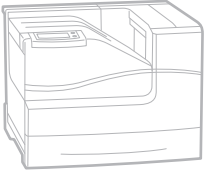


Xerox Phaser 6700

Color Printer

Imprimante couleur



Xerox® Phaser® 6700

User Guide

Guide d'utilisation

Italiano Guida per l'utente

Deutsch Benutzerhandbuch

Español Guía del usuario

Português Guia do usuário

Nederlands Gebruikershandleiding

Svenska Användarhandbok

Dansk Betjeningsvejledning

Čeština Uživatelská příručka

Polski Przewodnik użytkownika

Magyar Felhasználói útmutató

Русский Руководство пользователя

Türkçe Kullanıcı Kılavuzu

Ελληνικά Εγχειρίδιο χρήστη

© 2011 Xerox Corporation. All Rights Reserved. Unpublished rights reserved under the copyright laws of the United States. Contents of this publication may not be reproduced in any form without permission of Xerox Corporation.

Copyright protection claimed includes all forms of matters of copyrightable materials and information now allowed by statutory or judicial law or hereinafter granted, including without limitation, material generated from the software programs which are displayed on the screen such as styles, templates, icons, screen displays, looks, and so on.

XEROX[®] and XEROX and Design[®], Phaser[®], PhaserSMART[®], CentreWare[®], PrintingScout[®], Walk-Up[®], WorkCentre[®], FreeFlow[®], SMARTsend[®], Scan to PC Desktop[®], MeterAssistant[®], SuppliesAssistant[®], Xerox Secure Access Unified ID System[®], Xerox Extensible Interface Platform[®], ColorQube[®], Global Print Driver[®], and Mobile Express Driver[®] are trademarks of Xerox Corporation in the United States and/or other countries.

Adobe[®] Reader[®], Adobe[®] Type Manager[®], ATM[™], Flash[®], Macromedia[®], Photoshop[®], and PostScript[®] are trademarks of Adobe Systems Incorporated in the United States and/or other countries.

Apple[®], AppleTalk[®], Bonjour[®], EtherTalk[®], Macintosh[®], Mac OS[®], and TrueType[®] are trademarks of Apple Inc., registered in the U.S. and other countries.

HP-GL[®], HP-UX[®], and PCL[®] are trademarks of Hewlett-Packard Corporation in the United States and/or other countries.

IBM[®] and AIX[®] are trademarks of International Business Machines Corporation in the United States and/or other countries.

Microsoft[®], Windows Vista[®], Windows[®], and Windows Server[®] are trademarks of Microsoft Corporation in the United States and other countries.

Novell[®], NetWare[®], NDPS[®], NDS[®], IPX[™], and Novell Distributed Print Services[™] are trademarks of Novell, Inc. in the United States and other countries.

SGI[®] and IRIX[®] are trademarks of Silicon Graphics International Corp. or its subsidiaries in the United States and/or other countries.

SunSM, Sun Microsystems[™], and Solaris[™] are trademarks of Sun Microsystems, Inc. in the United States and other countries.

UNIX[®] is a trademark in the United States and other countries, licensed exclusively through X/Open Company Limited.

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



Contents

| | | |
|---|--|----|
| 1 | Safety | 7 |
| | Electrical Safety..... | 8 |
| | General Guidelines | 8 |
| | Laser Safety | 8 |
| | Operational Safety..... | 9 |
| | Ozone Release..... | 9 |
| | Printer Location | 9 |
| | Operational Guidelines..... | 9 |
| | Power Cord | 10 |
| | Printer Supplies..... | 10 |
| | Maintenance Safety | 11 |
| | Printer Symbols..... | 12 |
| 2 | Features | 13 |
| | Parts of the Printer | 14 |
| | Front View..... | 14 |
| | Right View..... | 15 |
| | Rear View | 15 |
| | Control Panel | 16 |
| | Internal Components..... | 16 |
| | Maintenance Kit..... | 17 |
| | Finisher..... | 17 |
| | Information Pages | 18 |
| | Printing the Configuration Report..... | 18 |
| | Energy Saver Mode | 19 |
| | Administration Features | 20 |
| | CentreWare Internet Services | 20 |
| | Automatic Data Collection | 21 |
| | Billing and Usage Information | 21 |
| | More Information..... | 22 |
| 3 | Installation and Setup | 23 |
| | Installation and Setup Overview..... | 24 |
| | Physically Connecting the Printer to the Network..... | 24 |
| | Initial Printer Setup..... | 24 |
| | Modifying General Settings | 25 |
| | Installing the Software..... | 26 |
| | Operating System Requirements..... | 26 |
| | Installing Drivers and Utilities for Windows..... | 27 |
| | Installing Drivers and Utilities for Macintosh OS X Version 10.5 and Later | 28 |

| | |
|---|-----------|
| Installing Drivers and Utilities for UNIX and Linux..... | 29 |
| Other Drivers..... | 29 |
| 4 Paper and Media | 31 |
| Supported Paper | 32 |
| Recommended Media | 32 |
| Ordering Paper | 32 |
| General Paper Loading Guidelines | 32 |
| Paper That Can Damage Your Printer | 33 |
| Paper Storage Guidelines | 33 |
| Supported Paper Types and Weights..... | 34 |
| Supported Standard Paper Sizes..... | 34 |
| Supported Paper Sizes and Weights for Automatic 2-Sided Printing..... | 34 |
| Supported Custom Paper Sizes | 35 |
| Loading Paper | 36 |
| Loading Paper in Tray 1 | 36 |
| Loading Paper in Trays 2–6..... | 37 |
| Changing Paper Size, Type, and Color | 40 |
| Printing on Special Paper..... | 41 |
| Envelopes | 41 |
| Labels..... | 48 |
| Glossy Cardstock..... | 49 |
| Transparencies..... | 49 |
| 5 Printing | 51 |
| Printing Overview | 52 |
| Selecting Printing Options..... | 53 |
| Print Driver Help | 53 |
| Windows Printing Options | 54 |
| Macintosh Printing Options..... | 55 |
| Printing Features | 57 |
| Printing on Both Sides of the Paper..... | 57 |
| Selecting Paper Options for Printing | 58 |
| Printing Multiple Pages to a Single Sheet (N-Up)..... | 58 |
| Printing Booklets | 58 |
| Using Color Options..... | 59 |
| Printing Covers..... | 60 |
| Printing Inserts..... | 60 |
| Printing Exception Pages..... | 61 |
| Scaling | 62 |
| Printing Watermarks | 62 |
| Printing Mirror Images | 63 |
| Creating and Saving Custom Sizes..... | 63 |
| Selecting Job Completion Notification for Windows | 64 |
| Printing Special Job Types | 64 |

| | | |
|----------|--|------------|
| 6 | Maintenance | 67 |
| | Maintenance and Cleaning..... | 68 |
| | General Precautions..... | 68 |
| | Cleaning the Printer..... | 69 |
| | Routine Maintenance | 79 |
| | Periodic Maintenance | 89 |
| | Billing and Usage Information | 103 |
| | Ordering Supplies..... | 104 |
| | Locating the Serial Number | 104 |
| | Consumables | 104 |
| | Routine Maintenance Items | 105 |
| | Customer Replaceable Units..... | 105 |
| | When to Order Supplies | 105 |
| | Viewing Printer Supply Status | 106 |
| | Recycling Supplies | 106 |
| | Moving the Printer..... | 107 |
| 7 | Troubleshooting | 109 |
| | General Troubleshooting..... | 110 |
| | Printer Does Not Turn On..... | 110 |
| | Printer Resets or Turns Off Frequently..... | 110 |
| | Printing Takes Too Long | 111 |
| | Document Prints From Wrong Tray | 111 |
| | Document Fails to Print | 112 |
| | Printer is Making Unusual Noises | 112 |
| | Automatic 2-Sided Printing Problems..... | 112 |
| | Date and Time are Incorrect | 112 |
| | Paper Jams | 114 |
| | Locating Paper Jams | 114 |
| | Clearing Paper Jams..... | 116 |
| | Minimizing Paper Jams | 126 |
| | Troubleshooting Paper Jams | 128 |
| | Clearing Staple Jams..... | 129 |
| | Print-Quality Problems..... | 132 |
| | Controlling Print Quality | 132 |
| | Solving Print-Quality Problems..... | 134 |
| | Getting Help..... | 137 |
| | Control Panel Messages..... | 137 |
| | Using the Integrated Troubleshooting Tools | 139 |
| | PhaserSMART Technical Support..... | 141 |
| | CentreWare Internet Services | 141 |
| | More Information..... | 142 |
| A | Specifications | 143 |
| | Printer Configurations and Options..... | 144 |

| | |
|---|------------|
| Standard Features..... | 144 |
| Available Configurations..... | 144 |
| Options and Upgrades | 145 |
| Physical Specifications..... | 146 |
| Phaser 6700N/DN Printer Configurations | 146 |
| Phaser 6700DT Printer Configurations | 146 |
| Phaser 6700DX Printer Configurations | 146 |
| Printer Configurations With Finisher | 146 |
| Clearance Requirements..... | 147 |
| Environmental Specifications | 149 |
| Temperature | 149 |
| Relative Humidity | 149 |
| Elevation..... | 149 |
| Electrical Specifications..... | 150 |
| Power Supply Voltage and Frequency | 150 |
| Power Consumption | 150 |
| ENERGY STAR Qualified Product | 150 |
| Performance Specifications..... | 151 |
| Printing Resolution | 151 |
| Print Speed | 151 |
| Controller Specifications..... | 152 |
| Processor..... | 152 |
| Memory..... | 152 |
| Interfaces..... | 152 |
| B Regulatory Information | 153 |
| Basic Regulations..... | 154 |
| United States FCC Regulations..... | 154 |
| Canada..... | 154 |
| European Union | 154 |
| Turkey RoHS Regulation | 155 |
| Material Safety Data Sheets..... | 156 |
| C Recycling and Disposal | 157 |
| All Countries | 158 |
| North America..... | 159 |
| European Union..... | 160 |
| Domestic/Household Environment | 160 |
| Professional/Business Environment | 160 |
| Collection and Disposal of Equipment and Batteries..... | 161 |
| Note for the Battery Symbol..... | 161 |
| Battery Removal..... | 161 |
| Other Countries..... | 162 |

Safety

1

This chapter includes:

- [Electrical Safety](#) 8
- [Operational Safety](#) 9
- [Maintenance Safety](#) 11
- [Printer Symbols](#) 12

Your printer and the recommended supplies have been designed and tested to meet strict safety requirements. Attention to the following information ensures the continued safe operation of your Xerox® printer.

Electrical Safety

General Guidelines



WARNINGS:

- Do not push objects into slots or openings on the printer. Touching a voltage point or shorting out a part could result in fire or electrical shock.
- Do not remove the covers or guards that are fastened with screws unless you are installing optional equipment and are instructed to do so. Turn off the printer when performing these installations. Disconnect the power cord when removing covers and guards for installing optional equipment. Except for user-installable options, there are no parts that you can maintain or service behind these covers.

The following are hazards to your safety:

- The power cord is damaged or frayed.
- Liquid is spilled into the printer.
- The printer is exposed to water.
- The printer emits smoke, or the surface is unusually hot.
- The printer emits unusual noise or odors.
- The printer causes a circuit breaker, fuse, or other safety device to activate.

If any of these conditions occur, do the following:

1. Turn off the printer immediately.
2. Disconnect the power cord from the electrical outlet.
3. Call an authorized service representative.

Laser Safety

This printer complies with laser product performance standards set by governmental, national, and international agencies and is certified as a Class 1 Laser Product. The printer does not emit hazardous light because the beam is totally enclosed during all modes of customer operation and maintenance.



WARNING: Use of controls, adjustments, or performance of procedures other than those specified in this manual can result in hazardous radiation exposure.

Operational Safety

Your printer and supplies were designed and tested to meet strict safety requirements. These include safety agency examination, approval, and compliance with established environmental standards.

Your attention to the following safety guidelines helps to ensure the continued, safe operation of your printer.

Ozone Release

This printer produces ozone during normal operation. The amount of ozone produced is dependent on copy volume. Ozone is heavier than air and is not produced in amounts large enough to harm anyone. Install the printer in a well-ventilated room.

For more information in the United States and Canada, go to www.xerox.com/environment. In other markets, please contact your local Xerox representative or go to www.xerox.com/environment_europe.

Printer Location

- Place the printer on a level, solid non-vibrating surface with adequate strength to hold the weight of the printer. The base printer weight without any packaging materials is approximately 19.2 kg (42.2 lb.).
- Do not block or cover the slots or openings on the printer. These openings are provided for ventilation and to prevent overheating of the printer.
- Place the printer in an area where there is adequate space for operation and servicing.
- Place the printer in a dust-free area.
- Do not store or operate the printer in an extremely hot, cold, or humid environment.
- Do not place the printer near a heat source.
- Do not place the printer in direct sunlight to avoid exposure to light-sensitive components.
- Do not place the printer where it is directly exposed to the cold air flow from an air conditioning system.
- Do not place the printer in locations susceptible to vibrations.
- For optimum performance, use the printer at elevations below 3100 m (10,170 ft.).

Operational Guidelines

- Do not remove the paper source tray that you selected in either the print driver or control panel while the printer is printing.
- Do not open the doors when the printer is printing.
- Do not move the printer when it is printing.
- Keep hands, hair, neckties, and so on away from the exit and feed rollers.

- Covers, which require tools for removal, protect the hazard areas within the printer. Do not remove the protective covers.

Power Cord

- Use the power cord supplied with your printer.
- Plug the power cord directly into a properly grounded electrical outlet. Make sure that each end of the cord is securely connected. If you do not know if an outlet is grounded, ask an electrician to check the outlet.
- Do not use a ground adapter plug to connect the printer to an electrical outlet that does not have a ground connection terminal.



WARNING: Avoid the potential of electrical shock by ensuring that the printer is properly grounded. Electrical products can be hazardous if misused.

- Only use an extension cord or power strip designed to handle the electrical current capacity of the printer.
- Verify that the printer is plugged into an outlet that is providing the correct voltage and power. Review the electrical specification of the printer with an electrician if necessary.
- Do not place the printer in an area where people can step on the power cord.
- Do not place objects on the power cord.
- Replace the power cord if it becomes frayed or worn.
- Do not unplug or plug the power cord while the printer is turned on.
- To avoid electrical shock and damage to the cord, grasp the plug when unplugging the power cord.

The power cord is attached to the printer as a plug-in device on the back of the printer. If it is necessary to disconnect all electrical power from the printer, disconnect the power cord from the electrical outlet.

Printer Supplies

- Use the supplies designed for your printer. The use of unsuitable materials can cause poor performance and a possible safety hazard.
- Follow all warnings and instructions marked on, or supplied with, the product, options, and supplies.
- 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/drum cartridges, or toner containers into an open flame.
- When handling cartridges, for example toner and such, avoid skin or eye contact. Eye contact can cause irritation and inflammation. Do not attempt to disassemble the cartridge, which can increase the risk of skin or eye contact.








CAUTION: Use of non-Xerox® supplies is not recommended. The Xerox® Warranty, Service Agreement, and Total Satisfaction Guarantee do not cover damage, malfunction, or degradation of performance caused by use of non-Xerox® supplies, or the use of Xerox® supplies not specified for this printer. The Total Satisfaction Guarantee is available in the United States and Canada. Coverage could vary outside these areas. Please contact your Xerox representative for details.

Maintenance Safety

- Do not attempt any maintenance procedure that is not specifically described in the documentation supplied with your printer.
- Do not use aerosol cleaners. Clean with a dry lint-free cloth only.
- Do not burn any consumables or routine maintenance items. For information on Xerox® supplies recycling programs, go to www.xerox.com/gwa.

Printer Symbols

| Symbol | Description |
|---|---|
|  | Warning or Caution: Ignoring this warning could cause serious injury or even death. Ignoring this caution could cause injury or damage to the property. |
|  | Do not burn the waste cartridge. |
|  | Do not burn the item. |
|  | Do not expose the imaging unit to light for more than 10 minutes. |
|  | Do not touch the imaging unit. |

Features

2

This chapter includes:

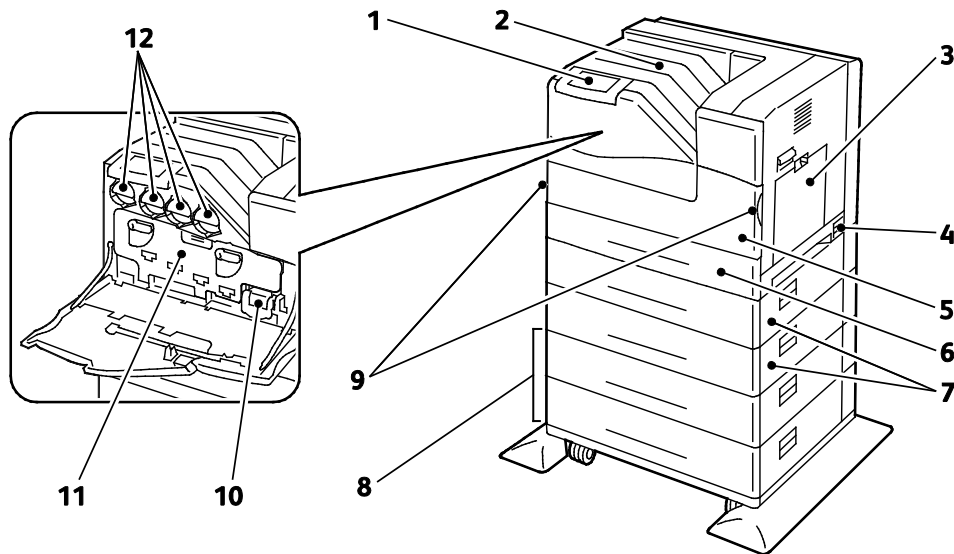
- [Parts of the Printer.....](#) 14
- [Information Pages](#) 18
- [Energy Saver Mode](#) 19
- [Administration Features](#) 20
- [More Information](#) 22

Parts of the Printer

This section includes:

| | |
|-----------------------------|----|
| • Front View | 14 |
| • Right View | 15 |
| • Rear View | 15 |
| • Control Panel..... | 16 |
| • Internal Components | 16 |
| • Maintenance Kit | 17 |
| • Finisher | 17 |

Front View



- | | |
|------------------|---|
| 1. Control Panel | 7. Optional 550-Sheet Feeders (Trays 3 and 4) |
| 2. Output Tray | 8. Optional 1100-Sheet High-Capacity Feeder (Trays 5 and 6) |
| 3. Tray 1 | 9. Front Door Handles |
| 4. Power Switch | 10. Waste Cartridge |
| 5. Front Door | 11. Imaging Unit Door |
| 6. Tray 2 | 12. Toner Cartridges |

Note: The printer allows for a maximum of six trays.

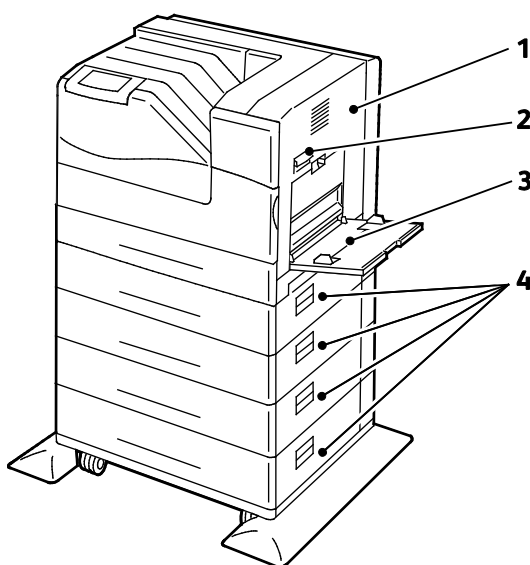
The following tray configurations are available:

- Trays 1 and 2

- Trays 1 and 2 plus one 550-Sheet Feeder
- Trays 1 and 2 plus two 550-Sheet Feeders
- Trays 1 and 2 plus one 1100-Sheet High-Capacity Feeder
- Trays 1 and 2 plus one 550-Sheet Feeder and one 1100-Sheet High-Capacity Feeder
- Trays 1 and 2 plus two 550-Sheet Feeders and one 1100-Sheet High-Capacity Feeder

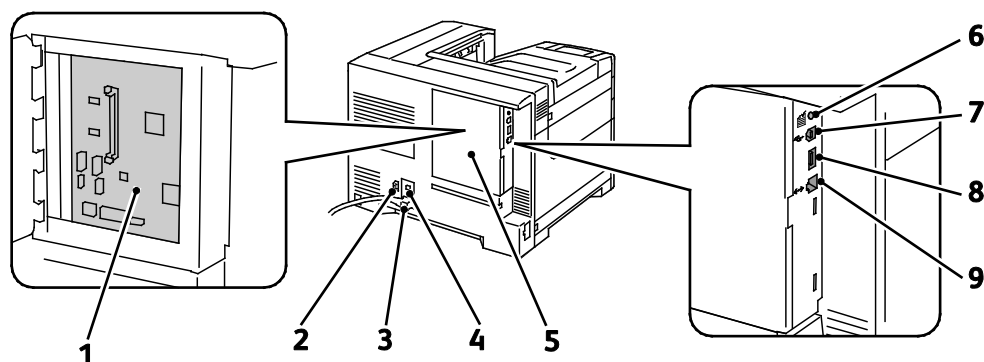
Note: These are the only supported configurations.

Right View



- | | |
|--------------------------|-------------------------------|
| 1. Right Side Door | 3. Tray 1 |
| 2. Right Side Door Latch | 4. Trays 3-6 Right Side Doors |

Rear View



- | | |
|--|---------------------------------------|
| 1. Control Board | 6. Test Print Button |
| 2. Power Connector for Finisher | 7. USB Connection |
| 3. Power Connector for Printer | 8. USB Memory Port (for service only) |
| 4. Reset Button for Ground Fault Interrupter (GFI) | 9. Ethernet Connection |
| 5. Control Board Cover | |

Control Panel

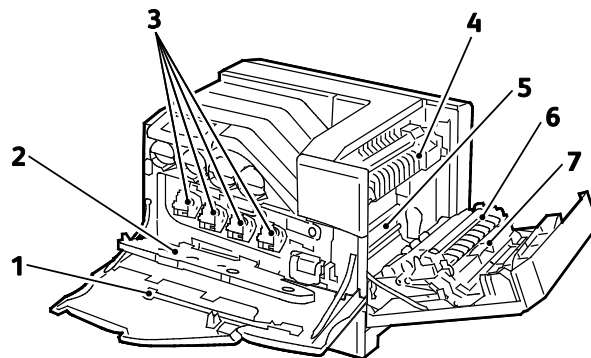
The control panel consists of a touch screen and buttons you press to control the functions available on the printer. The control panel:

- Displays the current operating status of the printer.
- Provides access to print features.
- Provides access to reference materials.
- Provides access to Tools and Setup menus.
- Provides access to Troubleshooting menus and videos.
- Prompts you to load paper, replace supplies, and clear jams.
- Displays errors and warnings.
- Plays event-driven videos.



1. **Touch Screen** displays information and provides access to printer functions.
2. **Power Saver** enters Sleep mode, and exits Low Power or Sleep mode.
3. **Pause** temporarily stops the current print job, allowing you to cancel or resume the job.

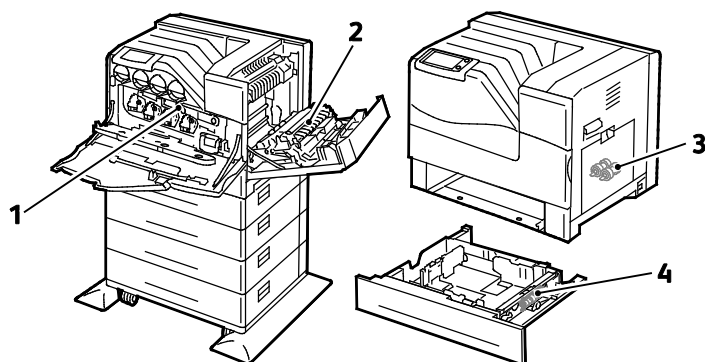
Internal Components



- | | |
|----------------------|--------------------|
| 1. Cleaning Rod | 5. Transfer Belt |
| 2. Imaging Unit Door | 6. Transfer Roller |
| 3. Imaging Units | 7. Duplex Unit |
| 4. Fuser | |

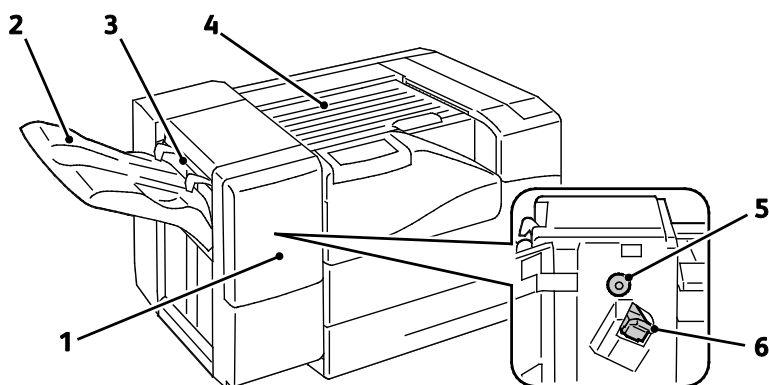
Note: The Transfer Belt and Transfer Roller are part of the Maintenance Kit.

Maintenance Kit



- | | |
|--------------------|--------------------------|
| 1. Transfer Belt | 3. Feed Rollers |
| 2. Transfer Roller | 4. Feed Roller Cartridge |

Finisher



- | | |
|-------------------------|------------------------------|
| 1. Finisher Front Door | 4. Horizontal Transport Unit |
| 2. Finisher Output Tray | 5. Paper Advance Knob |
| 3. Envelope Lever | 6. Staple Cartridge |

Note: Turn the Paper Advance Knob to clear jammed paper from the Finisher paper path.

Information Pages

Your printer has a printable set of information pages. These include configuration and font information, demonstration pages, and more.

To print information pages from the control panel:

1. At the control panel, touch **Printer**.
2. On the Information tab, touch **Print Reference Materials**.
3. Touch **#** to set the quantity.
4. Use the keypad or touch **+** or **-** to select the number of copies to print.
5. Touch **OK**.
6. Use the **Up** or **Down** Arrow to scroll through the list as needed, and touch the page you want to print.
7. Touch **Print**.

Note: Information pages can also be printed from CentreWare Internet Services.

To specify the source tray for printing the information pages:

1. At the control panel, touch **Printer**.
2. Touch the **Tools** tab, then touch **Tray Management**.
3. Touch **Information Pages Source**.
4. Touch the specific tray you want the printer to use, or touch **Automatic**.
5. Touch **OK** to confirm the setting.
6. Touch **Back** to return to the Tools tab, or touch **Home** to return to the main screen.

Notes:

- To print pages that can help you with print quality problems, see [Using the Integrated Troubleshooting Tools](#) on page 139.
- Some of the control panel screens contain links to frequently used information pages.

Printing the Configuration Report

1. At the control panel, touch **Printer**.
2. On the Information tab, touch **Print Reference Materials**.
3. Touch **Configuration Report**.
4. Touch **Print**.

Note: By default, the Configuration Report prints each time the printer is turned on. To turn off this setting, select **Printer > Tools > Setup > General Settings > Startup Page > Off**.

Energy Saver Mode

You can set the time the printer spends idle in ready mode before the printer automatically transitions to a lower power level. You can also turn off the automatic transition.

1. At the control panel, touch **Printer**.
2. Touch the **Tools** tab, then touch **Setup**.
3. Touch **Energy Saver**.
4. Enable the automatic transition:
 - a. Select the **Enable Energy Saver** check box.
 - b. Touch **Edit** for the option you want to change:
 - Ready Mode to Low Power
 - Low Power to Sleep
 - c. Use the keypad to enter the minutes, 1–120. The Low Power default setting is 15. The Sleep default setting is 15.
 - d. To confirm the change, touch **OK**, or **X** to cancel it.
5. Touch **OK** to return to the Setup screen.

Notes:

- To turn off the automatic transition, clear the Enable Energy Saver check box.
- The printer exits Energy Saver mode when it receives a print job, or when you press the Power Saver button.

Administration Features

This section includes:

| | |
|--------------------------------------|----|
| • CentreWare Internet Services..... | 20 |
| • Automatic Data Collection | 21 |
| • Billing and Usage Information..... | 21 |

For details, see the *System Administrator Guide* at www.xerox.com/office/6700docs.

CentreWare Internet Services

CentreWare Internet Services is the administration and configuration software installed on the embedded Web server in the printer. It allows you to configure and administer the printer from a Web browser.

CentreWare Internet Services requires:

- A TCP/IP connection between the printer and the network in Windows, Macintosh, or UNIX environments.
- TCP/IP and HTTP enabled in the printer.
- A network-connected computer with a Web browser that supports JavaScript.

For details, see the Help in CentreWare Internet Services or the *System Administrator Guide*.

Accessing CentreWare Internet Services

At your computer, open a Web browser, type the IP address of the printer in the address field, then press **Enter** or **Return**.

Finding the IP Address of the Printer

You can view the IP address of your printer on the control panel or on the Configuration Report. For details, see [Printing the Configuration Report](#) on page 18.

To view the IP address on the control panel:

1. At the control panel, touch **Printer**.
2. On the Information tab, touch **About This Printer**.
3. Touch the **Network** tab.
The IP address appears under TCP/IP (v4).
If IPv6 is set up, touch **TCP/IP (v6)** to view details.

4. To return to the main screen, touch **Home**.

Note: The IP address can also appear in the upper right or left corner of the main screen. To set this up in CentreWare Internet Services, click **Properties > General Setup > Control Panel Home Screen**. For details, see the Help in CentreWare Internet Services.

Automatic Data Collection

This printer automatically collects data and transmits it to a secure offsite location. Xerox or a designated servicer uses this data to support and service the printer, or for billing, supplies replenishment, or product improvement. Automatically transmitted data can include product registration, meter read, supply level, printer configuration and settings, software version, and problem or fault code data. Xerox cannot read, view, or download the content of your documents residing on or passing through your printer or any of your information management systems.

To turn off automatic data collection:

On the Welcome page in CentreWare Internet Services, click the link in the note regarding automated services.

Billing and Usage Information

Billing and printer usage information appears on the Billing Meters information screen. The impression counts shown are used for billing. For details on viewing this information, see [Billing and Usage Information](#) on page 103.

More Information

You can obtain more information about your printer from these sources:

| Resource | Location |
|---|---|
| <i>Installation Guide</i> | Packaged with printer |
| <i>Quick Use Guide</i> | Packaged with printer |
| <i>System Administrator Guide</i> | www.xerox.com/office/6700docs |
| Video Tutorials | Available on the printer control panel and at www.xerox.com/office/6700docs |
| Recommended Media List | United States: www.xerox.com/paper Europe: www.xerox.com/europaper |
| PhaserSMART Technical Support automatically diagnoses problems on your network printer and proposes solutions. | www.phasersmart.com |
| Technical support information for your printer includes online Technical Support, Online Support Assistant, and driver downloads. | www.xerox.com/office/6700support |
| Information about menus or error messages | Control panel Help (?) button |
| Information pages | Print from the control panel menu |
| Order supplies for your printer | www.xerox.com/office/6700supplies |
| A resource for tools and information, such as interactive tutorials, printing templates, helpful tips, and customized features to meet your individual needs. | www.xerox.com/office/businessresourcecenter |
| Local sales and support center | www.xerox.com/office/worldcontacts |
| Printer registration | www.xerox.com/office/register |
| Xerox® Direct online store | www.direct.xerox.com/ |

Installation and Setup

3

This chapter includes:

- [Installation and Setup Overview](#) 24
- [Modifying General Settings](#)..... 25
- [Installing the Software](#) 26

See also:

Installation Guide packaged with your printer.

System Administrator Guide at www.xerox.com/office/6700docs.

Installation and Setup Overview

Before printing, your computer and the printer must be plugged in, turned on, and connected. Configure the initial settings of the printer, then install the driver software and utilities on your computer.

You can connect to your printer over a network using an Ethernet cable, or directly to your computer using a USB cable. Hardware and cabling requirements vary for the different connection methods. Routers, network hubs, network switches, modems, Ethernet, and USB cables are not included with your printer and must be purchased separately. Xerox recommends an Ethernet connection because it is typically faster than a USB connection, and it provides access to CentreWare Internet Services.

For details on connection and network setup, print the Connection Setup page:

1. At the control panel, touch **Printer**.
2. On the Information tab, touch **Print Reference Materials**.
3. Touch **Connection Setup**.
4. Touch **Print**.

For details on configuring the printer settings, see the *System Administrator Guide* at www.xerox.com/office/6700docs.

Physically Connecting the Printer to the Network

Use a Category 5 or better Ethernet cable to connect the printer to the network. An Ethernet network is used for one or more computers and supports many printers and systems simultaneously. An Ethernet connection provides direct access to printer settings using CentreWare Internet Services.

To connect the printer:

1. Connect the power cord to the printer, and plug the cord into an electrical outlet.
2. Connect one end of a Category 5 or better Ethernet cable to the Ethernet port on the printer. Connect the other end of the Ethernet cable to a correctly configured network port on a hub or router.
3. Turn on the printer.

Initial Printer Setup

Make sure that the printer is set up before installing the printer software. Setup includes enabling the optional features and assigning an IP address for the Ethernet network connection. If the printer has not been previously turned on and configured, see the *System Administrator Guide* at www.xerox.com/office/6700docs.

Modifying General Settings

You can modify printer settings such as the language, date and time, units of measurement, display brightness, and startup page from the control panel.

1. At the control panel, touch **Printer**.
2. Touch the **Tools** tab, then touch **Setup**.
3. Touch **General Settings**, then touch the setting you want to change:
 - **Language/Keyboard** allows you to set the language and keyboard layout.
 - **Date/Time** allows you to set the time zone, date, time, and display format.

Note: The date and time are automatically set through Network Time Protocol (NTP). To modify these settings, go to the Properties tab in CentreWare Internet Services and change the Date and Time Setup to **Manual (NTP Disabled)**.

- **System Timeout** allows you to specify how long the printer waits for input before returning to the main screen.
 - **Display Brightness** allows you to set the brightness level of the touch screen.
 - **Startup Page** allows you to specify if the Configuration Report prints each time the printer is turned on.
4. Change settings as needed.
 5. To confirm the change, touch **OK**, or **X** to cancel it.
 6. Modify other settings, or touch **Home** to return to the main screen.

Installing the Software

This section includes:

- [Operating System Requirements](#) 26
- [Installing Drivers and Utilities for Windows](#) 27
- [Installing Drivers and Utilities for Macintosh OS X Version 10.5 and Later](#) 28
- [Installing Drivers and Utilities for UNIX and Linux](#) 29
- [Other Drivers](#) 29

Before installing driver software, verify that the printer is plugged in, turned on, connected correctly, and has a valid IP address. The IP address usually appears in the upper right corner of the control panel. If you cannot find the IP address, see [Finding the IP Address of the Printer](#) on page 20.

If the *Software and Documentation disc* is not available, download the latest drivers from www.xerox.com/office/6700drivers.

Operating System Requirements

- Windows XP SP1 and later, Windows Vista, Windows 7, Windows Server 2003, Windows Server 2008, Windows Server 2008 R2
- Macintosh OS X version 10.5 and later
- UNIX and Linux: Your printer supports connection to a variety of UNIX platforms through the network interface. For details, see www.xerox.com/office/6700drivers.

Installing Drivers and Utilities for Windows

Install the Xerox® print driver to access all the features of your printer.

To install the print driver software:

1. Insert the *Software and Documentation disc* into your computer. The installer starts automatically. If the installer does not start, navigate to the appropriate drive on your computer and double-click **Setup.exe**.
2. To change the language, click **Language**, select your language, then click **OK**.
3. Click **Agree** to accept the license agreement.
4. Select your printer from the list of discovered printers, then click **Install**.
5. If your printer does not appear in the list of discovered printers, click **Extended Search**.
6. If the printer still does not appear in the list of discovered printers, and you know the IP address:
 - a. Click the Network Printer Icon (right) at the top of the gray window.
 - b. Enter the IP Address or the DNS name for the printer.
 - c. Click **Search**, then select your printer from the list of discovered printers.
 - d. Click **Next** when the printer appears in the window.
7. If the printer still does not appear in the list of discovered printers, and you do not know the IP address:
 - a. Click **Advanced Search**.
 - b. If you know the gateway address and subnet mask, click the top button and enter the addresses into the Gateway and Subnet Mask fields.
 - c. If you know the IP address of another printer on the same subnet, enter the address in the IP Address field.
 - d. Click **Search**, then select your printer from the list of discovered printers.
 - e. Click **Next** when the printer appears in the window.
8. Select the desired print driver:
 - **PostScript (recommended)**
 - **PCL 5**
 - **PCL 6**
9. Click **Install**.
10. Click **Finish** when the installation completes.

Installing Drivers and Utilities for Macintosh OS X Version 10.5 and Later

Install the Xerox® print driver to access all the features of your printer.

To install the print driver software:

1. Insert the *Software and Documentation disc* into your computer.
2. Double-click the disc icon on your desktop to see the **.dmg** file for your printer.
3. Open the **.dmg** file, and navigate to the appropriate installer file for your operating system.
4. Open the installer file.
5. Click **Continue** to acknowledge the warning and introductory messages.
6. Click **Continue** and accept the license agreement.
7. Click **Install** to accept the current installation location, or select another location for the installation files, then click **Install**.
8. Enter your password, then click **OK**.
9. Select your printer in the list of discovered printers, then click **Continue**.
10. If your printer does not appear in the list of discovered printers:
 - a. Click the **Network Printer Icon**.
 - b. Type the IP address of your printer, then click **Continue**.
 - c. Select your printer in the list of discovered printers, then click **Continue**.
11. Click **OK** to accept the print queue message.
12. Select or clear the **Set Printer as Default** and **Print a Test Page** check boxes.
13. Click **Continue**, then click **Close**.

Note: The printer is automatically added to the printer queue in Macintosh OS X version 10.4 and later.

To verify that the print driver recognizes the installed options:

1. From the Apple menu, open **System Preferences > Print**.
2. Select the printer in the list, then click **Options and Supplies**.
3. Click **Driver**, then confirm that your printer is selected.
4. Confirm that all of the options installed on the printer appear correct.
5. If you change settings, click **Apply Changes**, close the window, and quit System Preferences.

Installing Drivers and Utilities for UNIX and Linux

Xerox® Services for UNIX Systems is a two part installation process. It requires the installation of a Xerox® Services for UNIX Systems code package and a printer support package. The Xerox® Services for UNIX Systems code package must be installed before installing the printer support package.

Note: You must have root or superuser privileges to perform the UNIX print driver installation on your computer.

1. At the printer, do the following:
 - a. Verify that both the TCP/IP protocol and the proper connector are enabled.
 - b. On the printer control panel, do one of the following for the IP address:
 - Allow the printer to set up a DHCP address.
 - Enter the IP address manually.
 - c. Print the Configuration Report and keep it for reference. For details, see Configuration Report.
2. At your computer, do the following:
 - a. Go to www.xerox.com/office/6700drivers and select your printer model.
 - b. From the Operating System menu, select **UNIX**, then click **Go**.
 - c. Select the **Xerox® Services for UNIX Systems** package for the correct operating system. This package is the core package and must be installed before the printer support package.
 - d. Click the **Start** button to begin downloading.
 - e. Repeat steps a and b, then click the printer package for use with the Xerox® Services for UNIX Systems package that you selected earlier. The second part of the driver package is ready for download.
 - f. Click the **Start** button to begin downloading.
 - g. In the notes below the driver package that you selected, click the link for the **Installation Guide**, then follow the installation instructions.

Notes:

- To load Linux print drivers, perform the preceding procedures but select **Linux** as the operating system. Select **Xerox® Services for Linux Systems** driver or the **Linux CUPS Printing Package**. You can also use the CUPS driver included in the Linux package.
- Supported Linux drivers are available at www.xerox.com/office/6700drivers.
- For details about UNIX and Linux drivers, see the *System Administrator Guide* at www.xerox.com/office/6700docs.

Other Drivers

The following drivers are available for download at www.xerox.com/office/6700drivers.

- The Xerox® Global Print Driver works with any printer on your network, including those printers made by other manufacturers. It configures itself for your individual printer upon installation.
- The Xerox® Mobile Express Driver™ works with any printer available to your computer that supports standard PostScript. It configures itself for the printer you select every time you print. If you travel frequently to the same sites, you can save your favorite printers in that location and the driver saves your settings.

Paper and Media

4

This chapter includes:

- Supported Paper 32
- Loading Paper..... 36
- Printing on Special Paper 41

Supported Paper

This section includes:

| | |
|---|----|
| • Recommended Media | 32 |
| • Ordering Paper | 32 |
| • General Paper Loading Guidelines..... | 32 |
| • Paper That Can Damage Your Printer | 33 |
| • Paper Storage Guidelines | 33 |
| • Supported Paper Types and Weights..... | 34 |
| • Supported Standard Paper Sizes | 34 |
| • Supported Paper Sizes and Weights for Automatic 2-Sided Printing..... | 34 |
| • Supported Custom Paper Sizes | 35 |

Your printer is designed to use various paper and other media types. Follow the guidelines in this section to ensure the best print quality and to avoid jams.

For best results, use Xerox® paper and media recommended for your printer.

Recommended Media

A list of paper and media recommended for your printer is available at:

- www.xerox.com/paper Recommended Media List (United States)
- www.xerox.com/europaper Recommended Media List (Europe)

Ordering Paper

To order paper, transparencies, or other media, contact your local reseller or go to www.xerox.com/office/6700supplies.

General Paper Loading Guidelines

- Use only recommended Xerox® transparencies. Print quality could vary with other transparencies.
- Do not print on label media once a label has been removed from a sheet.
- Use only paper envelopes. Print envelopes 1-sided only.
- Do not overfill the paper trays. Do not load paper above the maximum fill line in the tray.
- Adjust the paper guides to fit the paper size.
- Fan paper before loading it in the paper tray.
- If excessive jams occur, use paper or other approved media from a new package.

Paper That Can Damage Your Printer

Some paper and other media types can cause poor output quality, increased paper jams, or damage your printer. Do not use the following:

- Rough or porous paper
- Inkjet paper
- Non-laser glossy or coated paper
- Paper that has been photocopied
- Paper that has been folded or wrinkled
- Paper with cutouts or perforations
- Stapled paper
- Envelopes with windows, metal clasps, side seams, or adhesives with release strips
- Padded envelopes
- Plastic media



CAUTION: The Xerox® Warranty, Service Agreement, or Xerox® Total Satisfaction Guarantee does not cover damage caused by using unsupported paper or specialty media. The Xerox® Total Satisfaction Guarantee is available in the United States and Canada. Coverage could vary outside these areas. Please contact your local representative for details.

Paper Storage Guidelines

Storing your paper and other media properly contributes to optimum print quality.

- Store paper in dark, cool, relatively dry locations. Most paper is susceptible to damage from ultraviolet and visible light. Ultraviolet light, from the sun and fluorescent bulbs, is particularly damaging to paper.
- Reduce the exposure of paper to strong lights for long periods of time.
- Maintain constant temperatures and relative humidity.
- Avoid storing paper in attics, kitchens, garages, or basements. These spaces are more likely to collect moisture.
- Store paper flat, either on pallets, cartons, shelves, or in cabinets.
- Avoid having food or drinks in the area where paper is stored or handled.
- Do not open sealed packages of paper until you are ready to load them into the printer. Leave stored paper in the original packaging. The paper wrapper protects the paper from moisture loss or gain.
- Some special media is packaged inside resealable plastic bags. Store the media inside the bag until you are ready to use it. Keep unused media in the bag and reseal it for protection.

Supported Paper Types and Weights

| Trays | Types and Weights |
|--------------------|--|
| Trays 1–6 | Plain, Hole Punched, and Custom (60–90 g/m ²) Letterhead, Heavyweight (80–120 g/m ²) Cardstock (105–163 g/m ²) Heavyweight Cardstock (160–220 g/m ²) Labels (106–169 g/m ²) Glossy Cardstock (105–163 g/m ²) Heavyweight Glossy Cardstock (160–220 g/m ²) Pre-Printed, Recycled (60–90 g/m ²) |
| Trays 1 and 2 only | Envelope Transparency |

Note: You can print a list of supported paper and other media. At the control panel, touch **Printer > Print Reference Materials > Paper Tips > Print**.

Supported Standard Paper Sizes

| Tray Number | European Standard Sizes | North American Standard Sizes |
|---------------|---|--|
| All trays | A4 (210 x 297 mm, 8.3 x 11.7 in.) A5 (148 x 210 mm, 8.3 x 5.8 in.) JIS B5 (182 x 257 mm, 7.2 x 10.1 in.) | Executive (184 x 267 mm, 7.25 x 10.5 in.) Letter (216 x 279 mm, 8.5 x 11 in.) Legal (216 x 356 mm, 8.5 x 14 in.) US Folio (216 x 330 mm, 8.5 x 13 in.) |
| Trays 1 and 2 | C5 envelope (162 x 229 mm, 6.4 x 9 in.) DL envelope (110 x 220 mm, 4.33 x 8.66 in.) | Monarch envelope (98 x 190 mm, 3.875 x 7.5 in.) No. 10 envelope (241 x 105 mm, 4.125 x 9.5 in.) |
| Tray 1 only | A6 (105 x 148 mm, 4.1 x 5.8 in.) ISO B5 (176 x 250 mm, 6.9 x 9.8 in.) C6 envelope (114 x 162 mm, 4.5 x 6.38 in.) Note: ISO B5 can be printed from Trays 2–6 using the Custom setting. | Statement (140 x 216 mm, 5.5 x 8.5 in.) A7 envelope (133 x 184 mm, 5.25 x 7.25 in.) Note: Statement can be printed from Trays 2–6 using the Custom setting. |

Supported Paper Sizes and Weights for Automatic 2-Sided Printing

| | Minimum | Maximum |
|--------|------------------------------|---------------------------------|
| Size | 140 x 210 mm (5.5 x 8.3 in.) | 215.9 x 355.6 mm (8.5 x 14 in.) |
| Weight | 60 g/m ² | 220 g/m ² |

Supported Custom Paper Sizes

| Tray Number | Paper Sizes, Minimum–Maximum |
|-------------|---|
| Tray 1 | Width: 76.2–215.9 mm (3–8.5 in.) Length: 127.0–355.6 mm (5–14 in.) |
| Trays 2–6 | Width: 98.4–215.9 mm (3.9–8.5 in.) Length: 190.5–355.6 mm (7.5–14 in.) |

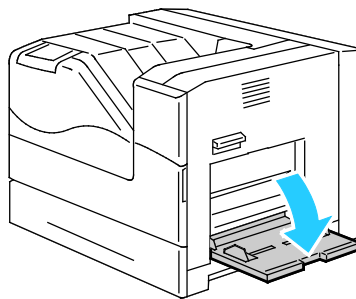
Loading Paper

This section includes:

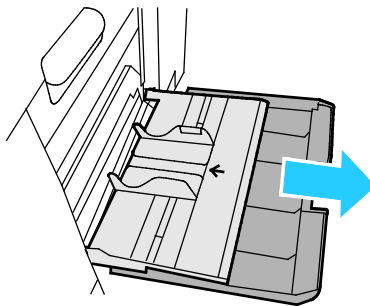
| | |
|--|----|
| • Loading Paper in Tray 1 | 36 |
| • Loading Paper in Trays 2–6 | 37 |
| • Changing Paper Size, Type, and Color | 40 |

Loading Paper in Tray 1

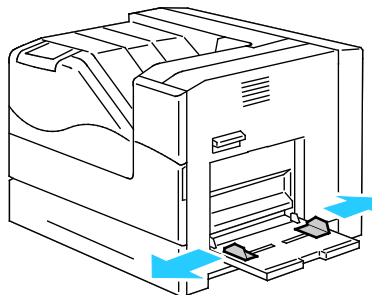
1. Open Tray 1.



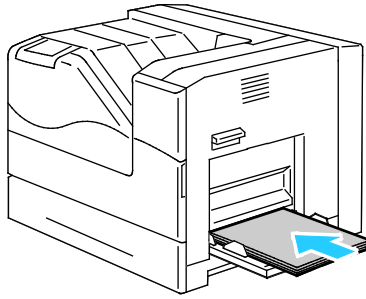
2. Pull out the extension tray for larger sizes.



3. Move the width guides to the edges of the tray.

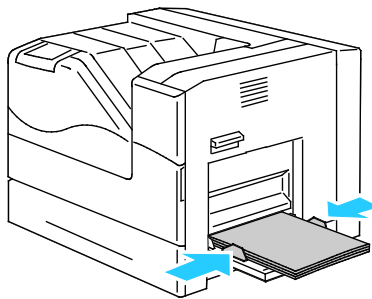


4. Insert the paper face down with the bottom edge leading into the printer.



Notes:

- Load hole punched paper face down with the holes toward the front of the printer.
 - For 2-sided printing, load letterhead and pre-printed paper face up.
5. Adjust the width guides until they touch the edges of the paper.

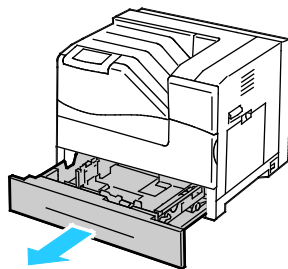


6. If the control panel prompts you, verify the size, type, and color information on the Tray Settings screen. To modify any incorrect setting, touch **Size**, **Type**, or **Color**, or **OK** if no changes are needed.
7. Touch **OK**.

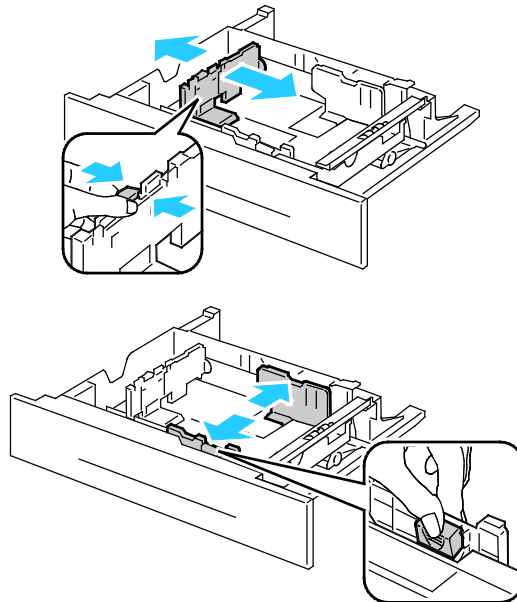
Loading Paper in Trays 2–6

Load all of the trays the same way.

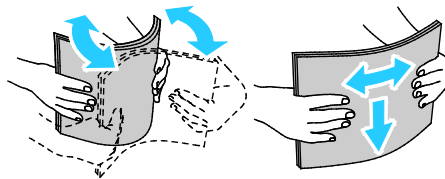
1. Pull out the tray until it stops.



2. Remove any paper that is a different size.
3. Move the length and width guides out:
 - a. Pinch the guide lever on each guide.
 - b. Slide the guides outward until they stop.
 - c. Release the levers.

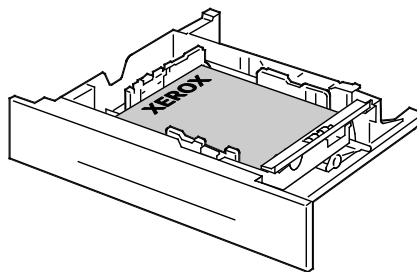


4. Flex the sheets back and forth and fan them, then align the edges of the stack on a level surface. This procedure separates any sheets that are stuck together and reduces the possibility of jams.

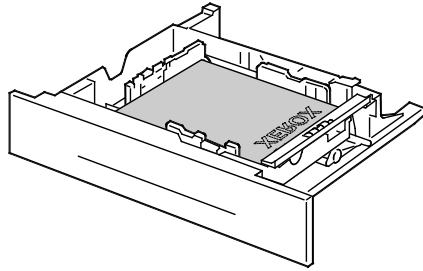


Note: To avoid jams and misfeeds, do not remove paper from its packaging until you are ready to use it.

5. Load the paper in the tray:
 - For 1-sided printing, insert the paper with the print side face up and the bottom edge to the right.

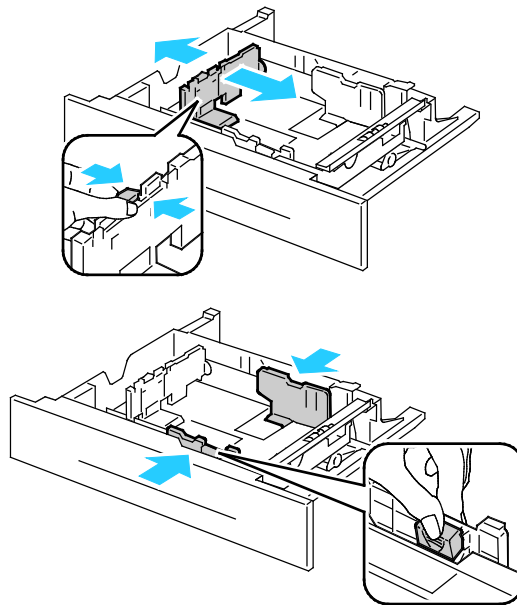


- For 2-sided printing, insert the paper with the print side face down and the bottom edge to the left.

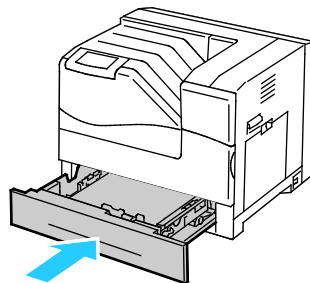


Note: Do not load paper above the maximum fill line. Overfilling the tray can cause the printer to jam.

6. Adjust the length and width guides to fit the paper.



7. Close the tray.



8. If the control panel prompts you, verify the size, type, and color information on the Tray Settings screen. To modify any incorrect setting, touch **Size**, **Type**, or **Color**, or **OK** if no changes are needed.
9. Touch **OK**.

Changing Paper Size, Type, and Color

When Tray 1 is set to Bypass or Fully Adjustable mode, you can change paper settings each time you load the tray. When the tray is empty, the control panel prompts you to set the paper size, type, and color.

When Trays 2–6 are set to Fully Adjustable mode, open the selected tray and load the desired paper. When you close the tray, the control panel prompts you to set the paper size, type, and color.

When any paper tray is set to Dedicated mode, the tray accepts only the size of paper specified for the tray. If you move the guides to load a different paper size, the control panel displays an error message. Load the paper, then change the size, type, and color of paper at the control panel.

To set the paper size, type, or color:

1. At the control panel, touch **Printer**.
2. Touch the **Tools** tab, then touch **Tray Management**.
3. Touch **Tray Settings**, then select a dedicated tray.
4. To modify the tray settings, touch **Edit**.
5. Select **Size**, **Type**, or **Color**.
6. Use the **Up** or **Down** Arrow as needed to select the desired paper setting.
7. Touch **OK**.

Note: To access the Tray Management menu, you could be required to log in as the system administrator. For details, see the *System Administrator Guide* at www.xerox.com/office/6700docs.

Printing on Special Paper

This section includes:

| | |
|-------------------------|----|
| • Envelopes..... | 41 |
| • Labels | 48 |
| • Glossy Cardstock..... | 49 |
| • Transparencies | 49 |

To order paper, transparencies, or other media, contact your local reseller or go to www.xerox.com/office/6700supplies.

See also:

www.xerox.com/paper Recommended Media List (United States)

www.xerox.com/europaper Recommended Media List (Europe)

Envelopes

You can print envelopes from Trays 1 and 2. If you are printing more than five envelopes at a time, Xerox recommends that you use Tray 2.

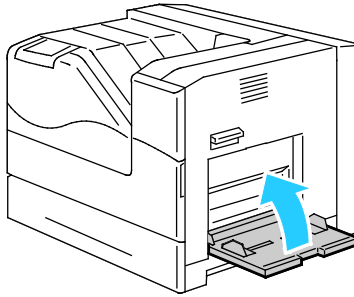
Guidelines for Printing Envelopes

- Print quality depends on the quality and construction of the envelopes. Try another envelope brand if you do not get desired results.
- Maintain constant temperatures and relative humidity.
- Store unused envelopes in their packaging to avoid the excess moisture and dryness which can affect print quality and cause wrinkling. Excessive moisture can cause the envelopes to seal before or during printing.
- Do not use padded envelopes. Use envelopes that lie flat on a surface.
- Do not use envelopes with heat activated glue.
- Do not use envelopes with press and seal flaps.
- Remove air bubbles from the envelopes before loading them into the tray by setting a heavy book on top of them.
- In the print driver software, select Envelope as the paper type.
- Use only paper envelopes.
- Do not use envelopes with windows or metal clasps.

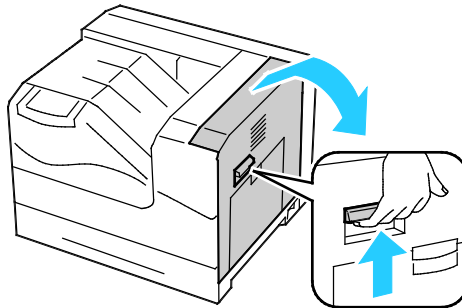
Loading Envelopes in Tray 1

Note: Do not load more than five envelopes in Tray 1. Overfilling the tray can cause the printer to jam.

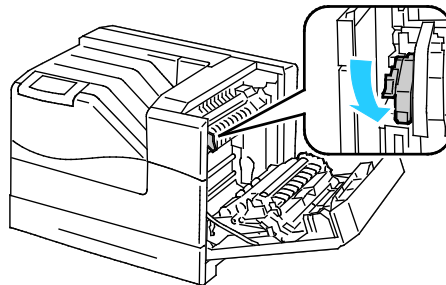
1. Remove any paper from Tray 1 and close the tray.



2. Lift the right side door latch and open the door.

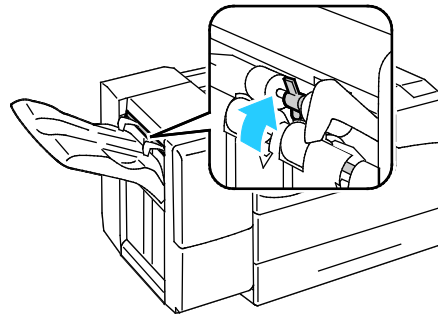


3. To put the fuser in envelope mode, lower the fuser envelope lever in the upper left corner.



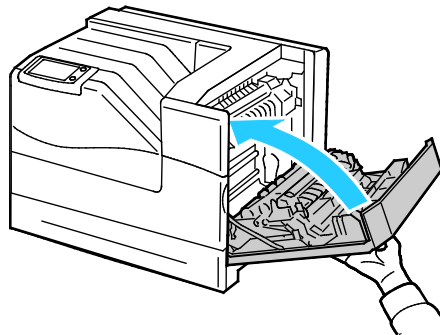
Note: When printing paper other than envelopes, raise the fuser envelope lever.

4. If you are using the optional Finisher, raise the finisher lever at the paper exit.

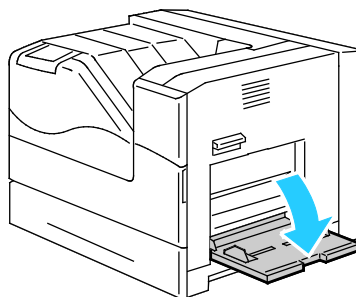


Note: When printing paper other than envelopes, push down the finisher lever.

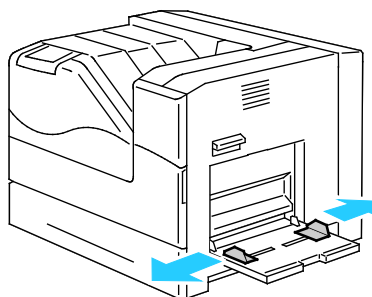
5. Close the right side door.



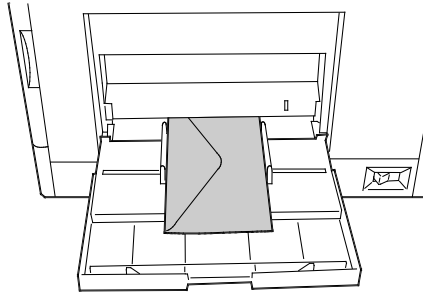
6. Open Tray 1.



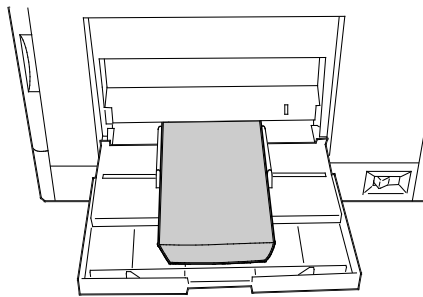
7. Move the width guides to the edges of the tray.



8. Load the envelopes with the flaps closed, flaps facing up, and the short edge facing into the printer.
- #10, Monarch, or DL envelopes:



- C5 envelopes:

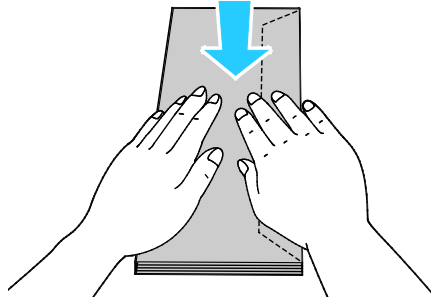




CAUTION: Never use self-stick envelopes or envelopes with windows. They can lead to paper jams and can cause damage to the printer.

Notes:

- If you do not load envelopes in Tray 1 right after they have been removed from the packaging, they can bulge. Flatten them to avoid jams.



- If envelopes still do not feed correctly, bend the leading edge of the envelopes 5 mm or less.
9. Adjust the width guides to fit the envelopes.
 10. If the control panel prompts you, verify the size, type, and color information on the Tray Settings screen. To modify any incorrect setting, touch **Size**, **Type**, or **Color**, or **OK** if no changes are needed.
 11. Touch **OK**.

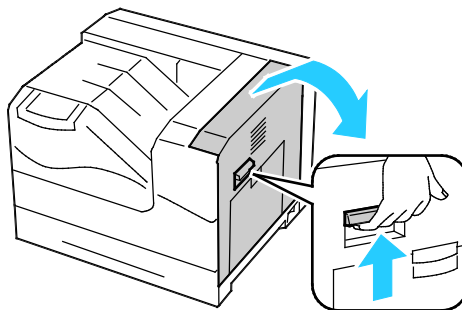
Notes:

- Make sure to return the fuser envelope lever up to the paper position after printing on envelopes.
- If you are using the optional Finisher, lower the lever at the paper exit when finished printing envelopes.

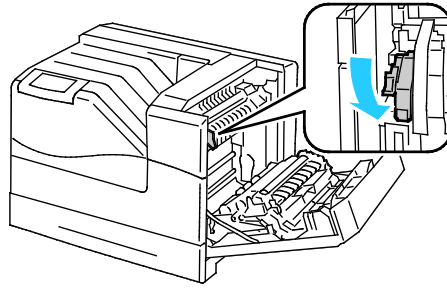
Loading Envelopes in Tray 2

Note: Do not load envelopes above the 121–220 g/m² line. Overfilling the tray can cause the printer to jam.

1. Lift the right side door latch and open the door.

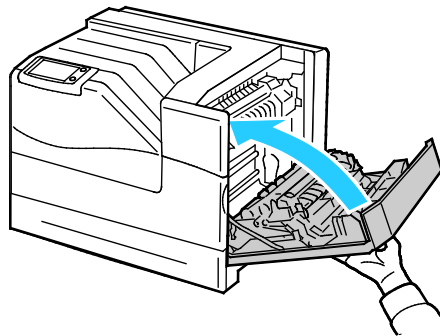


2. To put the fuser in envelope mode, lower the fuser envelope lever in the upper left corner.

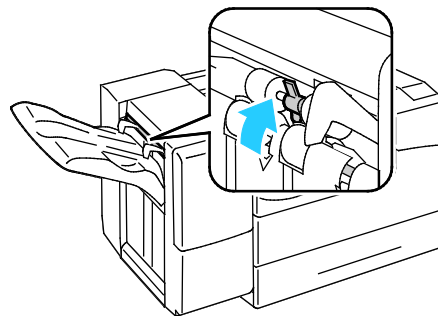


Note: When printing paper other than envelopes, raise the fuser envelope lever.

3. Close the right side door.

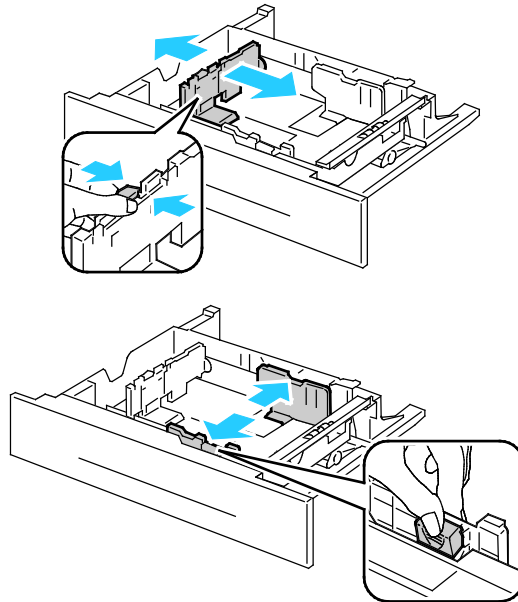


4. If you are using the optional Finisher, raise the finisher lever at the paper exit.

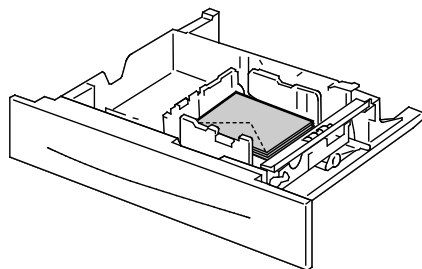


Note: When printing paper other than envelopes, push down the finisher lever.

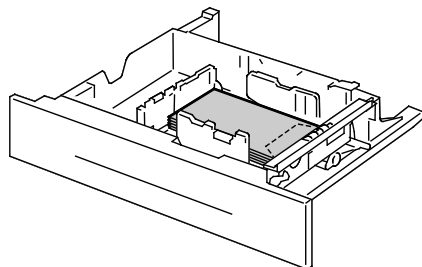
5. Pull out the tray until it stops.
6. Remove any paper that is a different size.
7. Move the length and width guides out:
 - a. Pinch the guide lever on each guide.
 - b. Slide the guides outward until they stop.
 - c. Release the levers.



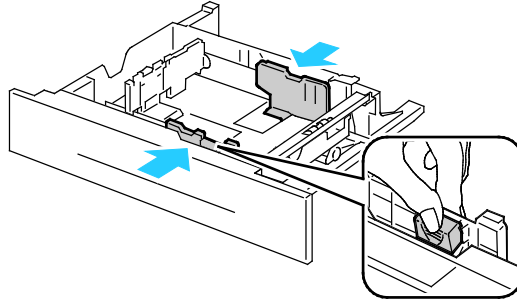
8. Load the envelopes in the tray:
 - Load No. 10, Monarch, or DL envelopes with the flaps closed, flaps down, and flaps toward the front.



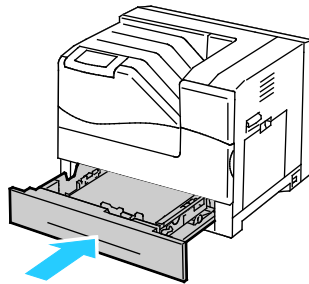
- Load C5 envelopes with the flaps closed, flaps down, and flaps toward the right.



9. Adjust the width guides:
 - a. Pinch the guide lever on each guide.
 - b. Slide the guides to the size of the paper.
 - c. To secure the guides in position, release the levers.



10. Close the tray.



11. If the control panel prompts you, verify the size, type, and color information on the Tray Settings screen. To modify any incorrect setting, touch **Size**, **Type**, or **Color**, or **OK** if no changes are needed.
12. Touch **OK**.

Labels

You can print labels from any tray.

Guidelines for Printing Labels

- Use labels designed for laser printing.
- Do not use vinyl labels.
- Do not feed a sheet of labels through the printer more than once.
- Do not use dry gum labels.
- Print only on one side of the sheet of labels. Use full sheet labels only.
- Store unused labels flat in their original packaging. Leave the sheets of labels inside the original packaging until ready to use. Return any unused sheets of labels to the original packaging and reseal it.
- Do not store labels in extremely dry or humid conditions or extremely hot or cold conditions. Storing them in extreme conditions can cause print-quality problems or cause them to jam in the printer.
- Rotate stock frequently. Long periods of storage in extreme conditions can cause labels to curl and jam in the printer.

- Remove all other paper from the tray before loading labels.



CAUTION: Do not use any sheet where labels are missing, curled, or pulled away from the backing sheet. It could damage the printer.

Glossy Cardstock

You can print glossy cardstock from any tray.

Guidelines for Printing on Glossy Cardstock

- Do not open sealed packages of glossy cardstock until you are ready to load them into the printer.
- Leave glossy cardstock in the original wrapper, and leave the packages in the shipping carton until ready to use.
- Remove all other paper from the tray before loading glossy cardstock.
- Load only the amount of glossy cardstock you are planning to use. Do not leave glossy cardstock in the tray when you are finished printing. Replace unused cardstock in the original wrapper and seal.
- Rotate stock frequently. Long periods of storage in extreme conditions can cause glossy cardstock to curl and jam in the printer.
- In the print driver, select the desired glossy cardstock type or select the tray loaded with the desired paper.

Transparencies

You can print transparencies from Trays 1 and 2.

Guidelines for Printing on Transparencies

- Remove all paper before loading transparencies in the tray.
- Handle transparencies by the edges using both hands. Fingerprints or creases can cause poor print quality.
- Do not use transparencies with stripes on the side.
- Do not fan transparencies.
- After loading transparencies, change the paper type to Transparency on the printer touch screen.
- In the print driver, select Transparency as the paper type.
- Do not load more than 100 transparencies. Overfilling the tray can cause the printer to jam.

Printing

5

This chapter includes:

- [Printing Overview](#) 52
- [Selecting Printing Options](#)..... 53
- [Printing Features](#)..... 57

Printing Overview

Before printing, your computer and the printer must be plugged in, turned on, and connected. Ensure that you have the correct print driver software installed on your computer. For details, see [Installing the Software](#) on page 26.

1. Select the appropriate paper.
2. Load paper in the appropriate tray. On the printer control panel, specify the size, color, and type.
3. Access the print settings in your software application. For most software applications, press **CTRL+P** for Windows, or **CMD+P** for Macintosh.
4. Select your printer from the list.
5. Access the print driver settings by selecting **Properties** or **Preferences** for Windows, or **Xerox® Features** for Macintosh. The title of the button can vary depending on your application.
6. Modify the print driver settings as necessary, then click **OK**.
7. Click **Print** to send the job to the printer.

Selecting Printing Options

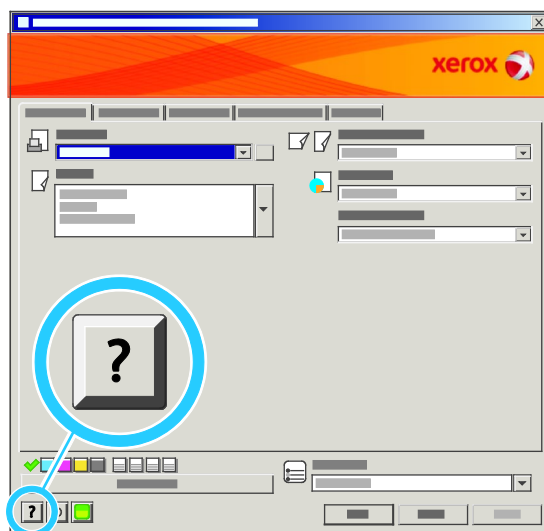
This section includes:

- [Print Driver Help](#)..... 53
- [Windows Printing Options](#)..... 54
- [Macintosh Printing Options](#)..... 55

Printing options, also called print driver software options, are specified as Printing Preferences in Windows, and Xerox® Features in Macintosh. Printing options include settings for 2-sided printing, page layout, and print quality. Printing options that are set from Printing Preferences become the default setting. Printing options that are set from within the software application are temporary. The application and the computer do not save the settings after the application is closed.

Print Driver Help

Xerox® print driver software Help information is available from the Printing Preferences window. Click the Help button (?) in the bottom left corner of the Printing Preferences window to see the Help.



Information about Printing Preferences settings appears in the Help window on two tabs:

- **Contents** provides a list of the tabs at the top and the areas at the bottom of the Printing Preferences window. Use the Contents tab to find explanations for each of the fields and areas in Printing Preferences.
- **Search** provides a field in which you can enter the topic or function for which you need information.

Windows Printing Options

Setting Default Printing Options for Windows

When you print from any software application, the printer uses the print job settings specified in the Printing Preferences window. You can specify your most common printing options and save them so that you do not have to change them every time you print.

For example, if you want to print on both sides of the paper for most jobs, specify 2-sided printing in Printing Preferences.

To select default printing options:

1. In the Windows Taskbar, click **Start > Settings > Printers and Faxes**.
2. In the Printers and Faxes folder, right-click the icon for your printer and click **Printing Preferences**.
3. Click a tab in the Printing Preferences window, select options, then click **OK** to save.

Note: For more information about Windows print driver options, click the Help button (?) in the Printing Preferences window.

Setting Printing Options for an Individual Job for Windows

To use special printing options for a particular job, change the Printing Preferences from the application before sending the job to the printer. For example, if you want to use the Photo print-quality mode when printing a particular document, select Photo in Printing Preferences before printing the job.

Selecting Finishing Options for Windows

If your printer has a finisher installed, select finishing options in the Printing Preferences of the print driver. You can staple up to 50 sheets of 90 g/m² paper, and offset and stack up to 1000 sheets.

To select stapling in the PostScript and PCL print drivers:

1. In the print driver, click the **Paper/Output** tab.
2. Click the arrow to the right of the Stapling section and select **1 Staple**.

To select offsetting in the PostScript and PCL print drivers:

1. In the print driver, click the **Advanced** tab.
2. Click the **+** next to Paper/Output.
3. Click **Request Offset**.
4. Click the arrow to the right of the field and select **Offset Each Set**.

Saving a Set of Commonly Used Printing Options for Windows

You can define and save a set of options, so that you can apply them to future print jobs.

To save a set of printing options:

1. With the document open in your application, click **File > Print**.
2. Select the printer, then click **Properties**. Click the tabs in the Printing Properties window and select the desired settings.
3. Click **Saved Settings** at the bottom of the Printing Properties window, then click **Save As**.
4. Type a name for the set of printing options, then click **OK** to save the set of options in the Saved Settings list.
5. Select the name from the list to print using these options.

Macintosh Printing Options

Selecting Printing Options for Macintosh

To use specific printing options, change the settings before sending the job to the printer.

1. With the document open in your application, click **File > Print**.
2. Select your printer from the Printers list.
3. Select **Xerox® Features** from the Copies & Pages menu.
4. Select the desired printing options from the drop-down lists.
5. Click **Print** to send the job to the printer.

Selecting Finishing Options for Macintosh

If your printer has a finisher installed, select finishing options in the Printing Preferences of the print driver. You can staple up to 50 sheets of 90 g/m² paper, and offset and stack up to 1000 sheets.

To select stapling in the Macintosh print driver:

1. In the print driver, click **Copies & Pages**, then select **Xerox® Features**.
2. In the Paper/Output dialog box, click the arrow to the right of the Finisher section, then select **1 Staple**.

To select offsetting in the Macintosh print driver:

1. In the print driver, click **Copies & Pages**, then select **Xerox® Features**.
2. On the Advanced tab, select **Request Offset**.
3. Click the arrow to the right of the field and select **Offset Each Set**.

Saving a Set of Commonly Used Printing Options for Macintosh

You can define and save a set of options, so that you can apply them to future print jobs.

To save a set of printing options:

1. With the document open in your application, click **File > Print**.
2. Select your printer from the Printers list.
3. Select the desired printing options from the drop-down lists in the Print dialog box.
4. Click **Presets > Save As**.
5. Type a name for the printing options, then click **OK** to save the set of options in the Presets list.
6. To print using these options, select the name from the Presets list.

Printing Features

This section includes:

| | |
|--|----|
| • Printing on Both Sides of the Paper | 57 |
| • Selecting Paper Options for Printing..... | 58 |
| • Printing Multiple Pages to a Single Sheet (N-Up) | 58 |
| • Printing Booklets..... | 58 |
| • Using Color Options | 59 |
| • Printing Covers | 60 |
| • Printing Inserts..... | 60 |
| • Printing Exception Pages | 61 |
| • Scaling | 62 |
| • Printing Watermarks..... | 62 |
| • Printing Mirror Images..... | 63 |
| • Creating and Saving Custom Sizes..... | 63 |
| • Selecting Job Completion Notification for Windows..... | 64 |
| • Printing Special Job Types..... | 64 |

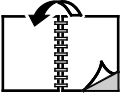



Printing on Both Sides of the Paper

Printing a 2-Sided Document

If your printer supports Automatic 2-Sided Printing, the options are specified in the print driver. The print driver uses the settings for portrait or landscape orientation from the application for printing the document.

2-Sided Page Layout Options

You can specify the page layout for 2-sided printing, which determines how the printed pages turn. These settings override the application page orientation settings.

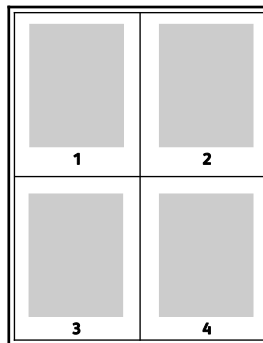
| Portrait | | Landscape | |
|---|---|--|---|
|  |  |  |  |
| Portrait 2-Sided Print | Portrait 2-Sided Print, Flip on Short Edge | Landscape 2-Sided Print | Landscape 2-Sided Print, Flip on Short Edge |

Selecting Paper Options for Printing

There are two ways to select the paper for your print job. You can let the printer select which paper to use based on the document size, paper type, and paper color you specify. You can also select a specific tray loaded with the desired paper.

Printing Multiple Pages to a Single Sheet (N-Up)

When printing a multiple-page document, you can print more than one page on a single sheet of paper. Print 1, 2, 4, 6, 9, or 16 pages per side by selecting Pages Per Sheet (N-Up) on the Layout/Watermark tab.

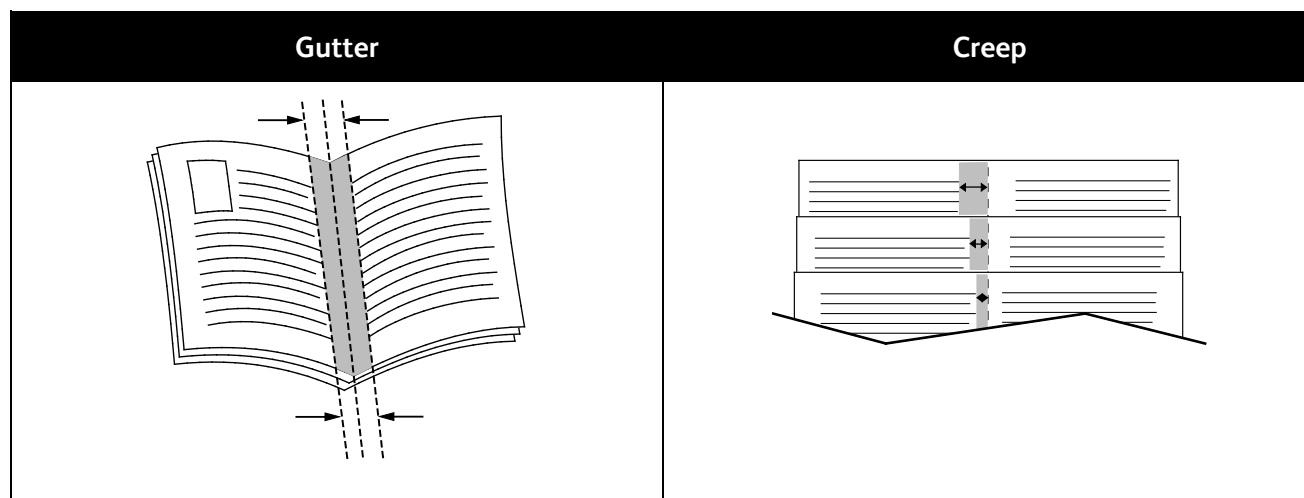


Printing Booklets

With 2-sided printing, you can print a document in the form of a small booklet. Create booklets from any paper size that is supported for 2-sided printing. The driver automatically reduces each page image and prints four page images per sheet of paper, two page images on each side. The pages are printed in the correct order so that you can fold and staple the pages to create the booklet.

When you print booklets using the Windows PostScript or Macintosh driver, you can specify the gutter and creep.

- **Gutter** specifies the horizontal distance in points between the page images. A point is 0.35 mm (1/72 in.).
- **Creep** specifies how much the page images are shifted outward, in tenths of a point. Shifting compensates for the thickness of the folded paper, which would cause the page images to shift slightly outward when folded. You can select a value from zero to 1 point.



Using Color Options

The Color Options control the way the printer uses color to produce your document. The Windows PostScript and the Macintosh drivers provide the widest range of color controls and corrections. Each system has three standard modes of color control for normal use and Custom Color Options for the more advanced users.

The three standard color modes are:

- **Automatic Color** applies the best color correction to text, graphics, and images. This setting is recommended.
- **Vivid Color** applies automatic color correction to make office colors more saturated.
- **Black and White** converts all color in the document to black and white or shades of gray.

Custom Color Options provide three ways of adjusting the colors for more specific color requirements. Click the Custom Color Options bar to open the Custom Color Options window:

- **Color By Words** provides a three step process for defining custom color correction. By making a selection from each of the three fields, you create a sentence for controlling the color characteristics of the document. You can create several sentences to more precisely control the color content of the document.

The sentence structure is made of three parts:

- **What Color to Change?** provides a drop-down list to select a color or range of colors to adjust, such as All Foliage-Green Colors.
- **How Much Change?** lets you select how much effect to make, such as A Lot More, to the selected color.
- **What Type of Change?** lets you select the type of change, such as Vivid, from the drop-down list.

As you create a Color By Words sentence, it appears in the window below the selection fields.

- **Color Correction** provides a list of commercial press, spot color, CIE, and gray image simulations from which you can select to match your document color.

- **Color Adjustments** provides a set of six sliders for adjusting the individual components of the selected colors. Use the sliders to adjust the lightness, contrast, saturation, cyan, magenta, and yellow components of the color.

Printing Covers

A cover is the first or last page of a document. You can select paper sources for the covers that are different from the source used for the body of a document. For example, you can use your company letterhead for the first page of a document. You can also use heavyweight paper for the first and last pages of a report. You can use any applicable paper tray as the source for printing covers.

Select an option for printing covers:

- **No Covers** cancels any previous Covers settings.
- **Front Only** prints the first page on paper from the specified tray. With automatic 2-sided printing, the first two pages print on the cover.
- **Back Only** prints the back page on paper from the specified tray. With automatic 2-sided printing, the last two pages print on the cover when the page count is even.
- **Front and Back: Same** prints the front and back covers from the same tray.
- **Front and Back: Different** prints the front and back covers from different trays.

Printing Inserts

You can add blank or pre-printed inserts before page one of each document or after designated pages within a document. Adding an insert after designated pages within a document separates sections, or acts as a marker or placeholder. Make sure that you specify the paper to use for the inserts.

Modify these settings when printing inserts:

- **Insert Options** provides the options to place an insert After Page X, where X is the specified page, or Before Page 1.
- **Insert Quantity** specifies the number of pages to insert at each location.
- **Page(s)** specifies a page or a range of pages after which you want an insert added. Separate individual pages or page ranges with commas. Specify pages within a range with a hyphen. For example, to add inserts after pages 1, 6, 9, 10, and 11, type: **1, 6, 9-11**.
- **Paper** displays the default size, color, and type of paper selected in Use Job Settings for the inserts. Use the **Down Arrow** to the right of the Paper field to select a different paper size, color, or type.
- **Job Settings** displays the attributes of the paper for the remainder of the job.

Printing Exception Pages

Exception pages have different settings from the rest of the pages in the job. You can specify differences such as page size, page type, and page color. You can also change the side of the paper on which to print as your job requires. A print job can contain multiple exceptions.

For example, your print job contains 30 pages. You want five pages to print on only one side of a special paper, and the remainder of the pages printed 2-sided on regular paper. You can use exception pages to print the job.

In the Add Exceptions window, you can set the characteristics of the exception pages and select the alternate paper source:

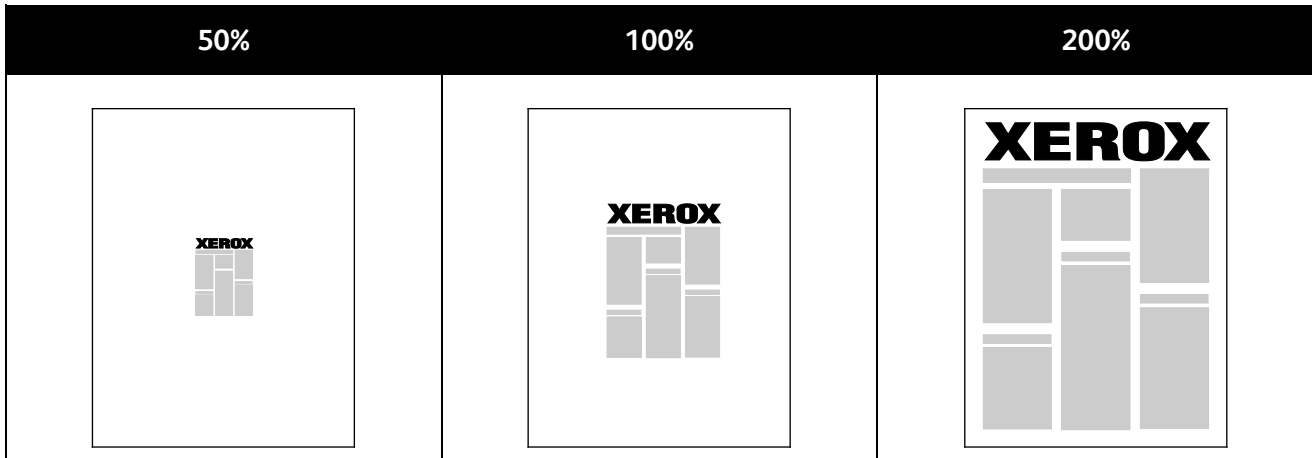
- **Page(s)** specifies the page or range of pages that use the exception page characteristics. Separate individual pages or page ranges with commas. Specify pages within a range with a hyphen. For example, to specify pages 1, 6, 9, 10, and 11, type **1,6,9-11**.
- **Paper** displays the default size, color, and type of paper selected in Use Job Settings. Click the **Down Arrow** to the right of the Paper field to select a different paper size, color, or type.
- **2-Sided Printing** allows you to select 2-sided printing options. Click the **Down Arrow** to select an option:
 - **1-Sided Print** prints the exception pages on one side only.
 - **2-Sided Print** prints the exception pages on both sides of the paper and flips the pages on the long edge. The job can then be bound on the long edge of the pages.
 - **2-Sided Print, Flip on Short Edge** prints the exception pages on both sides of the paper and flips the pages on the short edge. The job can then be bound on the short edge of the pages.
- **Job Settings** displays the attributes of the paper for the remainder of the job.

Notes:

- If your printer does not support automatic 2-sided printing, not all of the options are available.
- Some combinations of 2-sided printing with certain paper types and sizes can produce unexpected results.

Scaling

You can reduce the image to as little as 25 % of its original size or enlarge it as much as 400 % . The default setting is 100 % .

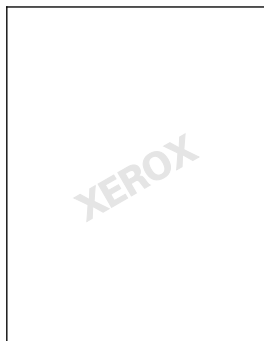


In Windows, the Scale Options are located in the print driver on the Paper/Output tab in the Paper field. Click the arrow at the right side of the Paper field and select Other Size to access the Scale Options:

- **No Scaling** does not increase or decrease the size of the image from the original.
- **Automatic Scaling** changes the print from one standard paper size to another standard paper size. The Original Document Size is scaled to fit on the selected output paper size shown in the Output Paper Size field.
- **Manual Scaling** changes the output print size by the percentage entered into the field under the graphic to the right of the Scale Options.

Printing Watermarks

A watermark is special purpose text that can be printed across one or more pages. For example, you can add a word like Copy, Draft, or Confidential as a watermark instead of stamping it on a document before distribution.



Using the watermark options, you can do the following:

- Create a watermark or edit an existing watermark using the Watermark Editor:
 - **Name** allows you to give the new watermark a unique name.
 - **Options** enables you to use text, time stamps, or graphics for the watermark.

- **Text** provides a field in which you enter the text to be printed as the watermark.
- **Font** and **Color** determine the font, size, style, and color of the watermark.
- **Angle** sets the degree of rotation applied to the text or graphics used for the watermark.
- **Density** defines how faint or how prominent the watermark appears on the pages.
- **Position** from center determines the position of the watermark on the page. The default position is in the center of the printed pages.
- Place a watermark on the first page or on every page in a document.
- Print a watermark in the foreground or background or blend it with the print job.

Printing Mirror Images

If the PostScript driver is installed, you can print pages as a mirror image. Images mirror left to right when printed.

Creating and Saving Custom Sizes

You can print custom-size paper from Trays 1–6. Custom size paper settings are saved in the print driver and are available for you to select in all your applications.

See [Supported Custom Paper Sizes](#) on page 35 for paper sizes that are supported for each tray.

To create and save custom sizes for Windows:

1. Click the **Paper/Output** tab of the print driver.
2. Click the arrow at the right of the Paper field, then select **Other Size > Output Paper Size > New**.
3. In the New Custom Size window, enter the height and width of the new size, then select the units.
4. Enter a title for the new size in the Name field, then click **OK** to save.

To create and save custom sizes for Macintosh:

1. In the application, click **File > Page Setup**.
2. Click **Paper Sizes**, then select **Manage Paper Sizes**.
3. In the Manage Paper Sizes window, click the plus sign (+) to add a new size.
4. Double-click **Untitled** at the top of the window and type a name for the new custom size.
5. Enter the height and width of the new custom size.
6. Click the arrow to the right of the Non-Printable Area field and select the printer from the drop-down list. Or set the top, bottom, right, and left margins for User Defined margins.
7. Click **OK** to save the settings.

Selecting Job Completion Notification for Windows

You can select to be notified when your job finishes printing. A message appears on your computer screen with the name of the job and the name of the printer where it was printed.

Note: This feature is only available on a Windows computer printing to a network printer.

To select job completion notification:

1. In the print driver, click **More Status** at the bottom of any tab.
2. In the Status window, click **Notification**, then click the desired option.
3. Close the Status window.

Printing Special Job Types

Note: To use any of the special job types, your printer must have the optional hard drive installed.

Sample Set

The Sample Set job type allows you to print a sample copy of a multiple-copy job and hold the remaining copies at the printer. After you review the sample copy, you can select the job name from the printer control panel to print the additional copies.

To release the remainder of prints after printing a sample set:

1. At the control panel, touch **Jobs**.
2. Touch the corresponding print job in the list.

Note: The control panel displays Held: Sample Set next to the job name.

3. Touch **Release**.

The remainder of the job prints, and the job is deleted from the printer hard drive.

Secure Print

Secure Print allows you to associate a 4–10 digit passcode number with a print job when sending it to the printer. The job is held at the printer until the same passcode is entered at the control panel.

To release a Secure Print job for printing:

1. At the control panel, touch **Jobs**.
2. Touch **Personal and Secure Jobs**.
3. Touch your assigned private folder.
4. Type the passcode assigned to the job, then touch **OK**.
5. Touch the corresponding print job in the list.
6. Touch **Print**.

The job prints, then is deleted from the printer hard drive.

Saved Job

Saved Job allows you to save a print job to a folder on the printer. Using the controls in the Saved Jobs window, you can save the job, or you can print and save the job for future use. You can also set the access to the print job as follows:

- **Public** requires no passcode and allows any user to print the file from the control panel of the printer.
- **Private** requires a passcode so that only a user with the passcode can print the file.

When the Saved Job is no longer needed, you can delete it from the control panel of the printer.

To print a public saved job:

1. At the control panel, touch **Jobs**.
 2. Touch **Saved Jobs**.
 3. Touch **Public**.
 4. To enter the number of copies, touch **Quantity**, then touch **OK**.
 5. Touch the name of the desired print job.
 6. To submit the print job, touch **Print**.
- The job prints, and remains on the printer hard drive for future use.

To print a private saved job:

1. At the control panel, touch **Jobs**.
 2. Touch **Saved Jobs**.
 3. Touch your assigned private folder.
 4. Type the passcode assigned to the job, then touch **OK**.
- The screen shows a list of saved print jobs that use that passcode.
5. To enter the number of copies, touch **Quantity**, then touch **OK**.
 6. Touch the name of the desired print job.
 7. To submit the print job, touch **Print**.
- The job prints, and remains on the printer hard drive for future use.

Personal Print

Personal Print allows you to store a document in the printer, then print it from the control panel.

To print a personal job:

1. At the control panel, touch **Jobs**.
 2. Touch **Personal and Secure Jobs**.
 3. Touch your assigned private folder.
 4. Touch the corresponding print job in the list.
 5. Touch **Print**.
- The job prints, then is deleted from the printer hard drive.

Note: You can also print all jobs in the list at once, delete an individual job, or delete all jobs in the list.

Maintenance

6

This chapter includes:


- [Maintenance and Cleaning](#) 68
- [Billing and Usage Information.....](#) 103
- [Ordering Supplies](#) 104
- [Moving the Printer](#) 107


Maintenance and Cleaning


This section includes:


| | |
|------------------------------|----|
| • General Precautions | 68 |
| • Cleaning the Printer | 69 |
| • Routine Maintenance | 79 |
| • Periodic Maintenance | 89 |


General Precautions

 **CAUTION:** When cleaning your printer do not use organic or strong chemical solvents or aerosol cleaners. Do not pour fluids directly into any area. Use supplies and cleaning materials only as directed in this documentation.

 **WARNING:** Keep all cleaning materials out of the reach of children.

 **WARNING:** Do not use pressurized spray cleaning aids on or in the printer. Some pressurized sprays contain explosive mixtures and are not suitable for use in electrical applications. Use of such cleaners increase the risk of fire and explosion.

 **WARNING:** Do not remove the covers or guards that are fastened with screws. You cannot maintain or service any parts that are behind these covers and guards. Do not attempt any maintenance procedure that is not described in the documentation supplied with your printer.

 **WARNING:** Internal parts of the printer can be hot. Use caution when doors and covers are open.

- Do not place anything on top of the printer.
- Do not leave the covers and doors open for any length of time, especially in well-lit places. Light exposure can damage the imaging units.
- Do not open covers and doors during printing.
- Do not tilt the printer while it is in use.
- Do not touch the electrical contacts or gears. Doing so could damage the printer and cause the print quality to deteriorate.
- Make sure any parts removed during cleaning are replaced before you plug in the printer.

Cleaning the Printer

This section includes:

- [Cleaning the Printer Exterior](#) 69
- [Cleaning the Printer Interior](#) 70
- [Cleaning the Density Sensor](#) 72
- [Cleaning the Feed Rollers](#) 76

Cleaning the Printer Exterior

Regular cleaning keeps the touch screen and control panel free from dust and dirt.

To clean the printer exterior:

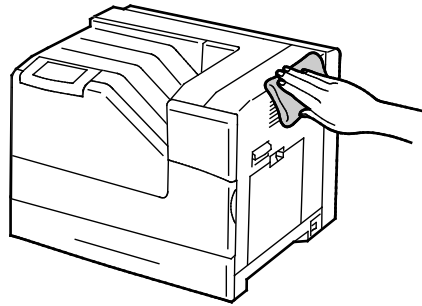
1. To avoid activating buttons and menus, press the **Power Saver** button.



2. To remove finger prints and smudges, clean the touch screen and control panel with a soft, lint-free cloth.



3. Press the **Power Saver** button again to return the printer to Ready mode.
4. Use a soft lint-free cloth to clean the outside of the output tray, paper trays, and other exterior areas of your printer.



Cleaning the Printer Interior

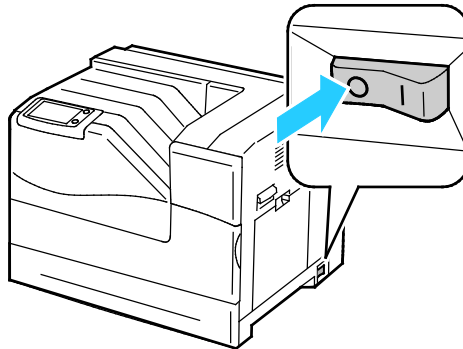
Clean the interior of the printer regularly to prevent stains inside the printer that can deteriorate printing quality. Clean the printer interior whenever you replace an imaging unit.

Note: You can watch a video at the printer that shows the cleaning procedure. Select **Printer > Tools > Troubleshooting > Resolve Problems > Vertical White Lines or Streaks - One Color**, then touch the **Video** button to watch the *Clean Laser Window* video.

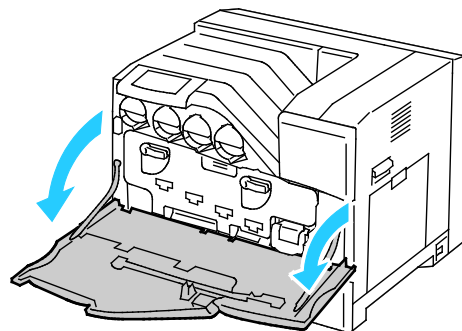


WARNING: To prevent electric shock, always turn off the printer and disconnect the power cord from the grounded outlet before performing maintenance.

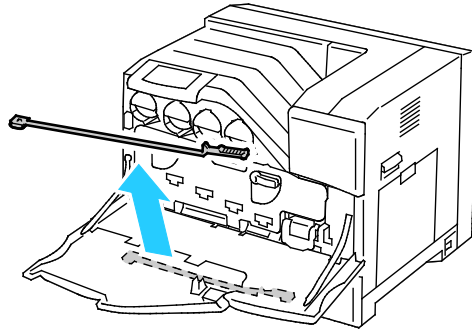
1. Turn off the printer.



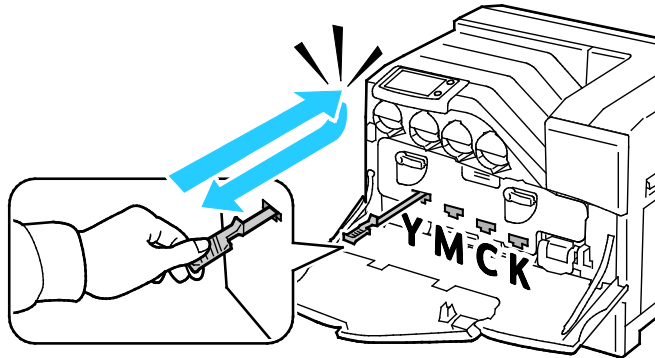
2. Open the front door.



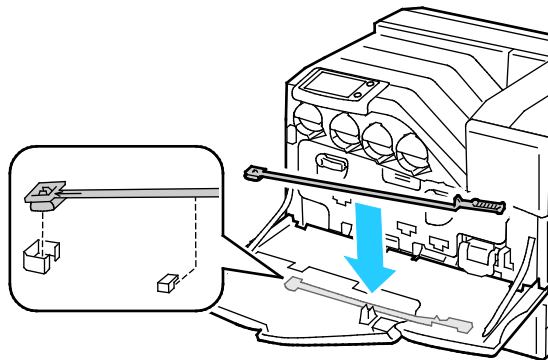
3. Remove the cleaning rod from the back of the front door.



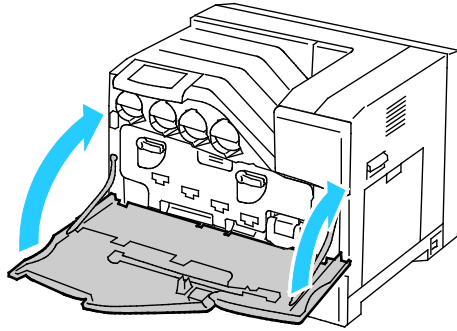
4. Insert the cleaning rod into one of the four cleaning holes until it clicks, then pull it out. Repeat this two more times.



5. Repeat the process for the other three holes.
6. Return the cleaning rod to its original location.



7. Close the front door.



Note: Each new imaging unit includes a replacement cleaning pad. Ensure that you replace the cleaning pad at the same time you replace the imaging unit.

Cleaning the Density Sensor

A message appears on the control panel when the density sensor needs cleaning.

Note: You can watch a video at the printer that shows the cleaning procedure. Select **Printer > Tools > Troubleshooting > Resolve Problems > Colors Too Light or Too Dark**, then touch the **Video** button to watch the *Clean Color Density Sensor* video.



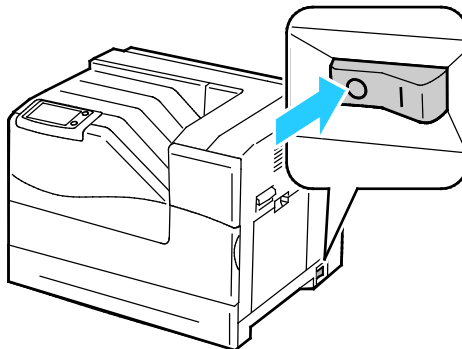
WARNING: To prevent electric shock, always turn off the printer and disconnect the power cord from the grounded outlet before performing maintenance.



CAUTIONS:

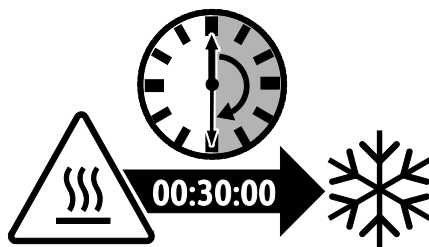
- Ensure that nothing touches or scratches the surface of the transfer belt. Scratches, dirt, or oil from your hands on the belt can deteriorate print quality.
- To protect the imaging units against bright light, close the imaging unit door within five minutes. Longer exposure can deteriorate print quality.

1. Turn off the printer.

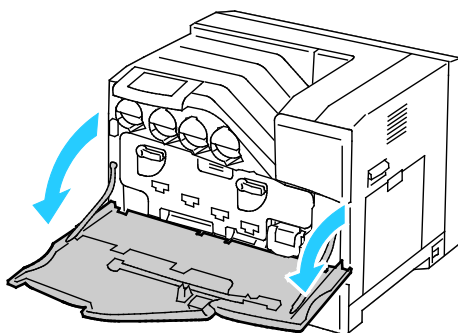




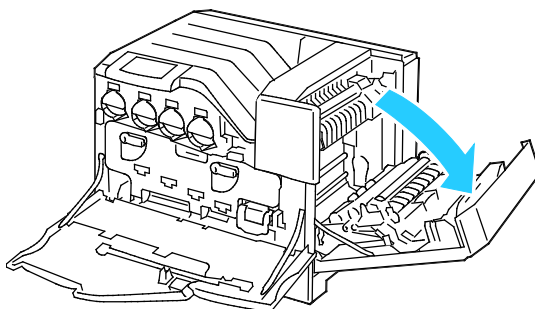
WARNING: Some parts can be hot. Allow 30 minutes for the printer to cool before proceeding.



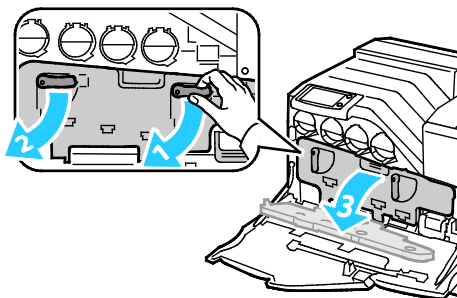
2. Open the front door.



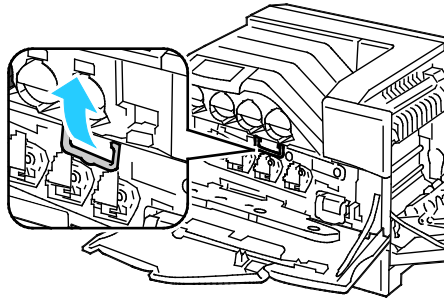
3. Remove any paper from Tray 1 and close the tray.
4. Lift the right side door latch and open the door.



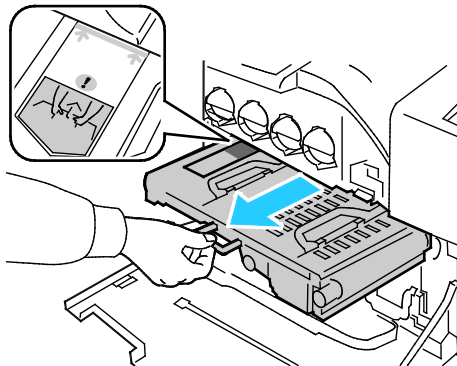
5. Rotate the two lock levers to release the imaging unit door, then pull it open.



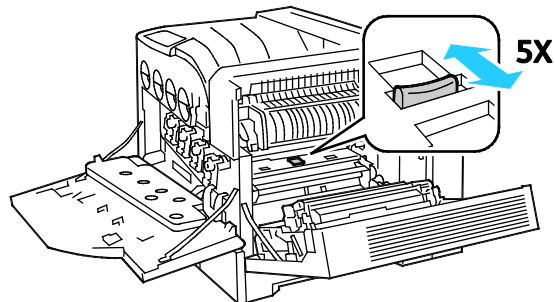
6. Slide the transfer belt out of the way:
 - a. Grasp the handle on the front of the transfer belt.



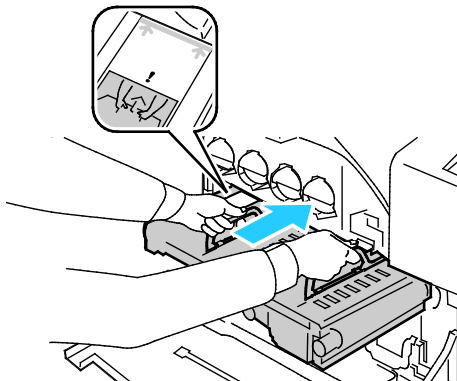
- b. Pull out the transfer belt until the line on the belt becomes visible.



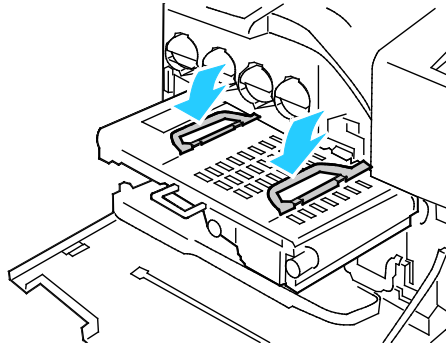
7. Slide the gold-colored tab back and forth five times.



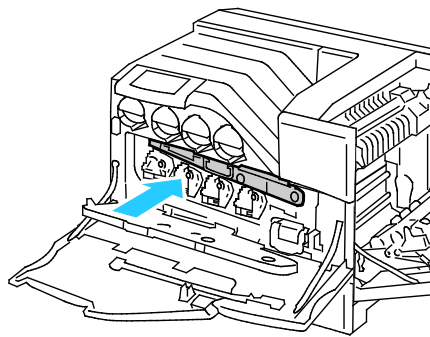
8. Reinstall the transfer belt:
 - a. Slide the transfer belt into the printer, stopping when the visible line reaches the printer.



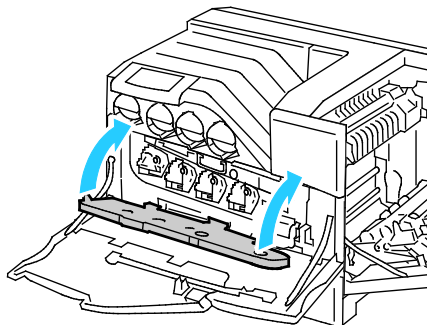
- b. Lower the handles.



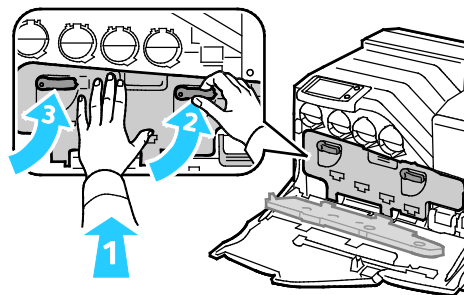
- c. Push the transfer belt in until it stops.



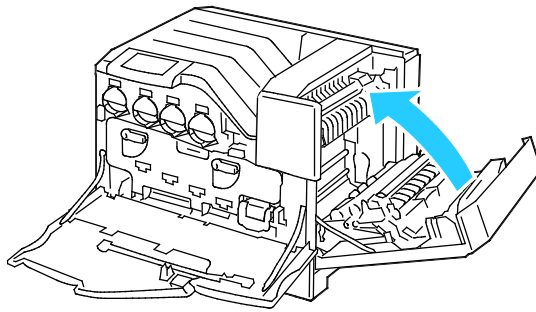
9. Close the imaging unit door.



10. Rotate the two lock levers to secure the imaging unit door.

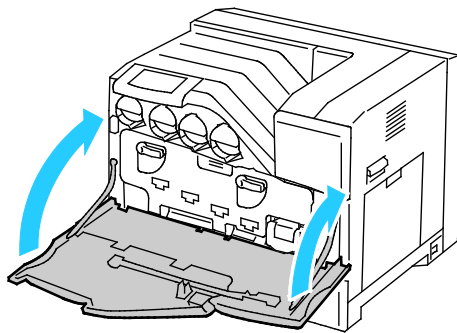


11. To close the right side door, place your hand near the latch and firmly push the door toward the printer.



Note: If the right side door does not close, the transfer belt is not fully seated.

12. Close the front door of the printer.

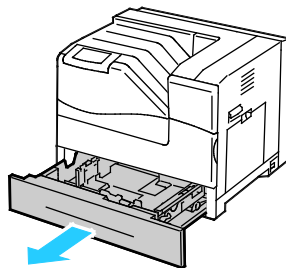


13. Turn on the printer.

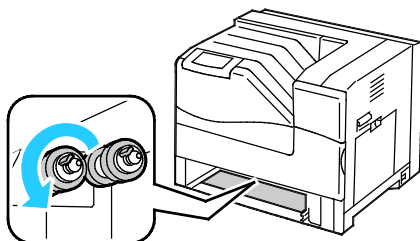
Cleaning the Feed Rollers

Periodically inspect the feed rollers in each of the installed trays, and clean them if paper dust or other residue is visible. Dirt on the feed rollers can cause paper jams or deteriorate print quality.

1. Remove the tray from the printer.

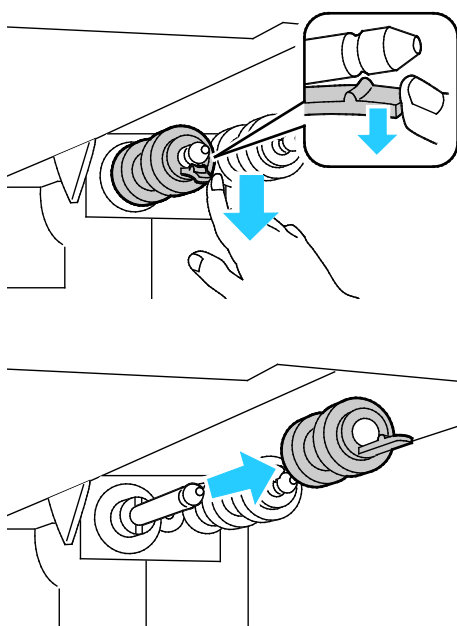


2. Turn the feed roller until the roller hook is visible.

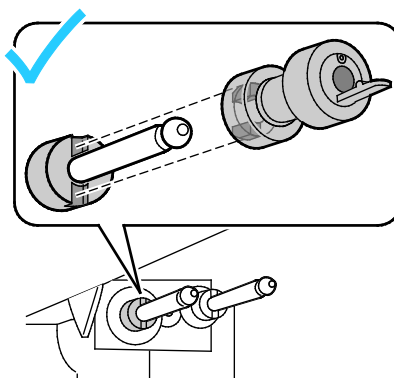


Note: The rollers are located approximately 165 mm (6.5 in.) inside the printer, measuring from the tray opening.

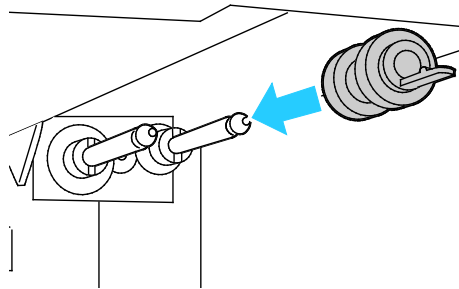
3. Pull the feed roller hook out of the groove on the axle, then slide the feed roller to the front.



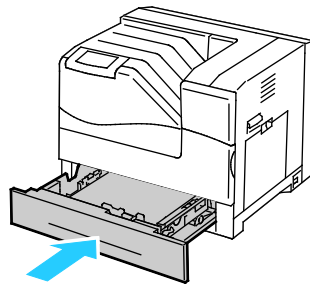
4. Remove the second feed roller using a similar method.
5. Wipe the rollers with a clean, lint free cloth moistened with water.
6. Align the hole of the first feed roller with the axle.



7. Slide the feed roller along the axle until the protrusions fit completely into the slots, and the roller hook reseats into the groove.



8. Install the second feed roller using a similar method.
9. To clean the feed roller in the tray, turn the roller with one hand while wiping it with the cloth.
10. Reinsert the tray into the printer.



Routine Maintenance

This section includes:

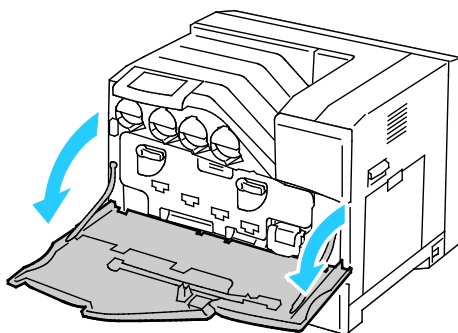
- [Replacing the Toner Cartridges](#) 79
- [Replacing the Waste Cartridge](#) 81
- [Replacing the Imaging Units](#) 82
- [Replacing the Staple Cartridge](#) 87

For information on ordering supplies, see [Ordering Supplies](#) on page 104.

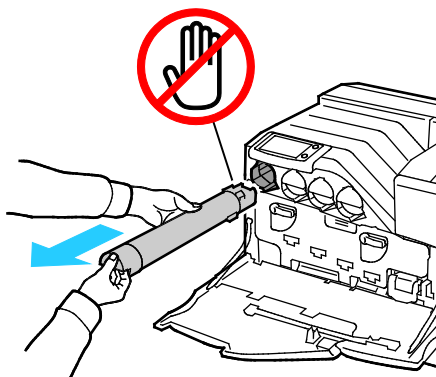
Replacing the Toner Cartridges


A message appears on the control panel when a toner cartridge must be replaced.


1. Open the front door of the printer.



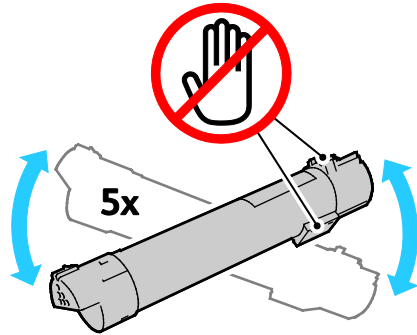
2. Slowly pull out the toner cartridge you are replacing.




 **CAUTION:** Do not touch the parts shown in the illustration.

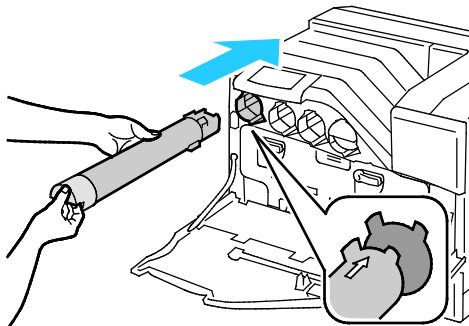
 **CAUTION:** Be careful not to spill toner when handling the toner cartridge.

3. Remove the new toner cartridge from the packaging.
4. Shake the toner cartridge five or six times to distribute the toner evenly.

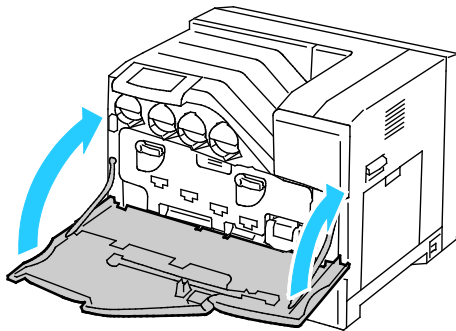


 **CAUTION:** Be careful not to spill toner when handling the toner cartridge.

5. Align the arrow on the toner cartridge with the arrow on the printer, then push the cartridge in slowly until it stops.



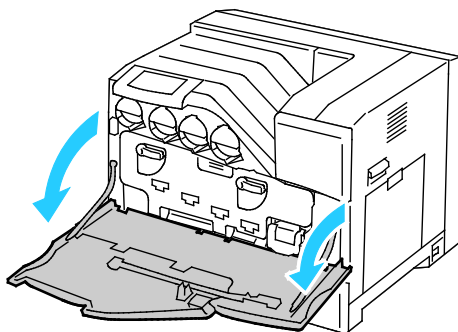
6. Close the front door of the printer.



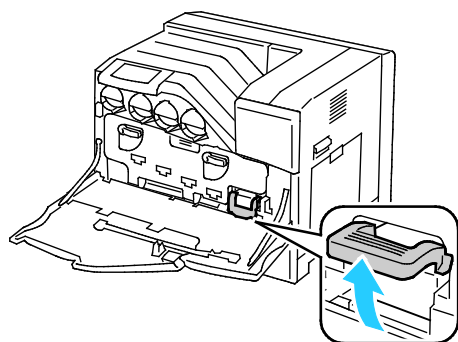
Replacing the Waste Cartridge

A message appears on the control panel when a waste cartridge must be replaced.

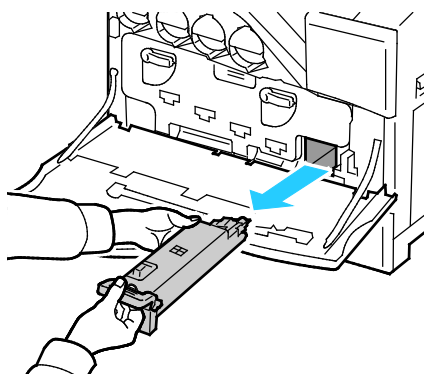
1. Unpack a new waste cartridge. Save the plastic bag for the used cartridge.
2. Open the front door of the printer.



3. Grasp the handle of the waste cartridge and pull it out toward you.



4. Hold the waste cartridge with your other hand and pull it out of the printer.

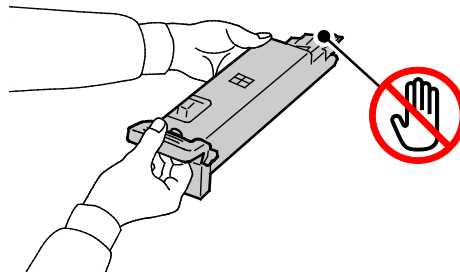




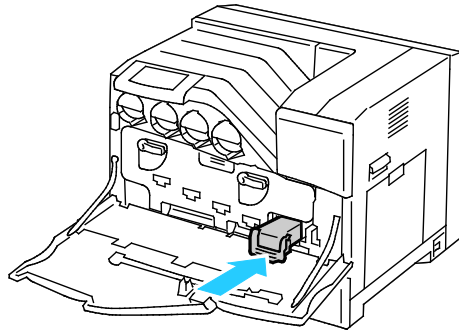
CAUTION: Be careful not to spill toner when handling the waste cartridge.



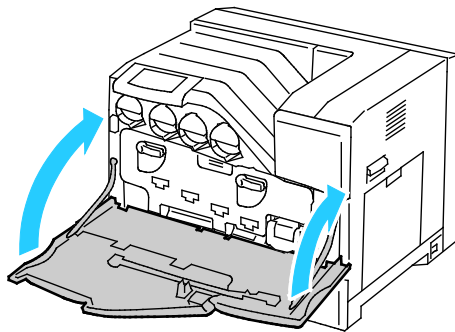
CAUTION: After removing the waste cartridge, do not touch the part as shown in the following illustration.



5. Place the used waste cartridge in the plastic bag that came with the new cartridge, and seal the bag.
6. Insert the the new waste cartridge into the slot and push it until it stops.



7. Close the front door of the printer.



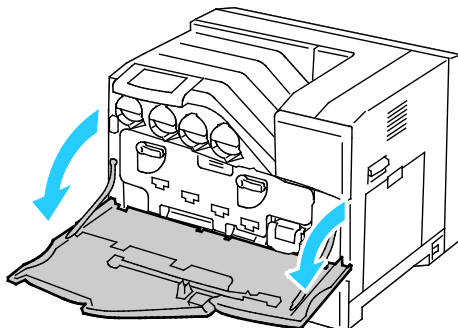
Replacing the Imaging Units

A message appears on the control panel when an imaging unit must be replaced.

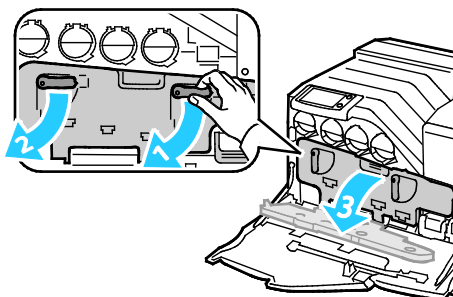


CAUTION: To protect the imaging units against bright light, close the imaging unit door within five minutes. Longer exposure can deteriorate print quality.

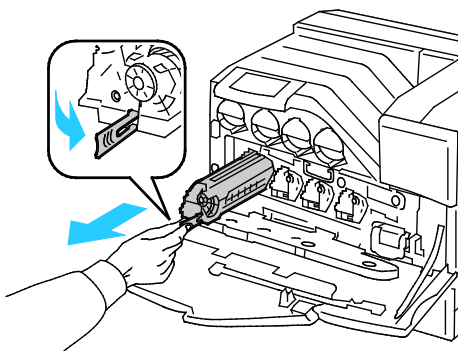
1. Open the front door of the printer.



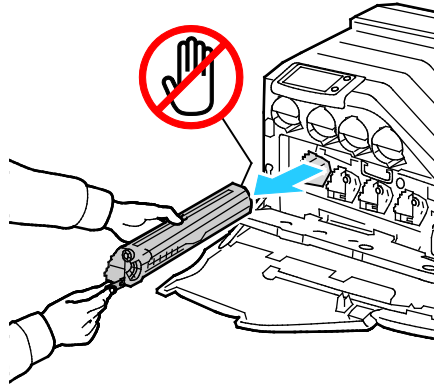
2. Rotate the two lock levers to release the imaging unit door, then pull it open.





3. Remove the imaging unit you are replacing:
 - a. Grasp the handle of the imaging unit, then pull it out halfway.




- b. Grasp one side of the imaging unit with the other hand and pull the imaging unit straight out of the printer.



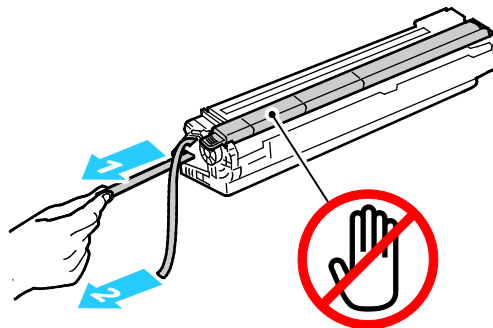
 **CAUTION:** Do not touch the parts shown in the illustration.

 **CAUTION:** Be careful not to spill toner when handling the imaging unit.

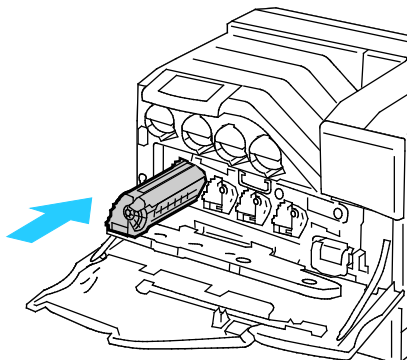
4. Install the new imaging unit:
 - a. Unpack a new imaging unit.

 **CAUTION:** To protect the imaging unit against overexposure to bright light, do not remove the orange protective covering until after inserting the cartridge into the printer.

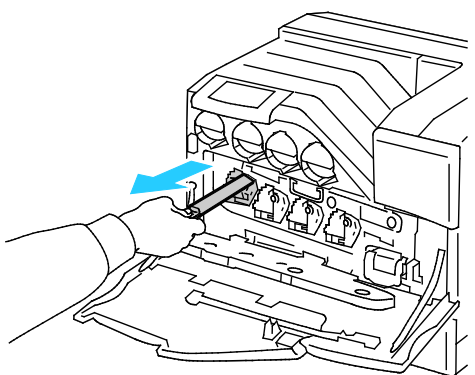
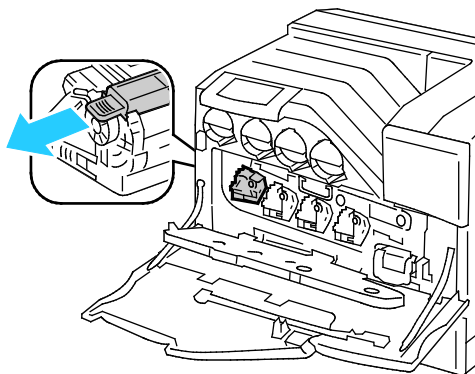
- b. Pull the two ribbons out of the new imaging unit and discard them.



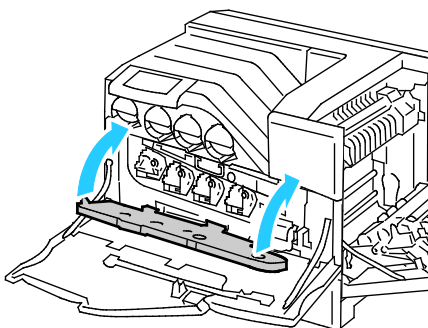
- c. Carefully slide the imaging unit into the correct slot.



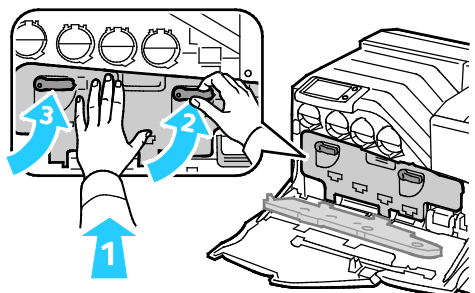
- d. Remove the orange protective covering from the installed imaging unit and discard it.



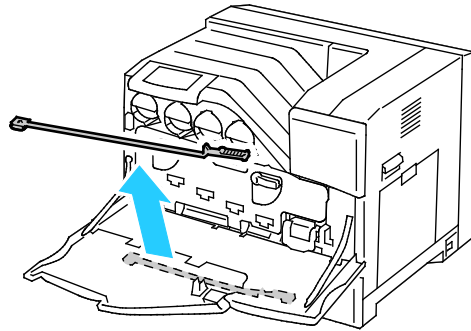
5. Close the imaging unit door.



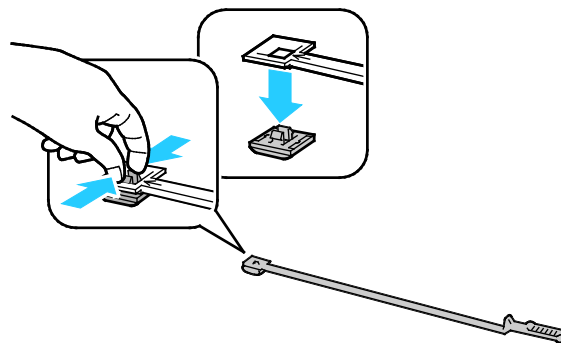
6. Rotate the two lock levers to secure the imaging unit door.



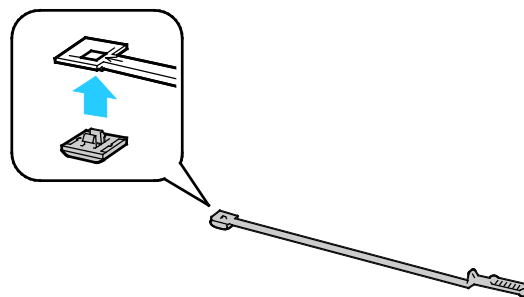
7. Remove the cleaning rod from the back of the front door.



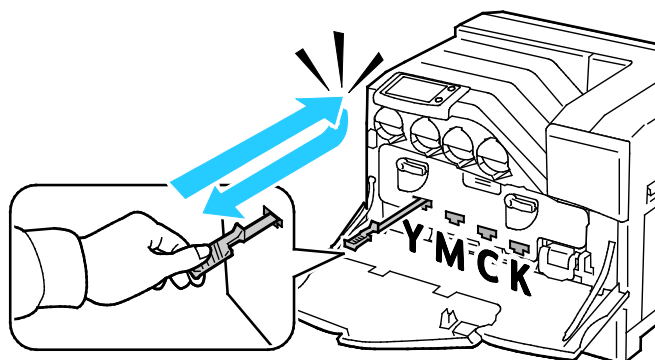
8. Remove the cleaning pad by pinching the tabs behind the pad.



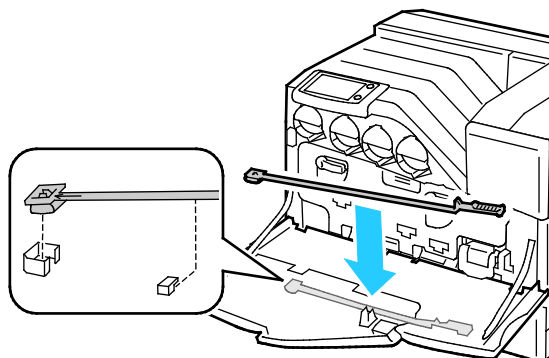
9. Unpack a new cleaning pad from the imaging unit box.
10. Attach the new cleaning pad to the cleaning rod.



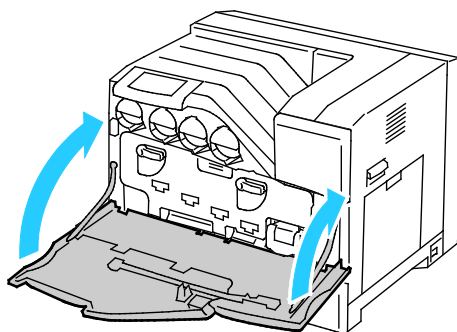
11. Insert the cleaning rod into one of the four cleaning holes until it clicks, then pull it out. Repeat this two more times.



12. Insert the cleaning rod into each of the other three cleaning holes.
13. Return the cleaning rod to its original location.




14. Close the front door of the printer.

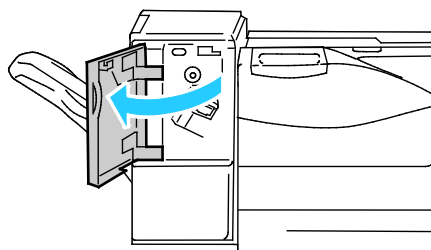


Replacing the Staple Cartridge

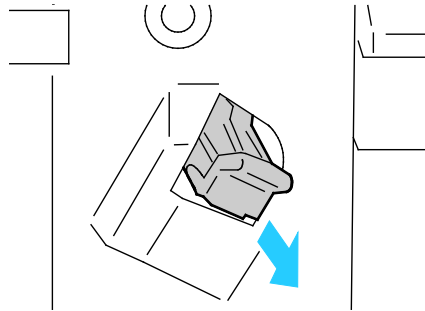
A message appears on the control panel when a staple cartridge must be replaced.

 **WARNING:** Do not perform this procedure while the printer is printing.

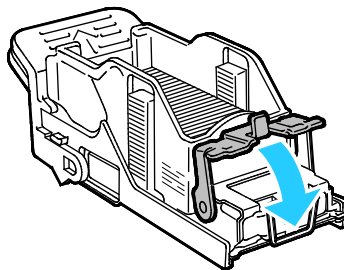
1. Unpack a new staple cartridge and remove the packing material.
2. Open the front door of the finisher.



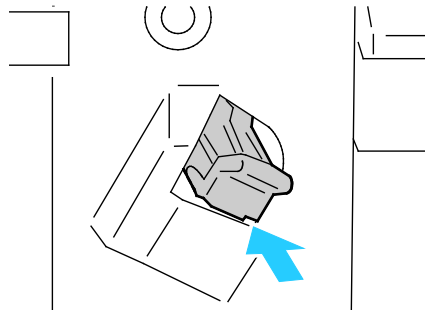
3. Remove the empty staple cartridge from the printer by pulling it toward you.



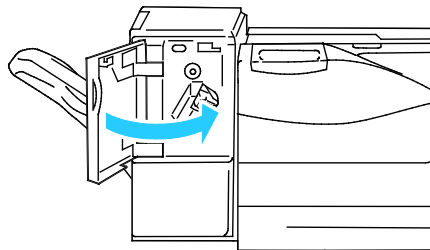
Note: Ensure that the metal part on the new cartridge is lowered as shown.



4. Insert the new staple cartridge into the finisher.



5. Close the front door of the finisher.



Periodic Maintenance


This section includes:


- [Replacing the Fuser](#) 89
- [Replacing the Maintenance Kit](#) 91

For information on ordering supplies, see [Ordering Supplies](#) on page 104.

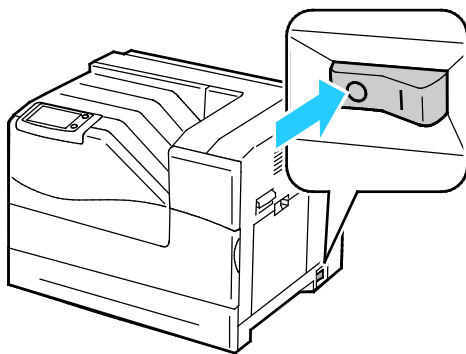
Replacing the Fuser

Note: You can watch a video at the printer that shows the removal procedure. Select **Printer > Tools > Troubleshooting > Resolve Problems > Repeating Spots or Lines**, then touch the **Video** button to watch the *Fuser* video.

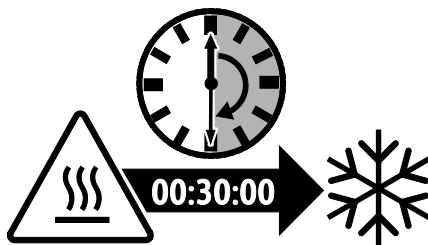
 **WARNING:** To prevent electric shock, always turn off the printer and disconnect the power cord from the grounded outlet before performing maintenance.

 **WARNING:** To avoid burns, do not replace the fuser immediately after printing. The fuser becomes hot during use.

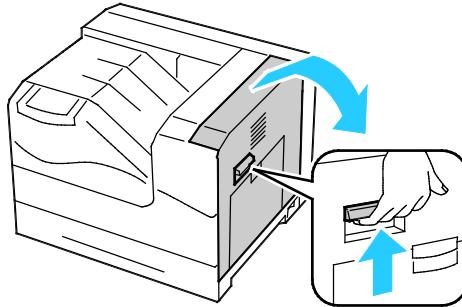
1. Turn off the printer.



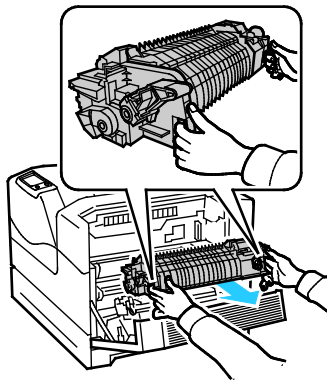
2. Wait for 30 minutes before proceeding.



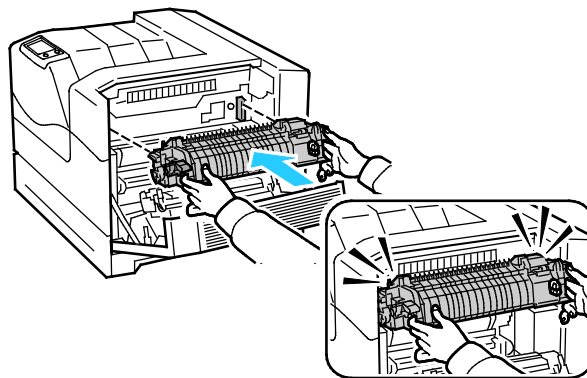
3. Remove any paper from Tray 1 and close the tray.
4. Lift the right side door latch and open the door.



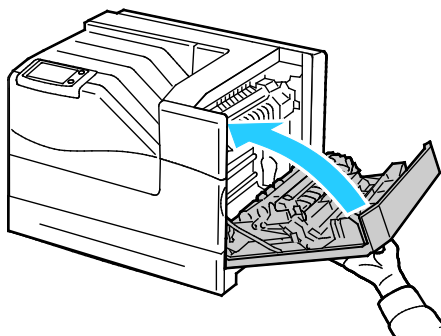
5. Grasp both handles of the installed fuser and pull it out.



6. Unpack the new fuser.
7. Grasp both handles of the fuser and install it in the printer.



8. Close the right side door.

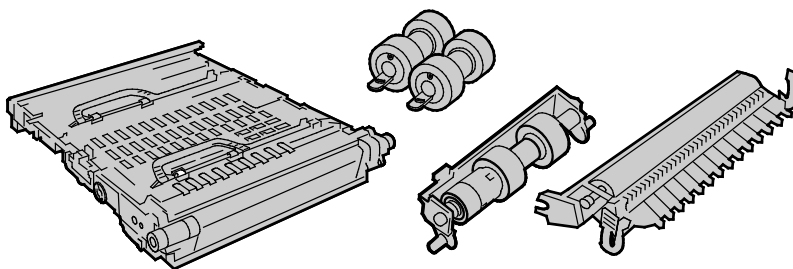


9. Turn on the printer.

Replacing the Maintenance Kit

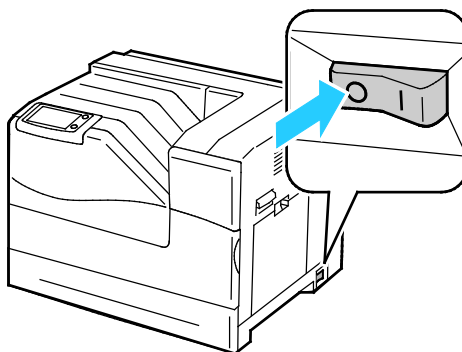
A message appears on the control panel when the Maintenance Kit must be replaced.

Note: You can watch a video at the printer that shows the removal procedure. Select **Printer > Tools > Troubleshooting > Resolve Problems > Repeating Spots or Lines**, then touch the **Video** button to watch the *Maintenance Kit* video.



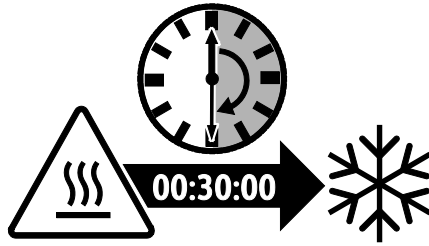
WARNING: To prevent electric shock, always turn off the printer and disconnect the power cord from the grounded outlet before performing maintenance.

1. Turn off the printer.

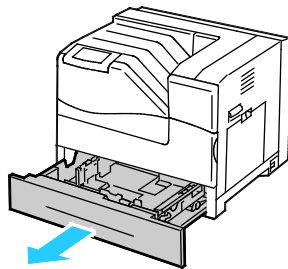




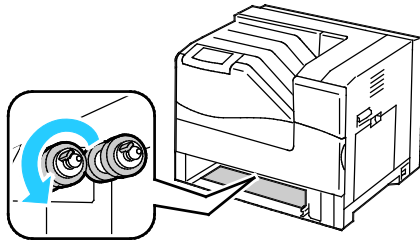
WARNING: Some parts can be hot. Allow 30 minutes for the printer to cool before proceeding.



2. Remove Tray 2 from the printer.

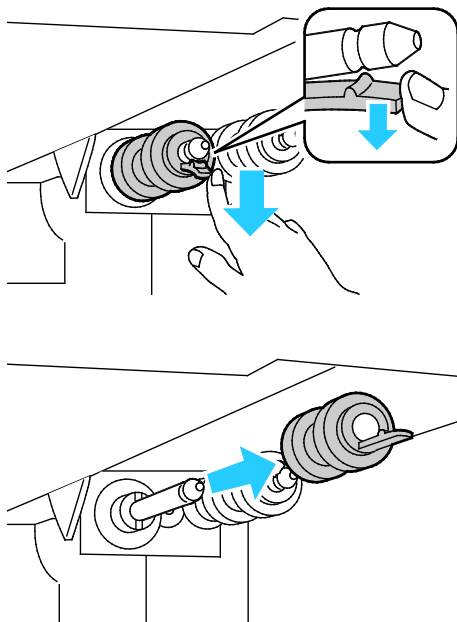


3. Replace the feed rollers inside the printer:
 - a. Turn the feed roller until the roller hook is visible.

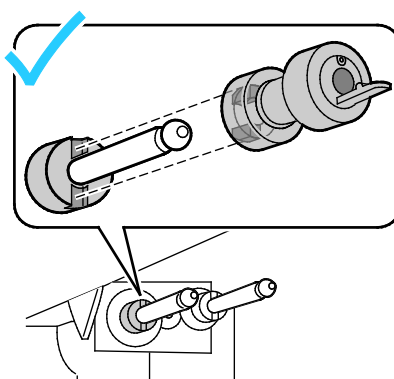


Note: The rollers are located approximately 165 mm (6.5 in.) inside the printer, measuring from the tray opening.

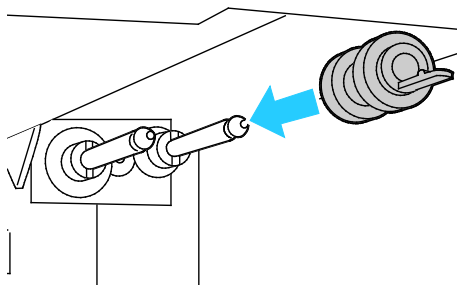
- b. Pull the feed roller hook out of the groove on the axle, then slide the feed roller to the front.



- c. Remove the second feed roller using a similar method.
d. Align the hole of the new feed roller with the axle.



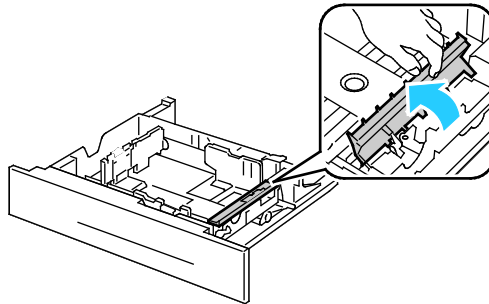
- e. Slide the feed roller along the axle until the protrusions fit completely into the slots, and the roller hook reseats into the groove.



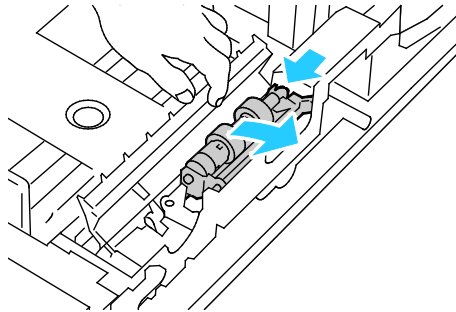
- f. Install the second feed roller using a similar method.
- 4. Replace the feed roller cartridge in the tray:

Note: The procedure is the same for replacing the feed roller cartridge in any of the standard and optional trays.

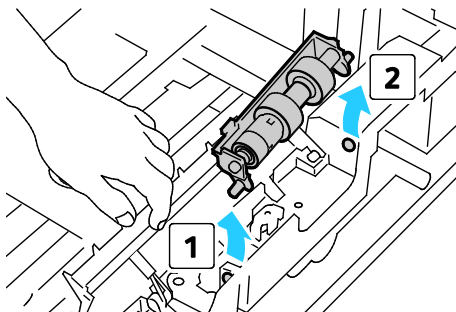
- a. Move the feed roller cover to the left to open it, and hold the cover open.



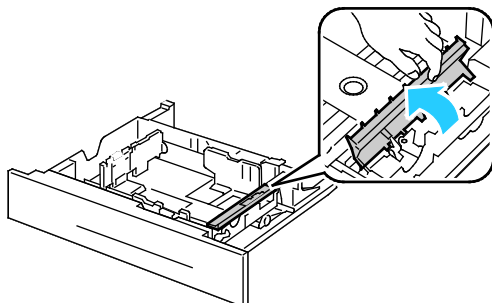
- b. Turn the feed roller cartridge to the right.



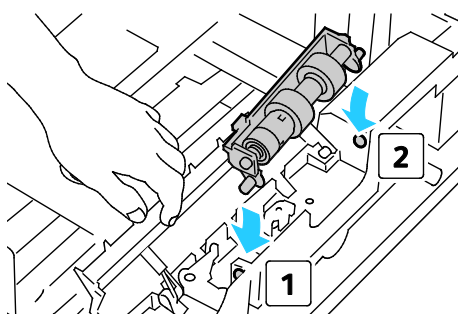
- c. Pull out the rear axle, then the front axle, and remove the feed roller cartridge.



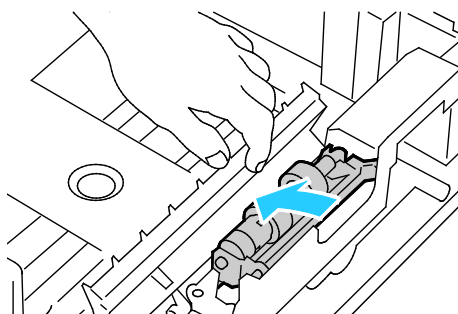
- d. Unpack the new feed roller cartridge.
- e. Move the feed roller cover to the left to open it, and hold the cover open.



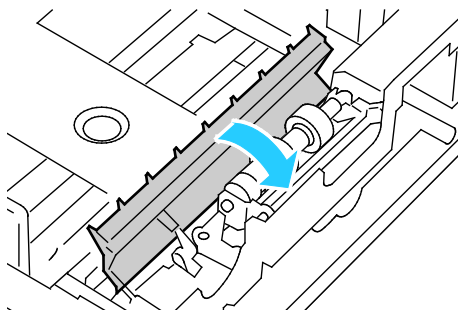
- f. Slide the front axle, then the rear axle of the feed roller cartridge into the holes in the tray.



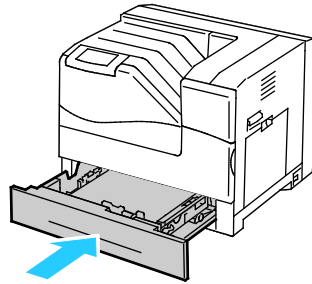
- g. Turn the feed roller cartridge to the left to lock it in place.



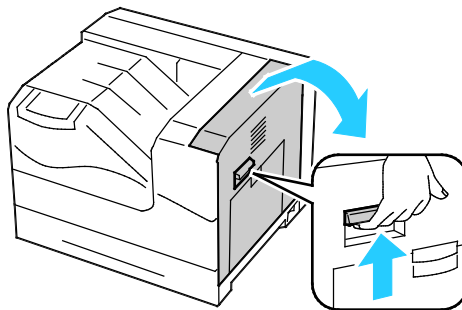
- h. Move the feed roller cover to the right to close it.



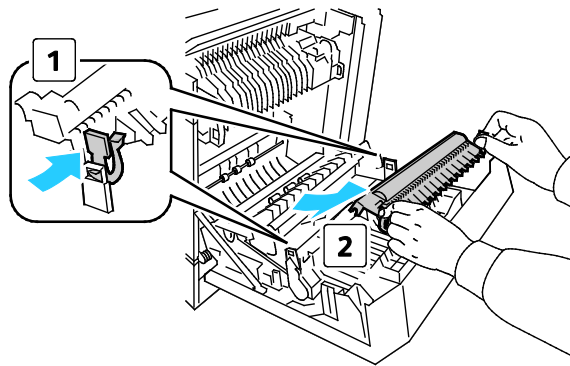
5. Insert the tray into the printer.



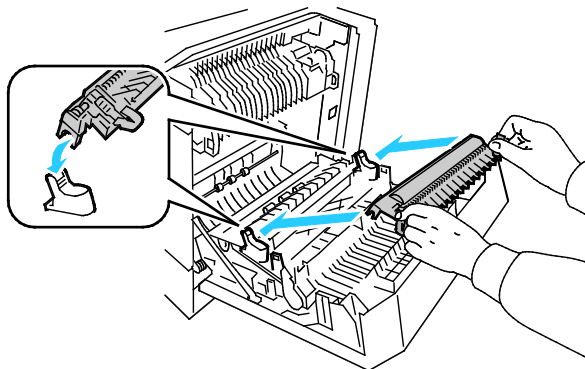
6. Replace the transfer roller:
 - a. Lift the right side door latch and open the door.



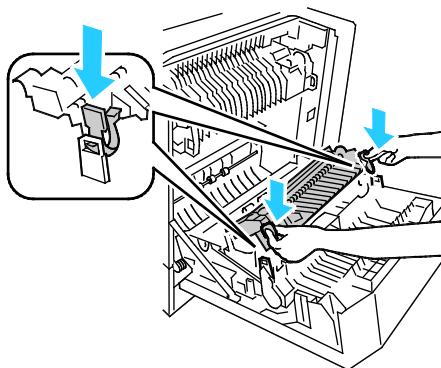
- b. Unlock the two levers on the transfer roller and lift up the roller to remove it.



- c. Grasp the levers on both sides of the new transfer roller and align the arrows on the roller with the arrows inside the printer.

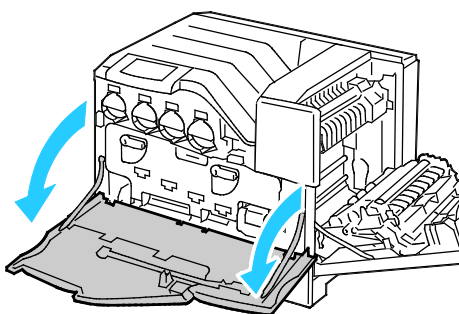


- d. Lower the front of the transfer roller until it clicks into place.

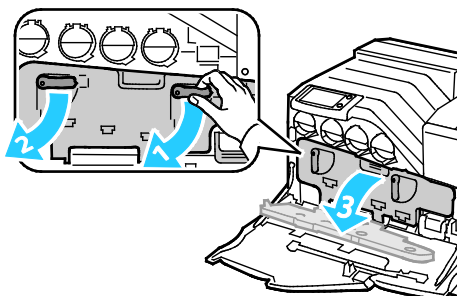


7. Remove the transfer belt:

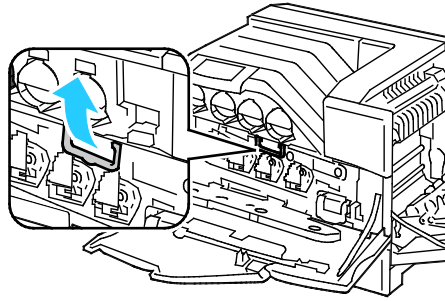
- a. Open the front door of the printer.



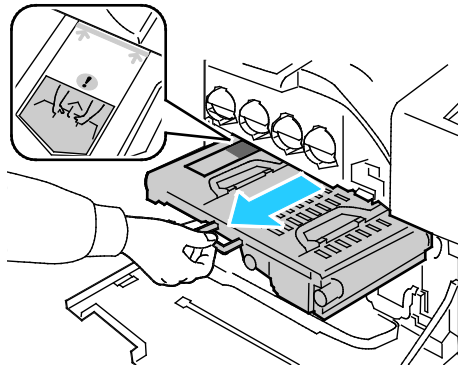
- b. Rotate the two lock levers to release the imaging unit door, then pull it open.



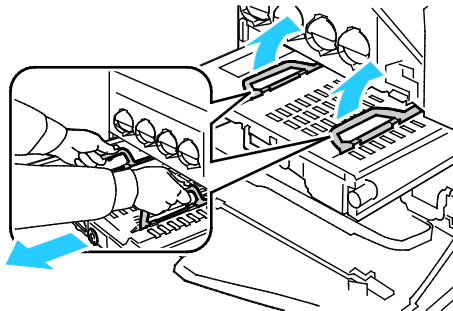
- c. Grasp the handle on the front of the transfer belt.



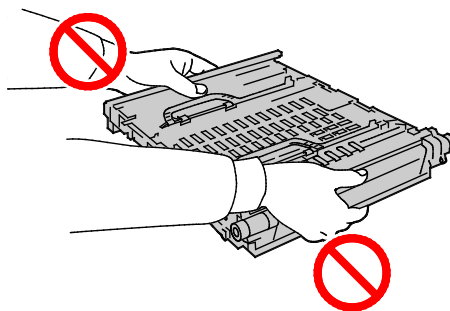
- d. Pull out the transfer belt until the line on the belt becomes visible.



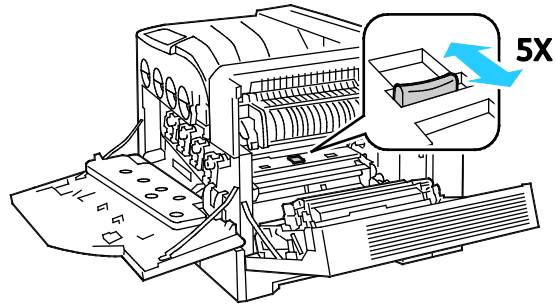
- e. Grasp the handles on the top of the transfer belt, then pull to remove it from the printer.



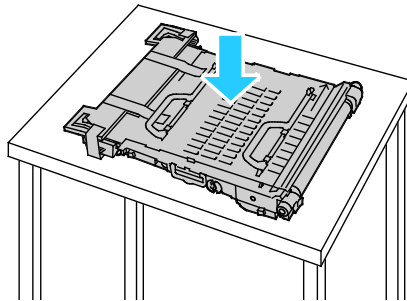
CAUTION: Do not hold the parts as shown in the illustration. Doing so can degrade print quality.



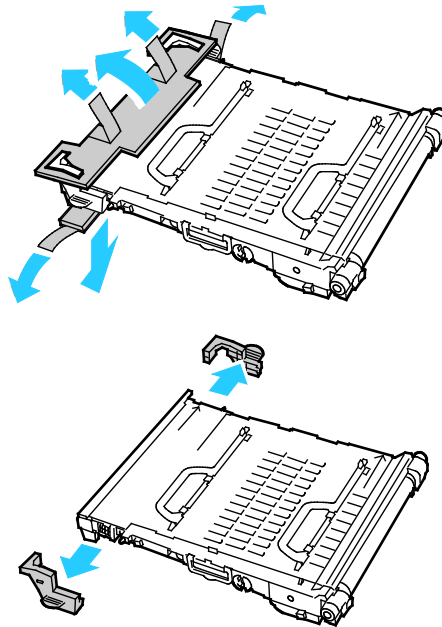
8. Slide the gold-colored tab back and forth five times.



9. Unpack a new transfer belt and place it on a level surface.

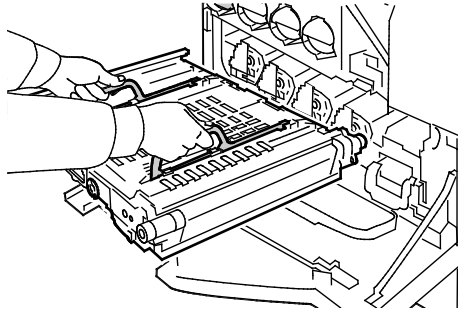


10. Remove the protective parts.

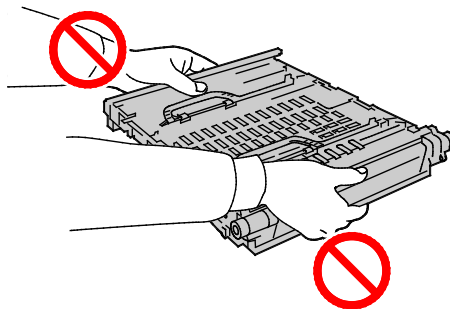


11. Replace the transfer belt:

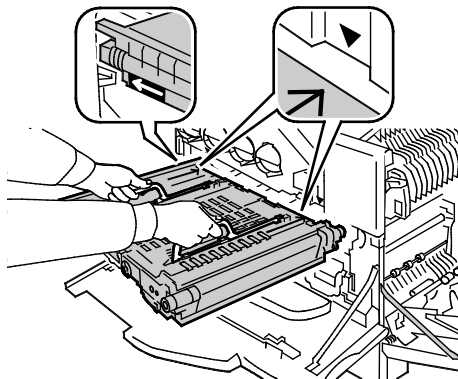
- a. Grasp the handles on top of the transfer belt.



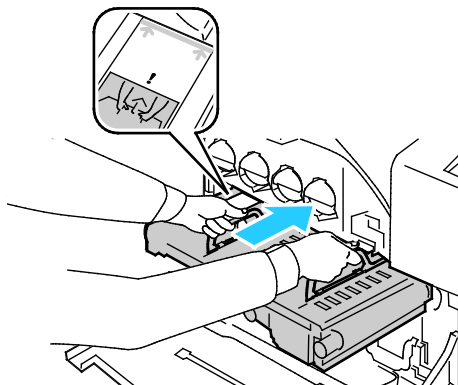
CAUTION: Do not hold the parts as shown in the illustration. Doing so can degrade print quality.



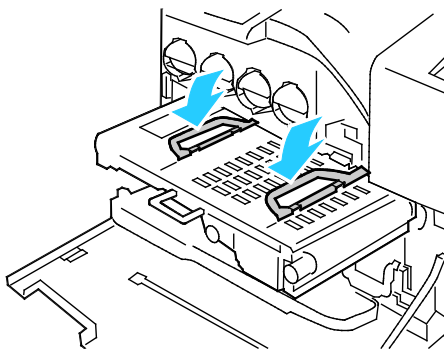
- b. Align the arrows on the transfer belt with the arrows on the printer.



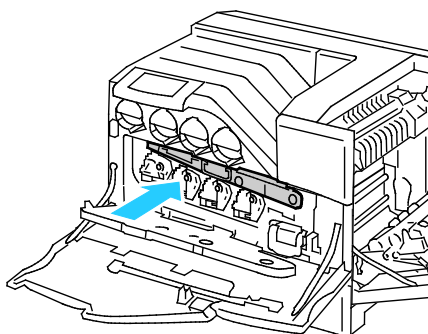
- c. Slide the transfer belt into the printer, stopping when the visible line reaches the printer.



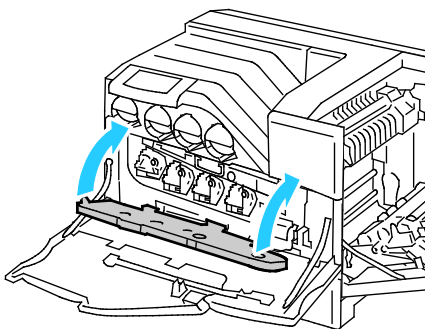
- d. Lower the handles.



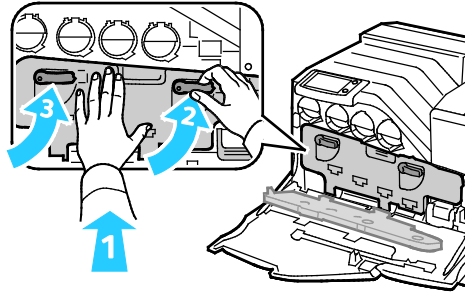
- e. Push the transfer belt in until it stops.



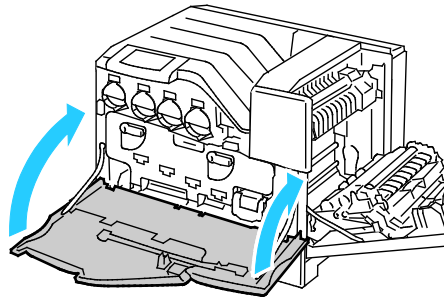
12. Close the imaging unit door.



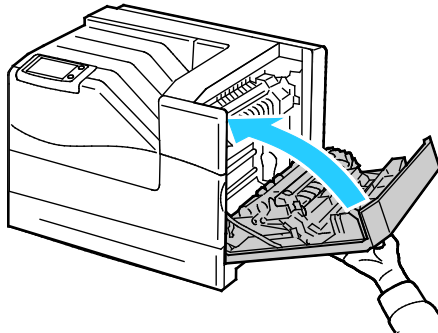
13. Rotate the two lock levers to secure the imaging unit door.



14. Close the front door of the printer.



15. Close the right side door.



Note: If the right side door does not close, the transfer belt is not fully seated.

16. Turn on the printer.
17. Reset the Maintenance Kit counter:
- At the control panel, touch **Printer**.
 - Touch the **Tools** tab, then touch **Setup**.
 - Touch **Service Tools**.
 - Touch **Reset HFSI Counters** > **Maintenance Kit** > **Reset Counter**.

Billing and Usage Information

Billing and printer usage information appears on the Billing Meters information screen. The impression counts shown are used for billing.

1. At the control panel, touch **Printer**.
2. On the Information tab, touch **Billing Meters** to see basic impression counts:
 - **Color impressions:** Number of pages printed that specify color.
 - **Black impressions:** Number of pages printed with no color specified.
 - **Total impressions:** Total number of color impressions plus black impressions.

Note: A page is one side of a sheet of paper that can be printed on one or two sides. A sheet printed on two sides counts as two impressions.

3. Touch **Usage Counters** to see detailed usage information.

Ordering Supplies

This section includes:

| | |
|---------------------------------------|-----|
| • Locating the Serial Number | 104 |
| • Consumables..... | 104 |
| • Routine Maintenance Items | 105 |
| • Customer Replaceable Units | 105 |
| • When to Order Supplies..... | 105 |
| • Viewing Printer Supply Status | 106 |
| • Recycling Supplies..... | 106 |

Locating the Serial Number

You need the printer serial number to order supplies or to contact Xerox for assistance. The serial number is located on the right side of the printer chassis below the fuser, behind the right side door. You can also view the serial number on the control panel.

To view the serial number on the control panel:

1. At the control panel, touch **Printer**.
2. On the Information tab, touch **About This Printer**.

The General tab displays the model, serial number, version, and activation date.

Consumables

Consumables are printer supplies that get depleted during the operation of the printer. Consumable supplies for this printer include the following:

- Genuine Xerox® Toner Cartridges (Cyan, Magenta, Yellow, and Black)
- Staple Cartridge, if the optional Finisher is installed

Note: Each consumable includes installation instructions.



CAUTION: Use of toner other than Genuine Xerox® Toner can affect print quality and printer reliability. It is the only toner designed and manufactured under strict quality controls by Xerox for specific use with this printer.

Routine Maintenance Items

Routine maintenance items are printer parts that have a limited life and require periodic replacement. Replacements can be parts or kits. Routine maintenance items are typically customer replaceable.

Note: Each routine maintenance item includes installation instructions.

Routine maintenance items for this printer include the following:

- Imaging Units (Cyan, Magenta, Yellow, and Black)
- Waste Cartridge

Customer Replaceable Units

Customer replaceable units (CRUs) are printer parts that can be replaced without need for technical service intervention. These parts have longer rated lives than routine maintenance items.

Note: Each customer replaceable unit includes installation instructions.

Customer Replaceable Units for this printer include the following:

- 110 V Fuser for Phaser 6700 printer
- 220 V Fuser for Phaser 6700 printer
- Maintenance Kit, including a Feed Roller Kit, Transfer Roller, and Transfer Belt
- Tray 1 Feed Roller

When to Order Supplies

A warning appears on the control panel when supplies near their replacement time. Verify that you have replacements on hand. It is important to order these items when the messages first appear to avoid interruptions to your printing. An error message appears on the control panel when supplies must be replaced.

Order supplies from your local reseller or go to www.xerox.com/office/6700supplies.



CAUTION: Use of non-Xerox® supplies is not recommended. The Xerox® Warranty, Service Agreement, and Total Satisfaction Guarantee do not cover damage, malfunction, or degradation of performance caused by use of non-Xerox® supplies, or the use of Xerox® supplies not specified for this printer. The Total Satisfaction Guarantee is available in the United States and Canada. Coverage could vary outside these areas. Please contact your Xerox representative for details.

Viewing Printer Supply Status

You can check the status of printer supplies at any time.

1. To view the Supplies tab, do one of the following:
 - At the control panel, touch the **Printer** button, then touch the **Supplies** tab.
 - Touch one of the **C, M, Y, K** icons in the lower right of the main screen.
2. To view details about a toner cartridge, including the part number for reordering, touch **C, M, Y, or K**.
3. Touch **Close** to return to the Supplies tab.
4. To view details about the fuser, waste cartridge, imaging units, maintenance kit, or staple cartridge, touch **Other Supplies**. Use the **Up** or **Down** Arrow to scroll through the list, then select the details you want to view.
5. Touch the **Back** arrow to return to the Other Supplies screen.
6. To print the Supplies Usage page, touch the **Print** icon, then touch **Supplies Usage**.
7. To return to the main screen, touch **Home**.


Recycling Supplies

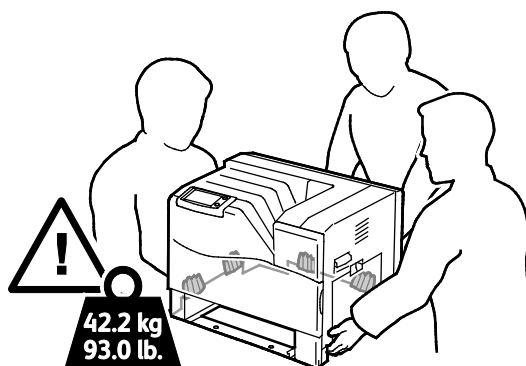
For information on Xerox® supplies recycling programs, go to www.xerox.com/gwa.


Supplies include a prepaid return label. Please use it to return used components in their original boxes for recycling.

Moving the Printer

- Always turn off the printer and wait for the printer to shut down.
- Disconnect the power cord from the back of the printer.
- Always use at least three people to lift the printer.
- When lifting the printer, grasp the areas as shown.
- Keep the printer level to avoid toner spillage.

 **CAUTION:** Failure to repackage the printer properly for shipment can result in damage not covered by the Xerox® Warranty, Service Agreement, or Total Satisfaction Guarantee. The Xerox® Warranty, Service Agreement, or Total Satisfaction Guarantee do not cover damage to the printer caused by improper moving.



 **CAUTION:** The Xerox® Total Satisfaction Guarantee is available in the United States and Canada. Coverage could vary outside these areas. Please contact your Xerox representative for details.

Troubleshooting

7

This chapter includes:

- [General Troubleshooting](#) 110
- [Paper Jams](#)..... 114
- [Print-Quality Problems](#)..... 132
- [Getting Help](#) 137

General Troubleshooting


This section includes:

- [Printer Does Not Turn On](#) 110
- [Printer Resets or Turns Off Frequently](#) 110
- [Printing Takes Too Long](#)..... 111
- [Document Prints From Wrong Tray](#) 111
- [Document Fails to Print](#)..... 112
- [Printer is Making Unusual Noises](#)..... 112
- [Automatic 2-Sided Printing Problems](#) 112
- [Date and Time are Incorrect](#)..... 112

This section contains procedures to help you locate and resolve problems. Resolve some problems by simply restarting the printer.

Printer Does Not Turn On

| Probable Causes | Solutions |
|---|---|
| The power switch is not turned on. | Turn on the switch. |
| The power cord is not correctly plugged into the outlet. | Turn off the printer power switch, and plug the power cord securely into the outlet. |
| Something is wrong with the outlet connected to the printer. | <ul style="list-style-type: none"> Plug another electrical appliance into the outlet and see if it operates properly. Try a different outlet. |
| The printer is connected to an outlet with a voltage or frequency that does not match the printer specifications. | Use a power source with the specifications listed in the Electrical Specifications on page 150. |

 **CAUTION:** Plug the three-wire cord with grounding prong directly into a grounded AC outlet.

Printer Resets or Turns Off Frequently

| Probable Causes | Solutions |
|--|---|
| The power cord is not correctly plugged into the outlet. | Turn off the printer, confirm that the power cord is correctly plugged into the printer and the outlet, then turn on the printer. |

| | |
|--------------------------|--|
| A system error occurred. | Contact your Xerox® service representative with the error code and message. Check the control panel fault history. For details, see Viewing Error Messages on the Control Panel on page 137. |
|--------------------------|--|

Printing Takes Too Long

| Probable Causes | Solutions |
|---|--|
| The printer is set to a slower printing mode, for example, for printing on heavyweight paper or transparencies. | It takes more time to print on certain types of special media. Make sure that the paper type is set properly in the driver and at the printer control panel. |
| The printer is in Energy Saver mode. | Wait. It takes time for printing to start when the printer is coming out of Energy Saver mode. |
| The way the printer was installed on the network could be an issue. | Determine if a print spooler or a computer sharing the printer is buffering all print jobs and then spooling them to the printer. Spooling can slow print speeds. To test the speed of the printer, print some Information pages such as the Office Demo Page. If the page does not print at the rated speed of the printer, you could have a network or printer installation issue. |
| The job is complex. | Wait. No action needed. |
| The print-quality mode in the driver is set to Photo. | Change the print-quality mode in the print driver to Standard. |
| The printer quality is set to Photo and the printer is being used for complex, 2-sided print jobs. | Increase memory size to 2 GB RAM. |

Document Prints From Wrong Tray

| Probable Causes | Solutions |
|--|--|
| Application and print driver have conflicting tray selections. | <ol style="list-style-type: none"> 1. Check the tray selected in the print driver. 2. Go to the page setup or printer settings of the application from which you are printing. 3. Set the paper source to match the tray selected in the print driver or set the paper source to Automatically Select. <p>Note: To have the print driver select the tray, set the tray used as the paper source to Auto Selection Enabled.</p> |

Document Fails to Print

| Probable Causes | Solutions |
|--|---|
| Selected tray has wrong paper size loaded. | <p>To view the Job Status for a failed print on the touch screen:</p> <ol style="list-style-type: none"> 1. At the control panel, touch Jobs. 2. Find the failed print job in the list. 3. Note the status of the failed print job, such as Held: Resources Required. 4. For details, touch the print job, then touch Job Details. 5. Note the Tray number listed under Resources and the status of the selected tray. 6. Load the correct size paper in the tray or select another tray. |
| Application and print driver have conflicting tray selections. | For details, see Document Prints from Wrong Tray on page 111. |

Printer is Making Unusual Noises

| Probable Causes | Solutions |
|---|---|
| One of the trays is not installed correctly. | Open and close the tray from which you are printing. |
| There is an obstruction or debris inside the printer. | Turn off the printer and remove the obstruction or debris. If you cannot remove it, contact your Xerox® service representative. |

Automatic 2-Sided Printing Problems

| Probable Causes | Solutions |
|---------------------------------|--|
| Unsupported or incorrect paper. | <p>Ensure that you are using the correct paper. For details, see Supported Paper Sizes and Weights for Automatic 2-Sided Printing on page 34. Envelopes, labels, transparencies, and paper heavier than 220 g/m² cannot be used for 2-sided printing.</p> |
| Incorrect setting. | <ul style="list-style-type: none"> • In the print driver Properties, select 2-Sided Print on the Paper/Output tab. • Check the settings at the control panel. Touch Printer > Setup > Output Settings > 2-Sided Printing. |

Note: The Phaser 6700N does not support automatic 2-sided printing.

Date and Time are Incorrect

The date and time are set automatically when the printer is connected to a network that has a Network Time Protocol (NTP) server. NTP is used to synchronize the internal clocks of computers over a network connection at system startup and every subsequent 24-hour period thereafter. This feature ensures that the internal clock of the printer stays synchronized with the NTP server you specify.

| Probable Causes | Solutions |
|--|---|
| The Date and Time Setup is set to Manual (NTP Disabled). | <p>Change the Date and Time to Automatic by enabling NTP. Enable NTP using CentreWare Internet Services:</p> <ol style="list-style-type: none"> 1. Open your Web browser, type the IP address of your printer in the address field, then press Enter or Return. <p>Note: If you do not know the IP address of your printer, see Finding the IP Address of Your Printer on page 20.</p> <ol style="list-style-type: none"> 2. Click the Properties tab. 3. In the navigation pane, click the arrow to the left of General Setup. 4. From the expanded General Setup menu, select Date and Time. 5. In the Date and Time page, click the arrow at the right of the Date and Time Setup box. 6. Select Automatic using NTP. 7. In the NTP Server Settings, enter the IP address for the NTP server. 8. Click Apply. |
| The time zone, date, or time is set incorrectly. | <p>Set the time zone, date, and time manually:</p> <ol style="list-style-type: none"> 1. At the control panel, touch Printer. 2. Touch the Tools tab, then touch Setup. 3. Touch General Settings > Date/Time. 4. Change information as needed: <ol style="list-style-type: none"> a. Touch Time Zone, then use the Up and Down Arrows to select your geographic region and time zone, then touch OK. b. Touch Date, then use the Left and Right Arrows to select the year, month, and day, then touch OK. c. Touch Time, then touch Hour or Minutes. Use the keypad to enter the numbers, touch AM or PM, then touch OK. |

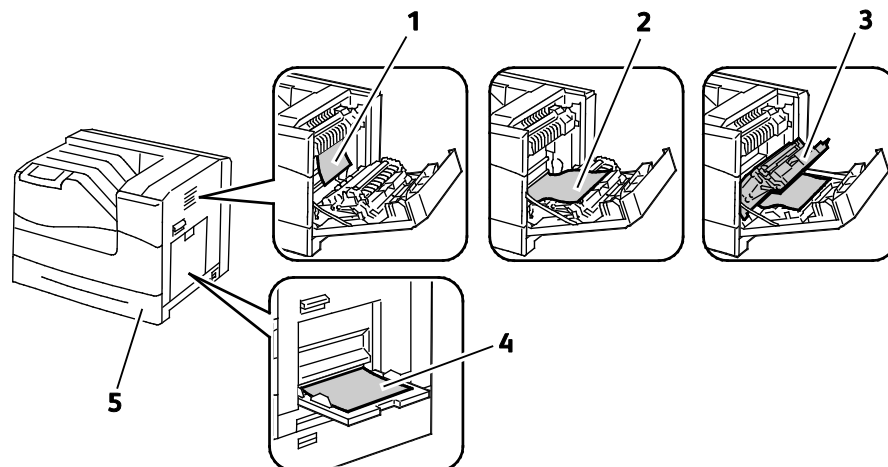
Paper Jams

This section includes:

- [Locating Paper Jams.....](#) 114
- [Clearing Paper Jams](#) 116
- [Minimizing Paper Jams.....](#) 126
- [Troubleshooting Paper Jams.....](#) 128
- [Clearing Staple Jams.....](#) 129

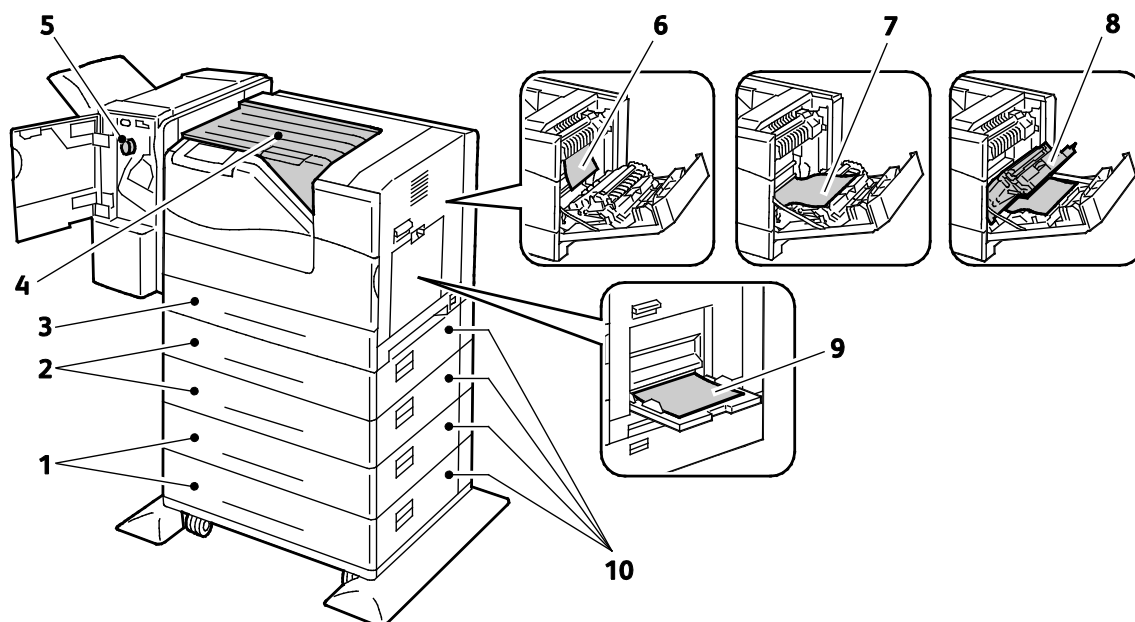
Locating Paper Jams

The following illustration shows where paper jams can occur along the paper path in the base printer configuration.



- 1. Fuser
- 2. Right Side Door
- 3. Duplex Unit
- 4. Tray 1
- 5. Tray 2

The following illustration shows where paper jams can occur along the paper path in the printer configured with the optional trays and Finisher.



1. 1100-Sheet High-Capacity Feeder
2. 550-Sheet Feeders
3. Tray 2
4. Horizontal Transport Unit
5. Finisher

6. Fuser
7. Right Side Door
8. Duplex Unit
9. Tray 1
10. Optional Feeder Right Side Doors



CAUTION: Do not attempt to clear any paper jams using tools or instruments. This can permanently damage the printer.

Clearing Paper Jams

This section includes:

- Clearing Misfeeds at Tray 1 116
- Clearing Misfeed at Tray 2 118
- Clearing Jams at the Right Side Door 120
- Clearing Jams at the Fuser..... 122
- Clearing Jams at the Finisher..... 124
- Clearing Jams at the Horizontal Transport Unit..... 125



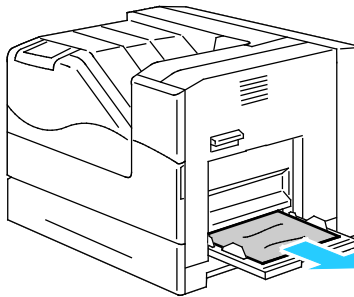
CAUTION: To avoid damage, always remove jammed paper carefully, without tearing it. Try to remove the paper in the direction that it would normally feed. Any piece of paper left in the printer, whether large or small, can obstruct the paper path and cause further jams. Do not reload paper that has jammed.

Note: To clear jams, watch the video and follow the instructions on the control panel.

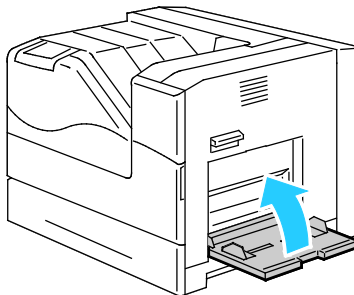
Clearing Misfeeds at Tray 1

To resolve the error displayed on the control panel you must clear all paper from the paper path.

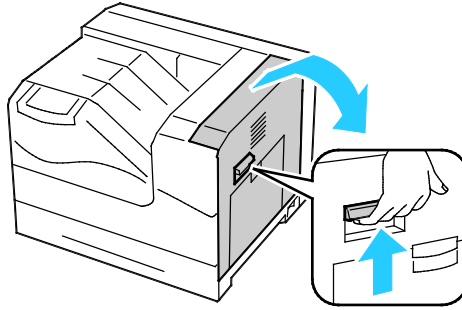
1. Remove any paper from Tray 1.



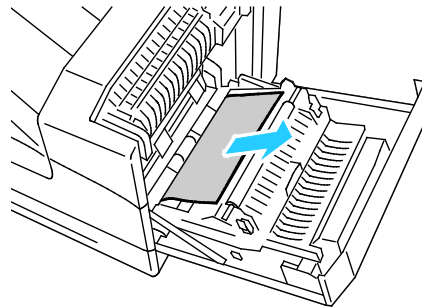
2. Close Tray 1.



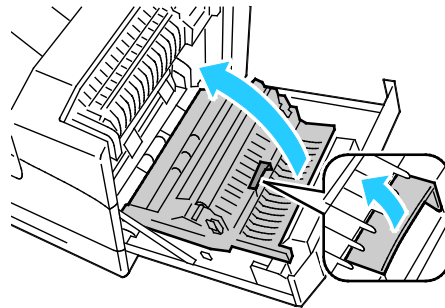
3. Lift the right side door latch and open the door.



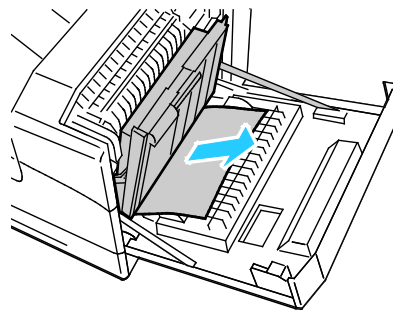
4. Remove any remaining paper jammed in Tray 1.



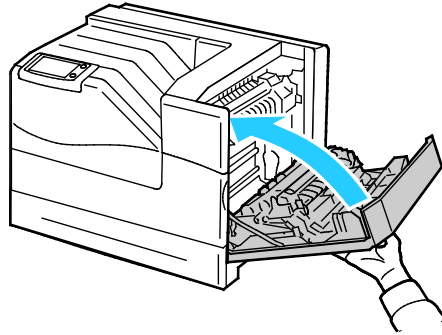
5. Use the handle to lift the duplex unit.



6. Remove any remaining pieces of paper.



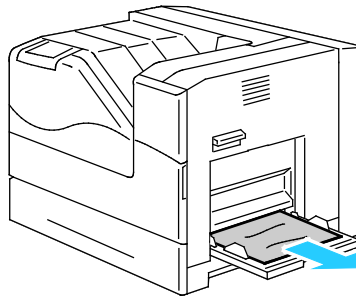
7. Close the right side door.



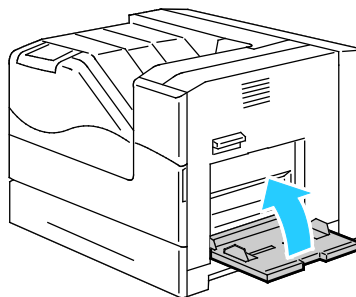
Clearing Misfeed at Tray 2

To resolve the error displayed on the control panel you must clear all paper from the paper path.

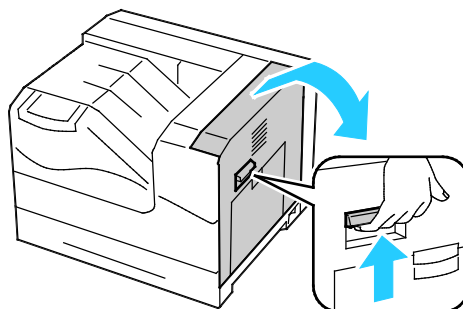
1. Remove any paper from Tray 1.



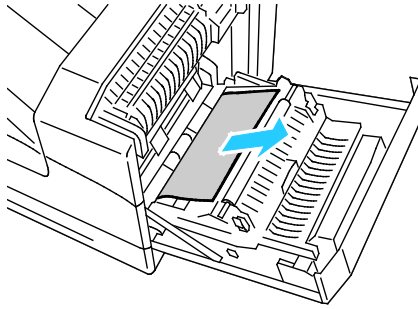
2. Close Tray 1.



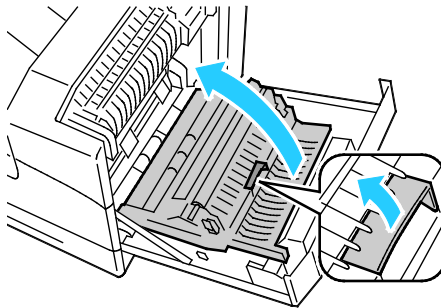
3. Lift the right side door latch and open the door.



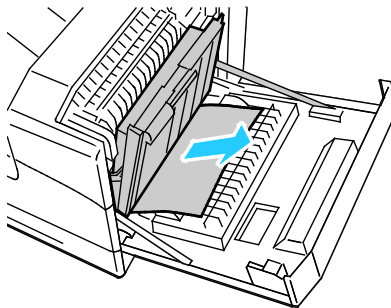
4. Remove any remaining paper jammed in Tray 1.



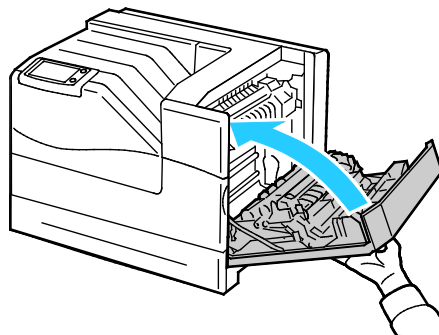
5. Use the handle to lift the duplex unit.



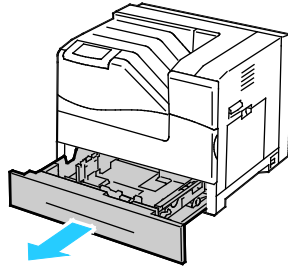
6. Remove any remaining pieces of paper.



7. Close the right side door.

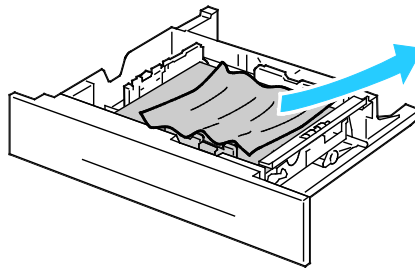


8. Remove Tray 2 from the printer.



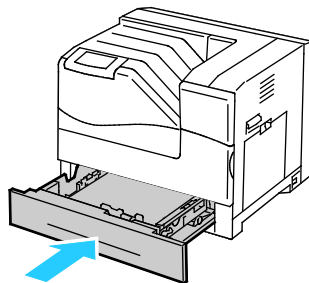
Note: Reach into the tray and remove any partially fed sheets that may tear or jam the tray.

9. Remove any creased or jammed paper from Tray 2.



Note: Remove the paper, smooth it out, and reload it. If it still misfeeds, do not use that paper.

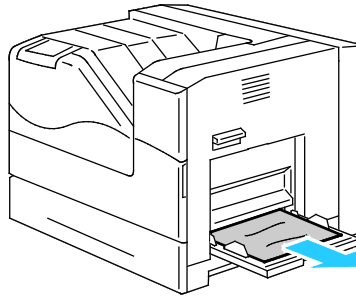
10. Reinsert Tray 2 into the printer.



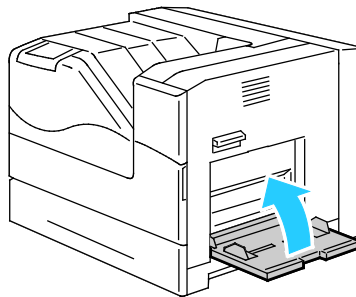
Clearing Jams at the Right Side Door

To resolve the error displayed on the control panel you must clear all paper from the paper path.

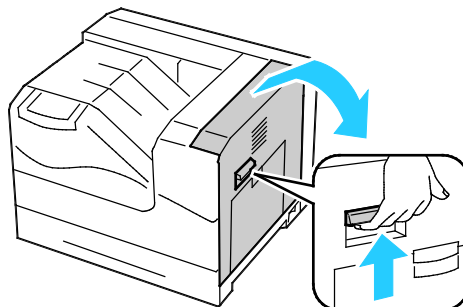
1. Remove any paper from Tray 1.



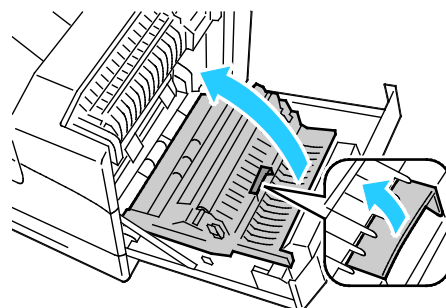
2. Close Tray 1.



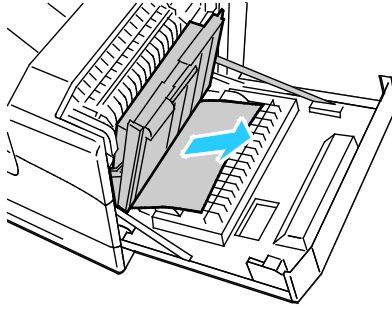
3. Lift the right side door latch and open the door.



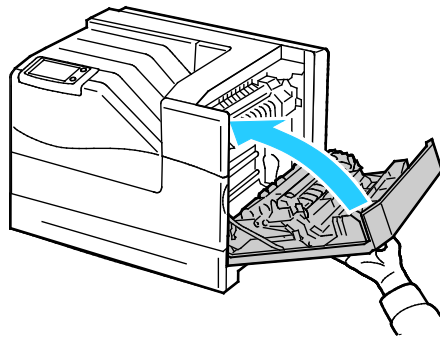
4. Use the handle to lift the duplex unit.



5. Remove any paper from the duplex unit.



6. Close the right side door.



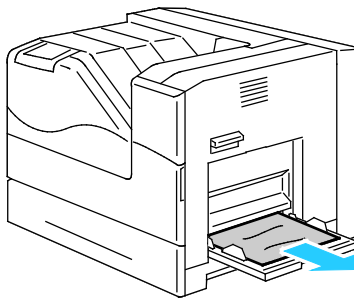
Clearing Jams at the Fuser

To resolve the error displayed on the control panel you must clear all paper from the paper path.

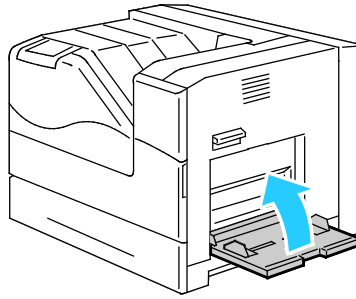


WARNING: To avoid burns, do not clear paper jams immediately after printing. The fuser becomes hot during use.

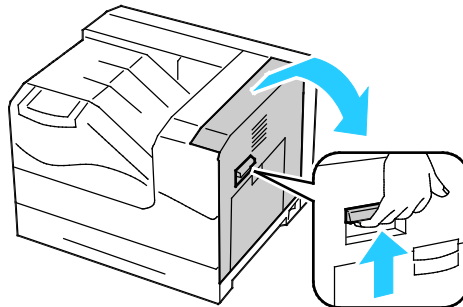
1. Remove any paper from Tray 1.



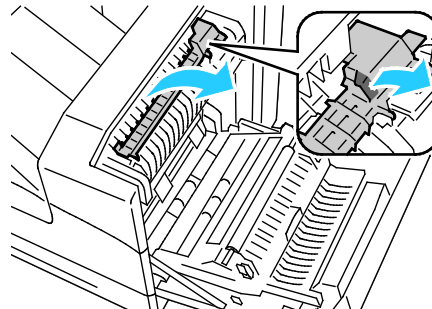
2. Close Tray 1.



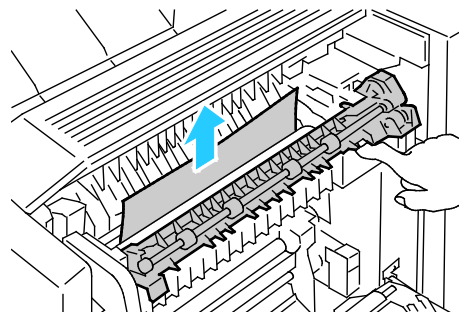
3. Lift the right side door latch and open the door.



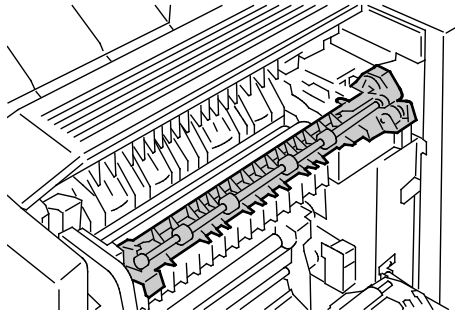
4. Pull out, then press down the tab on the inner cover to hold it open.



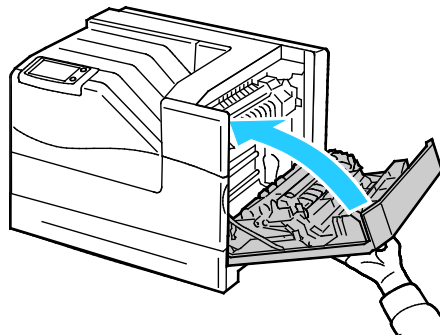
5. Remove the jammed paper.



6. Release the inner cover.



7. Close the right side door.

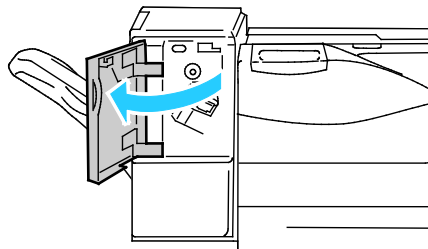


Clearing Jams at the Finisher

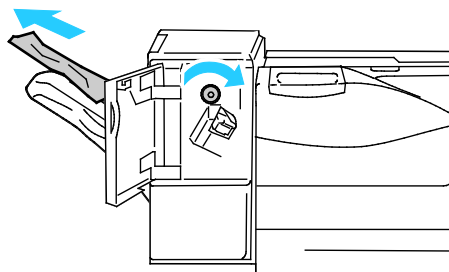
To resolve the error displayed on the control panel you must clear all paper from the paper path.

Note: Ensure that the cover of the horizontal transport unit is closed before opening the finisher door. This procedure does not work properly if the horizontal transport unit is open.

1. Open the front door of the finisher.

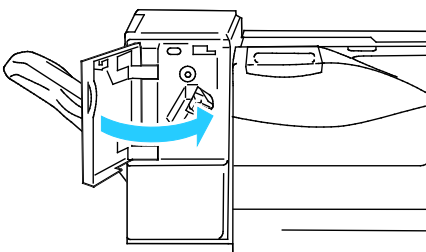


2. Rotate the knob clockwise and remove the jammed paper from the paper exit.



Note: If the paper jam message remains, repeat this step.

3. Close the front door of the finisher.

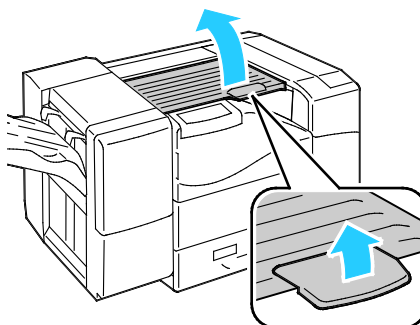


Note: If the paper jam message remains, repeat this step.

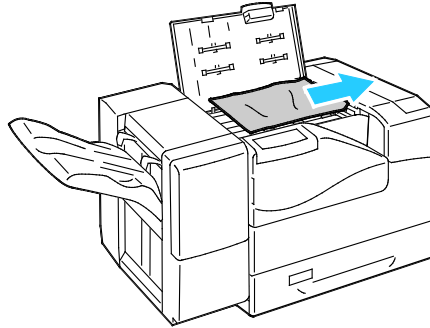
Clearing Jams at the Horizontal Transport Unit

To resolve the error displayed on the control panel you must clear all paper from the paper path.

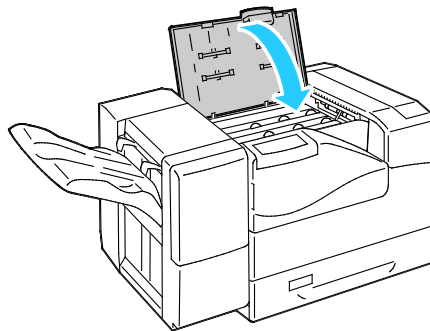
1. Grasp the handle of the horizontal transport unit and open the cover.



2. Remove the jammed paper.



3. Close the cover of the horizontal transport unit.



Minimizing Paper Jams

The printer is designed to function with minimal paper jams using Xerox® supported paper. Other paper types can cause jams. If supported paper is jamming frequently in one area, clean that area of the paper path.

The following can cause paper jams:

- Selecting the incorrect paper type in the print driver.
- Using damaged paper.
- Using unsupported paper.
- Loading paper incorrectly.
- Overfilling the tray.
- Adjusting the paper guides improperly.

Most jams can be prevented by following a simple set of rules:

- Use only supported paper. For details, see [Supported Paper](#) on page 32.
- Follow proper paper handling and loading techniques.
- Always use clean, undamaged paper.
- Avoid paper that is curled, torn, moist, creased, or folded.
- Fan the paper to separate the sheets before loading it into the tray.
- Observe the paper tray fill line; never overfill the tray.

- Adjust the paper guides in all trays after inserting the paper. A guide that is not properly adjusted can cause poor print quality, misfeeds, skewed prints, and printer damage.
- After loading the trays, select the correct paper type and size on the control panel.
- When printing, select the correct type and size in the print driver.
- Store paper in a dry location.
- Use only Xerox[®] paper and transparencies designed for the printer.

Avoid the following:

- Polyester coated paper that is specially designed for inkjet printers.
- Paper that is folded, wrinkled, or excessively curled.
- Loading more than one type, size, or weight of paper in a tray at the same time.
- Overfilling the trays.
- Allowing the output tray to overfill.

For a detailed list of supported paper, go to www.xerox.com/paper.

Troubleshooting Paper Jams

This section includes:

- [Multiple Sheets Pulled Together](#)..... 128
- [Paper Misfeeds](#)..... 128
- [Label and Envelope Misfeeds](#) 129
- [Paper Jam Message Stays On](#)..... 129
- [Jams During Automatic 2-Sided Printing](#) 129

Multiple Sheets Pulled Together

| Probable Causes | Solutions |
|---|---|
| The paper tray is too full. | Remove some of the paper. Do not load paper past fill line. |
| The edges of the paper are not even. | Remove the paper, align the edges, and then reload it. |
| The paper is moist from humidity. | Remove the paper from the tray, and replace it with new dry paper. |
| Too much static electricity is present. | <ul style="list-style-type: none"> • Try a new ream of paper. • Do not fan transparencies before loading in tray. |
| Using unsupported paper. | Use only Xerox [®] -approved paper. For details, see Supported Paper on page 32. |
| Humidity is too high for coated paper. | Feed paper one sheet at a time. |

Paper Misfeeds

| Probable Causes | Solutions |
|--|--|
| The paper is not correctly positioned in the tray. | <ul style="list-style-type: none"> • Remove the misfed paper and reposition it properly in the tray. • Adjust the paper guides in the tray to match the size of the paper. |
| The paper tray is too full. | Remove some of the paper. Do not load paper past the fill line. |
| The paper guides are not correctly adjusted to the paper size. | Adjust the paper guides in the tray to match the size of the paper. |
| The tray contains warped or wrinkled paper. | Remove the paper, smooth it out, and reload it. If it still misfeeds, do not use that paper. |
| The paper is moist from humidity. | Remove the moist paper and replace it with new, dry paper. |
| Use paper of the correct size, thickness, and type. | Use only Xerox [®] approved paper. For details, see Supported Paper on page 32. |

Label and Envelope Misfeeds

| Probable Causes | Solutions |
|--|---|
| The label sheet is facing the wrong way in the tray. | Load label sheets according to the instructions from the manufacturer. <ul style="list-style-type: none"> • Load labels face down in Tray 1. • Load labels face up in Tray 2. |
| Envelopes are loaded incorrectly in Tray 1. | Load the envelopes in Tray 1 with the flaps closed, flap-side up, and the short edge leading into the printer. |
| Envelopes are loaded incorrectly in Tray 2. | To load envelopes in Tray 2: <ul style="list-style-type: none"> • Load No. 10, Monarch, or DL envelopes with the flaps closed, flaps down, and flaps toward the front. • Load C5 envelopes with the flaps closed, flaps down, and flaps toward the right. |

Paper Jam Message Stays On

| Probable Causes | Solutions |
|---|---|
| Some paper remains jammed in the printer. | Recheck the media path and make sure that you have removed all of the jammed paper. |
| One of the printer doors is open. | Check the doors on the printer. Close any door that is open. |

Note: Check for, and remove, torn pieces of paper in the paper path.

Jams During Automatic 2-Sided Printing

| Probable Causes | Solutions |
|---|--|
| Use paper of the correct size, thickness, and type. | <ul style="list-style-type: none"> • Use paper of the correct size, thickness, and type. • Do not use transparencies, envelopes, labels, reloaded paper, or paper heavier than 220 g/m² for automatic 2-sided printing. |
| Paper type is set incorrectly in the print driver. | Ensure that the paper type is set correctly in the driver and the paper is loaded in the correct tray. For details, see Supported Paper Sizes and Weights for Automatic 2-Sided Printing on page 34. |
| Paper is loaded in the wrong tray. | The paper must be loaded in the correct tray. For details, see Supported Paper on page 32. |
| Tray is loaded with mixed paper. | Load the tray with only one type and size of paper. |

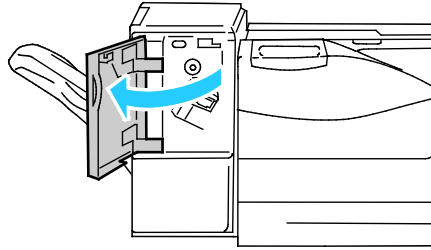
Clearing Staple Jams

A message appears on the control panel when a staple jam occurs.

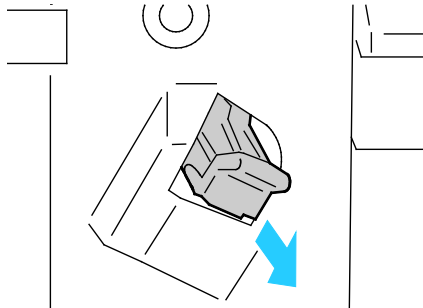


WARNING: Do not perform this procedure while the printer is printing.

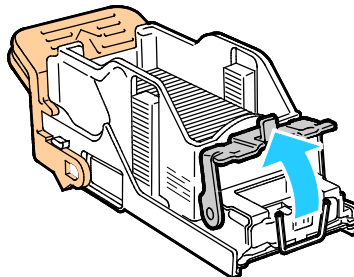
1. Open the front door of the finisher.



2. Remove the staple cartridge from the printer by pulling it toward you.



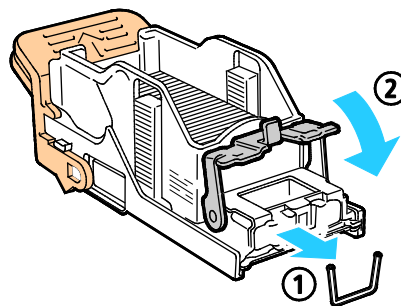
3. Open the staple cartridge clamp by pulling firmly in the direction shown.



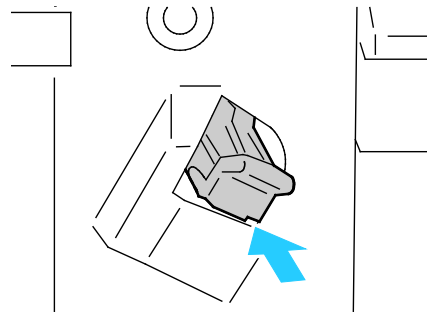
4. Remove the jammed staples (1), then push the clamp in the direction shown until it snaps into the locked position (2).



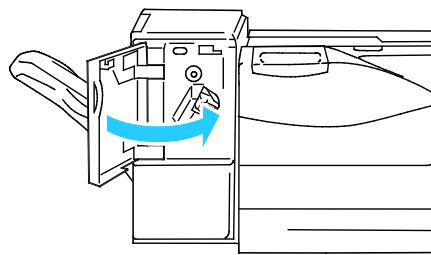
WARNING: The points of the jammed staples are sharp. Remove the jammed staples carefully.



5. Insert the staple cartridge into the finisher.



6. Close the front door of the finisher.



Print-Quality Problems

This section includes:

- [Controlling Print Quality](#)..... 132
- [Solving Print-Quality Problems](#)..... 134

Your printer is designed to produce consistently high-quality prints. If you observe print-quality problems, use the information in this section to troubleshoot the problem. For more information, go to www.xerox.com/office/6700support.



CAUTION: The Xerox® Warranty, Service Agreement, or Xerox® Total Satisfaction Guarantee does not cover damage caused by using unsupported paper or specialty media. The Xerox® Total Satisfaction Guarantee is available in the United States and Canada. Coverage could vary outside these areas. Please contact your local representative for details.

Notes:

- To ensure consistent print quality, the toner cartridges and imaging units for many models of equipment are designed to cease functioning at a predetermined point.
- Grayscale images printed with the composite black setting increment the color pages counter, because color consumables are used. Composite black is the default setting on most printers.

Controlling Print Quality

Various factors can affect the quality of the output of your printer. For consistent and optimum print quality, use paper designed for your printer, and correctly set the Print-Quality Mode and Color Adjustments. Follow the guidelines in this section to maintain optimum print quality from your printer.

Temperature and humidity affect the quality of the printed output. The guaranteed range for optimal print quality is: 15–28°C (59–82°F) and 20–70 % relative humidity.

Paper and Media

Your printer is designed to use various paper and other media types. Follow the guidelines in this section for the best print quality and to avoid jams:

- Use only Xerox® supported paper types and sizes. For details, see [Supported Paper](#) on page 32.
- Use only dry, undamaged paper.



CAUTION: Some paper and other media types can cause poor output quality, increased paper jams, or damage your printer. Do not use the following:

- Rough or porous paper.
 - Inkjet paper.
 - Non-laser glossy or coated paper.
 - Paper that has been photocopied.
 - Paper that has been folded or wrinkled.
 - Paper with cutouts or perforations.
 - Stapled paper.
 - Envelopes with windows, metal clasps, side seams, or adhesives with release strips.
 - Padded envelopes.
 - Plastic media.
- Make sure the paper type selected in your print driver matches the paper type on which you are printing.
 - If you have the same size paper loaded in more than one of the trays, make sure that the proper tray is selected in the print driver.
 - Store your paper and other media properly for optimum print quality. For details, see [Paper Storage Guidelines](#) on page 33.

Print-Quality Modes

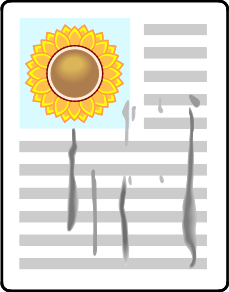
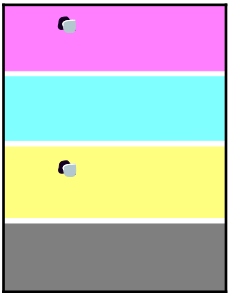
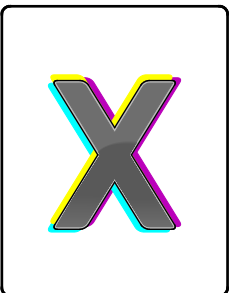
Select the correct print-quality setting for your print job from the print driver. For instructions on setting the print quality, see [Selecting Printing Options](#) on page 53. To control the print quality:

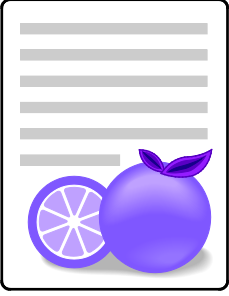
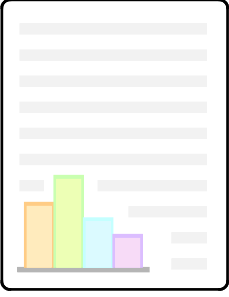
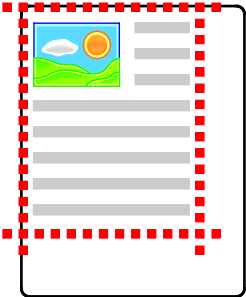
- Ensure that the print quality is set to the correct mode. For example, if the image does not appear as vivid and sharp as you expect, set the print quality to Photo. The default setting is Standard.
- Use the print-quality settings in the print driver to control print quality. If the print quality is not suitable, adjust the print-quality setting to an higher level.
- Use only Xerox® approved paper. For details, see [Supported Paper](#) on page 32.


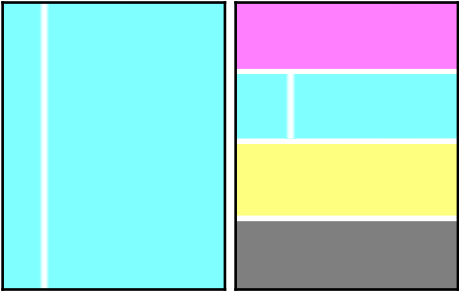
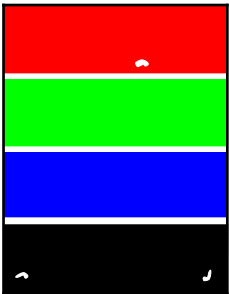
Solving Print-Quality Problems

Use the following table to find solutions to print-quality problems.

Print-Quality Problems and Solutions

| Problem | Solution |
|---|---|
| <p>Smears, Smudges, and Streaks</p> <p>Dark or light marks appear on your output.</p>  | <p>Run the Fuser Cleaning procedure. At the control panel, touch Printer > Tools > Troubleshooting > Resolve Problems > Smears, Smudges, and Streaks > Start Cleaning. Several blank pages feed through the printer to remove toner accumulated on the fuser.</p> <p>If the problem persists, print the test pages to help determine which component is causing the image-quality problem.</p> <ul style="list-style-type: none"> • If the defect occurs only in one color, replace the corresponding imaging unit. • If the defect occurs in all colors and is visible on all the test pages, replace the fuser. |
| <p>Repeating Spots or Lines</p> <p>Spot or lines appear at regular intervals on the prints.</p>  | <ol style="list-style-type: none"> 1. Print the Repeating Defects page to identify the part of the printer causing the problem. At the control panel, touch Printer > Tools > Troubleshooting > Resolve Problems > Repeating Spots or Lines > Print. 2. Follow the instructions on the Repeating Defects page to identify the part responsible for the repeating spots or lines. 3. Replace the printer part identified by the Repeating Defects page to correct the problem. <p>Note: Touch the video icon in the top bar to view a video for identifying the part causing the repeating defect.</p> |
| <p>Colors Look Wrong</p> <p>Colors are off or look drastically wrong.</p>  | <ol style="list-style-type: none"> 1. Verify that the printer is on a solid, level, and flat surface. 2. Perform the Register Color procedure. At the control panel, touch Printer > Tools > Troubleshooting > Resolve Problems > Colors Align Incorrectly. 3. Touch Register Color, then follow the instructions. |

| Problem | Solution |
|---|--|
| <p>Colors Look Wrong</p> <p>Colors are off or look drastically wrong.</p>  | <ol style="list-style-type: none"> 1. Verify that the printer is on a solid, level, and flat surface. 2. Perform the Calibrate Color procedure. At the control panel, touch Printer > Tools > Troubleshooting > Resolve Problems > Colors Look Wrong > Calibrate Color, then follow the instructions. |
| <p>Colors Too Light or Too Dark</p> <p>The print or color density is too light, missing, or the background is foggy.</p>  | <ol style="list-style-type: none"> 1. Verify that the paper you are using is the correct type for the printer and is loaded properly. For information on supported paper types and weights, at the control panel, touch Printer > Print Reference Materials > Paper Tips > Print to print the Paper Tips pages. 2. Verify that the paper loaded in the tray matches the paper type selected at the control panel and in the print driver. 3. Print the Graphics Demo Page. At the control panel, touch Printer > Print Reference Material > Graphics Demo > Print. If the Demo Page looks correct, the printer is printing properly. Your application or incorrect settings in the print driver are probably causing the print-quality problems. 4. If the Demo Page did not print correctly, perform the Calibrate Color procedure. At the control panel, touch Printer > Tools > Troubleshooting > Resolve Problems > Colors Look Wrong > Calibrate Color, then follow the instructions. 5. Perform the Clean Color Density Sensor procedure. For details, go to Cleaning the Density Sensor on page 72. <p>Note: Touch the video icon in the top bar to view a video demonstrating the Clean Color Density Sensor cleaning procedure.</p> |
| <p>Page Margins Are Inconsistent</p> <p>The image is not centered on the page or the margins are not consistent.</p>  | <p>Use the image position tool to adjust the image position on the page. At the control panel, touch Printer > Tools > Troubleshooting > Resolve Problems > Page Margins are Inconsistent > Image Position, then follow the instructions.</p> |

| Problem | Solution |
|---|--|
| <p>Sides 1 and 2 Are Not Aligned The image is not centered on the page or the margins are not consistent.</p>  | <ol style="list-style-type: none"> 1. To check alignment, hold your print up to a strong light and look for the shadow cast by Side 2. 2. Perform the Image Position procedure. At the control panel, touch Printer > Tools > Troubleshooting > Resolve Problems > Side 1 and 2 Are Not Aligned. 3. Touch Image Position, then follow the instructions. |
| <p>Vertical White Lines or Streaks - One Color Lines or streaks appear in one color of your output.</p>  | <ol style="list-style-type: none"> 1. Print the test pages to identify the affected color. 2. Use the Laser Window Cleaning Wand, located on the back of the front cover, to clean the laser windows of the affected color. <p>Note: Touch the video icon in the top bar, then touch Clean the Laser Window to view a video demonstrating the procedure.</p> |
| <p>Toner Missing or Easy to Rub Off Toner appears to be missing from the print or is easy to rub off.</p>  | <ol style="list-style-type: none"> 3. Verify that the paper you are using is the correct type for the printer and is loaded properly. For information on supported paper types and weights, at the control panel, touch Printer > Print Reference Materials > Paper Tips > Print to print the Paper Tips pages. 4. Verify that the fuser envelope lever is set to the correct position. 5. Select a heavier paper at the control panel. |

Getting Help

This section includes:

- [Control Panel Messages](#) 137
- [Using the Integrated Troubleshooting Tools](#)..... 139
- [PhaserSMART Technical Support](#)..... 141
- [CentreWare Internet Services](#)..... 141
- [More Information](#) 142

Xerox® provides several automatic diagnostic utilities to help you maintain productivity and print quality.

Control Panel Messages

The printer control panel provides information and troubleshooting help. When an error or warning condition occurs, the control panel displays a message informing you of the problem. In many cases, the control panel also displays an animated graphic showing the location of the problem, such as the location of a paper jam. For many error and status messages, the control panel Help provides additional information.

Control Panel Help

Touch **Help** to view additional information about items and selections that appear on the control panel. The Help button is labeled with a question mark symbol (?).



The control panel menu items also have associated help text that describes the menu item.

Viewing Error Messages on the Control Panel

When an error or warning condition occurs, a message appears on the control panel to inform you of the problem. Error messages warn you about printer conditions, such as low supplies or doors open, that require your attention. If more than one error or warning occurs, only one is displayed on the control panel.

To view a list of the current error messages on the control panel:

1. At the control panel, touch **Printer**.
2. Touch **Current Messages**.
A list of the current error messages appears on the screen.
3. Touch **Back** to return to the Troubleshooting screen, or touch **Home** to return to the main screen.

Viewing Current Faults on the Control Panel

When a fault condition occurs, a message appears on the control panel to inform you of the problem. Fault messages warn you about printer conditions that prevent the printer from printing or degrade printing performance. If more than one fault occurs, only one is displayed on the control panel.

To view a list of the current faults on the control panel:

1. At the control panel, touch **Printer**.
2. Touch **Current Faults**.
A list of the current faults appears on the screen.
3. Touch a fault to view the fault details.
4. Touch **X** to close the screen.
5. Touch **Back** to return to the Troubleshooting screen, or touch **Home** to return to the main screen.

Viewing the Fault History on the Control Panel

When faults occur, they are logged in to a fault history file by date, time, and fault code. Use this list to identify trends and resolve problems.

To view the fault history:

1. At the control panel, touch **Printer**.
2. Touch the **Tools** tab, then touch **Troubleshooting**.
3. Touch **Fault History**.
The screen displays the number, date, and time for each fault code.
4. Touch a fault to view the fault details.
5. Touch **Back** to return to the Troubleshooting screen, or touch **Home** to return to the main screen.

Viewing Job Status on the Control Panel

To view personal and secure jobs on the control panel:

1. At the control panel, touch **Jobs**.
2. Touch **Personal and Secure Jobs**.
A list of assigned folders appears.
3. Touch your assigned private folder.
4. Do one of the following:
 - Type the passcode assigned to the job, then touch **OK**. A list of the stored personal and secure print jobs appears.
 - Touch **Skip Passcode and only show Personal Jobs**. A list of your personal jobs appears.

5. Touch the job you want to view.
The screen displays information about the job such as the owner, type, status, and time submitted and completed.
To print the job, see [Personal Print](#) on page 65 or [Secure Print](#) on page 64.
6. To return to the main screen, touch **Home**.

To view saved jobs on the control panel:

1. At the control panel, touch **Jobs**.
2. Touch **Saved Jobs**.
A list of folders appears.
3. To view public saved jobs, touch **Public**.
A list of public saved jobs appears.
4. To view private saved jobs, touch the assigned private folder.
5. Type the passcode assigned to the job, then touch **OK**.
A list of private saved jobs appears.
6. Touch the job you want to view.
The screen displays information about the job such as the owner, type, status, and time submitted and completed.
To print the job, see [Saved Job](#) on page 65.
7. To return to the main screen, touch **Home**.

To view completed jobs on the control panel:

1. At the control panel, touch **Jobs**.
2. Touch **Completed Jobs**.
The Completed Jobs screen displays the last 50 completed jobs.
3. Touch the job you want to view.
The screen displays information about the job such as the owner, type, status, and time submitted and completed.
4. Touch **Back** to return to the Completed Jobs screen, or touch **Home** to return to the main screen.

Using the Integrated Troubleshooting Tools

You can use several integrated tools, such as Information Pages, CentreWare Internet Services, and Job Tracker, to troubleshoot print quality and jam problems.

Printing Information Pages

1. At the control panel, touch **Printer**.
2. On the Information tab, touch **Print Reference Materials**.
3. Touch **#** to set the quantity.
4. Use the keypad or touch **+** or **-** to select the number of copies to print.
5. Touch **OK**.
6. Use the **Up** or **Down** Arrow to scroll through the list as needed, and touch the page you want to print.
7. Touch **Print**.

Note: Information pages can also be printed from CentreWare Internet Services.

Specifying the Source Tray for Printing Information Pages

1. At the control panel, touch **Printer**.
2. Touch the **Tools** tab, then touch **Tray Management**.
3. Touch **Information Pages Source**.
4. Touch the specific tray you want the printer to use, or touch **Automatic**.
5. Touch **OK** to confirm the setting.
6. Touch **Back** to return to the Tools tab, or touch **Home** to return to the main screen.

Printing the Configuration Report

1. At the control panel, touch **Printer**.
2. On the Information tab, touch **Print Reference Materials**.
3. Touch **Configuration Report**.
4. Touch **Print**.

Note: By default, the Configuration Report prints each time the printer is turned on. To turn off this setting, select **Printer > Tools > Setup > General Settings > Startup Page > Off**.

Viewing Billing and Usage Information

1. At the control panel, touch **Printer**.
2. On the Information tab, touch **Billing Meters** to see basic impression counts:
 - **Color impressions:** Number of pages printed that specify color.
 - **Black impressions:** Number of pages printed with no color specified.
 - **Total impressions:** Total number of color impressions plus black impressions.

Note: A page is one side of a sheet of paper that can be printed on one or two sides. A sheet printed on two sides counts as two impressions.

3. Touch **Usage Counters** to see detailed usage information.

Locating the Serial Number on the Control Panel

1. At the control panel, touch **Printer**.
2. On the Information tab, touch **About This Printer**.
The General tab displays the model, serial number, version, and activation date.

Viewing Printer Supply Status

1. To view the Supplies tab, do one of the following:
 - At the control panel, touch the **Printer** button, then touch the **Supplies** tab.
 - Touch one of the **C, M, Y, K** icons in the lower right of the main screen.
2. To view details about a toner cartridge, including the part number for reordering, touch **C, M, Y, or K**.
3. Touch **Close** to return to the Supplies tab.
4. To view details about the fuser, waste cartridge, imaging units, maintenance kit, or staple cartridge, touch **Other Supplies**. Use the **Up** or **Down** Arrow to scroll through the list, then select the details you want to view.
5. Touch the **Back** arrow to return to the Other Supplies screen.
6. To print the Supplies Usage page, touch the **Print** icon, then touch **Supplies Usage**.
7. To return to the main screen, touch **Home**.

PhaserSMART Technical Support

PhaserSMART is an automated, Internet-based system that uses your Web browser to send diagnostic information from your printer to the Xerox® website. PhaserSMART examines the information, diagnoses the problem, and proposes a solution.

To access PhaserSMART Technical Support:

1. Open your Web browser and go to www.phaserSMART.com.
2. Enter the IP address of your printer in the form fields.
3. Follow the onscreen instructions.

To access PhaserSMART Technical Support from Job Tracker:

1. On the Device tab, click the PhaserSMART button at the bottom of the window.
2. Follow the onscreen instructions.

CentreWare Internet Services

CentreWare Internet Services is the administration and configuration software installed on the embedded Web server in the printer. It allows you to configure and administer the printer from a Web browser.

CentreWare Internet Services requires:

- A TCP/IP connection between the printer and the network in Windows, Macintosh, or UNIX environments.
- TCP/IP and HTTP enabled in the printer.

- A network-connected computer with a Web browser that supports JavaScript.

For details, see the Help in CentreWare Internet Services or the *System Administrator Guide*.

To access CentreWare Internet Services:

At your computer, open a Web browser, type the IP address of the printer in the address field, then press **Enter** or **Return**.

If you do not know the IP address of your printer, see [Finding the IP Address of Your Printer](#) on page 20.

To access CentreWare Internet Services from Job Tracker:

From the Job Tracker Menu, click **Help**, then select CentreWare Internet Services.

More Information

You can obtain more information about your printer from these sources:

| Resource | Location |
|---|---|
| <i>Installation Guide</i> | Packaged with printer |
| <i>Quick Use Guide</i> | Packaged with printer |
| <i>System Administrator Guide</i> | www.xerox.com/office/6700docs |
| Video Tutorials | Available on the printer control panel and at www.xerox.com/office/6700docs |
| Recommended Media List | United States: www.xerox.com/paper Europe: www.xerox.com/europaper |
| PhaserSMART Technical Support automatically diagnoses problems on your network printer and proposes solutions. | www.phasersmart.com |
| Technical support information for your printer includes online Technical Support, Online Support Assistant, and driver downloads. | www.xerox.com/office/6700support |
| Information about menus or error messages | Control panel Help (?) button |
| Information pages | Print from the control panel menu |
| Order supplies for your printer | www.xerox.com/office/6700supplies |
| A resource for tools and information, such as interactive tutorials, printing templates, helpful tips, and customized features to meet your individual needs. | www.xerox.com/office/businessresourcecenter |
| Local sales and support center | www.xerox.com/office/worldcontacts |
| Printer registration | www.xerox.com/office/register |
| Xerox® Direct online store | www.direct.xerox.com/ |

Specifications



This appendix includes:

| | |
|--|---------------------|
| • Printer Configurations and Options | 144 |
| • Physical Specifications..... | 146 |
| • Environmental Specifications | 149 |
| • Electrical Specifications..... | 150 |
| • Performance Specifications..... | 151 |
| • Controller Specifications | 152 |

Printer Configurations and Options

Standard Features

The Phaser 6700 Color Printer provides the following features:

- Print at 2400 x 1200 dpi resolution
- Laser imaging quality
- Print document sizes up to Legal (216 x 356 mm, 8.5 x 14 in.)
- Automatic 2-sided printing (except Phaser 6700N printer)
- Color touch screen control panel
- Tray 1 with 150-sheet capacity
- Tray 2 with 550-sheet capacity
- 1 GB RAM
- Universal Serial Bus (USB 2.0)
- Ethernet 10/100/1000Base-T
- PostScript and PCL fonts
- PostScript, PCL, and XPS support
- Data Security
- GreenPrint software
- CentreWare Internet Services
- CentreWare Web
- Remote driver installation
- WebJet Admin Interface
- Tivoli
- Rendezvous (Bonjour), SLP, SSDP, and SAP device discovery
- Email Alerts
- Automated Supplies Replenishment
- Proactive Supplies Management

Available Configurations

| Standard Features by Printer Configuration | | | | |
|--|----------|----------|----------|----------|
| Features | 6700N | 6700DN | 6700DT | 6700DX |
| Standard memory | 1 GB RAM | 1 GB RAM | 1 GB RAM | 1 GB RAM |
| Internal 160 GB hard drive | Optional | Optional | Optional | Yes |
| Automatic 2-sided printing | No | Yes | Yes | Yes |
| Standard trays | 2 | 2 | 3 | 4 |

| | | | | |
|----------------|---------|---------|---------|---------|
| Optional trays | Up to 4 | Up to 4 | Up to 3 | Up to 2 |
|----------------|---------|---------|---------|---------|

Options and Upgrades

- Finisher with a maximum capacity of 1000 offset and stacked sheets, and a stapler with a maximum capacity of 50 sheets per set
- 1100-Sheet High-Capacity Feeder, consisting of two 550-sheet trays permanently fastened to a base with lockable front wheels and anti-tip outriggers
- 550-Sheet Feeder with one universal adjustable tray
- Stand, adjustable to 220 mm (8.7 in.) or 295 mm (11.6 in.) height
- 2 GB optional memory (1 GB additional memory)
- Productivity Kit with 160 GB hard drive

Physical Specifications

Phaser 6700N/DN Printer Configurations

- Width: 570 mm (22.4 in.)
- Depth: 516 mm (20.3 in.)
- Height: 429 mm (16.9 in.)
- Weight: 42.2 kg (93 lb.)

Phaser 6700DT Printer Configurations

- Width: 570 mm (22.4 in.)
- Depth: 516 mm (20.3 in.)
- Height: 563 mm (22.1 in.)
- Weight: 53.2 kg (117 lb.)

Phaser 6700DX Printer Configurations

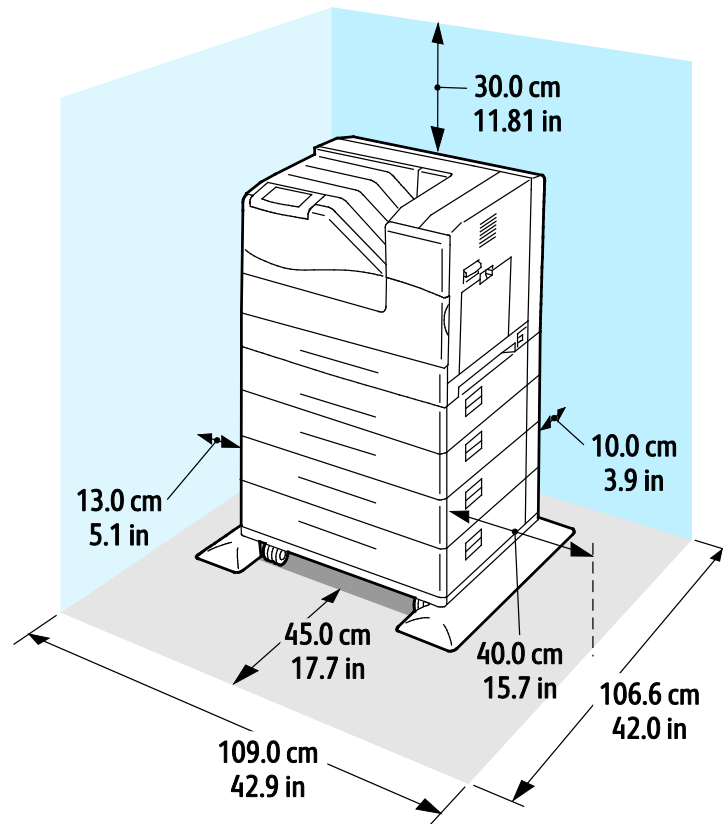
- Width: 570 mm (22.4 in.)
- Depth: 516 mm (20.3 in.)
- Height: 697 mm (27.4 in.)
- Weight: 64.2 kg (141.2 lb.)

Printer Configurations With Finisher

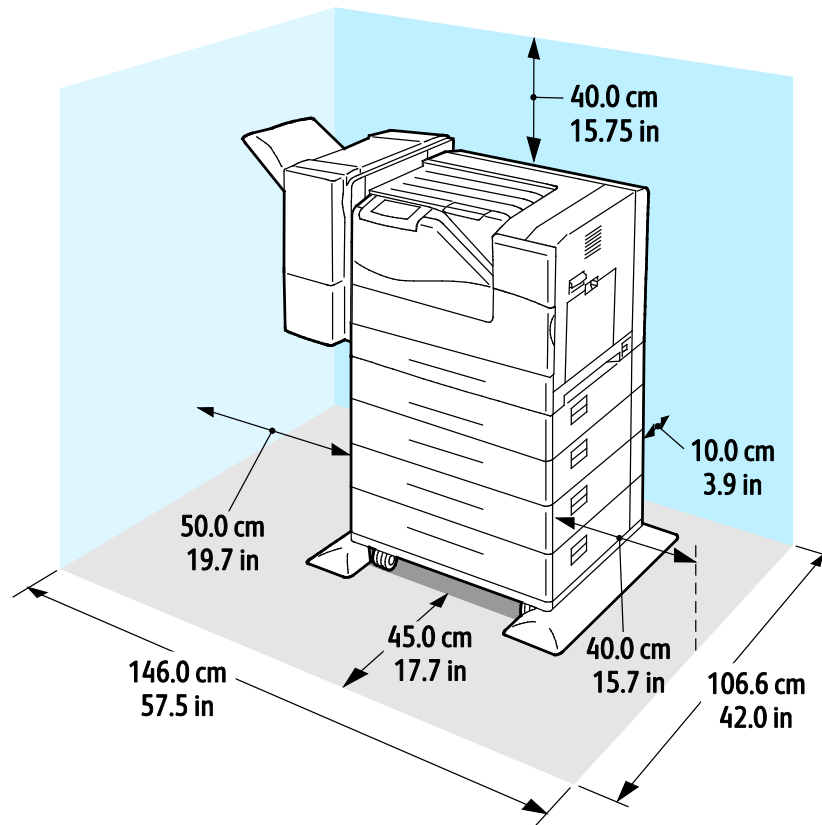
- Width: 1068 mm (42 in.)
- Depth: 516 mm (20.3 in.)
- Height:
 - 525 mm (20.7 in.) with Phaser 6700N/DN Printer
 - 563 mm (22.2 in.) with Phaser 6700DT Printer
 - 697 mm (27.4 in.) with Phaser 6700DX Printer
- Weight:
 - 57.9 kg (127.6 lb.) with Phaser 6700N/DN Printer
 - 68.9 kg (151.6 lb.) with Phaser 6700DT Printer
 - 79.9 kg (175.8 lb.) with Phaser 6700DX Printer

Clearance Requirements

Phaser 6700 Color Printer



Phaser 6700 Color Printer With Finisher



Environmental Specifications

Temperature

- 15°–32°C
- 59°–90°F

Relative Humidity

Operating: 15–80 % (non-condensing)

Elevation

For optimum performance, use the printer at elevations below 3100 m (10,170 ft.).

Electrical Specifications

Power Supply Voltage and Frequency

| Power Supply Voltage | Power Supply Frequency |
|------------------------------------|----------------------------------|
| 110–127 VAC +/-10 %, (99–140 VAC) | 50 Hz +/- 3 Hz 60 Hz +/- 3 Hz |
| 220–240 VAC +/-10 %, (198–264 VAC) | 50 Hz +/- 3 Hz 60 Hz +/- 3 Hz |

Power Consumption

| Printing | Ready | Low Power (Standby) | Energy Saver Sleep |
|-----------------|-----------------|---------------------|--------------------|
| Less than 700 W | Less than 125 W | Less than 75 W | Less than 8 W |

ENERGY STAR Qualified Product

ENERGY STAR qualified printer (excluding Phaser 6700N Color Printer).

Default times:

- Low Power in 15 minutes
- Sleep in 15 minutes

Performance Specifications

Printing Resolution

Maximum resolution: 2400 x 1200 dpi

- Standard print-quality mode: 1200 x 600 dpi
- Photo print-quality mode: 2400 x 1200 dpi

Note: The print resolutions are indicated for PostScript print drivers only. The only print resolution for PCL is 600 x 600 dpi.

Print Speed

Print speeds in pages per minute (ppm) are provided for continuous printing on A4 and Letter-sized paper. Print speeds are the same for color or black and white printing.

| 1-Sided Printing | Print Quality: Standard | | Print Quality: Photo | |
|--|-------------------------|--------|----------------------|--------|
| | A4 | Letter | A4 | Letter |
| Plain, Hole Punched, Pre-Printed, Letterhead, Recycled, Custom | 45 ppm | 47 ppm | 23 ppm | 24 ppm |
| Cardstock, Heavyweight Cardstock, Glossy Cardstock, Heavyweight Glossy Cardstock | 23 ppm | 24 ppm | 23 ppm | 24 ppm |
| Labels | 23 ppm | 24 ppm | 23 ppm | 24 ppm |
| Envelope | 15 ppm | 16 ppm | 15 ppm | 16 ppm |
| Transparency | 8 ppm | 8 ppm | 8 ppm | 8 ppm |

| 2-Sided Printing | Print Quality: Standard | | Print Quality: Photo | |
|--|-------------------------|--------|----------------------|--------|
| | A4 | Letter | A4 | Letter |
| Plain, Hole Punched, Pre-Printed, Letterhead, Recycled, Custom | 36 ppm | 38 ppm | 18 ppm | 19 ppm |
| Cardstock, Heavyweight Cardstock, Glossy Cardstock, Heavyweight Glossy Cardstock | 18 ppm | 19 ppm | 18 ppm | 19 ppm |

Controller Specifications

Processor

1.25 GHz processor

Memory

- Standard memory: 1 GB RAM
- Maximum memory: 2 GB RAM (1 GB additional memory)

Interfaces

- Ethernet 10/100/1000Base-T
- Universal Serial Bus (USB 2.0)

Regulatory Information

B

This appendix includes:

- [Basic Regulations](#) 154
- [Material Safety Data Sheets.....](#) 156

Basic Regulations

Xerox has tested this printer to electromagnetic emission and immunity standards. These standards are designed to mitigate interference caused or received by this printer in a typical office environment.

United States FCC Regulations

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. If it is not installed and used in accordance with these instructions, it may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his/her own expense.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications to this equipment not approved by Xerox can void the authority of the user to operate this equipment.

Note: To ensure compliance with Part 15 of the FCC rules, use shielded interface cables.

Canada

This Class A digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe A est conforme à la norme NMB-003 du Canada.

European Union



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



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

- December 12, 2006: Low Voltage Directive 2006/95/EC

- December 15, 2004: Electromagnetic Compatibility Directive 2004/108/EC

This printer, if used properly in accordance with the instructions, is not dangerous for the consumer or for the environment.

To ensure compliance with European Union regulations, use shielded interface cables.

A signed copy of the Declaration of Conformity for this printer can be obtained from Xerox.

Turkey RoHS Regulation

In compliance with Article 7 (d), we hereby certify “it is in compliance with the EEE regulation.”

“EEE yönetmeliğine uygundur.”

Material Safety Data Sheets

For Material Safety Data information regarding your printer, go to:

- North America: www.xerox.com/msds
- European Union: www.xerox.com/environment_europe

For the Customer Support Center phone numbers, go to www.xerox.com/office/worldcontacts.

Recycling and Disposal



This appendix includes:

- All Countries 158
- North America 159
- European Union 160
- Other Countries..... 162

All Countries

If you are managing the disposal of your Xerox® product, please note that the printer may contain lead, mercury, perchlorate, and other materials whose disposal may be regulated due to environmental considerations. The presence of these materials is fully consistent with global regulations applicable at the time that the product was placed on the market. For recycling and disposal information, contact your local authorities. Perchlorate Material: This product may contain one or more Perchlorate-containing devices, such as batteries. Special handling may apply, please see www.dtsc.ca.gov/hazardouswaste/perchlorate.

North America

Xerox operates an equipment take-back and reuse/recycle program. Contact your Xerox representative (1-800-ASK-XEROX) to determine if 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.

European Union

Some equipment may be used in both a domestic/household and a professional/business application.

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 reseller or Xerox representative for end of life take-back information.

Collection and Disposal of Equipment and Batteries



These symbols on the products and/or accompanying documents mean that used electrical and electronic products and batteries should not be mixed with general household waste.

For proper treatment, recovery, and recycling of old products and used batteries, please take them to applicable collection points, in accordance with your national legislation and the Directive 2002/96/EC and 2006/66/EC.

By disposing of these products and batteries correctly, you will help to save valuable resources and prevent any potential negative effects on human health and the environment which could otherwise arise from inappropriate waste handling.

For more information about collection and recycling of old products and batteries, please contact your local municipality, your waste disposal service or the point of sale where you purchased the items.

Penalties may be applicable for incorrect disposal of this waste, in accordance with national legislation.

Business Users in the European Union

If you wish to discard electrical and electronic equipment, please contact your dealer or supplier for further information.

Disposal Outside of the European Union

These symbols are only valid in the European Union. If you wish to discard these items, please contact your local authorities or dealer and ask for the correct method of disposal.

Note for the Battery Symbol



This wheeled bin symbol may be used in combination with a chemical symbol. This establishes compliance with the requirements set out by the Directive.

Battery Removal

Batteries should only be replaced by a MANUFACTURER-approved service facility.

Other Countries

Please contact your local waste management authority to request disposal guidance.