</p>

Printing a demo page

Print a demo page to make sure that the printer is operating correctly.

- 1 Press **Menu** and then **OK** when **Information** appears.
- 2 Press the **Scroll** buttons until **Demo Page** appears and press **OK**.
A demo page prints out.

Changing the display language

To change the language that is displayed on the control panel, follow these steps:

- 1 Press **Menu** until **System Setup** appears on the bottom line of the display and press **OK**.
- 2 Press **OK** when **Language** appears.
- 3 Press the **Scroll** buttons to select the language you want and press **OK**.
- 4 Press **Stop** to return to Standby mode.

Using toner save mode

Toner save mode allows the printer to use less toner on each page. Activating this mode extends the life of your toner cartridge and reduces your cost per page beyond what one would experience in the normal mode, but it reduces print quality. This setting is not available with the 1200 dpi setting.

There are two ways to enable this mode:

From the control panel

To change the toner save mode from the **control panel**, follow these steps:

- 1 Press **Menu** until **System Setup** appears on the bottom line of the display and press **OK**.
- 2 Press **OK** when **Toner Save** appears.
- 3 Press the **Scroll** buttons to display **On** on the bottom line and press **OK**.
Selecting **Off** means that the toner save mode is deactivated.
- 4 Press **Stop** to return to Standby mode.

From the software application

You can set toner save mode from the printer properties window on your printer driver. See the **Software Section**.

3 Software overview

This chapter gives you an overview of the software that comes with your printer. Further details about installing and using the software are explained in the **Software Section**.

This chapter includes:

- **Supplied software**
- **Printer driver features**
- **System requirements**

Supplied software

You must install the printer software using the supplied CD after you have set up your printer and connected it to your computer.

CD provides you with the following software:

CD	Contents	
Printer software CD	Windows	<ul style="list-style-type: none">• Printer driver: Use this driver to take full advantage of your printer's features.• Status Monitor: Appears when printing errors occur.• Printer Settings Utility: You can configure print settings.• Postscript Printer Description (PPD) file: Use the PostScript driver to print documents with complex fonts and graphics in the PostScript language. (Phaser 3428/DN only)• SetIP: Use this program to set your printer's TCP/IP addresses. (Phaser 3428/DN only)• User's Guide in PDF
	Macintosh (Phaser 3428/DN only)	<ul style="list-style-type: none">• Postscript Printer Description (PPD) file: Use this file to run your printer from a Macintosh computer and print documents.

Printer driver features

Your printer drivers support the following standard features:

- Paper source selection
- Paper size, orientation and media type
- Number of copies

In addition, you can use various special printing features. The following table shows a general overview of features supported by your printer drivers:

Feature	Windows		Macintosh ^a
	PCL 6	PostScript ^a	PostScript
Toner save	O	O	X
Print quality option	O	O	O
Poster printing	O	X	X
Multiple pages per sheet (N-up)	O	O	O
Fit to page printing	O	O	O
Scale printing	O	O	O
Different source for first page	O	X	O
Watermark	O	X	X
Overlay	O	X	X

a Phaser 3428/DN only



Note

Overlay is not supported in Windows NT 4.0

System requirements

Before you begin, ensure that your system meets the following requirements:

Windows

Item	Requirements		Recommended
Operating system	Windows 95/98/Me/NT 4.0/2000/XP/2003		
CPU	Windows 95/98/Me/NT 4.0/2000	Pentium II 400 MHz or higher	Pentium III 933 MHz
	Windows XP/2003	Pentium III 933 MHz or higher	Pentium IV 1 GHz
RAM	Windows 95/98/Me/NT 4.0/2000	64 MB or more	128 MB
	Windows XP/2003	128 MB or more	256 MB
Free disk space	Windows 95/98/Me/NT 4.0/2000	300 MB or more	1 GB
	Windows XP/2003	1 GB or more	5 GB
Internet Explorer	5.0 or higher		



Note

For Windows NT 4.0/2000/XP/2003, users who have an administrator right can install the software.

Macintosh (Phaser 3428/DN only)

Item	Requirements
Operating system	Macintosh 8.6 ~ 9.2 and 10.1 ~ 10.4
RAM	128 MB
Free disk space	200 MB
Connection	USB interface, Network interface

4 Network setup (Phaser 3428/DN only)

This chapter gives you step-by-step instructions for setting up your printer for network connections.

This chapter includes:

- **Introduction**
- **Supported operating systems**
- **Configuring TCP/IP**
- **Configuring EtherTalk**
- **Configuring IPX frame types**
- **Setting Ethernet speed**
- **Restoring the network configuration**
- **Printing a network configuration page**

Introduction

Once you have connected your printer to a network with an RJ-45 Ethernet cable, you can share the printer with other network users.

You need to set up the network protocols on the printer to use it as your network printer.

Via the control panel

You can set up the following basic network parameters through the printer's control panel:

- Configure TCP/IP
- Configure IPX frame types for NetWare
- Configure EtherTalk

Supported operating systems

The following table shows the network environments supported by the printer:

Item	Requirements
Network interface	<ul style="list-style-type: none">• 10/100 Base-TX
Network operating system	<ul style="list-style-type: none">• Novell NetWare 4.x, 5.x, 6.x• Windows 95/98/Me/NT 4.0/2000/XP/2003• Mac OS 8.6 ~ 9.2 and 10.1 ~ 10.4• Various Linux OS
Network protocols	<ul style="list-style-type: none">• NetWare IPX/SPX• TCP/IP on Windows• EtherTalk
Dynamic addressing server	<ul style="list-style-type: none">• DHCP, BOOTP

- IPX/SPX: Internet Packet eXchange/Sequenced Packet eXchange
- TCP/IP: Transmission Control Protocol/Internet Protocol
- DHCP: Dynamic Host Configuration Protocol
- BOOTP: Bootstrap Protocol

Configuring TCP/IP

Your printer can be set up with a variety of TCP/IP network information, such as an IP address, a subnet mask, a gateway, and DNS addresses. There are several ways in which your printer can be assigned a TCP/IP address, depending on your network.

- Static addressing: A TCP/IP address is assigned manually by the system administrator.
- Dynamic addressing via BOOTP/DHCP (default): A TCP/IP address is assigned automatically by the server.



Note

Before configuring TCP/IP, you need to set the network protocol to TCP/IP.

Static addressing

To enter a TCP/IP address from your printer's control panel, take the following step:

- 1 Press **Menu** until **Network** appears on the bottom line of the display and press **OK**.
- 2 Press **OK** when **TCP/IP** appears.
- 3 Press the **Scroll** buttons until **Static** appears and press **OK**.
- 4 Press **OK** when **IP Address** appears.
- 5 Set the first byte between 0 and 255 using the **Scroll** buttons and press **OK** to move to the next byte.

Repeat this to complete the address from the 1st byte to the 4th byte.
- 6 When you have finished, press **OK**.
- 7 Repeat step 5 and 6 to configure the other TCP/IP parameters: subnet mask and gateway address.
- 8 Press **Stop** to return to Standby mode.

Dynamic addressing (BOOTP/DHCP)

To have a TCP/IP address assigned automatically by the server, take the following step:

- 1 Press **Menu** until **Network** appears on the bottom line of the display.
- 2 Press **OK** when **TCP/IP** appears.
- 3 Press the **Scroll** buttons until **DHCP** or **BOOTP** appears and press **OK**.
- 4 Press **Stop** to return to Standby mode.

Configuring EtherTalk

EtherTalk is AppleTalk used in an Ethernet network. This protocol is widely used in Macintosh network environments. To use EtherTalk, take the following step:

- 1 Press **Menu** until **Network** appears on the bottom line of the display and press **OK**.
- 2 Press the **Scroll** buttons until **EtherTalk** appears and press **OK**.
- 3 Press the **Scroll** buttons until **On** appears and press **OK**.
- 4 Press **Stop** to return to Standby mode.

Configuring IPX frame types

To use IPX/SPX protocol networks (for example, Novell NetWare), the format of the network communication frames must be specified for the printer. In most cases, you can keep the **Auto** setting. However, you can manually set the frame type format, if required. Take the following step to change the frame type format:

- 1 Press **Menu** until **Network** on the bottom line of the display and press **OK**.
- 2 Press the **Scroll** buttons until **NetWare** appears and press **OK**.
- 3 Press the **Scroll** buttons until the desired frame type appears.
 - **Auto**: Automatically senses and limits the frame type to the first one detected.
 - **802.2**: Limits the frame type to IPX over IEEE 802.2 with IEEE 802.3 frames. All others will be discarded.
 - **802.3**: Limits the frame type to IPX over IEEE 802.3 frames. All others will be discarded.
 - **Ethernet II**: Limits the frame type to IPX over Ethernet Frames. All others will be discarded.
 - **SNAP**: Limits the frame type to IPX over SNAP with IEEE 802.3 frames. All others will be discarded.
 - **Off**: The IPX/SPX protocol is disabled.
- 4 Press **OK** to save the selection.
- 5 Press **Stop** to return to Standby mode.

Setting Ethernet speed

You can select the communication speed for Ethernet connections.

- 1 Press **Menu** until **Network** appears on the bottom line of the display and press **OK**.
- 2 Press the **Scroll** buttons until **Ethernet Speed** appears and press **OK**.
- 3 Press the **Scroll** buttons until the speed you want appears and press **OK**.
- 4 Press **Stop** to return to Standby mode.

Restoring the network configuration

You can return the network configuration to its default settings.

- 1 Press **Menu** until **Network** appears on the bottom line of the display and press **OK**.
- 2 Press the **Scroll** buttons until **Clear Setting** appears and press **OK**.
- 3 Press **OK** when **Yes** appears to restore the network configuration.
- 4 Power the printer off and back on.

Printing a network configuration page

The network configuration page shows how the network interface card on your printer is configured.

- 1 Press **Menu** until **Network** appears on the bottom line of the display and press **OK**.
- 2 Press the **Scroll** buttons until **Network Info.** appears and press **OK**.
- 3 Press **OK** when **Yes** appears.

The network configuration page prints out.

5 Loading print media

This chapter will help you understand types of paper you can use with your printer and how to properly load paper in the different paper trays for the best print quality.

This chapter includes:

- **Selecting print media**
- **Loading paper**
- **Selecting an output location**

Selecting print media

You can print on a variety of print media, such as plain paper, envelopes, labels, and transparencies. Always use print media that meet the guidelines for use with your printer. Print media that does not meet the guidelines outlined in this user's guide may cause the following problems:

- Poor print quality
- Increased paper jams
- Premature wear on the printer.

Properties, such as weight, composition, grain, and moisture content, are important factors that affect the printer's performance and the output quality. When you choose print materials, consider the following:

- **Desired outcome:** The print media you choose should be appropriate for your project.
- **Size:** You can use any size media that fits easily within the paper adjusters of the paper tray.
- **Weight:** Your printer supports print media weights as follows:
 - 60 to 90 g/m²(16 to 24 lb bond) for the tray 1 and optional tray 2
 - 60 to 163 g/m²(16 to 43 lb bond) for the multi-purpose tray
 - 75 to 90 g/m²(20 to 24 lb) for the duplex printing
- **Brightness:** Some print media are whiter than others and produce sharper, more vibrant images.
- **Surface smoothness:** The smoothness of the print media affects how crisp the printing looks on the paper.



Notes

- Some print media may meet all of the guidelines in this section and still not produce satisfactory results. This may be the result of improper handling, unacceptable temperature and humidity levels, or other variables over which Xerox has no control.
- Before purchasing large quantities of print media, ensure that it meets the requirements specified in this user's guide.



Caution

Using print media that does not meet these specifications may cause problems, requiring repairs. Such repairs are not covered by Xerox's warranty or service agreements.

Supported sizes of paper

Type	Size	Dimensions	Weight ^a	Capacity ^b
Plain paper	Letter	215.9 x 279 mm (8.5 x 11 inches)	<ul style="list-style-type: none">• 60 to 90 g/m² (16 to 24 lb bond) for the tray• 60 to 163 g/m² (16 to 43 lb bond) for the multi-purpose tray	<ul style="list-style-type: none">• 250 sheets of 75 g/m² (20 lb bond) paper for the tray• 50 sheets for the multi-purpose tray
	Legal	215.9 x 355.6 mm (8.5 x 14 inches)		
	Folio	216 x 330.2 mm (8.5 x 13 inches)		
	Oficio	216 x 343 mm (8.5 x 13.5 inches)		
	A4	210 x 297 mm (8.27 x 11.69 inches)		
	JIS B5	182 x 257 mm (7.18 x 10.12 inches)		
	ISO B5	176 x 250 mm (6.93 x 9.84 inches)		
	Executive	184.2 x 266.7 mm (7.25 x 10.5 inches)		
	A5	148.5 x 210 mm (5.85 x 8.27 inches)		
	A6	105 x 148.5 mm (4.13 x 5.85 inches)		
Envelope	Envelope B5	176 x 250 mm (6.93 x 9.84 inches)	75 to 90 g/m ² (20 to 24 lb)	5 sheets of 75 g/m ² (20 lb) in the multi-purpose tray
	Envelope Monarch	98.4 x 190.5 mm (3.88 x 7.5 inches)		
	Envelope COM-10	105 x 241 mm (4.12 x 9.5 inches)		
	Envelope DL	110 x 220 mm (4.33 x 8.66 inches)		
	Envelope C5	162 x 229 mm (6.38 x 9.02 inches)		
	Envelope C6	114 x 162 mm (4.49 x 6.38 inches)		
Transparency	Letter, A4	Refer to the Plain paper section	138 to 146 g/m ²	5 sheets of 75 g/m ² (20 lb) in the multi-purpose tray
Labels	Letter, Legal, Folio, Oficio, A4, JIS B5, ISO B5, Executive, A5, A6	Refer to the Plain paper section	120 to 150 g/m ² (32 to 40 lb)	5 sheets of 75 g/m ² (20 lb) in the multi-purpose tray
Card stock	Letter, Legal, Folio, Oficio, A4, JIS B5, ISO B5, Executive, A5, A6	Refer to the Plain paper section	60 to 163 g/m ² (16 to 43 lb)	5 sheets of 75 g/m ² (20 lb) in the multi-purpose tray
Minimum size (custom)		76 x 127 mm (3.86 x 5.83 inches)	60 to 163 g/m ² (16 to 43 lb bond)	5 sheets of 75 g/m ² (20 lb) in the multi-purpose tray
Maximum size (custom)		215.9 x 356 mm (8.5 x 14 inches)		

a. If media weight is over 24 lb (90 g/m²), use the multi-purpose tray.
b. Maximum capacity may differ depending on media weight, thickness, and environmental conditions.



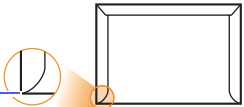
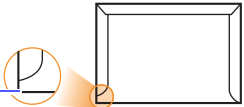
Note
For duplex printing, A4, Letter, Oficio, Legal, and Folio sizes are supported.

Guidelines for selecting and storing print media

When selecting or loading paper, envelopes, or other print materials, keep these guidelines in mind:

- Always use print media that conform with the specifications listed on page 5.3.
- Attempting to print on damp, curled, wrinkled, or torn paper can cause paper jams and poor print quality.
- For the best print quality, use only high quality copier grade paper specifically recommended for use in laser printers.
- Avoid using the following media types:
 - Paper with embossed lettering, perforations, or a texture that is too smooth or too rough
 - Erasable bond paper
 - Multi-paged paper
 - Synthetic paper and thermally reactive paper
 - Carbonless paper and Tracing paper.
- Use of these types of paper could result in paper jams, chemical smells, and damage to your printer.
- Store print media in its ream wrapper until you are ready to use it. Place cartons on pallets or shelves, not on the floor. Do not place heavy objects on top of the paper, whether it is packaged or unpackaged. Keep it away from moisture or other conditions that can cause it to wrinkle or curl.
- Store unused print media at temperatures between 15° C and 30° C (59° F to 86° F). The relative humidity should be between 10% and 70%.
- Store unused print media in a moisture-proof wrap, such as a plastic container or bag, to prevent dust and moisture from contaminating your paper.
- Load special media types one sheet at a time through the multi-purpose tray to avoid paper jams.
- To prevent print media, such as transparencies and label sheets, from sticking together, remove them as they print out.

Guidelines for special print media

Media type	Guidelines
Envelopes	<div><ul style="list-style-type: none">• Successful printing on envelopes depends upon the quality of the envelopes. When selecting envelopes, consider the following factors:<ul style="list-style-type: none">- Weight: The weight of the envelope paper should not exceed 90 g/m² (24 lb) or jamming may occur.- Construction: Prior to printing, envelopes should lie flat with less than 6 mm (0.25 inches) curl, and should not contain air.- Condition: Envelopes should not be wrinkled, nicked, or otherwise damaged.- Temperature: You should use envelopes that are compatible with the heat and pressure of the printer during operation.• Use only well-constructed envelopes with sharp and well creased folds.• Do not use stamped envelopes.• Do not use envelopes with clasps, snaps, windows, coated lining, self-adhesive seals, or other synthetic materials.• Do not use damaged or poorly made envelopes.• Be sure the seam at both ends of the envelope extends all the way to the corner of the envelope.<div><div>Acceptable</div><div>Unacceptable</div></div><ul style="list-style-type: none">• Envelopes with a peel-off adhesive strip or with more than one flap that folds over to seal must use adhesives compatible with the printer's fusing temperature of 200° C (392° F) for 0.1 second. The extra flaps and strips might cause wrinkling, creasing, or jams, and may even damage the fuser.• For the best print quality, position margins no closer than 15 mm (0.6 inches) from the edges of the envelope.• Avoid printing over the area where the envelope's seams meet.</div>

Media type	Guidelines
Transparencies	<ul style="list-style-type: none"> To avoid damaging the printer, use only transparencies designed for use in laser printers. Transparencies used in the printer must be able to withstand 200° C (392° F), the printer's fusing temperature. Place them on a flat surface after removing them from the printer. Do not leave them in the paper tray for long periods of time. Dust and dirt may accumulate on them, resulting in spotty printing. To avoid smudging caused by fingerprints, handle them carefully. To avoid fading, do not expose printed transparencies to prolonged sunlight. Ensure that transparencies are not wrinkled, curled, or have any torn edges.
Labels	<ul style="list-style-type: none"> To avoid damaging the printer, use only labels designed for use in laser printers. When selecting labels, consider the following factors: <ul style="list-style-type: none"> - Adhesives: The adhesive material should be stable at 200° C (392° F), the printer's fusing temperature. - Arrangement: Only use labels with no exposed backing between them. Labels can peel off sheets that have spaces between the labels, causing serious jams. - Curl: Prior to printing, labels must lie flat with no more than 13 mm (5 inches) of curl in any direction. - Condition: Do not use labels with wrinkles, bubbles, or other indications of separation. Make sure that there is no exposed adhesive material between labels. Exposed areas can cause labels to peel off during printing, which can cause paper jams. Exposed adhesive can also cause damage to printer components. Do not run a sheet of labels through the printer more than once. The adhesive backing is designed for only a single pass through the printer. Do not use labels that are separating from the backing sheet or are wrinkled, bubbled, or otherwise damaged.
Card stock or custom-sized materials	<ul style="list-style-type: none"> Do not print on media smaller than 76 mm (3 inches) wide or 127 mm (5 inches) long. In the software application, set margins at least 6.4 mm (0.25 inches) away from the edges of the material.

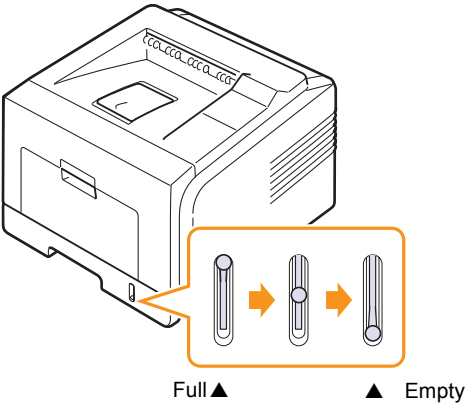
Media type	Guidelines
Preprinted paper	<ul style="list-style-type: none"> Letterhead must be printed with heat-resistant ink that will not melt, vaporize, or release hazardous emissions when subjected to the printer's fusing temperature of 200° C (392° F) for 0.1 second. Letterhead ink must be non-flammable and should not adversely affect printer rollers. Forms and letterhead should be sealed in a moisture-proof wrapping to prevent changes during storage. Before you load preprinted paper, such as forms and letterhead, verify that the ink on the paper is dry. During the fusing process, wet ink can come off preprinted paper, reducing print quality.

Loading paper

Load the print media you use for the majority of your print jobs in the tray 1. The tray 1 can hold a maximum of 250 sheets of 75 g/m² (20 lb) plain paper.

You can purchase an optional tray (tray 2) and attach it below the standard tray to load an additional 250 sheets of paper. For order information for an optional tray, see page 7.1.

The paper level indicator on the front of the tray 1 and the optional tray 2 shows the amount of paper currently left in the tray. When the tray is empty, the indicator of the bar is completely lowered.

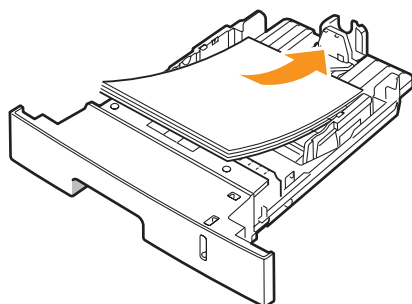


Using the tray 1 or the optional tray 2

Use the print material you use for the majority of your print jobs in the tray 1. The tray 1 can hold a maximum of 250 sheets of 75 g/m²(20 lb) paper.

You can purchase an optional tray 2 and attach it below the tray 1 to load an additional 250 sheets of paper.

To load paper, pull open the tray and load paper with the side to be printed on face down.



You can load letterhead paper with the design side face down. The top edge of the sheet with the logo should be placed at the front of the tray.

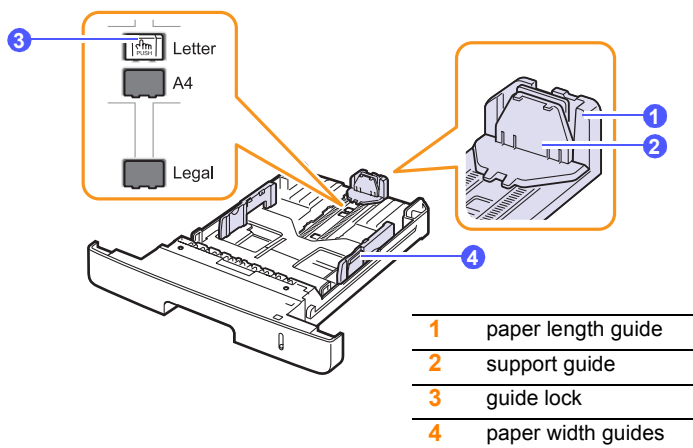


Notes

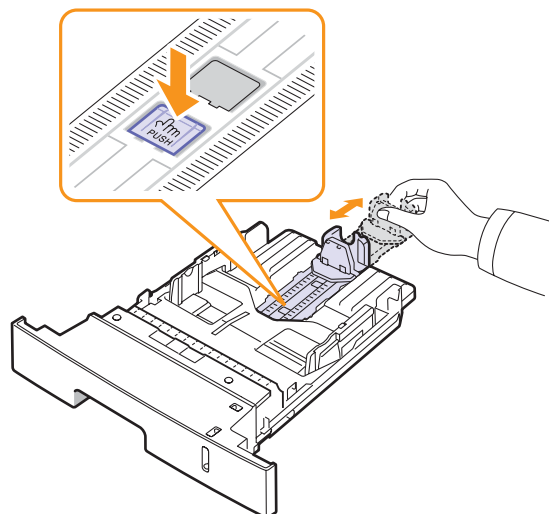
- If you experience problems with paper feed, place one sheet at a time in the multi-purpose tray.
- You can load previously printed paper. The printed side should be facing up with an uncurled edge at the front. If you experience problems with paper feed, turn the paper around. Note that the print quality is not guaranteed.

Changing the size of the paper in the tray 1

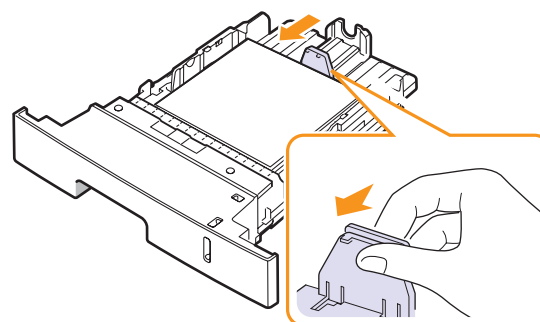
To load longer sizes of paper, such as Legal-sized paper, you need to adjust the paper guides to extend the paper tray.



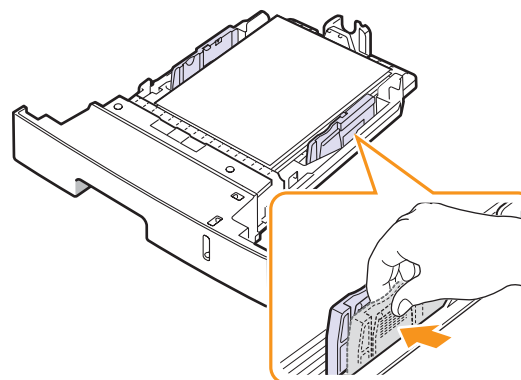
- 1 Press and hold the guide lock, and slide the paper length guide to locate it in the correct paper size slot.



- 2 After inserting paper into the tray, adjust the support guide so that it lightly touches the paper stack.



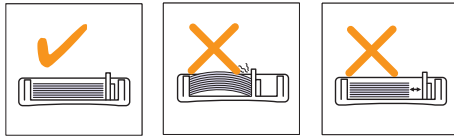
- 3 Squeeze the paper width guides, as shown and slide them to the stack of paper until it lightly touches the side of the stack.





Notes

- Do not push the paper width guide far enough to cause the material to warp.
- If you do not adjust the paper width guide, it may cause paper jams.

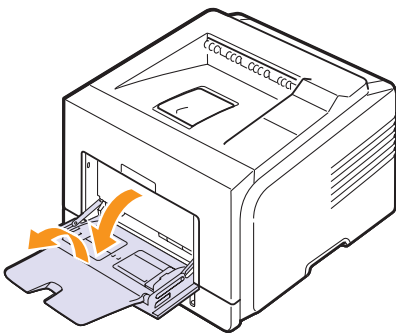


Using the multi-purpose tray

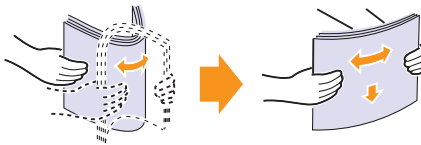
The multi-purpose tray can hold special sizes and types of print material, such as transparencies, postcards, note cards, and envelopes. It is useful for single page printing on letterhead or colored paper.

To load paper in the multi-purpose tray:

- 1 Open the multi-purpose tray and unfold the multi-purpose tray extension, as shown.

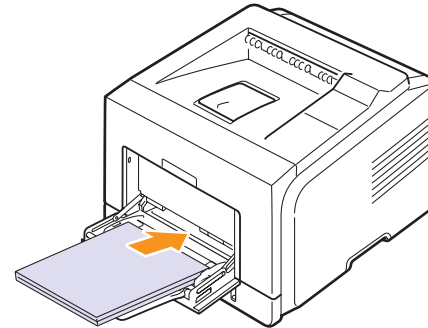


- 2 If you are using paper, flex or fan the edge of the paper stack to separate the pages before loading.



For transparencies, hold them by the edges and avoid touching the print side. Oils from your fingers can cause print quality problems.

- 3 Load the paper **with the side to be printed on facing up**.



Depending on the media type you are using, keep the following loading guidelines:

- Envelopes: Flap side down and with the stamp area on the top left side.
- Transparencies: Print side up and the top with the adhesive strip entering the printer first.
- Labels: Print side up and top short edge entering the printer first.
- Preprinted paper: Design side up with the top edge toward the printer.
- Card stock: Print side up and the short edge entering the printer first.
- Previously printed paper: Previously printed side down with an uncurled edge toward the printer.



Note

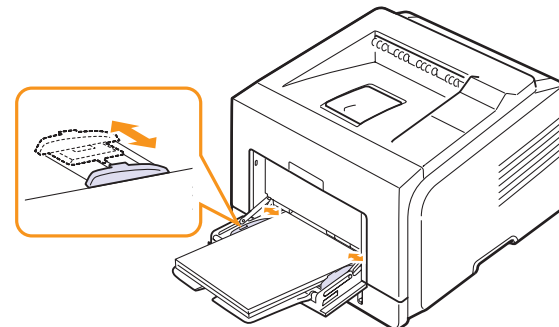
Make sure that you have not loaded too much print material. The print material buckles if you load a stack that is too deep or if you push it in too far.



Caution

When you print on special material like envelopes, labels, transparencies, or cards, the output location should be the rear cover. Open the rear cover to use it. See page 5.8.

- 4 Squeeze the multi-purpose tray paper width guides and adjust them to the width of the paper. Do not force too much, or the paper will be bent, which will result in a paper jam or skew.



- 5 When you print a document, set the paper source and type in the software application. See the **Software Section**.

For information about setting the paper source and type on the control panel, see page 2.3.

- 6 After printing, fold the multi-purpose tray extension and close the multi-purpose tray.

Tips on using the multi-purpose tray

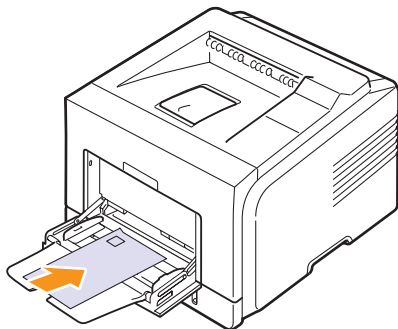
- Load only one size of print media at a time in the multi-purpose tray.
- To prevent paper jams, do not add paper when there is still paper in the multi-purpose tray. This also applies to other types of print media.
- Print media should be loaded face up with the top edge going into the multi-purpose tray first and be placed in the center of the tray.
- Always load only the print media specified in page 5.1 to avoid paper jams and print quality problems.
- Flatten any curl on postcards, envelopes, and labels before loading them into the multi-purpose tray.
- When you print on 76 mm x 127 mm (3 x 5 inches) sized media on the multi-purpose tray, open the rear cover for straight paper path to avoid paper jams.
- Make sure to open the rear cover when you print on transparencies. If not, they may tear while exiting the printer.

Using manual feed mode

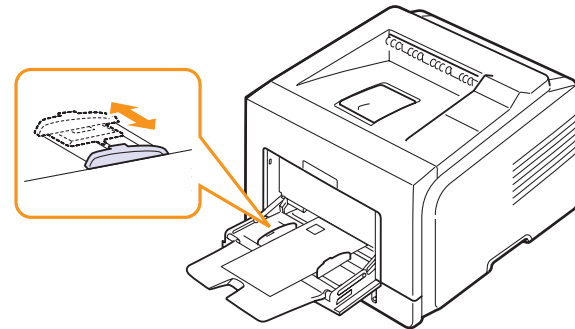
You can manually load a sheet of print material in the multi-purpose tray if you select **Manual Feeder** in the **Source** option from the **Paper** tab when you change print settings to print a document. See the **Software Section**. Manually loading paper can be helpful when you want to check the print quality after each page is printed.

This loading procedure is almost the same as the procedure for loading in the **multi-purpose tray**, except you load paper sheet-by-sheet in the tray, send print data to print the first page, and press **Stop** on the **control panel** to print each following page.

- 1 Load the paper **with the side to be printed on facing up**.



- 2 Squeeze the multi-purpose tray paper width guides and adjust them to the width of the paper. Do not force too much, or the paper will be bent, which will result in a paper jam or skew.



- 3 When you print a document, set the paper source to **Manual Feeder** and select the appropriate paper size and type in the software application. See the **Software Section**.

- 4 Print a document.

The display shows a message prompting you to load paper and press **Stop**.

- 5 Press **Stop**.

The printer picks up the print material and prints. After one page is printed, the message appears again.



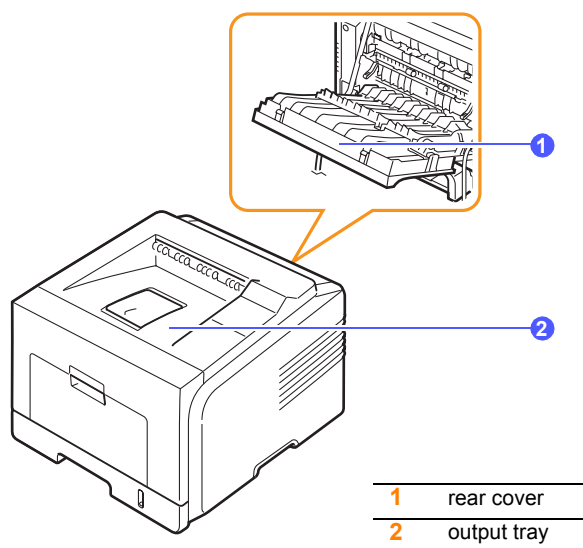
Note

If you do not press the button, after a pause the printer will automatically pick the print material.

- 6 Insert the next sheet into the multi-purpose tray and press **Stop**. Repeat this step for every page to be printed.

Selecting an output location

The printer has two output locations; the rear cover (face up) and the output tray (face down).



The printer sends output to the output tray by default. To use the output tray, make sure that the rear cover is closed.

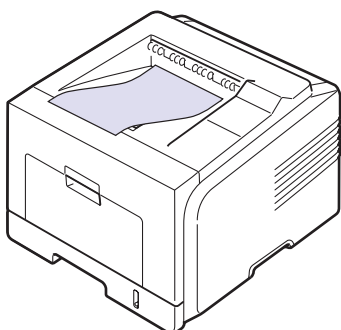


Notes

- If paper coming out of the output tray has problems, such as excessive curl, try printing to the rear cover.
- To avoid paper jams, do not open or close the rear cover while the printer is printing.

Printing to the output tray (Face down)

The output tray collects paper face down, in the order in which the sheets were printed. The tray should be used for most print jobs.

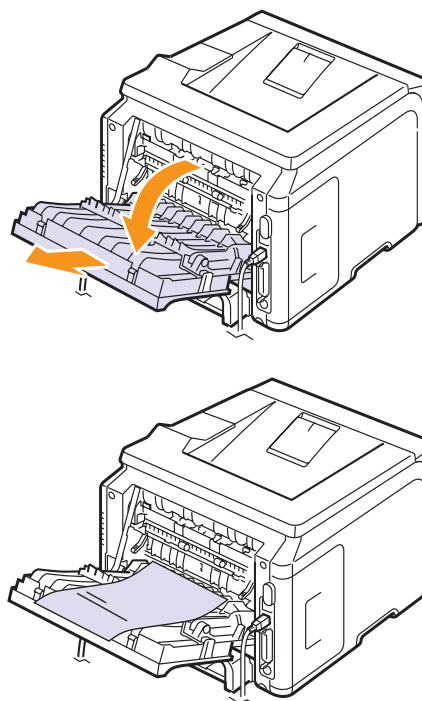


Printing to the rear cover (Face up)

Using the rear cover, paper comes out of the printer **face up**.

Printing from the multi-purpose tray to the rear cover provides a straight paper path. Using the rear cover might improve the output quality with special print media.

To use the rear cover, open it by pulling down.



Caution

The fuser area inside the rear cover of your printer becomes very hot when in use. Take care when you access this area.

6 Basic printing

This chapter explains common printing tasks.

This chapter includes:

- **Printing a document**
- **Canceling a print job**

Printing a document

This printer allows you to print from various Windows, Macintosh applications. The exact steps for printing a document may vary depending on the application you use.

For details about printing, see the **Software Section**.

Canceling a print job

If the print job is waiting in a print queue or print spooler, such as the printer group in Windows, delete the job as follows:

- 1 Click the Windows **Start** button.
- 2 For Windows 98SE/NT 4.0/2000/Me, select **Settings** and then **Printers**.
For Windows XP/2003, select **Printers and Faxes**.
- 3 Double-click the **Xerox Phaser 3428 PCL 6** or **Xerox Phaser 3428 PS** icon (Phaser 3428/DN only).
- 4 From the Document menu, select **Cancel Printing** (Windows 95/98/Me) or **Cancel** (Windows NT 4.0/2000/XP/2003).



Note

You can access this window simply by double-clicking the printer icon at the bottom right corner of the Windows desktop.

You can also cancel the current job by pressing **Stop** on the control panel of your printer.

7 Ordering supplies and accessories

This chapter provides information on purchasing toner cartridges and accessories available for your printer.

- **Toner cartridges**
- **Accessories**
- **How to purchase**

Toner cartridges

When the toner runs out, you can order the following types of toner cartridges for your printer:

Type	Yield ^a	Part number
Standard yield	Approx. 4,000 pages	106R01245
High yield	Approx. 8,000 pages	106R01246

a. ISO 19752 5% coverage

Accessories

You can purchase and install accessories to enhance your printer's performance and capacity.

The following accessories are available for your printer:

Accessory	Description	Part number
Optional tray	If you are experiencing frequent paper supply problems, you can attach an additional 250 sheet tray. You can print documents on various sizes and types of print materials.	097N01539
Memory DIMM	Extends your printer's memory capacity.	<ul style="list-style-type: none">• 097S03132: 32 MB• 097S03133: 64 MB• 097S03136: 128 MB• 097S03761: 256 MB

Contact your local reseller for memory and options availability.

How to purchase

To order Xerox-authorized supplies or accessories, contact your local Xerox dealer or the retailer where you purchased your printer, or visit www.xerox.com/office/support and select your country/region for information on calling for technical support.

8 Maintenance

This chapter provides information for maintaining your printer and the **toner cartridge**, as well as suggestions for high-quality and economical printing.

This chapter includes:

- **Printing information page**
- **Cleaning the printer**
- **Maintaining the toner cartridge**
- **Maintenance parts**

Printing information page

From the printer's **control panel**, you can print pages that give detailed information about the printer. They can help you maintain your printer.

- 1 Press **Menu** until **Information** appears on the bottom line of the display and press **OK**.
- 2 Press the **Scroll** buttons until the information page you want appears and press **OK**.
A page prints out.

Cleaning the printer

During the printing process, paper, toner, and dust particles can accumulate inside the printer. This buildup can cause print quality problems, such as toner specks or smearing. Your printer has a cleaning mode that can correct and prevent these types of problems.

Cleaning the outside of the printer

Clean the cabinet of the printer with a soft, lint-free cloth. You can dampen the cloth slightly with water, but be careful not to let any water drip onto or into the printer.



Caution

Cleaning the cabinet of the printer with cleaning materials containing large amounts of alcohol, solvents, or other strong substances can discolor or crack the cabinet.

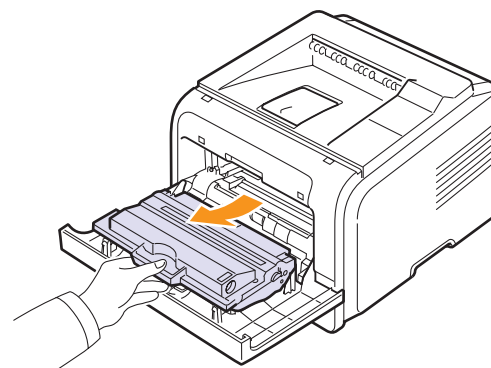
Cleaning the inside of the printer

There are two methods to clean the inside of the printer:

- Clean the inside manually.
- Print a cleaning sheet, which can be done from the **control panel**.

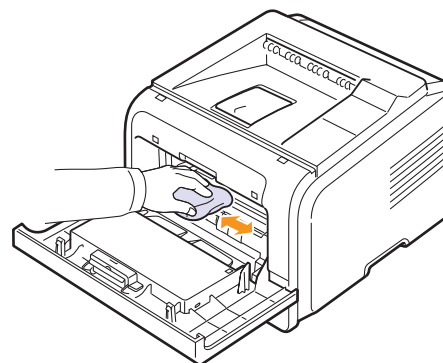
Cleaning the Inside of the printer manually

- 1 Turn the printer off and unplug the **power cord**. Wait for the printer to cool down.
- 2 Open the **front cover** and pull the **toner cartridge** out. Set it on a clean flat surface.



Cautions

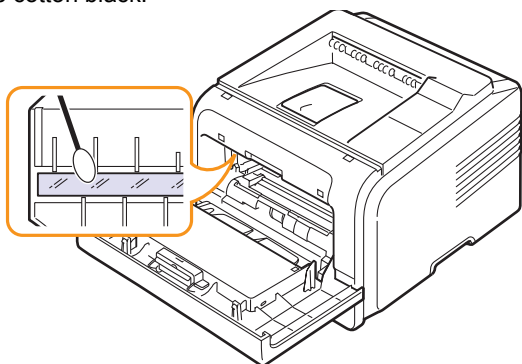
- To prevent damage to the **toner cartridge**, do not expose it to light for more than a few minutes. Cover it with a piece of paper, if necessary.
 - Do not touch the green surface underside of the **toner cartridge**. Use the handle on the cartridge to avoid touching this area.
- 3 With a dry lint-free cloth, wipe away any dust and spilled toner from the **toner cartridge** area and the **toner cartridge** cavity.



Caution

While cleaning the inside of the printer, be careful not to touch the transfer roller, located underneath the **toner cartridge**. Oil from your fingers can cause print scan quality problems.

- 4 Locate the long strip of glass (LSU) inside the top of the cartridge compartment, and gently swab the glass to see if dirt turns the white cotton black.



- 5 Reinsert the **toner cartridge** and close the **front cover**.
- 6 Plug in the **power cord** and turn the printer on.

Printing a cleaning sheet

If you are experiencing blurred, faded, or smeared printouts, you can clear the problem by printing a cleaning sheet, provided by your printer. You can print:

- OPC Cleaning sheet: cleans the OPC drum of the **toner cartridge**.
 - Fuser Cleaning sheet: cleans the fuser unit inside the printer.
- 1 Make sure that the printer is turned on with paper loaded in the tray.
 - 2 Press **Menu** until **System Setup** appears on the bottom line of the display and press **OK**.
 - 3 Press the **Scroll** buttons until **Maintenance** appears and press **OK**.
 - 4 When **Clean Drum** appears, press **OK**.

Or, press the **Scroll** buttons until **Clean Drum** or **Clean Fuser** appears and press **OK**.

Your printer automatically picks up a sheet of paper from the tray and prints out a cleaning sheet with dust or toner particles on it.

Maintaining the toner cartridge

Toner cartridge storage

To get the most from the **toner cartridge**, keep the following guidelines in mind:

- Do not remove the **toner cartridge** from its package until ready for use.
- Do not refill the **toner cartridge**. The printer warranty does not cover damage caused by using a refilled cartridge.
- Store **toner cartridge** in the same environment as the printer.
- To prevent damage to the **toner cartridge**, do not expose it to light for more than a few minute.

Expected cartridge life

The life of the **toner cartridge** depends on the amount of toner that print jobs require. When printing text at ISO 19752 5% coverage, a new **toner cartridge** lasts an average of either 8,000 or 4,000 pages. (The original **toner cartridge** supplied with the printer lasts an average of 4,000 pages.) The actual number may also be different depending on the print density of the pages you print on, and the number of pages may be affected by operating environment, printing interval, media type, and media size. If you print a lot of graphics, you may need to change the cartridge more often.

Saving Toner

Using this feature extends the life of the **toner cartridge** and reduce your cost per page, but it also reduces print quality. "Using toner save mode" on page 2.7

Checking the remaining toner

You can check the level of toner left in the cartridge.

If you are having print quality problems, this can help you determine if the problem is caused by low toner.

- 1 Press **Menu** until **System Setup** appears on the bottom line of the display press **OK**.
- 2 Press the **Scroll** buttons until **Maintenance** appears and press **OK**.
- 3 Press the **Scroll** buttons until **Supplies Life** appears and press **OK**.
- 4 Press the **Scroll** buttons to access **Toner Remains** and press **OK**.

The display shows the percentage of the remaining toner.



Note

While the following messages are appearing on the display, the sub-menu(s) under **Supplies Life** can be changed:

- **Invalid Toner, NonGenuine Toner, Replace Toner, Toner Exhausted**

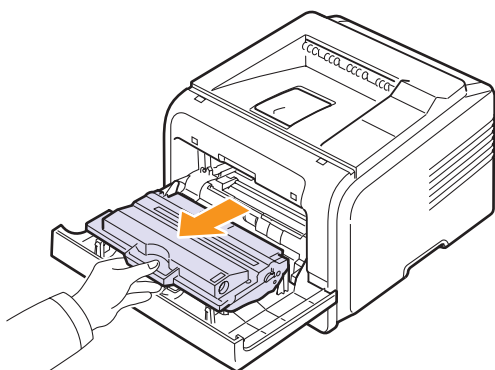
Redistributing toner cartridge

When the **toner cartridge** is near the end of its life:

- White streaks or light printing occurs.
- **Toner Low** appears on the **display**.
- The **Status** LED blinks red.

If this happens, you can temporarily reestablish print quality by redistributing the remaining toner in the cartridge. In some cases, white streaks or light printing will still occur even after you have redistributed the toner.

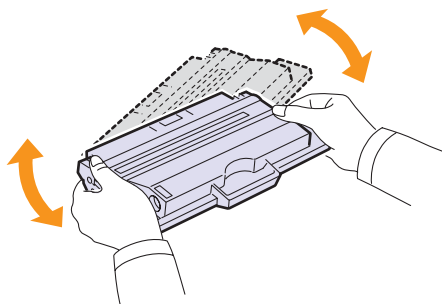
- 1 Open the **front cover**.
- 2 Pull the **toner cartridge** out.



Cautions

- Avoid reaching too far into the printer. The fusing area may be hot.
- To prevent damage to the **toner cartridge**, do not expose it to light for more than a few minutes. Cover it with a piece of paper, if necessary.
- Do not touch the green surface underside of the **toner cartridge**. Use the handle on the cartridge to avoid touching this area.

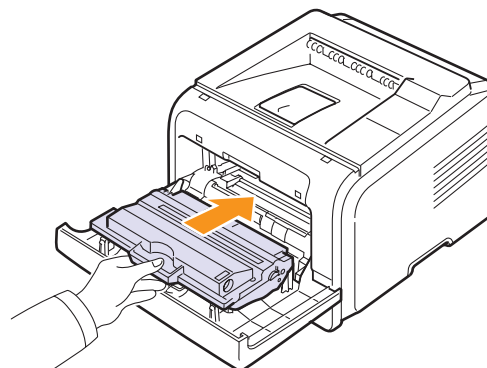
- 3 Thoroughly roll the cartridge 5 or 6 times to distribute the toner evenly inside the cartridge.



Note

If toner gets on your clothing, wipe it off with a dry cloth and wash clothing in cold water. Hot water sets toner into fabric.

- 4 Hold the **toner cartridge** by the handle and slowly insert the cartridge into the opening in the printer.
- 5 Tabs on the sides of the cartridge and corresponding grooves within the printer will guide the cartridge into the correct position until it locks into place completely.



- 6 Close the **front cover**. Make sure that the cover is securely closed.

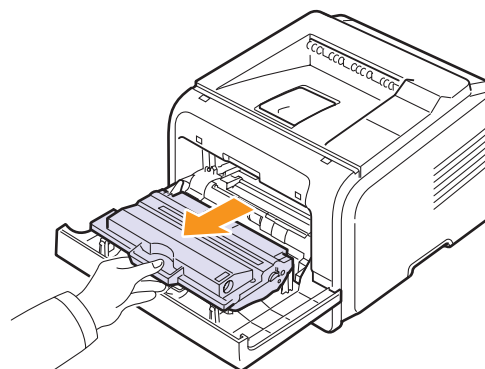
Replacing the toner cartridge

When the toner cartridge is completely empty:

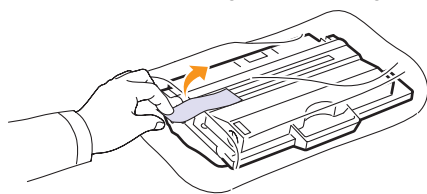
- **Toner Low Replace Toner** appears on the **display**.
- The **Status** LED lights red.

At this stage, the **toner cartridge** needs to be replaced. For order information for toner cartridges, see page 7.1.

- 1 Open the **front cover**.
- 2 Pull the **toner cartridge** out.



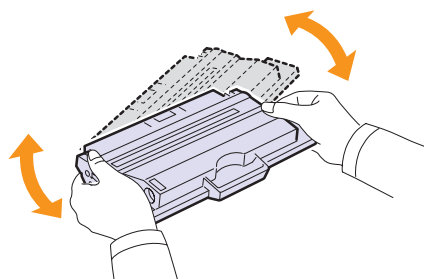
- 3 Remove the new toner cartridge from its bag.



Caution

Do not use sharp objects, such as a knife or scissors, to open the **toner cartridge** package. They might scratch the drum of the cartridge.

- 4 Remove the packing tape and roll the cartridge 5 or 6 items to distribute the toner.



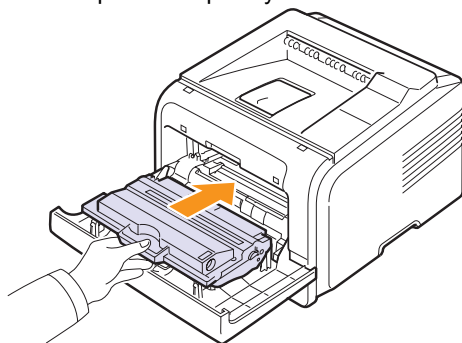
Thoroughly roll the cartridge to assure maximum copies per cartridge. Save the box and the plastic bag for shipping.



Cautions

- If toner gets on your clothing, wipe it off with a dry cloth and wash clothing in cold water. Hot water sets toner into fabric.
- To prevent damage to the **toner cartridge**, do not expose it to light for more than a few minutes. Cover it with a piece of paper, if necessary.
- Do not touch the green surface underside of the **toner cartridge**. Use the handle on the cartridge to avoid touching this area.

- 5 Hold the **toner cartridge** by the handle and slowly insert the cartridge into the opening in the printer.
- 6 Tabs on the sides of the cartridge and corresponding grooves within the printer will guide the cartridge into the correct position until it locks into place completely.



- 7 Close the **front cover**. Make sure that the cover is securely closed.

Clearing the Toner Low Replace Toner message

When the **Toner Low Replace Toner** message appears you can configure not to see this message again not to disturb you.

- 1 Press **Menu** until **System Setup** appears on the bottom line of the display and press **OK**.
- 2 Press the Scroll buttons until **Maintenance** appears and press **OK**.
- 3 Press the Scroll buttons until **CLR Empty Msg.** appears and press **OK**.
- 4 Select **On** and press **OK**.
- 5 Now the **Toner Low Replace Toner** message does not appear but the **Replace Toner** message will remain for reminding you that the new cartridge needs to be installed for quality.



Caution

Once you have selected **On**, this setting will be permanently written to the memory of the toner cartridge, and this menu will be disappeared from the **Maintenance** menu.

Maintenance parts

To avoid print quality and paper feed problems resulting from worn parts and to maintain your printer in top working condition the following items will need to be replaced at the specified number of pages or when the life span of each item has expired.

Items	Yield (Average)
Transfer roller	Approx. 70,000 pages
Pick-up roller	Approx. 150,000 pages
Fuser unit	Approx. 80,000 pages

Xerox highly recommends that an authorized service provider, dealer or the retailer where you bought printer performs this maintenance activity.

9 Troubleshooting

This chapter provides helpful information for what to do if you encounter an error while using your printer.

This chapter includes:

- **Clearing paper jams**
- **Troubleshooting checklist**
- **Understanding the Status LED**
- **Understanding display messages**
- **Toner cartridge-related messages**
- **Solving general printing problems**
- **Solving print quality problems**
- **Common Windows problems**
- **Common Macintosh problems (Phaser 3428/DN only)**
- **Common PostScript problems (Phaser 3428/DN only)**

Clearing paper jams



Note
When removing paper that is jammed in the printer, if possible always pull the paper in the direction that it normally moves so as not to damage internal components. Always pull firmly and evenly; do not jerk the paper. If the paper tears, ensure that all fragments of paper are removed; otherwise a jam will occur again.

When a paper jam occurs, the Status LED lights red. Open and close the front cover. The jammed paper automatically exit the printer.

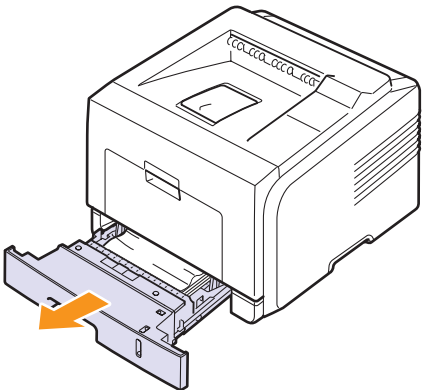
If the paper does not exit, check the display on the control panel. The message indicating the corresponding location of the paper jam appears. Refer to the table below to locate the paper jam and to clear it:

Message	Location of Jam	Go To
Paper Jam 0 Open/Close Door	In the paper feed area (tray 1, optional tray 2, multi-purpose tray)	below
Paper Jam 1 Open/Close Door	Around the toner cartridge	page 9.3
Paper Jam 2 Check Inside	In the paper exit area	page 9.3
Duplex Jam 0 Check Inside	In the duplex area	page 9.4
Duplex Jam 1 Open/Close Door	In the duplex area	page 9.5

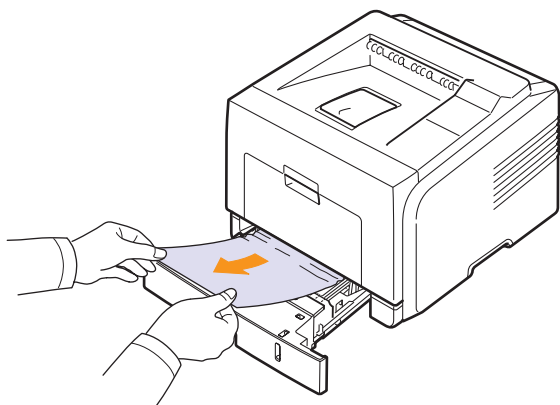
In the paper feed area

In the tray 1

- 1 Pull the tray 1 open.



- 2 Remove the jammed paper by gently pulling it straight out. Make sure that all of the paper is properly aligned in the tray 1.

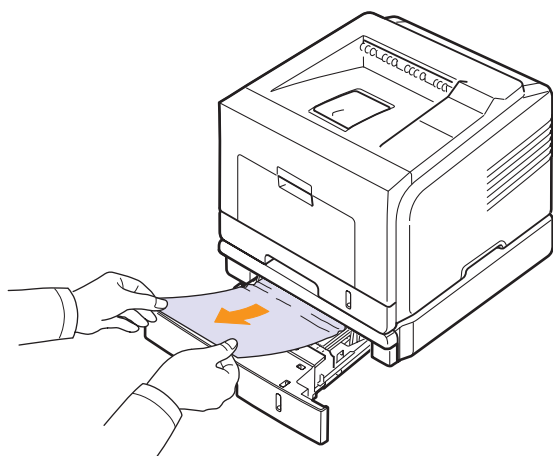


If the paper does not move when you pull, or if you do not see the paper in this area, check the fuser area around the toner cartridge. See page 9.3.

- 3 Insert the tray 1 into the printer until it snaps into place. Printing automatically resumes.

In the optional tray 2

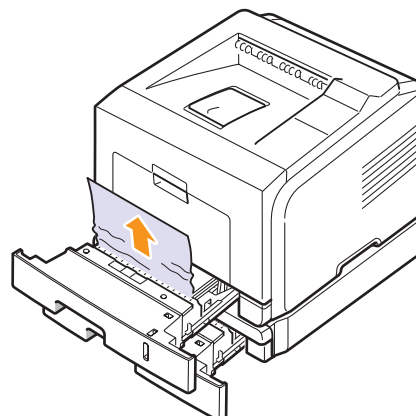
- 1 Pull the optional tray 2 open.
- 2 Remove the jammed paper from the printer.



If the paper does not move when you pull, or if you do not see the paper in this area, stop and go to step 3.

- 3 Pull the tray 1 half.

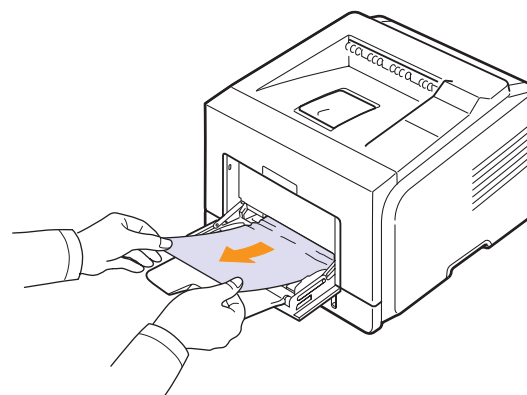
- 4 Pull the paper straight up and out.



- 5 Insert the trays back into the printer. Printing automatically resumes.

In the multi-purpose tray

- 1 If the paper is not feeding properly, pull the paper out of the printer.



- 2 Open and close the front cover to resume printing.

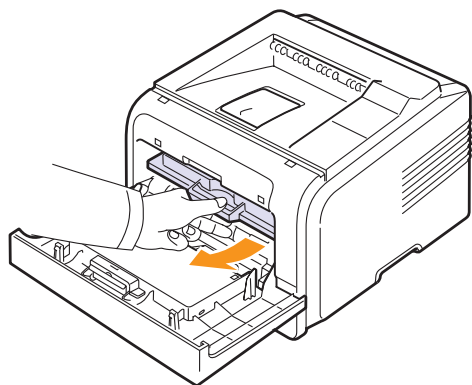
Around the toner cartridge



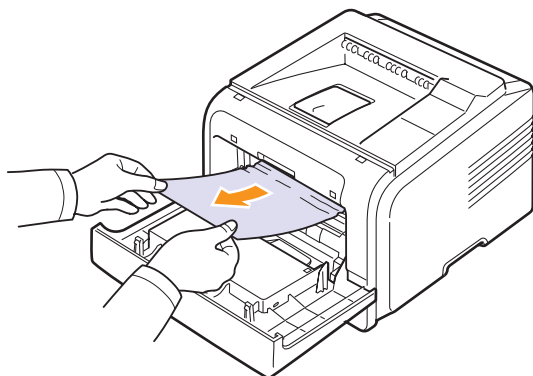
Note

The fuser area is hot. Take care when removing paper from the printer.

- 1 Open the front cover and pull the toner cartridge out.



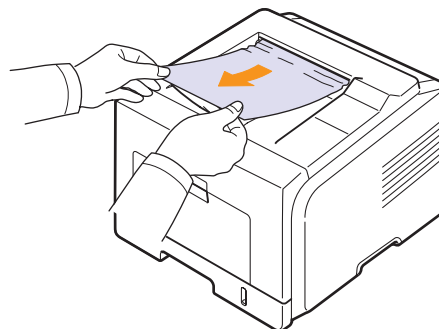
- 2 Remove the jammed paper by gently pulling it straight out.



- 3 Replace the toner cartridge and close the front cover. Printing automatically resumes.

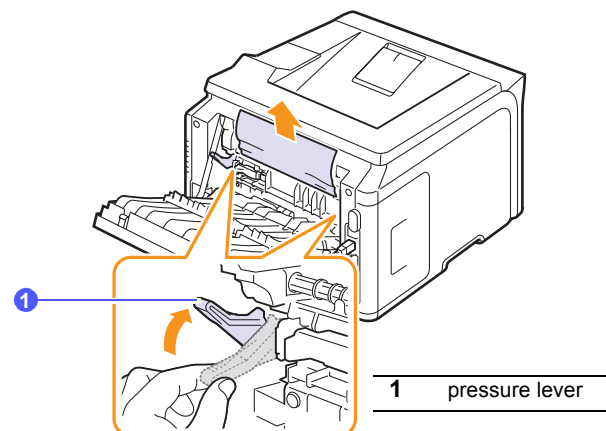
In the paper exit area

- 1 Open and close the front cover. The jammed paper is automatically ejected from the printer.
- 2 Gently pull the paper out of the output tray.



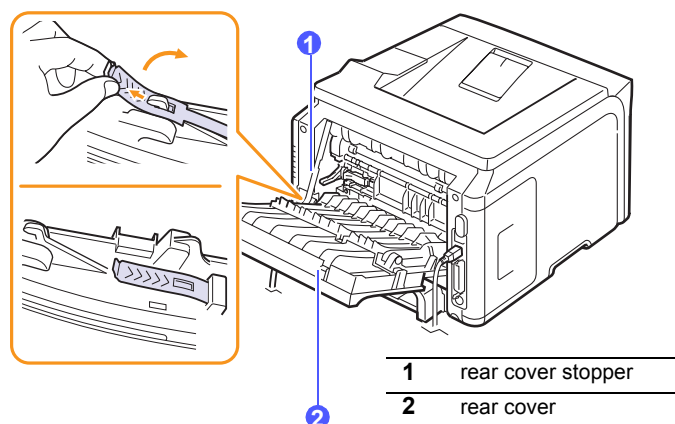
If you do not see the jammed paper or if there is any resistance when you pull, stop and go to the next step.

- 3 Open the rear cover.
- 4 If you see the jammed paper, push the pressure lever on each side up and remove the paper. Return the pressure lever to its original position and skip the step 10.

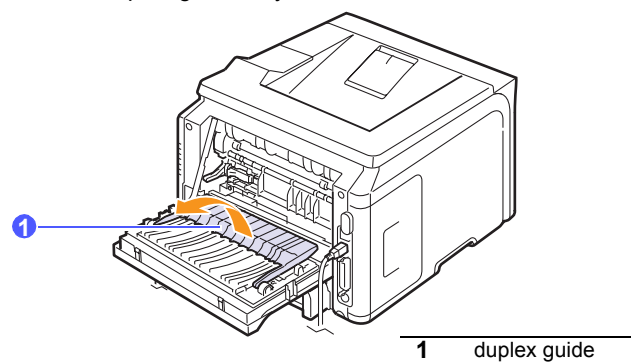


If you still do not see the paper, go to the next step.

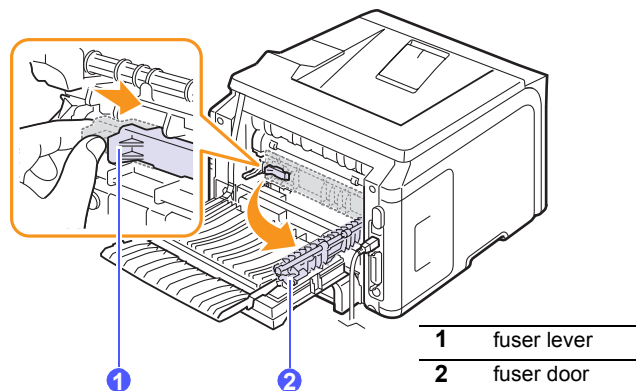
- 5 Release the blue strap, the rear cover stopper, and fully open the rear cover, as shown.



- 6 Unfold the duplex guide fully.

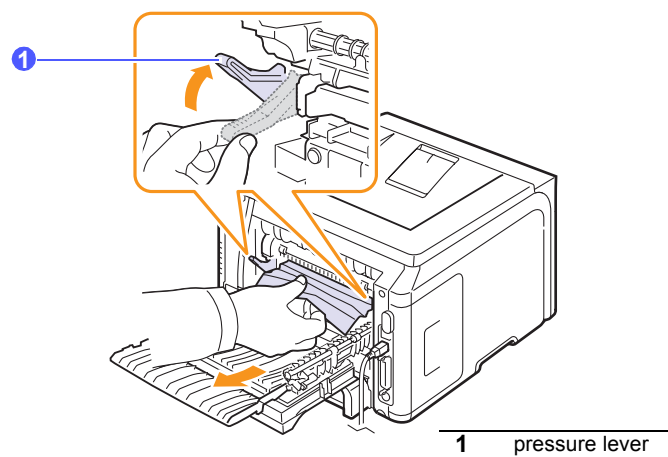


- 7 While pushing the fuser lever to the right, open the fuser door.



- 8 Pull the jammed paper out.

If the jammed paper does not move when you pull, push the pressure lever on each side up to loose the paper, and then remove it.



- 9 Return the lever, door, stopper, and guide to their original position.

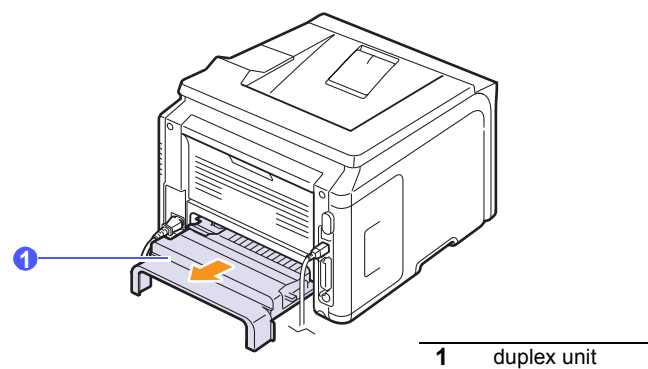
- 10 Close the rear cover. Printing automatically resumes.

In the duplex unit area

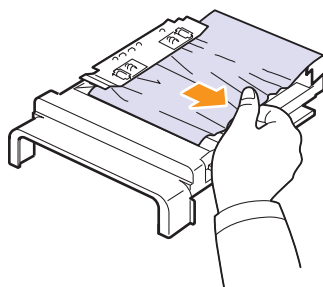
If the duplex unit is not inserted correctly, paper jam may occur. Make sure that the duplex unit is inserted correctly.

Duplex jam 0

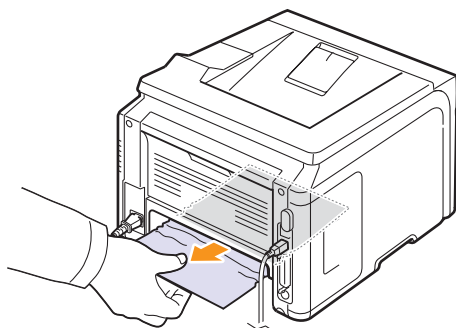
- 1 Pull the duplex unit out of the printer.



- 2 Remove the jammed paper from the duplex unit.

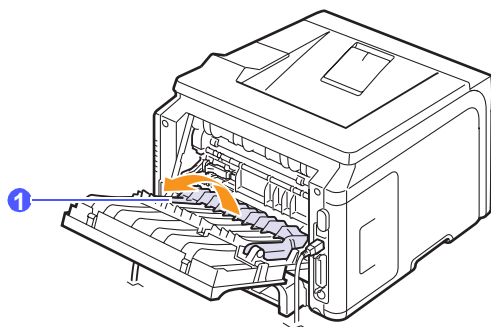


If the paper does not come out with the duplex unit, remove the paper from the bottom of the printer.



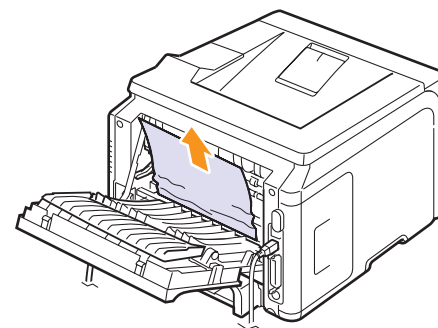
Duplex jam 1

- 1 Open the rear cover.
- 2 Unfold the duplex guide fully.



1 duplex guide

- 3 Pull the jammed paper out.

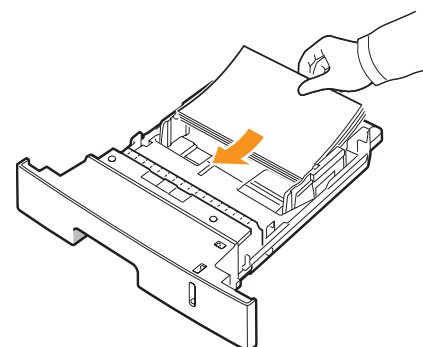


Tips for avoiding paper jams

By selecting the correct media types, most paper jams can be avoided. When a paper jam occurs, follow the steps outlined on page 9.1.

- Follow the procedures on page 5.5. Ensure that the adjustable guides are positioned correctly.
- Do not overload the tray. Ensure that the paper level is below the paper capacity mark on the inside wall of the tray.
- Do not remove paper from the tray while your printer is printing.
- Flex, fan, and straighten paper before loading.
- Do not use creased, damp, or highly curled paper.
- Do not mix paper types in a tray.
- Use only recommended print media. See page 5.1.
- Ensure that the recommended print side of print media is facing down in the tray, or facing up in the multi-purpose tray.
- If paper jams occur frequently when you print on A5-sized paper:

Load the paper into the tray with the long edge facing the front of the tray.



In the printer properties window, set the page orientation to be rotated 90 degrees. See the **Software Section**.

Troubleshooting checklist

If the printer is not working properly, consult the following checklist. If the printer does not pass a step, follow the corresponding troubleshooting suggestions.

Condition	Suggested solutions
Make sure that the Status LED on the control panel lights green and Ready is shown on the display.	<ul style="list-style-type: none"> If the Status LED is off, check the power cord connection. Check the power switch. Check the power source by plugging the power cord into another outlet. If the Status LED lights red, check the display message. See page 9.7.
Print a demo page to verify that the printer is feeding paper correctly. See page 2.6.	<ul style="list-style-type: none"> If a demo page does not print, check the paper supply in the tray. If the paper jams in the printer, see page 9.1. If an error message appears on the display, see page 9.7.
Check the demo page to see if it printed correctly.	If there is a print quality problem, see page 9.11.
Print a short document from a software application to verify that the computer and printer are connected and are communicating correctly.	<ul style="list-style-type: none"> If the page does not print, check the cable connection between the printer and the computer. Check the print queue or print spooler to see if the printer has been paused. Check the software application to ensure that you are using the proper printer driver and communication port. If the page is interrupted during printing, see page 9.9.
If completing the checklist does not resolve the printer problem, check the following troubleshooting sections.	<ul style="list-style-type: none"> "Understanding display messages" on page 9.7. "Solving general printing problems" on page 9.9. "Common Windows problems" on page 9.13. "Common Macintosh problems (Phaser 3428/DN only)" on page 9.14. "Common PostScript problems (Phaser 3428/DN only)" on page 9.14.

Understanding the Status LED

Status		Description
Off		<ul style="list-style-type: none">• The printer is off-line and cannot print.• The printer is in power save mode. When data is received, it switches to on-line automatically.
Green	On	The printer is on-line and can receive data from the computer.
	Blinking	<ul style="list-style-type: none">• When the backlight blinks slowly, the printer is receiving data from the computer.• When the backlight blinks quickly, the printer is receiving and printing data.
Orange	On	<ul style="list-style-type: none">• A paper jam has occurred. To solve the problem, see page 9.1.• The front cover is open. Close the front cover.• There is no paper in the tray. Load paper in the tray.• The toner cartridge installed is not a genuine cartridge, and you selected Stop at the NonGenuine Toner prompt. See page 9.7.• The lifespan of the toner cartridge is reached, and you selected Stop at the Toner Exhausted prompt. See page 9.7.• The printer has stopped printing due to a major error.
	Blinking	<ul style="list-style-type: none">• A minor error is occurring and the printer is waiting for the error to be cleared. When the problem is cleared, the printer resumes printing.• The toner cartridge is totally exhausted. Remove the old toner cartridge and install a new one. See page 8.3.• The toner cartridge installed is not a genuine cartridge, and you selected Continue at the NonGenuine Toner prompt. See page 9.7.• The lifespan of the toner cartridge is reached, and you selected Continue at the Toner Exhausted prompt. See page 9.7.• The toner cartridge is low. Order a new toner cartridge. You can temporarily improve print quality by redistributing the toner. See page 8.3.

Understanding display messages

Messages appear on the control panel display to indicate the printer's status or errors. Refer to the tables below to understand the messages' meaning and correct the problem if necessary. Messages and their meanings are listed in alphabetical order.



Note

When you call for service, it is very convenient to tell the service representative the display message.

Message	Meaning	Suggested solutions
Door Open	The front cover or rear cover is not securely latched.	Close the cover until it locks into place.
Duplex Jam 0 Check Inside	Paper has jammed during duplex printing.	Clear the jam. See page 9.4.
Duplex Jam 1 Open/Close Door	Paper has jammed during duplex printing.	Clear the jam. See page 9.5.
Fuser Door Open	The fuser door is not securely latched.	Open the rear cover and close the fuser door until it locks into place. For the location of the fuser door , see page 9.4.
Load Manually Press Stop Key	The multi-purpose tray is empty in manual feed mode.	Load a sheet of print material and press Stop .
Low Heat Error Cycle Power	There is a problem in the fuser unit.	Unplug the power cord and plug it back in. If the problem persists, please call for service.
LSU Hsync Error Cycle Power	A problem has occurred in the LSU (Laser Scanning Unit).	Unplug the power cord and plug it back in. If the problem persists, please call for service.
LSU Motor Error Cycle Power	A problem has occurred in the LSU (Laser Scanning Unit).	Unplug the power cord and plug it back in. If the problem persists, please call for service.
Main Motor Locked	There is a problem in the main motor.	Open and then close the front cover .

Message	Meaning	Suggested solutions
Open Heat Error Cycle Power	There is a problem in the fuser unit.	Unplug the power cord and plug it back in. If the problem persists, please call for service.
Over Heat Error Cycle Power	There is a problem in the fuser unit.	Unplug the power cord and plug it back in. If the problem persists, please call for service.
Paper Jam 0 Open/Close Door	Paper has jammed in the feeding area of the tray.	Clear the jam. See page 9.1 and page 9.1.
Paper Jam 1 Open/Close Door	Paper has jammed in the fuser area.	Clear the jam. See page 9.3.
Paper Jam 2 Check Inside	Paper has jammed in the paper exit area.	Clear the jam. See page 9.3.
Printing...	The printer is printing jobs using the displayed language.	Complete your printing.
Ready	The printer is on-line and ready to printer.	Use your printer.
Self Diagnostics Temperature	The engine in your printer is checking some problems detected.	Please wait a few minutes.
Self Diagnostics LSU	The engine in your printer is checking some problems detected.	Please wait a few minutes.
Sleeping...	The printer is on power save mode.	When data is received, it switches to on-line automatically.
Tray 1 Paper Empty	There is no paper in the tray 1 .	Load paper in the tray 1 . See page 5.5.
Tray 2 Paper Empty	There is no paper in the optional tray 2 .	Load paper in the optional tray 2 . See page 5.5.
MP Tray Paper Empty	There is no paper in the multi-purpose tray .	Load paper in the multi-purpose tray . See page 5.6.

Toner cartridge-related messages

Message	Meaning	Suggested solutions
Install Toner	A toner cartridge is not installed.	Install a toner cartridge .
Invalid Toner	The toner cartridge you have installed is not for your printer.	Install a Xerox-genuine toner cartridge , designed for your printer.
Toner Low	The toner cartridge is almost empty.	Take out the toner cartridge and thoroughly shake it. By doing this, you can temporarily reestablish printing operations.
NonGenuine Toner ◀ Stop ▶	The toner cartridge installed is not a genuine cartridge.	<p>You can select either Stop or Continue. If you do not select any, the printer will work as Stop is selected.</p> <p>If you select Stop, you cannot print until the genuine cartridge is installed. However, you can still print any kind of reports.</p> <p>If you select Continue, you can keep printing but the quality cannot be guaranteed, and the product support is no longer provided.</p> <p>If you want to change the selection, turn the printer off and on to have this message appear again, and then re-select Stop or Continue.</p>
NonGenuine Toner Replace Toner1	The toner cartridge installed is not a genuine cartridge.	<p>This message appears when you selected Stop at the NonGenuine Toner prompt.</p> <p>Install the genuine toner cartridge.</p>
NonGenuine Toner Replace Toner	The toner cartridge installed is not a genuine cartridge.	<p>This message appears when you selected Continue at the NonGenuine Toner prompt.</p> <p>Install the genuine toner cartridge.</p>
Toner Low Replace Toner	The toner in the cartridge has run out.	<p>Install a new genuine toner cartridge.</p> <p>You can keep printing but the quality cannot be guaranteed, and the product support is no longer provided.</p> <p>You can configure not to see the Toner Low Replace Toner message. See page 8.4.</p>
Replace Toner	The toner in the cartridge has run out.	<p>This message appears when you turned off the Toner Low Replace Toner message. See page 8.4.</p> <p>Install a new genuine toner cartridge.</p> <p>You can keep printing but the quality cannot be guaranteed, and the product support is no longer provided.</p>
Toner Exhausted ◀ Stop ▶	The lifespan of the toner cartridge is reached.	<p>You can select either Stop or Continue. If you do not select any, the printer will work as Stop is selected.</p> <p>If you select Stop, you cannot print until the genuine cartridge is installed.</p> <p>If you select Continue, you can keep printing but the quality cannot be guaranteed, and the product support is no longer provided.</p> <p>If you want to change the selection, turn the printer off and on to have this message appear again, and then re-select Stop or Continue.</p>
Toner Exhausted Replace Toner1	The lifespan of the toner cartridge is reached.	<p>This message appears when you selected Stop at the Toner Exhausted prompt.</p> <p>Install the genuine toner cartridge.</p>
Toner Exhausted Replace Toner	The lifespan of the toner cartridge is reached.	<p>This message appears when you selected Continue at the Toner Exhausted prompt.</p> <p>Install the genuine toner cartridge.</p>

Solving general printing problems

For problems with the operation of your printer, refer to the table for suggested solutions.

Condition	Possible cause	Suggested solutions
The printer does not print.	The printer is not receiving power.	Check the power cord connections. Check the power switch and the power source.
	The printer is not selected as the default printer.	Select Xerox Phaser 3428 PCL 6 or Xerox Phaser 3428 PS (Phaser 3428/DN only) as your default printer.
	The printer cover is not closed.	Close the printer cover.
	Paper is jammed.	Clear the paper jam. See page 9.1.
	No paper is loaded.	Load paper. See page 5.4.
	The toner cartridge is not installed.	Install the toner cartridge.
	The printer may be in manual feed mode and out of paper.	Check the display message, add paper to the multi-purpose tray, and press OK on the printer's control panel.
	The connection cable between the computer and the printer is not connected properly.	Disconnect the printer cable and reconnect it.
	The connection cable between the computer and the printer is defective.	If possible, attach the cable to another computer that is working properly and try to print a document. You can also try using a different printer cable.
	The port setting is incorrect.	Check the Windows printer setting to make sure that the print job is sent to the correct port. If the computer has more than one port, make sure that the printer is attached to the correct one.

Condition	Possible cause	Suggested solutions
The printer does not print. (Continued)	The printer may be configured incorrectly.	Check the printer properties to ensure that all of the print settings are correct.
	The printer driver may be incorrectly installed.	Reinstall the printer driver; See the Software Section . Try printing a test page.
	The printer is malfunctioning.	Check the display message on the control panel to determine if the printer is indicating a system error.
	The document size is so big that the hard disk space of the computer is not enough to access the print job.	Get more hard disk space and print the document again.
Printer selects print materials from the wrong paper source.	The paper source selection in the printer properties may be incorrect.	For many software applications, the paper source selection is found under the Paper tab within the printer properties. Select the correct paper source. See the Software Section .
Paper does not feed into the printer.	Paper has not been loaded correctly.	Remove paper from the tray and reload it correctly. Check that the paper size guides are set correctly.
	There is too much paper in the tray.	Remove excess paper from the tray.
	The paper is too thick.	Use only paper that meets printer specifications.

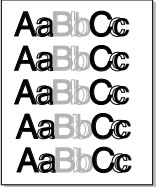
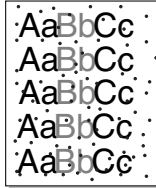
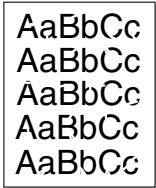
Condition	Possible cause	Suggested solutions
Print job is extremely slow.	The job may be very complex.	<p>Reduce the complexity of the page(s) or try adjusting the print quality settings.</p> <p>To adjust the print quality settings, reduce the resolution. If you have set the resolution to 1200 dpi (Best), change it to 600 dpi (Normal). See the Software Section.</p> <p>Change the port setting to the USB or network port to improve print speed.</p> <p>Your printer prints A4-sized paper at 28 ppm and letter-sized paper at 30 ppm. your printer prints A4-sized paper at 19 ipm and letter-sized paper at 21 ipm in the duplex printing mode.</p>
Print job is extremely slow. (Continued)	If using Windows 9x/Me, the Spooling Setting may be set incorrectly.	From the Start menu, choose Settings and Printers . Right-click the Xerox Phaser 3428 PCL 6 printer icon, choose Properties , click the Details tab, and then choose the Spool Settings button. Select the desired spool setting.
	The computer may have insufficient random-access memory (RAM).	Install more memory in your printer. See page 10.1.
Half the page is blank.	The page layout is too complex.	Simplify the page layout and remove any unnecessary graphics from the document. Install more memory in your printer. See page 10.1.
	The page orientation setting may be incorrect.	Change the page orientation in your application. See the Software Section .
	The paper size and the paper size settings do not match.	<p>Ensure that the paper size in the printer driver settings matches the paper in the tray.</p> <p>Or, ensure that the paper size in the printer driver settings matches the paper selection in the software application settings you use.</p>

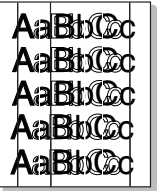
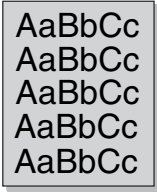
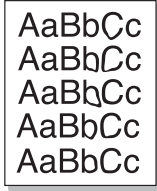
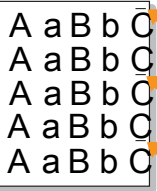
Condition	Possible cause	Suggested solutions
The paper keeps jamming.	There is too much paper in the tray.	Remove excess paper from the tray. If printing on special materials, use the multi-purpose tray.
	An incorrect type of paper is being used.	Use only paper that meets printer specifications. If printing on special materials, use the multi-purpose tray.
	An incorrect output method is being used.	Special print materials, such as thick paper, should not be printed using the output tray (face-down). Use the rear cover (face-up) instead.
	There may be debris inside the printer.	Open the front cover and remove the debris.
The printer prints, but the text is wrong, garbled, or incomplete.	The printer cable is loose or defective.	Disconnect and reconnect the printer cable. Try a print job that you have already printed successfully. If possible, attach the cable and printer to another computer and try a print job that you know works. Finally, try a new printer cable.
	The wrong printer driver was selected.	Check the application's printer selection menu to ensure that your printer is selected.
	The software application is malfunctioning.	Try printing a job from another application.
	The operating system is malfunctioning.	<p>If printing from Windows (any version), exit to a DOS prompt and verify functionality with the following command: At a C:\ prompt, type Dir LPT1, and press Enter. (This assumes you are connected to LPT1.)</p> <p>Exit Windows and reboot the computer. Turn the printer off and then back on again.</p>

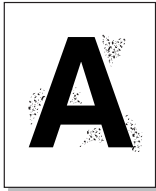
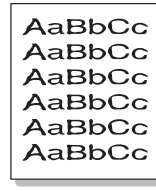

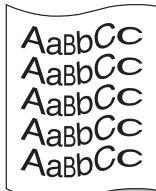
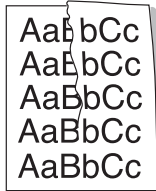
Condition	Possible cause	Suggested solutions
Pages print, but are blank.	The toner cartridge is defective or out of toner.	Redistribute the toner cartridge. See page 8.3. If necessary, replace the toner cartridge. See page 8.3.
	The file may have blank pages.	Check the file to ensure that it does not contain blank pages.
	Some parts, such as the controller or the board, may be defective.	Contact a service representative.
When you are using Windows 98, the illustrations print incorrectly from Adobe Illustrator.	The setting in the software application is wrong.	Select Download as Bit Image in the Advanced Options window of the graphic properties. Print the document again.

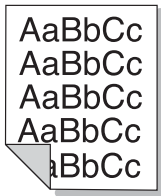
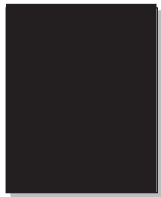
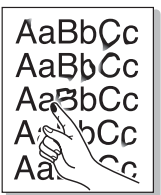

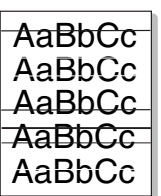
Solving print quality problems

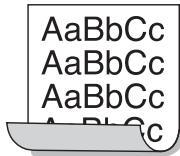
Dirt inside of the printer or improper paper loading may reduce print quality. See the table below to troubleshoot problems.

Condition	Suggested solutions
<p>Light or faded print</p> 	<p>If a vertical white streak or faded area appears on the page:</p> <ul style="list-style-type: none"> The toner supply is low. You may be able to temporarily extend the toner cartridge life. See page 8.3. If this does not improve print quality, install a new toner cartridge. The paper may not meet paper specifications (for example, the paper is too moist or too rough). See page 5.3. If the entire page is light, the print resolution setting is too light or toner save mode is on. Adjust the print resolution and toner save mode in the printer properties. See the Software Section. A combination of faded or smeared defects may indicate that the printer needs cleaning. See page 8.1. The surface of LSU may be dirty. Clean the LSU. See page 8.1.
<p>Toner spots</p> 	<ul style="list-style-type: none"> The paper may not meet specifications (for example, the paper is too moist or too rough). See page 5.3. The transfer roller or paper path may be dirty. See page 8.1.
<p>Dropouts</p> 	<p>If generally rounded, faded areas occur randomly on the page:</p> <ul style="list-style-type: none"> A single sheet of paper may be defective. Try reprinting the job. The moisture content of the paper is uneven or the paper has moist spots on its surface. Try a different brand of paper. See page 5.3. The paper lot is bad. The manufacturing processes can cause some areas to reject toner. Try a different kind or brand of paper. The toner cartridge may be defective. See "Vertical repetitive defects" on the next page. If these steps do not correct the problems, contact a service representative.

Condition	Suggested solutions
Vertical lines 	<p>If black vertical streaks appear on the page:</p> <ul style="list-style-type: none"> The drum inside the toner cartridge has probably been scratched. Install a new toner cartridge.
Gray background 	<p>If the amount of background shading becomes unacceptable, the procedures below may fix the problem.</p> <ul style="list-style-type: none"> Change to lighter weight pages. See page 5.3. Check the printer's environment; very dry (low humidity) or high humidity (higher than 80% RH) conditions can increase the amount of background shading. Remove the old toner cartridge and install a new one. See page 8.3.
Toner smear 	<ul style="list-style-type: none"> Clean the inside of the printer. See page 8.1. Check the type and quality. See page 5.2. Remove the toner cartridge and install a new one. See page 8.3.
Vertical repetitive defects 	<p>If marks repeatedly appear on the printed side of the page at even intervals:</p> <ul style="list-style-type: none"> The toner cartridge may be damaged. If a repetitive mark occurs on the page, print a cleaning sheet several times to clean the cartridge; see page 8.2. After the printout, if you still have the same problems, install a new toner cartridge. See page 8.3. Parts of the printer may have toner on them. If the defects occur on the back of the page, the problem will likely correct itself after a few more pages. The fusing assembly may be damaged. Contact a service representative.

Condition	Suggested solutions
Background scatter 	<p>Background scatter results from bits of toner distributed on the printed page.</p> <ul style="list-style-type: none"> The paper may be too damp. Try printing with a different batch of paper. Do not open packages of paper until necessary so that the paper does not absorb too much moisture. If background scatter occurs on an envelope, change the printing layout to avoid printing over areas that have overlapping seams on the reverse side. Printing on seams can cause problems. If background scatter covers the entire surface area of a printed page, adjust the print resolution through your software application or via the printer properties window.
Misformed characters 	<ul style="list-style-type: none"> If characters are improperly formed and producing hollowed images, the paper stock may be too slick. Try a different paper. See page 5.3. If characters are improperly formed and producing a wavy effect, the scanner unit may need service. Verify that it also occurs on a demo page (see page 2.6). For service, contact a service representative.
Page skew 	<ul style="list-style-type: none"> Ensure that the paper is loaded properly. Check the paper type and quality. See page 5.2. Ensure that the paper or other material is loaded correctly and the guides are not too tight or too loose against the paper stack.
Curl or wave 	<ul style="list-style-type: none"> Ensure that the paper is loaded properly. Check the type and quality. Both high temperature and humidity can cause paper curl. See page 5.2. Turn over the stack of paper in the tray. Also try rotating the paper 180° in the tray. Try printing to the rear cover (face-up).
Wrinkles or creases 	<ul style="list-style-type: none"> Ensure that the paper is loaded properly. Check the paper type and quality. See page 5.2. Open the rear cover and try printing to the rear cover (face-up). Turn over the stack of paper in the tray. Also try rotating the paper 180° in the tray.

Condition	Suggested solutions
Back of printouts are dirty 	<ul style="list-style-type: none"> The transfer roller may be dirty. See page 8.1. Check for leaking toner. Clean the inside of the printer.
Solid color or Black pages 	<ul style="list-style-type: none"> The toner cartridge may not be installed properly. Remove the cartridge and reinsert. The toner cartridge may be defective and need replacing. Install a new toner cartridge. The printer may require repair. Contact a service representative.
Loose toner 	<ul style="list-style-type: none"> Clean the inside of the printer. Check the paper type and quality. See page 5.2. Install a new toner cartridge. See page 8.3. If the problem persists, the printer may require repair. Contact a service representative.
Character Voids 	<p>Character voids are white areas within characters that should be solid black:</p> <ul style="list-style-type: none"> If you are using transparencies, try another type of transparency. Because of the composition of the transparency, some character voids may be normal. You may be printing on the wrong surface on the paper. Remove the paper and turn it around. The paper may not meet paper specifications. See page 5.3.
Horizontal stripes 	<p>If horizontally aligned black streaks or smears appear:</p> <ul style="list-style-type: none"> The toner cartridge may be installed improperly. Remove the cartridge and reinsert. The toner cartridge may be defective. Install a new toner cartridge. See page 8.3. If the problem persists, the printer may require repair. Contact a service representative.

Condition	Suggested solutions
Curl 	<p>If the printed paper is curled or paper does not feed into the printer:</p> <ul style="list-style-type: none"> Turn over the stack of paper in the tray. Also try rotating the paper 180° in the tray. Try printing to rear cover.
An unknown image repetitively appears on a next few sheets or loose toner, light print, or contamination occurs.	<p>Your printer is probably being used at an altitude of 2,500 m (8,200 ft) or above.</p> <p>The high altitude may affect the print quality such as loose toner or light imaging. You can set this option through Printer Settings Utility or Printer tab in printer driver's properties. Refer to the Software Section for details.</p>

Common Windows problems

Condition	Suggested solutions
"File in Use" message appears during installation.	Exit all software applications. Remove all software from the StartUp Group, then restart Windows. Reinstall the printer driver.
"Error Writing to LPTx" message appears.	<ul style="list-style-type: none"> Ensure that the cables are connected correctly, the printer is on. If bi-directional communication is not turned on in the driver, it will also cause this message.
"General Protection Fault", "Exception OE", "Spool32", or "Illegal Operation" messages appear.	Close all other applications, reboot Windows and try printing again.
"Fail To Print," "A printer timeout error occurred," messages appear.	These messages may appear during printing. Just keep waiting until the printer finishes printing. If the message appears in standby mode or after printing has been completed, check the connection and/or whether an error has occurred.



Note

Refer to Microsoft Windows 9x/Me/NT 4.0/2000/XP/2003 User's Guide that came with your PC for further information on Windows error messages.

Common PostScript problems (Phaser 3428/DN only)

The following situations are PostScript language specific and may occur when several printer languages are being used.



Note

To receive a printed or screen displayed message when PostScript errors occur, open the Print Options window and click the desired selection next to the PostScript errors section.

Condition	Possible cause	Suggested solutions
PostScript file can not be printed.	The PostScript driver may not be installed correctly.	<ul style="list-style-type: none">• Print a configuration page and verify that the PostScript version is available for printing.• Install the PostScript driver.• If problem consists, contact a service representative.
“Limit Check Error” message appears.	The print job was too complex.	You might need to reduce the complexity of the page or install more memory.
A PostScript error page prints.	Print job may not be PostScript.	Make sure that the print job is a PostScript job. Check to see whether the software application expected a setup or PostScript header file to be sent to the printer.
The optional tray 2 is not selected in the driver.	The printer driver has not been configured to recognize the optional tray 2.	Open the PostScript driver properties, select the Device Settings tab, and set the Tray2 option of the Installable Options section to Installed .
When print a document in Macintosh with Acrobat Reader 6.0 or higher, colors print incorrectly.	The resolution setting in the printer driver may not be matched with that in Acrobat Reader.	Make sure that the resolution setting in your printer driver matches that in Acrobat Reader.

Common Macintosh problems (Phaser 3428/DN only)

Condition	Suggested solutions
The printer does not print a document from Acrobat Reader.	You should change the Print Method option to Print as Image when you print from Acrobat Reader.
The document has printed, but the print job has not disappeared from the spooler in Mac OS 10.3.2.	Update your Mac OS to OS 10.3.3 or higher.
Some letters are not displayed normally during the Cover page printing.	This problem is caused because Mac OS can not create the font during the Cover page printing. English alphabet and numbers are displayed normally at the Cover page.

10 Installing accessories

Your printer is a full-featured laser printer that has been optimized to meet most of your printing needs. Recognizing that each user may have different requirements, however, Xerox makes several accessories available to enhance the printer's capabilities.

This chapter includes:

- **Precautions when installing accessories**
- **Installing a memory DIMM**

Precautions when installing accessories

Disconnect the power cord:

Never remove the control board cover while the power is being supplied.

To avoid the possibility of an electrical shock, always disconnect the power cord when installing or removing ANY internal or external accessories.

Discharge static electricity:

The control board and internal accessories (network interface card and memory DIMM) are sensitive to static electricity. Before installing or removing an internal accessories, discharge static electricity from your body by touching something metal, such as the metal back plate on any device plugged into a grounded power source. If you walk round before finishing installation, discharge any static electricity once again.

Installing a memory DIMM

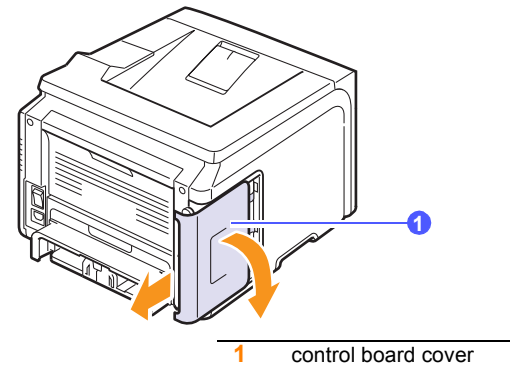
Your printer has a dual in-line memory module (DIMM) slot. Use this DIMM slot to install additional memory.

The Phaser 3428/D has 32 MB of memory which can be expanded to 288 MB. The Phaser 3428/DN have 64 MB of memory which can be expanded to 320 MB.

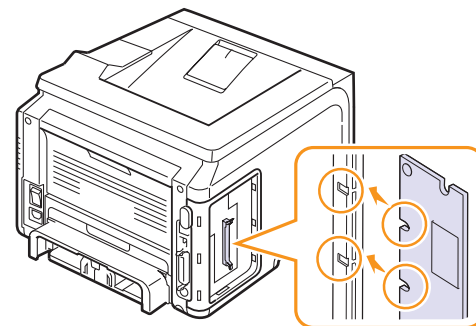
For order information for optional memory DIMMs, see page 7.1.

- 1 Turn the printer power off and unplug all cables from the printer.

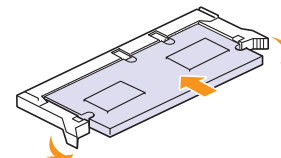
- 2 Grasp the control board cover and slide toward you to open it.



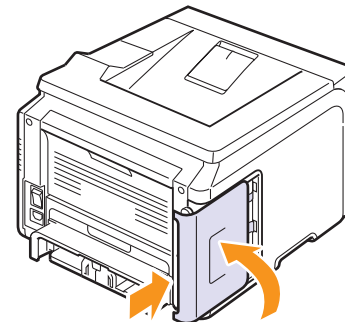
- 3 Take out a new memory DIMM from the plastic bag.
- 4 Holding the memory DIMM by the edges, align the notches on the memory DIMM with the grooves on the memory DIMM slot.



- 5 Push the DIMM straight into the DIMM slot until it snaps into place. Make sure the latches fit over the notches located on either side of the DIMM.



- 6 Replace the control board cover.



- 7 Reconnect the power cord and printer cable, and turn the printer on.

Setting the memory in the PostScript printer properties (Phaser 3428/DN only)

After installing the memory DIMM, you need to select it in the printer properties of the PostScript printer driver so that you can use it.

- 1 Make sure that the PostScript printer driver is installed in your computer. To installing the PostScript printer driver, you need to select **Custom** and put a check mark on the PostScript printer driver. See the **Software Section**.
- 2 Click the Windows **Start** menu.
- 3 For Windows 95/98/Me/NT4.0/2000, select **Settings** and then **Printers**.
For Windows XP/2003, select **Printers and Faxes**.
- 4 Select the **Xerox Phaser 3428 PS** printer.
- 5 Click the right mouse button on the printer icon and select **Properties**.
- 6 For Windows 95/98/Me, select **Device Option** tab.
For Windows NT4.0/2000/XP/2003, select **Device Settings** tab.
- 7 Select the amount of memory you installed from **Printer Memory** in the **Installable Option** section.
For Windows 98, select **Installable Option** → **VMOption** → **change setting for:NMOption** → **change memory**.
- 8 Click **OK**.

11 Specifications

This chapter includes:

- **Printer specifications**

Printer specifications

Item	Specifications and Description	
Printing speed ^a	Up to 28 ppm (A4); Up to 30 ppm (Letter) Duplex: Up to 19 ipm (A4); Up to 21 ipm (Letter)	
Resolution	Up to 1200 x 1200 dpi effective output	
Warm-up time	Less than 35 seconds	
First print out time	Standby mode: 8.5 seconds Sleep mode: 43.5 seconds	
Power rating	AC 100 ~ 127 V, 50/60 Hz, 6.4 A AC 220 ~ 240 V, 50/60 Hz, 3.2 A	
Power consumption	Average: 520 W Power save mode: Less than 11 W	
Noise level ^b	Standby mode: Less than 39 dBA Printing mode: Less than 54 dBA	
Toner cartridge life ^c	<ul style="list-style-type: none"> • Starter toner cartridge: Approx. 4,000 pages • Standard: Approx. 4,000 pages • High yield: Approx. 8,000 pages (at ISO 19752 5% coverage) 	
Duty cycle	Monthly: Up to 35,000 pages	
Weight	Phaser 3428/D	Gross: 15.5 Kg / Net: 12.2 Kg
	Phaser 3428/DN	Gross: 15.5 Kg/ Net: 12.2 Kg
Package weight	Paper: 2.9 Kg, Plastic: 0.5 Kg	
External dimensions (W x D x H)	497 x 612 x 422 mm (19.6 x 24.1 x 16.6 inches)	
Operating environment	Temperature: 10 ~ 32° C (50 ~ 90° F) Humidity: 20 ~ 80% RH	
Printer language	Phaser 3428/D	PCL 6 ^d , IBM ProPrinter, EPSON
	Phaser 3428/DN	PCL 6 ^d , PostScript 3, IBM ProPrinter, EPSON

Item	Specifications and Description	
Memory	Phaser 3428/D	32 MB (Max 288 MB)
	Phaser 3428/DN	64 MB (Max 320 MB)
	32, 64, 128, or 256 MB optional memory available.	
Fonts	Phaser 3428/D	1 bitmap, 45 scalable
	Phaser 3428/DN	1 bitmap, 45 scalable, 136 PostScript3 fonts
Interface	<ul style="list-style-type: none"> • IEEE 1284 Bidirectional Parallel Standard <ul style="list-style-type: none"> - Modes supported: Compatible, Nibble, Byte, ECP • USB Interface Standard <ul style="list-style-type: none"> - USB 2.0 compliant - 480 Mbps 1 port • Network Interface (Phaser 3428/DN only) <ul style="list-style-type: none"> - 10/100 Base TX 	
OS compatibility ^e	<ul style="list-style-type: none"> • Windows 95/98/Me/NT 4.0/2000/XP/2003. • Mac 8.6 ~ 9.2/10.1 ~ 10.4 (Phaser 3428/DN only) 	
Options	250-sheet tray	

a. Print speed will be affected by operating system used, computing performance, application software, connection method, media type, media size, and job complexity.

b. Sound pressure Level, ISO7779

c. The number of pages may be affected by operating environment, printing interval, media type, and media size.

d. Compatible with PCL6 Version 2.1

e. Please visit www.xerox.com/office/support to download the latest software version.

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XEROX®

laser printer

Software section



SOFTWARE SECTION

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1 Installing Printer Software in Windows

This chapter includes:

- **Installing Printer Software**
- **Reinstalling Printer Software**
- **Removing Printer Software**

Installing Printer Software

You can install the printer software for local printing or network printing. To install the printer software on the computer, perform the appropriate installation procedure depending on the printer in use.

A printer driver is software that lets your computer communicate with your printer. The procedure to install drivers may differ depending on the operating system you are using.


All applications should be closed on your PC before beginning installation.

NOTE (Phaser 3428/DN only): You can install PostScript printer driver, when Phaser 3428/DN is attached to your computer or a network.

Installing Software for Local Printing

A local printer is a printer directly attached to your computer using the printer cable supplied with your printer, such as a USB or parallel cable. If your printer is attached to a network, skip this step and go to "Installing Software for Network Printing" on page 6.

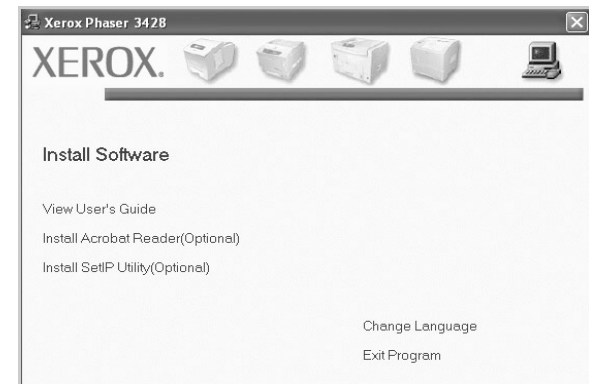
You can install the printer software using the typical or custom method.

NOTE: If the "New Hardware Wizard" window appears during the installation procedure, click  in the upper right corner of the box to close the window, or click **Cancel**.

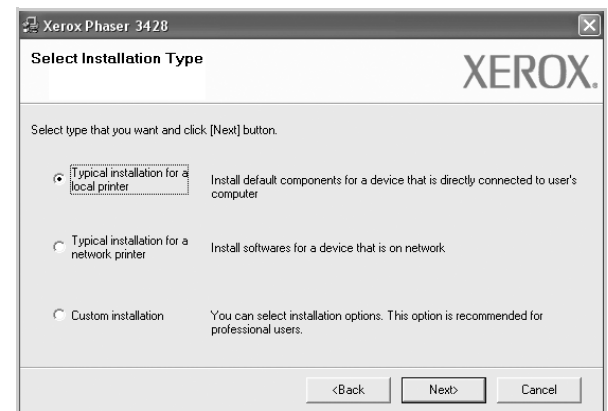
Typical Installation

This is recommended for most users. All components necessary for printer operations will be installed.

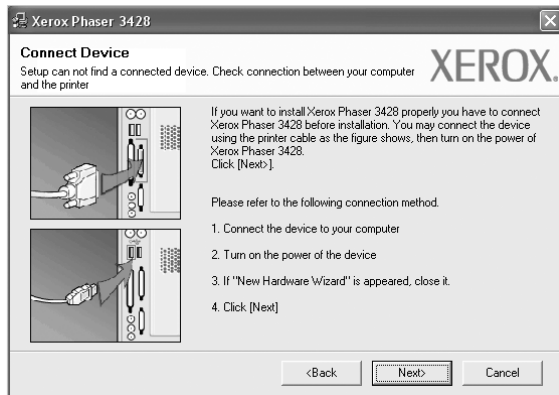
- 1 Make sure that the printer is connected to your computer and powered on.
- 2 Insert the supplied CD-ROM into your CD-ROM drive. The CD-ROM should automatically run, and an installation window appears. If the installation window does not appear, click **Start** and then **Run**. Type **X:\Setup.exe**, replacing "X" with the letter which represents your drive and click **OK**.



- 3 Click **Install Software**.
- 4 Select **Typical installation for a local printer**. Click **Next**.



NOTE: If your printer is not already connected to the computer, the following window will appear.



- After connecting the printer, click **Next**.
- If you don't want to connect the printer at this time, click **Next**, and **No** on the following screen. Then the installation will start and a test page will not be printed at the end of the installation.
- *The installation window that appears in this User's Guide may differ depending on the printer and interface in use.*

- 5** After the installation is finished, a window asking you to print a test page appears. If you choose to print a test page, select the checkbox and click **Next**. Otherwise, just click **Next** and skip to step 7.

- 6** If the test page prints out correctly, click **Yes**.

If not, click **No** to reprint it.

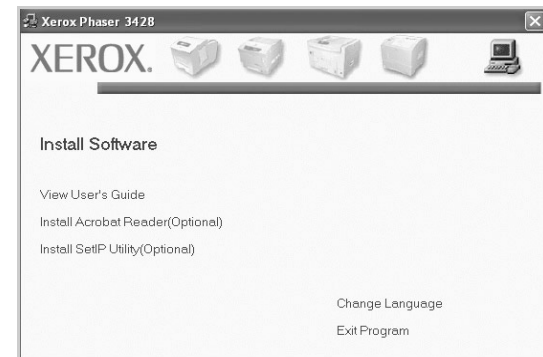
- 7** Click **Finish**.

NOTE: After setup is complete, if your printer driver doesn't work properly, reinstall the printer driver. See "Reinstalling Printer Software" on page 9.

Custom Installation

You can choose individual components to install.

- 1** Make sure that the printer is connected to your computer and powered on.
- 2** Insert the supplied CD-ROM into your CD-ROM drive.
The CD-ROM should automatically run, and an installation window appears.
If the installation window does not appear, click **Start** and then **Run**. Type **X:\Setup.exe**, replacing "X" with the letter which represents your drive and click **OK**.

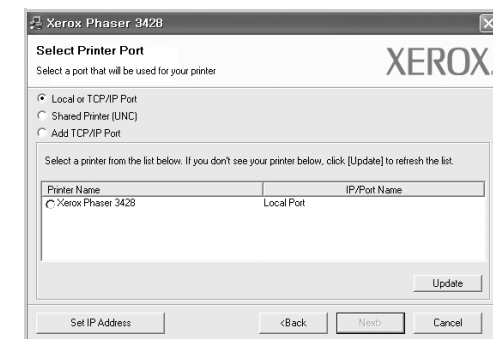


- 3** Click **Install Software**.

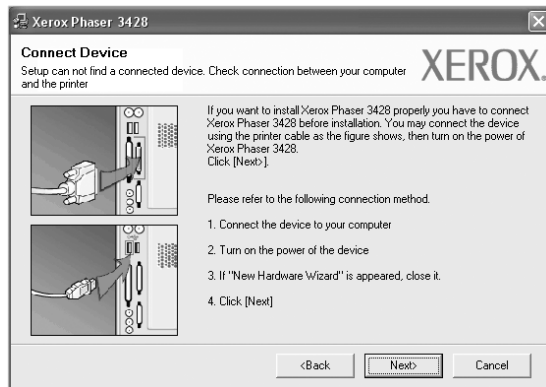
- 4** Select **Custom installation**. Click **Next**.



- 5** Select your printer and click **Next**.

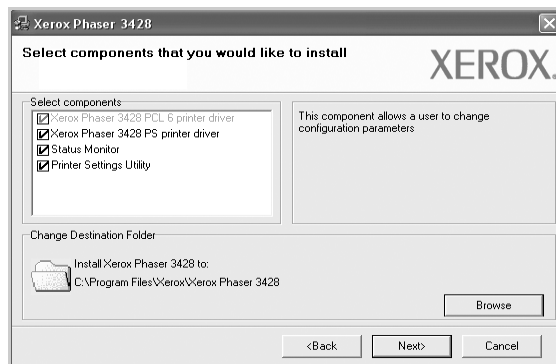


NOTE: If your printer is not already connected to the computer, the following window will appear.



- After connecting the printer, click **Next**.
- If you don't want to connect the printer at this time, click **Next**, and **No** on the following screen. Then the installation will start and a test page will not be printed at the end of the installation.
- *The installation window that appears in this User's Guide may differ depending on the printer and interface in use.*

- 6 Select the components to be installed and click **Next**.



NOTE: You can change the desired installation folder by clicking **[Browse]**.

- 7 After the installation is finished, a window asking you to print a test page appears. If you choose to print a test page, select the checkbox and click **Next**. Otherwise, just click **Next** and skip to step 9.
- 8 If the test page prints out correctly, click **Yes**. If not, click **No** to reprint it.
- 9 Click **Finish**.

Installing Software for Network Printing

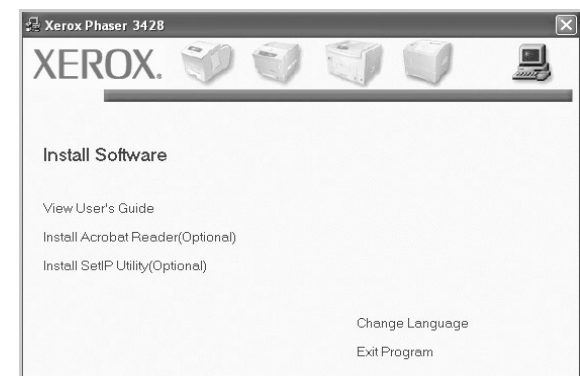
When you connect your printer to a network, you must first configure the TCP/IP settings for the printer. After you have assigned and verified the TCP/IP settings, you are ready to install the software on each computer on the network.

You can install the printer software using the typical or custom method.

Typical Installation

This is recommended for most users. All components necessary for printer operations will be installed.

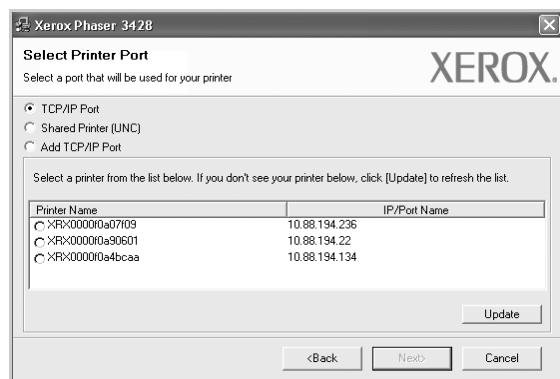
- 1 Make sure that the printer is connected to your network and powered on. For details about connecting to the network, see the supplied printer's User's Guide.
- 2 Insert the supplied CD-ROM into your CD-ROM drive. The CD-ROM should automatically run, and an installation window appears. If the installation window does not appear, click **Start** and then **Run**. Type **X:\Setup.exe**, replacing "X" with the letter which represents your drive and click **OK**.



- 3 Click **Install Software**.
- 4 Select **Typical installation for a network printer**. Click **Next**.



- 5 The list of printers available on the network appears. Select the printer you want to install from the list and then click **Next**.



- If you do not see your printer on the list, click **Update** to refresh the list, or select **Add TCP/IP Port** to add your printer to the network. To add the printer to the network, enter the port name and the IP address for the printer. To verify your printer's IP address or the MAC address, print a Network Configuration page.
- To find a shared network printer (UNC Path), select **Shared Printer [UNC]** and enter the shared name manually or find a shared printer by clicking the **Browse** button.

NOTE: To search the network printer, the firewall should be disabled.

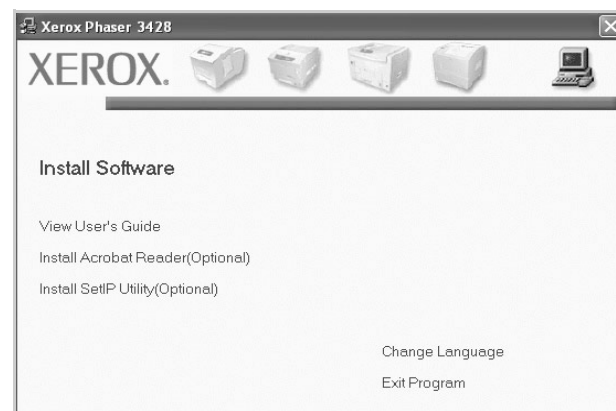
- 6 After the installation is finished, a window asking you to print a test page appears. If you choose to print a test page, select the checkbox and click **Next**. Otherwise, just click **Next** and skip to step 8.
- 7 If the test page prints out correctly, click **Yes**. If not, click **No** to reprint it.
- 8 Click **Finish**.

NOTE: After setup is complete, if your printer driver doesn't work properly, reinstall the printer driver. See "Reinstalling Printer Software" on page 9.

Custom Installation

You can choose individual components to install and set a specific IP address.

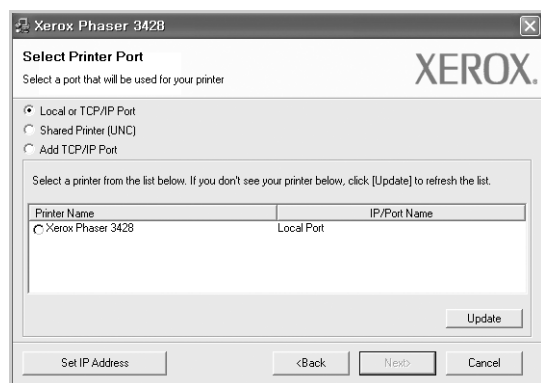
- 1 Make sure that the printer is connected to your network and powered on. For details about connecting to the network, see the supplied printer's User's Guide.
- 2 Insert the supplied CD-ROM into your CD-ROM drive. The CD-ROM should automatically run, and an installation window appears.
- If the installation window does not appear, click **Start** and then **Run**. Type **X:\Setup.exe**, replacing "**X**" with the letter which represents your drive and click **OK**.



- 3 Click **Install Software**.
- 4 Select **Custom installation**. Click **Next**.



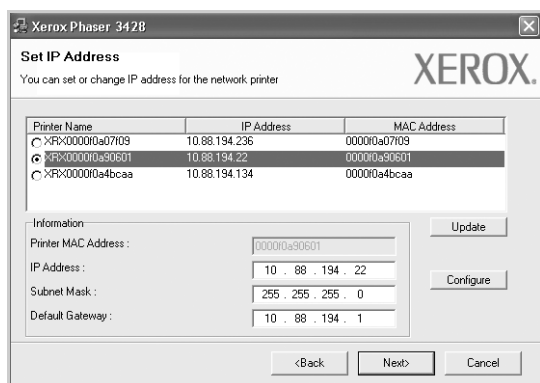
- 5 The list of printers available on the network appears. Select the printer you want to install from the list and then click **Next**.



- If you do not see your printer on the list, click **Update** to refresh the list, or select **Add TCP/IP Port** to add your printer to the network. To add the printer to the network, enter the port name and the IP address for the printer. To verify your printer's IP address or the MAC address, print a Network Configuration page.
- To find a shared network printer (UNC Path), select **Shared Printer [UNC]** and enter the shared name manually or find a shared printer by clicking the **Browse** button.

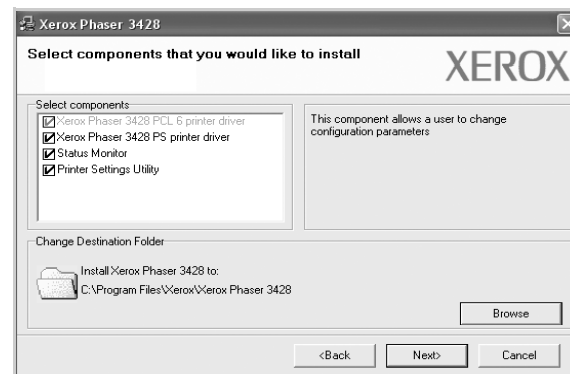
NOTE: To search the network printer, the firewall should be disabled.

TIP: If you want to set a specific IP address on a specific network printer, click the **Set IP Address** button. The Set IP Address window appears. Do as follows:

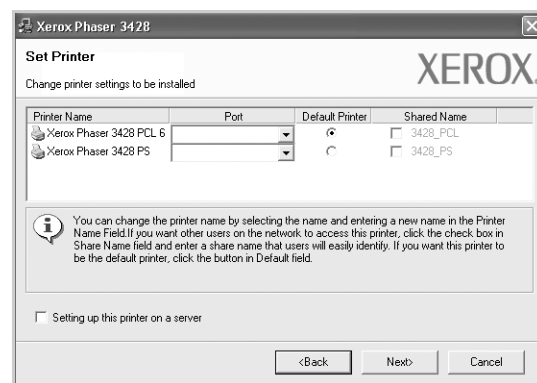


- Select a printer to be set with a specific IP address from the list. To verify your printer's IP address or MAC address, print a Network Configuration page.
- Configure an IP address, subnet mask, and gateway for the printer manually and click **Configure** to set the specific IP address for the network printer.
- Click **Next**.

- 6 Select the components to be installed and click **Next**.



- 7 You can also change the printer name, set the printer to be shared on the network, set the printer as the default printer, and change the port name of each printer. Click **Next**.



To install this software on a server, select the **Setting up this printer on a server** checkbox.

- 8 After the installation is finished, a window asking you to print a test page appears. If you choose to print a test page, select the checkbox and click **Next**.

Otherwise, just click **Next** and skip to step 10.

- 9 If the test page prints out correctly, click **Yes**.

If not, click **No** to reprint it.

- 10 Click **Finish**.

NOTE: After setup is complete, if your printer driver doesn't work properly, reinstall the printer driver. See "Reinstalling Printer Software" on page 9.

Reinstalling Printer Software

You can reinstall the software if installation fails.

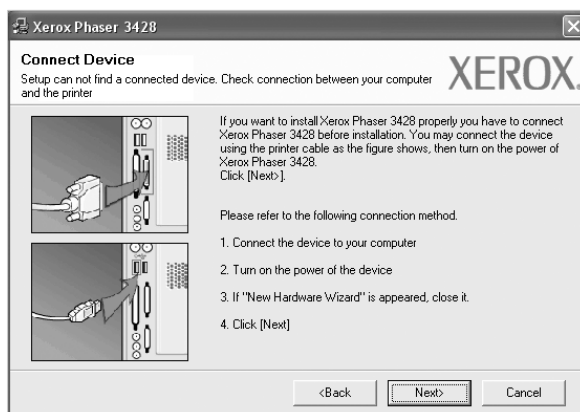
- 1 Start Windows.
- 2 From the **Start** menu select **Programs** or **All Programs** → **your printer driver name** → **Maintenance**.
- 3 Select **Repair** and click **Next**.
- 4 The list of printers available on the network appears. Select the printer you want to install from the list and then click **Next**.



- If you do not see your printer on the list, click **Update** to refresh the list, or select **Add TCP/IP Port** to add your printer to the network. To add the printer to the network, enter the port name and the IP address for the printer.
- To find a shared network printer (UNC Path), select **Shared Printer [UNC]** and enter the shared name manually or find a shared printer by clicking the **Browse** button.

You will see a component list so that you can reinstall any item individually.

NOTE: If your printer is not already connected to the computer, the following window will appear.



- After connecting the printer, click **Next**.
- If you don't want to connect the printer at this time, click **Next**, and **No** on the following screen. Then the installation will start and a test page will not be printed at the end of the installation.
- *The reinstallation window that appears in this User's Guide may differ depending on the printer and interface in use.*

- 5 Select the components you want to reinstall and click **Next**.

If you installed the printer software for local printing and you select **your printer driver name**, the window asking you to print a test page appears. Do as follows:

- a. To print a test page, select the check box and click **Next**.
- b. If the test page prints out correctly, click **Yes**.
If it doesn't, click **No** to reprint it.

- 6 When the reinstallation is done, click **Finish**.

Removing Printer Software

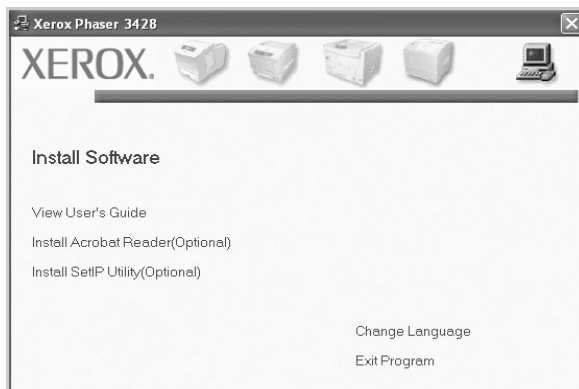
- 1 Start Windows.
- 2 From the **Start** menu select **Programs** or **All Programs** → **your printer driver name** → **Maintenance**.
- 3 Select **Remove** and click **Next**.
You will see a component list so that you can remove any item individually.
- 4 Select the components you want to remove and then click **Next**.
- 5 When your computer asks you to confirm your selection, click **Yes**.
The selected driver and all of its components are removed from your computer.
- 6 After the software is removed, click **Finish**.

2 Using SetIP (Phaser 3428/DN only)

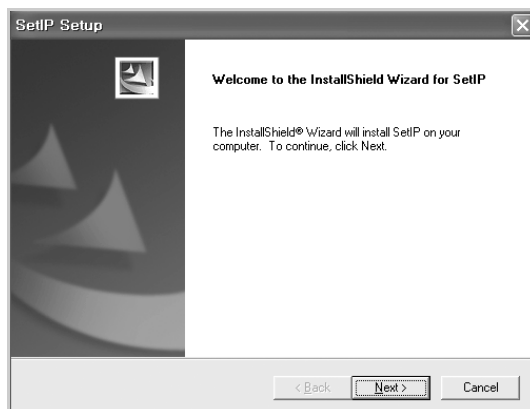
- Installing SetIP
- Using SetIP

Installing SetIP

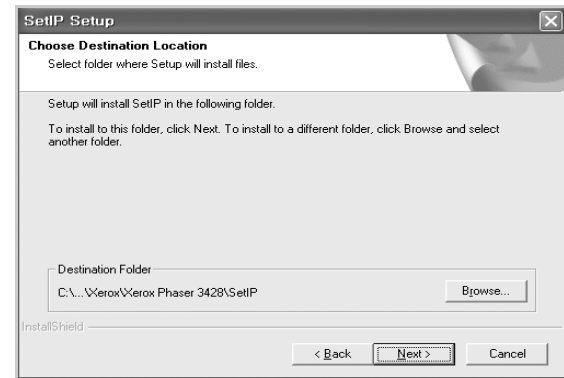
- 1 Make sure that the printer is connected to your computer and powered on.
- 2 Insert the supplied CD-ROM into your CD-ROM drive.
The CD-ROM should automatically run, and an installation window appears.
If the installation window does not appear, click **Start** and then **Run**. Type **X:\Setup.exe**, replacing "X" with the letter which represents your drive and click **OK**.



- 3 Click **Install SetIP Utility(Optional)**.
- 4 Click **Next**.



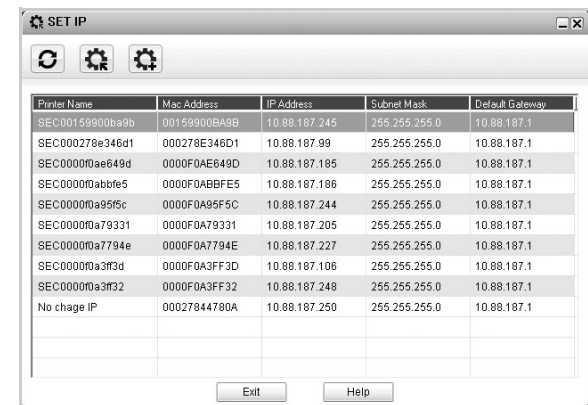
- 5 Click **Next**.



- 6 Click **Finish**.

Using SetIP

- 1 From the Windows Start menu, select **Programs** or **All Programs** → **Xerox Phaser 3428** → **SetIP** → **SetIP**.
The program automatically detects and displays new and configured print servers on your network.



- 2 Select the name of your printer and click . If you cannot find your printer name, click to refresh the list.

NOTES:

- To confirm the MAC address, see the NETWORK PRINTER CARD TEST PAGE. The NETWORK PRINTER CARD TEST PAGE will be printed after the Configuration Page.
- The refreshed list doesn't show your printer, click enter your network printer card's IP address, subnet mask, default gateway, and then click **Apply**.

- 3 Click **OK** to confirm the settings.
- 4 Click **Exit** to close the SetIP program.

3 Basic Printing

This chapter explains the printing options and common printing tasks in Windows.

This chapter includes:

- **Printing a Document**
- **Printer Settings**
 - **Layout Tab**
 - **Paper Tab**
 - **Graphics Tab**
 - **Extras Tab**
 - **Troubleshooting Tab**
 - **Printer Information Page**
 - **Using a Favorite Setting**
 - **Using Help**

Printing a Document

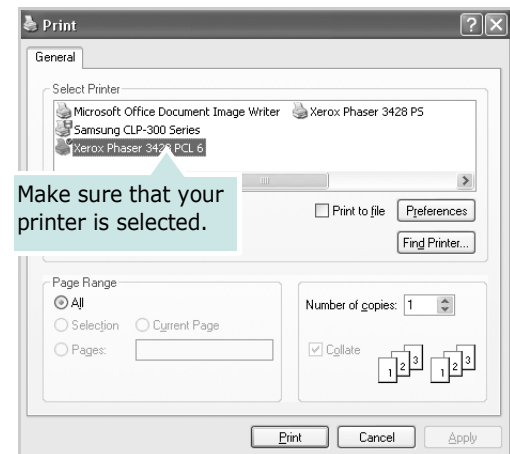
NOTES:

- Your printer driver **Properties** window that appears in this User's Guide may differ depending on the printer in use. However the composition of the printer properties window is similar.
- **Check the Operating System(s) that are compatible with your printer. Please refer to the OS Compatibility section of Printer Specifications in your Printer User's Guide.**
- If you need to know the exact name of your printer, you can check the supplied CD-ROM.

The following procedure describes the general steps required for printing from various Windows applications. The exact steps for printing a document may vary depending on the application program you are using. Refer to the User's Guide of your software application for the exact printing procedure.

- 1 Open the document you want to print.
- 2 Select **Print** from the **File** menu. The Print window is displayed. It may look slightly different depending on your application.

The basic print settings are selected within the Print window. These settings include the number of copies and print range.



- 3 Select **your printer driver** from the **Name** drop-down list.
- 4 To take advantage of the printer features provided by your printer driver, click **Properties** or **Preferences** in the application's Print window. For details, see "Printer Settings" on page 12.

If you see **Setup**, **Printer**, or **Options** in your Print window, click it instead. Then click **Properties** on the next screen.
- 5 Click **OK** to close the printer properties window.
- 6 To start the print job, click **OK** or **Print** in the Print window.

Printer Settings

You can use the printer properties window, which allows you to access all of the printer options you need when using your printer. When the printer properties are displayed, you can review and change the settings needed for your print job.

Your printer properties window may differ, depending on your operating system. This Software User's Guide shows the Properties window for Windows XP.

Your printer driver **Properties** window that appears in this User's Guide may differ depending on the printer in use.

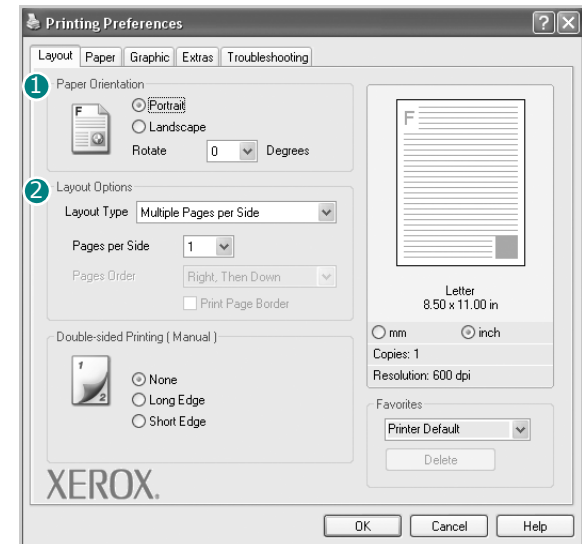
If you access printer properties through the Printers folder, you can view additional Windows-based tabs (refer to your Windows User's Guide) and the Printer tab (see "Printer Information Page" on page 15).

NOTES:

- Most Windows applications will override settings you specify in the printer driver. Change all print settings available in the software application first, and change any remaining settings using the printer driver.
- The settings you change remain in effect only while you are using the current program. **To make your changes permanent**, make them in the Printers folder.
- The following procedure is for Windows XP. For other Windows OS, refer to the corresponding Windows User's Guide or online help.
 1. Click the Windows **Start** button.
 2. Select **Printers and Faxes**.
 3. Select **your printer driver icon**.
 4. Right-click on the printer driver icon and select **Printing Preferences**.
 5. Change the settings on each tab, click OK.

Layout Tab

The **Layout** tab provides options to adjust how the document appears on the printed page. The **Layout Options** includes **Multiple Pages per Side** and **Poster Printing**. See "Printing a Document" on page 11 for more information on accessing printer properties.



Paper Orientation

Paper Orientation allows you to select the direction in which information is printed on a page.

- **Portrait** prints across the width of the page, letter style.
- **Landscape** prints across the length of the page, spreadsheet style.
- **Rotate** allows you to rotate the page the selected degrees.



▲ Portrait



▲ Landscape

Layout Options

Layout Options allows you to select advanced printing options. You can choose **Multiple Pages per Side** and **Poster Printing**.

- For details, see "Printing Multiple Pages on One Sheet of Paper (N-Up Printing)" on page 17.
- For details, see "Printing Posters" on page 18

Double-sided Printing

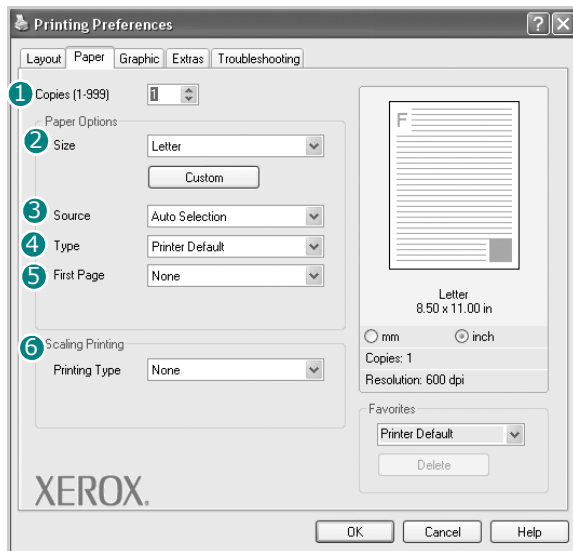
Double-sided Printing allows you to print on both sides of paper. **If this option does not appear, your printer does not have this feature.**

- For details, see "Printing on Both Sides of Paper" on page 19.

Paper Tab

Use the following options to set the basic paper handling specifications when you access the printer properties. See “Printing a Document” on page 11 for more information on accessing printer properties.

Click the **Paper** tab to access various paper properties.



1 Copies

Copies allows you to choose the number of copies to be printed. You can select 1 to 999 copies.

2 Size

Size allows you to set the size of paper you loaded in the tray. If the required size is not listed in the **Size** box, click **Custom**. When the **Custom Paper Setting** window appears, set the paper size and click **OK**. The setting appears in the list so that you can select it.

3 Source

Make sure that **Source** is set to the corresponding paper tray. Use **Manual Feeder** when printing on special materials like envelopes and transparencies. You have to load one sheet at a time into the Manual Tray or Multi-Purpose Tray. If the paper source is set to **Auto Selection**, the printer automatically picks up print material in the following tray order: Manual Tray or Multi-Purpose Tray, Tray1, Optional Tray2

4 Type

Set **Type** to correspond to the paper loaded in the tray from which you want to print. This will let you get the best quality printout. If not, print quality may not be achieved as you want. **Cotton**: 20 lb to 24 lb (75~90 g/m²) cotton paper such as Gilbert 25 % and Gilbert 100 %.

Plain Paper: Normal plain paper. Select this type if your printer is monochrome and printing on the 16 lb (60 g/m²) cotton paper.

Recycled Paper: 20 lb to 24 lb (75~90 g/m²) recycled paper.

Color Paper: 20 lb to 24 lb (75~90 g/m²) color-backgroundd paper.

5 First Page

This property allows you to print the first page using a different paper type from the rest of the document. You can select the paper source for the first page.

For example, load thick stock for the first page into the Multi-purpose Tray, and plain paper into Tray1. Then, select **Tray1** in the **Source** option and **Multi-Purpose Tray** in the **First Page** option.

6 Scaling Printing

Scaling Printing allows you to automatically or manually scale your print job on a page. You can choose from **None**, **Reduce/Enlarge**, and **Fit to Page**.

- For details, see “Printing a Reduced or Enlarged Document” on page 19.
- For details, see “Fitting Your Document to a Selected Paper Size” on page 19.

Graphics Tab

Use the following Graphic options to adjust the print quality for your specific printing needs. See “Printing a Document” on page 11 for more information on accessing printer properties. Click the **Graphic** tab to display the properties shown below.



Resolution

The Resolution options you can select may vary depending on your printer model. The higher the setting, the sharper the clarity of printed characters and graphics. The higher setting also may increase the time it takes to print a document.

Image Mode

The available options are Normal and Text Enhance. *Some printers do not support this feature.*

- **Printer Setting:** If you select this option, this feature is determined by the setting you’ve made on the control panel of the printer.
- **Normal:** This setting is for normal documents.
- **Text Enhancement:** Image Mode allows the user to enhance printouts.

Toner Save Mode

Selecting this option extends the life of your toner cartridge and reduces your cost per page without a significant reduction in print quality.

- **Printer Setting:** If you select this option, this feature is determined by the setting you’ve made on the control panel of the printer.
- **On:** Select this option to allow the printer to use less toner on each page.
- **Off:** If you don’t need to save toner when printing a document, select this option.

Advanced Options

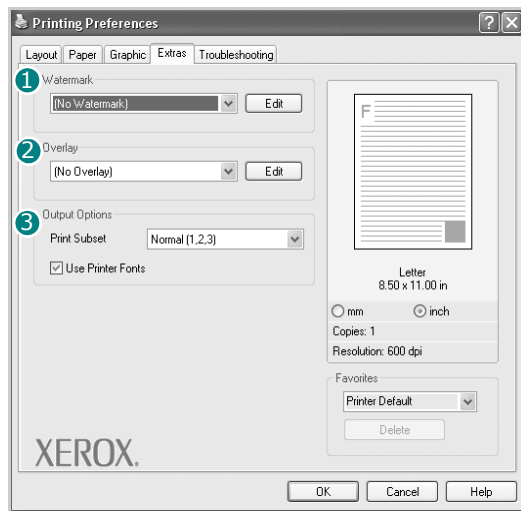
You can set advanced settings by clicking the **Advanced Options** button.

- **TrueType Options:** This option determines what the driver tells the printer about how to image the text in your document. Select the appropriate setting according to the status of your document. *This option may be available only in Windows 9x/Me, depending on your particular printer model.*
 - **Download as Outline:** When this option is selected, the driver will download any TrueType fonts that are used in your document not already stored (resident) on your printer. If, after printing a document, you find that the fonts did not print correctly, choose Download as bit image and resubmit your print job. The Download as bit image setting is often useful when printing Adobe. *This feature is available only when you use the PCL printer driver.*
 - **Download as Bitmap:** When this option is selected, the driver will download the font data as bitmap images. Documents with complicated fonts, such as Korean or Chinese, or various other fonts, will print faster in this setting.
 - **Print as Graphics:** When this option is selected, the driver will download any fonts as graphics. When printing documents with high graphic content and relatively few TrueType fonts, printing performance (speed) may be enhanced in this setting.
- **Print All Text To Black:** When the **Print All Text To Black** option is checked, all text in your document prints solid black, regardless of the color it appears on the screen.
- **Print All Text To Darken:** When the **Print All Text To Darken** option is checked, all text in your document is allowed to print darker than on a normal document. *Some printers do not support this feature.*

Extras Tab

You can select output options for your document. See “Printing a Document” on page 11 for more information about accessing the printer properties.

Click the **Extras** tab to access the following feature:



1 Watermark

You can create a background text image to be printed on each page of your document. For details, see “Using Watermarks” on page 20.

2 Overlay

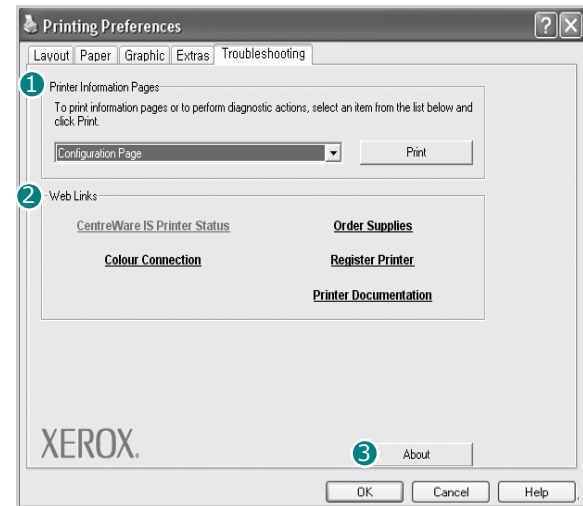
Overlays are often used to take the place of preprinted forms and letterhead paper. For details, see “Using Overlays” on page 21.

3 Output Options

- **Print Subset:** You can set the sequence in which the pages print. Select the print order from the drop-down list.
 - **Normal:** Your printer prints all pages from the first page to the last page.
 - **Reverse All Pages(3,2,1):** Your printer prints all pages from the last page to the first page.
 - **Print Odd Pages:** Your printer prints only the odd numbered pages of the document.
 - **Print Even Pages:** Your printer prints only the even numbered pages of the document.
- **Use Printer Fonts:** When Use Printer Fonts is checked, the printer uses the fonts that are stored in its memory (resident fonts) to print your document, rather than downloading the fonts used in your document. Because downloading fonts takes time, selecting this option can speed up your printing time. When using Printer fonts, the printer will try to match the fonts used in your document to those stored in its memory. If, however, you use fonts in your document that are very different from those resident in the printer, your printed output will appear very different from what it looks like on the screen.
This feature is available only when you use the PCL printer driver.

Troubleshooting Tab

Click the **Troubleshooting** tab to access the following feature:



1 Printer Information Page

To print information pages or to perform diagnostic actions, select an item from the list below and click **Print**

2 Web Links

If you have an Internet connection and a browser installed, click one of the web links to connect to a web page directly from the driver.

3 About

Use the **About** tab to display the copyright notice and the version number of the driver.

Printer Tab

If you access printer properties through the **Printers** folder, you can view the **Printer** tab. You can set the printer configuration.

The following procedure is for Windows XP. For other Windows OS, refer to the corresponding Windows User's Guide or online help.

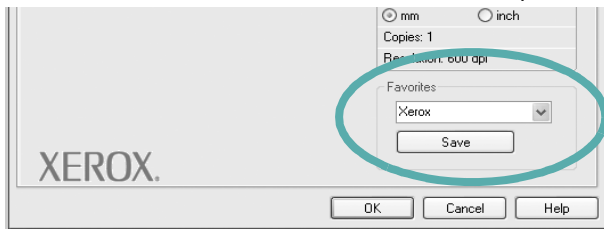
- 1 Click the Windows **Start** menu.
- 2 Select **Printers and Faxes**.
- 3 Select **your printer driver** icon.
- 4 Right-click on the printer driver icon and select **Properties**.
- 5 Click the **Printer** tab and set the options.

Using a Favorite Setting

The **Favorites** option, which is visible on each properties tab, allows you to save the current properties settings for future use.

To save a **Favorites** item:

- 1 Change the settings as needed on each tab.
- 2 Enter a name for the item in the **Favorites** input box.



- 3 Click **Save**.

When you save **Favorites**, all current driver settings are saved.

To use a saved setting, select the item from the **Favorites** drop down list. The printer is now set to print according to the Favorites setting you selected.

To delete a Favorites item, select it from the list and click **Delete**.

You can also restore the printer driver's default settings by selecting **Printer Default** from the list.

Using Help

Your printer has a help screen that can be activated by clicking the **Help** button in the printer properties window. These help screens give detailed information about the printer features provided by the printer driver.

You can also click **?** from the upper right corner of the window, and then click on any setting.

4 Advanced Printing

This chapter explains printing options and advanced printing tasks.

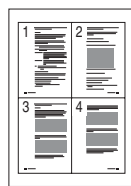
NOTES:

- Your printer driver **Properties** window that appears in this User's Guide may differ depending on the printer in use. However the composition of the printer properties window is similar.
- If you need to know the exact name of your printer, you can check the supplied CD-ROM.

This chapter includes:

- **Printing Multiple Pages on One Sheet of Paper (N-Up Printing)**
- **Printing Posters**
- **Printing Booklets**
- **Printing on Both Sides of Paper**
- **Printing a Reduced or Enlarged Document**
- **Fitting Your Document to a Selected Paper Size**
- **Using Watermarks**
- **Using Overlays**

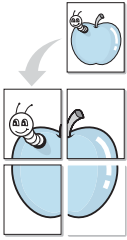
Printing Multiple Pages on One Sheet of Paper (N-Up Printing)



You can select the number of pages to print on a single sheet of paper. To print more than one page per sheet, the pages will be reduced in size and arranged in the order you specify. You can print up to 16 pages on one sheet.

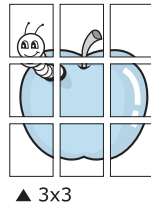
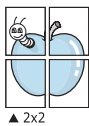
- 1** To change the print settings from your software application, access printer properties. See "Printing a Document" on page 11.
- 2** From the **Layout** tab, choose **Multiple Pages per Side** in the **Layout Type** drop-down list.
- 3** Select the number of pages you want to print per sheet (1, 2, 4, 6, 9, or 16) in the **Pages per Side** drop-down list.
- 4** Select the page order from the **Pages Order** drop-down list, if necessary.
Check **Print Page Border** to print a border around each page on the sheet.
- 5** Click the **Paper** tab, select the paper source, size, and type.
- 6** Click **OK** and print the document.

Printing Posters

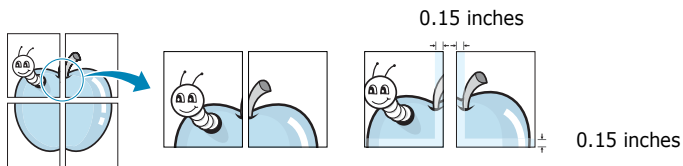


This feature allows you to print a single-page document onto 4, 9, or 16 sheets of paper, for the purpose of pasting the sheets together to form one poster-size document.

- 1 To change the print settings from your software application, access printer properties. See "Printing a Document" on page 11.
- 2 Click the **Layout** tab, select **Poster Printing** in the **Layout Type** drop-down list.
- 3 Configure the poster option:
You can select the page layout from **Poster<2x2>**, **Poster<3x3>**, or **Poster<4x4>**. If you select **Poster<2x2>**, the output will be automatically stretched to cover 4 physical pages.



Specify an overlap in millimeters or inches to make it easier to pasting the sheets together.



- 4 Click the **Paper** tab, select the paper source, size, and type.
- 5 Click **OK** and print the document. You can complete the poster by pasting the sheets together.

Printing Booklets



This printer feature allows you to print your document on both sides of the paper and arranges the pages so that the paper can be folded in half after printing to produce a booklet.

- 1 To change the print settings from your software application, access the printer properties. See "Printing a Document" on page 11.
- 2 From the **Layout** tab, choose **Booklet Printing** from the **Type** drop-down list.

NOTE: The booklet printing option is available when A4, Letter, Legal, Oficio or Folio size is selected in the **Size** option on the **Paper** tab.

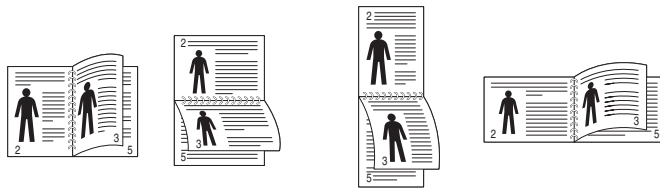
- 3 Click the **Paper** tab, and select the paper source, size, and type.
- 4 Click **OK** and print the document.
- 5 After printing, fold and staple the pages.

Printing on Both Sides of Paper

You can print on both sides of a sheet of paper. Before printing, decide how you want your document oriented.

The options are:

- **Printer Setting**, if you select this option, this feature is determined by the setting you've made on the control panel of the printer. *If this option does not appear, your printer does not have this feature.*
- **None**
- **Long Edge**, which is the conventional layout used in book binding.
- **Short Edge**, which is the type often used with calendars.



▲ Long Edge

▲ Short Edge

- **Reverse Duplex**, allows you to select general print order compare to duplex print order. *If this option does not appear, your printer does not have this feature.*

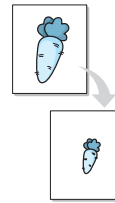
NOTE:

- Do not print on both sides of labels, transparencies, envelopes, or thick paper. Paper jamming and damage to the printer may result.
- To use double-sided printing, you can use only the following paper sizes: A4, Letter, Legal, Oficio and Folio, with a weight of 20~24 lbs (75~90 g/m²).

- 1 To change the print settings from your software application, access printer properties. "Printing a Document" on page 11.
- 2 From the **Layout** tab, select the paper orientation.
- 3 From the **Double-sided Printing** section, select the binding option you want.
- 4 Click the **Paper** tab and select the paper source, size, and type.
- 5 Click **OK** and print the document.

NOTE: If your printer does not have a duplex unit, you should complete the printing job manually. The printer prints every other page of the document first. After printing the first side of your job, the Printing Tip window appears. Follow the on-screen instructions to complete the printing job.

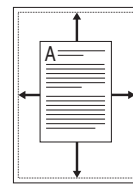
Printing a Reduced or Enlarged Document



You can change the size of a page's content to appear larger or smaller on the printed page.

- 1 To change the print settings from your software application, access printer properties. See "Printing a Document" on page 11.
- 2 From the **Paper** tab, select **Reduce/Enlarge** in the **Printing Type** drop-down list.
- 3 Enter the scaling rate in the **Percentage** input box. You can also click the ▼ or ▲ button.
- 4 Select the paper source, size, and type in **Paper Options**.
- 5 Click **OK** and print the document.

Fitting Your Document to a Selected Paper Size



This printer feature allows you to scale your print job to any selected paper size regardless of the digital document size. This can be useful when you want to check fine details on a small document.

- 1 To change the print settings from your software application, access printer properties. See "Printing a Document" on page 11.
- 2 From the **Paper** tab, select **Fit to Page** in the **Printing Type** drop-down list.
- 3 Select the correct size from the **Target Page** drop-down list.
- 4 Select the paper source, size, and type in **Paper Options**.
- 5 Click **OK** and print the document.

Using Watermarks

The Watermark option allows you to print text over an existing document. For example, you may want to have large gray letters reading "DRAFT" or "CONFIDENTIAL" printed diagonally across the first page or all pages of a document.

There are several predefined watermarks that come with the printer, and they can be modified, or you can add new ones to the list.

Using an Existing Watermark

- 1 To change the print settings from your software application, access printer properties. See "Printing a Document" on page 11.
- 2 Click the **Extras** tab, and select the desired watermark from the **Watermark** drop-down list. You will see the selected watermark in the preview image.
- 3 Click **OK** and start printing.

NOTE: The preview image shows how the page will look when it is printed.

Creating a Watermark

- 1 To change the print settings from your software application, access printer properties. See "Printing a Document" on page 11.
- 2 Click the **Extras** tab, and click the **Edit** button in the **Watermark** section. The **Edit Watermark** window appears.
- 3 Enter a text message in the **Watermark Message** box. You can enter up to 40 characters. The message displays in the preview window.
When the **First Page Only** box is checked, the watermark prints on the first page only.
- 4 Select watermark options.
You can select the font name, style, size, or grayscale level from the **Font Attributes** section and set the angle of the watermark from the **Message Angle** section.
- 5 Click **Add** to add a new watermark to the list.
- 6 When you have finished editing, click **OK** and start printing.

To stop printing the watermark, select **<No Watermark>** from the **Watermark** drop-down list.

Editing a Watermark

- 1 To change the print settings from your software application, access printer properties. See "Printing a Document" on page 11.
- 2 Click the **Extras** tab and click the **Edit** button in the **Watermark** section. The **Edit Watermark** window appears.
- 3 Select the watermark you want to edit from the **Current Watermarks** list and change the watermark message and options.
- 4 Click **Update** to save the changes.
- 5 Click **OK** until you exit the Print window.

Deleting a Watermark

- 1 To change the print settings from your software application, access printer properties. See "Printing a Document" on page 11.
- 2 From the **Extras** tab, click the **Edit** button in the Watermark section. The **Edit Watermark** window appears.
- 3 Select the watermark you want to delete from the **Current Watermarks** list and click **Delete**.
- 4 Click **OK** until you exit the Print window.

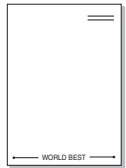
Using Overlays

What is an Overlay?



An overlay is text and/or images stored in the computer hard disk drive (HDD) as a special file format that can be printed on any document. Overlays are often used to take the place of preprinted forms and letterhead paper. Rather than using preprinted letterhead, you can create an overlay containing the exact same information that is currently on your letterhead. To print a letter with your company's letterhead, you do not need to load preprinted letterhead paper in the printer. You need only tell the printer to print the letterhead overlay on your document.

Creating a New Page Overlay



To use a page overlay, you must create a new page overlay containing your logo or image.

- 1 Create or open a document containing text or an image for use in a new page overlay. Position the items exactly as you wish them to appear when printed as an overlay.
- 2 To save the document as an overlay, access printer properties. See "Printing a Document" on page 11.
- 3 Click the **Extras** tab, and click **Edit** button in the **Overlay** section.
- 4 In the Edit Overlay window, click **Create Overlay**.
- 5 In the Create Overlay window, type a name of up to eight characters in the **File name** box. Select the destination path, if necessary. (The default is C:\Formover).
- 6 Click **Save**. The name appears on the **Overlay List** box.
- 7 Click **OK** or **Yes** to finish creating.
The file is not printed. Instead it is stored on your computer hard disk drive.

NOTE: The overlay document size must be the same as the documents you print with the overlay. Do not create an overlay with a watermark.

Using a Page Overlay

After an overlay has been created, it is ready to be printed with your document. To print an overlay with a document:

- 1 Create or open the document you want to print.
- 2 To change the print settings from your software application, access printer properties. See "Printing a Document" on page 11.
- 3 Click the **Extras** tab.
- 4 Select the desired overlay from the **Overlay** drop-down list box.
- 5 If the overlay file you want does not appear in the **Overlay** list, click **Edit** button and **Load Overlay**, and select the overlay file.

If you have stored the overlay file you want to use in an external source, you can also load the file when you access the **Load Overlay** window.

After you select the file, click **Open**. The file appears in the **Overlay List** box and is available for printing. Select the overlay from the **Overlay List** box.

- 6 If necessary, click **Confirm Page Overlay When Printing**. If this box is checked, a message window appears each time you submit a document for printing, asking you to confirm your wish to print an overlay on your document.
If this box is not checked and an overlay has been selected, the overlay automatically prints with your document.
- 7 Click **OK** or **Yes** until printing begins.
The selected overlay downloads with your print job and prints on your document.

NOTE: The resolution of the overlay document must be the same as that of the document you will print with the overlay.

Deleting a Page Overlay

You can delete page overlays that you no longer use.

- 1 In the printer properties window, click the **Extras** tab.
- 2 Click the **Edit** button in the **Overlay** section.
- 3 Select the overlay you want to delete from the **Overlay List** box.
- 4 Click **Delete Overlay**.
- 5 When a confirming message window appears, click **Yes**.
- 6 Click **OK** until you exit the Print window.

5 Using Utility Applications

If an error occurs while printing, the Status Monitor window appears, showing the error.

NOTES:

- To use this program, you need:
 - Windows 98 or higher (Windows NT 4.0 can be used only for network-supported printers.) To check for Operating System(s) that are compatible with your printer, refer to Printer Specifications in your Printer User's Guide.
 - Internet Explorer version 5.0 or higher for flash animation in HTML Help.
- If you need to know the exact name of your printer, you can check the supplied CD-ROM.

Using Printer Settings Utility

Using the Printer Settings Utility, you can configure and check print settings.

- 1 from the **Start** menu, select **Programs** or **All Programs** → **Xerox Phaser 3428** → **Printer Settings Utility**.
- 2 Change the settings.
- 3 To send the changes to the printer, click the **Apply** button.

Using Onscreen Help

For more information about **Printer Settings Utility**, click .

Opening the Troubleshooting Guide

Double click the Status Monitor icon on the Windows task bar.

Double click this icon.

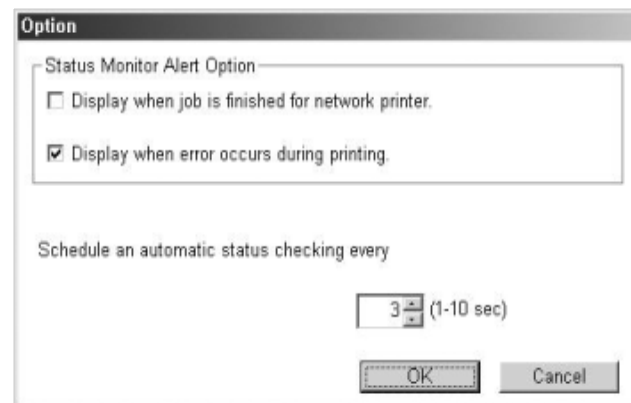


Or, from the **Start** menu, select **Programs** or **All Programs** → **Xerox Phaser 3428** → **Troubleshooting Guide**.

Changing the Status Monitor Program Settings

Select the Status Monitor icon on the Windows task bar and right-click on the Status Monitor icon. Select **Options**.

The following window opens.



- **Display when job is finished for network printer** shows the Status Monitor balloon when your job is complete.
- **Display when error occurs during printing** shows the Status Monitor balloon when an error occurs during printing.
- **Schedule an automatic status checking every** allows the computer to update the printer status regularly. Setting the value close to 1 second causes the computer to check the printer status more frequently, thereby allowing a faster response to any printer error.

6 Using Windows PostScript Driver (Phaser 3428/DN only)

If you want to use the PostScript driver provided with your system CD-ROM to print a document.

PPDs, in combination with the PostScript driver, access printer features and allow the computer to communicate with the printer. An installation program for the PPDs is provided on the supplied software CD-ROM.

This chapter includes:

Printer Settings

You can use the printer properties window, which allows you to access all of the printer options you need when using your printer. When the printer properties are displayed, you can review and change the settings needed for your print job.

Your printer properties window may differ, depending on your operating system. This Software User's Guide shows the Properties window for Windows XP.

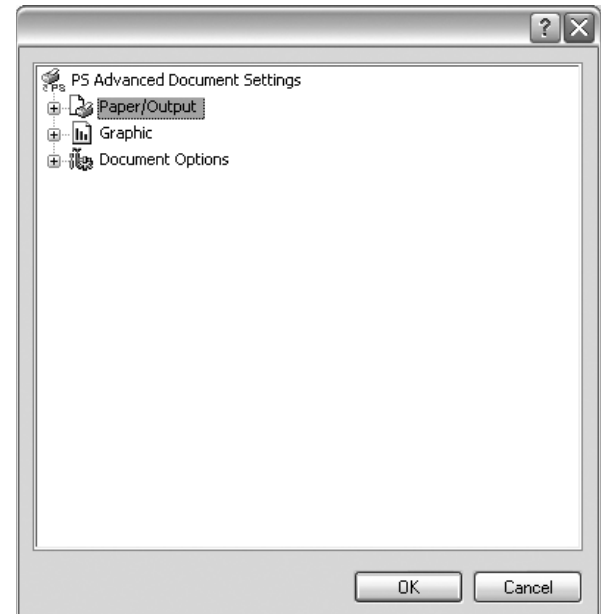
Your printer driver **Properties** window that appears in this User's Guide may differ depending on the printer in use.

NOTES:

- Most Windows applications will override settings you specify in the printer driver. Change all print settings available in the software application first, and change any remaining settings using the printer driver.
- The settings you change remain in effect only while you are using the current program. **To make your changes permanent**, make them in the Printers folder.
- The following procedure is for Windows XP. For other Windows OS, refer to the corresponding Windows User's Guide or online help.
 1. Click the Windows **Start** button.
 2. Select **Printers and Faxes**.
 3. Select **your printer driver icon**.
 4. Right-click on the printer driver icon and select **Printing Preferences**.
 5. Change the settings on each tab, click OK.


Advanced

You can use advanced settings by clicking the **Advanced** button.



- **Paper/Output** this option allows you to select the size of the paper loaded in the tray.
- **Graphic** this option allows you to adjust the print quality for your specific printing needs.
- **Document Options** this options allow you to set the PostScript options or printer features.

Using Help

You can click  from the upper right corner of the window, and then click on any setting.

7

Sharing the Printer Locally

You can connect the printer directly to a selected computer, which is called "host computer," on the network.

The following procedure is for Windows XP. For other Windows OS, refer to the corresponding Windows User's Guide or online help.

NOTES:

- Check the Operating System(s) that are compatible with your printer. Please refer to the OS Compatibility section of Printer Specifications in your Printer User's Guide.
- If you need to know the exact name of your printer, you can check the supplied CD-ROM.

Setting Up a Host Computer

- 1 Start Windows.
- 2 From the **Start** menu select **Printers and Faxes**.
- 3 Double-click **your printer driver icon**.
- 4 From the **Printer** menu, select **Sharing**.
- 5 Check the **Share this printer** box.
- 6 Fill in the **Shared Name** field, and then click **OK**.

Setting Up a Client Computer

- 1 Right-click the Windows **Start** button and select **Explorer**.
- 2 Open your network folder in the left column.
- 3 Click the shared name.
- 4 From the **Start** menu select **Printers and Faxes**.
- 5 Double-click **your printer driver icon**.
- 6 From the **Printer** menu, select **Properties**.
- 7 From the **Ports** tab, click **Add Port**.
- 8 Select **Local Port** and click **New Port**.
- 9 Fill in the **Enter a port name** field with the shared name.
- 10 Click **OK** and click **Close**.
- 11 Click **Apply** and click **OK**.

8

Using Your Printer with a Macintosh (Phaser 3428/DN only)

Your printer supports Macintosh systems with a built-in USB interface or 10/100 Base-TX network interface card. When you print a file from a Macintosh computer, you can use the driver by installing the PPD file.

NOTE: *Some printers do not support a network interface. Make sure that your printer supports a network interface by referring to Printer Specifications in your Printer User's Guide.*

This chapter includes:

- **Installing printer driver for Macintosh**
- **Setting Up the Printer**
- **Printing**

Installing printer driver for Macintosh

The PostScript driver CD-ROM that came with your machine provides you with the PPD file to use the PS driver, Apple LaserWriter driver, for printing on a Macintosh computer.

Also, it provides you with the Twain driver for scanning on a Macintosh computer.

- 1 Connect your machine to the computer using the USB cable or the Ethernet cable.
- 2 Turn on your computer and the machine.
- 3 Insert the PostScript driver CD-ROM which came with your machine into the CD-ROM drive.
- 4 Double-click **CD-ROM icon** that appears on your Macintosh desktop.
- 5 Double-click the **MAC_Installer** folder.
- 6 Double-click the **MAC_Printer** folder.
- 7 For Mac OS 8.6~9.2, double-click the **Xerox Phaser 3428_Classic** icon.
For Mac OS 10.1~10.4, double-click the **Xerox Phaser 3428_OSX** icon.
- 8 Click **Continue**.
- 9 Click **Install**.
- 10 After the installation is finished, click **Quit**.

Setting Up the Printer

Set up for your printer will be different depending on which cable you use to connect the printer to your computer—the network cable or the USB cable.

For a Network-connected Macintosh

NOTE: *Some printers do not support a network interface. Before connecting your printer, make sure that your printer supports a network interface by referring to Printer Specifications in your Printer User's Guide.*

- 1 Follow the instructions on “Installing printer driver for Macintosh” on page 25 to install the PPD file on your computer.
- 2 Open **Print Center** or **Printer Setup Utility** from the Utilities folder.
- 3 Click **Add** on the Printer List.
- 4 Select the **AppleTalk** tab.
The name of your machine appears on the list. Select **XRX000xxxxxxxx** from the printer box, where the **xxxxxxxx** varies depending on your machine.
- 5 Click **Add**.
- 6 If Auto Select does not work properly, select **Xerox** in **Printer Model** and **your printer name** in **Model Name**.
Your machine appears on the Printer List and is set as the default printer.

For a USB-connected Macintosh

- 1 Follow the instructions on “Installing printer driver for Macintosh” on page 25 to install the PPD file on your computer.
- 2 Open **Print Center** or **Printer Setup Utility** from the Utilities folder.
- 3 Click **Add** on the Printer List.
- 4 Select the **USB** tab.
- 5 Select **your printer name** and click **Add**.
- 6 If Auto Select does not work properly, select **Xerox** in **Printer Model** and **your printer name** in **Model Name**.
Your machine appears on the Printer List and is set as the default printer.

Printing

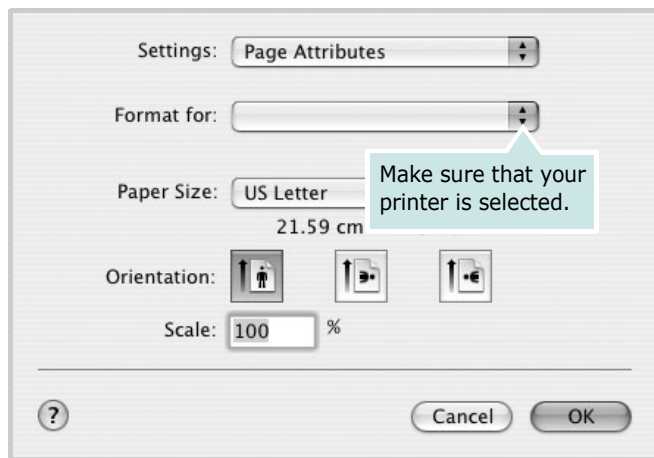
NOTES:

- The Macintosh printer's properties window that appears in this User's Guide may differ depending on the printer in use. However the composition of the printer properties window is similar.
- *You can check your printer name in the supplied CD-ROM.*

Printing a Document

When you print with a Macintosh, you need to check the printer software setting in each application you use. Follow these steps to print from a Macintosh.

- 1 Open a Macintosh application and select the file you want to print.
- 2 Open the **File** menu and click **Page Setup (Document Setup** in some applications).
- 3 Choose your paper size, orientation, scaling, and other options and click **OK**.



▲ Mac OS 10.3

- 4 Open the **File** menu and click **Print**.
- 5 Choose the number of copies you want and indicate which pages you want to print.
- 6 Click **Print** when you finish setting the options.

Changing Printer Settings

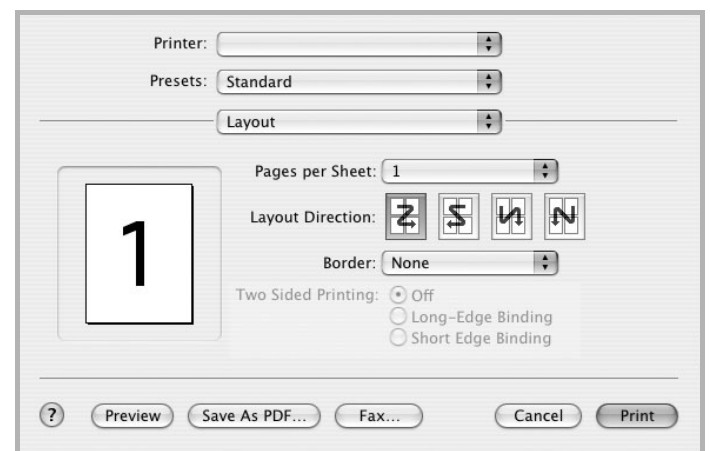
You can use advanced printing features when using your printer.

From your Macintosh application, select **Print** from the **File** menu. The printer name which appears in the printer properties window may differ depending on the printer in use. Except for the name, the composition of the printer properties window is similar.

Layout Setting

The **Layout** tab provides options to adjust how the document appears on the printed page. You can print multiple pages on one sheet of paper.

Select **Layout** from the **Presets** drop-down list to access the following features. For details, see "Printing Multiple Pages on One Sheet of Paper" on the next column.



▲ Mac OS 10.3

Printer Features Setting

The **Printer Features** tab provides options for selecting the paper type and adjusting print quality.

Select **Printer Features** from the **Presets** drop-down list to access the following features:



▲ Mac OS 10.3

Reverse Duplex

Allows you to select general print order compare to duplex print order.

Image Mode

Image Mode allows the user to enhance printouts. The available options are Normal and Text Enhance.

Fit to Page

This printer feature allows you to scale your print job to any selected paper size regardless of the digital document size. This can be useful when you want to check fine details on a small document.

Paper Type

Set **Type** to correspond to the paper loaded in the tray from which you want to print. This will let you get the best quality printout. If you load a different type of print material, select the corresponding paper type.

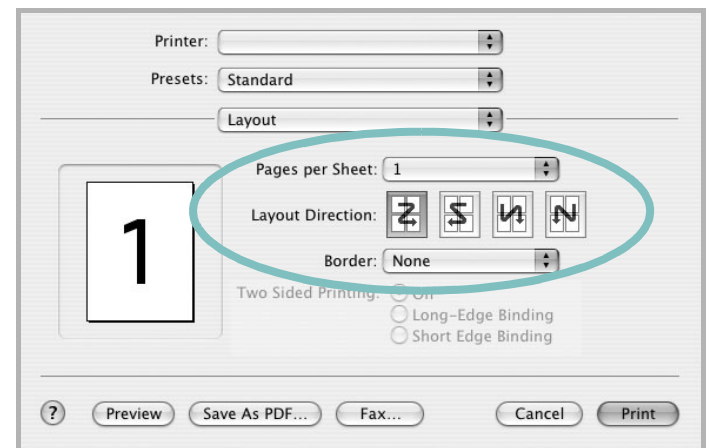
Resolution(Quality)

The Resolution options you can select may vary depending on your printer model. You can select the printing resolution. The higher the setting, the sharper the clarity of printed characters and graphics. The higher setting also may increase the time it takes to print a document.

Printing Multiple Pages on One Sheet of Paper

You can print more than one page on a single sheet of paper. This feature provides a cost-effective way to print draft pages.

- 1 From your Macintosh application, select **Print** from the **File** menu.
- 2 Select **Layout**.



▲ Mac OS 10.3

- 3 Select the number of pages you want to print on one sheet of paper on the **Pages per Sheet** drop-down list.
- 4 Select the page order from the **Layout Direction** option.
To print a border around each page on the sheet, select the option you want from the **Border** drop-down list.
- 5 Click **Print**, and the printer prints the selected number of pages on one side of each page.

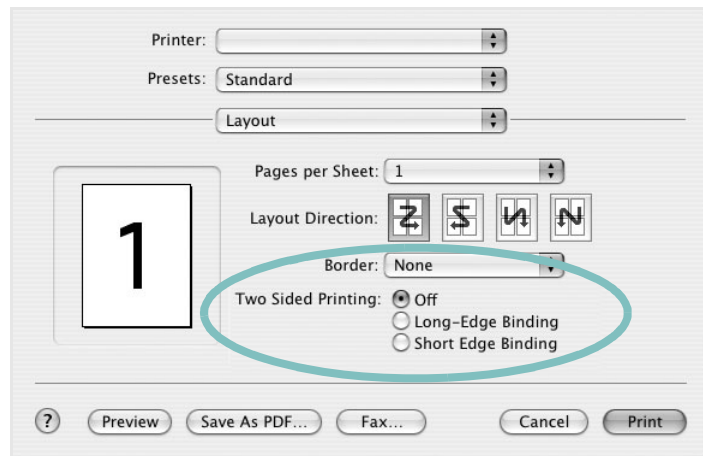
Duplex Printing

You can print on both sides of the paper. Before printing in the duplex mode, decide on which edge you will be binding your finished document. The binding options are:

Long-Edge Binding: Which is the conventional layout used in book binding.

Short-Edge Binding: Which is the type often used with calendars.

- 1 From your Macintosh application, select **Print** from the **File** menu.
- 2 Select the **Layout**.



▲ Mac OS 10.3

- 3 Select a binding orientation from **Two Sided Printing** option.
- 4 Click **Print** and the printer prints on both sides of the paper.

CAUTION: If you have selected duplex printing and then try to print multiple copies of a document, the printer may not print the document in the way you want. In case of "Collated copy", if your document has odd pages, the last page of the first copy and the first page of the next copy will be printed on the front and back of one sheet. In case of "Uncollated copy", the same page will be printed on the front and back of one sheet. Therefore, if you need multiple copies of a document and you want those copies on both sides of the paper, you must print them one at a time, as separate print jobs.

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