XEROX

Phaser® 7400

color printer

# User Guide

Guide d'utilisation

Guida dell'utente

Benutzerhandbuch

Guía del usuario

Guia do Usuário

Gebruikershandleiding

Användarhandbok

Руководство пользователя

www.xerox.com/office/support

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## A User Safety

## Index

# 1 Printer Features

This chapter includes:

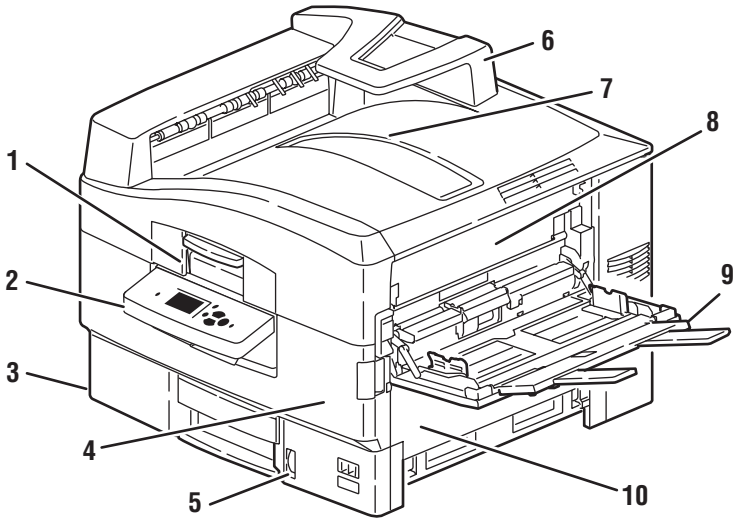

- Parts of the Printer on page 1-2
- Printer Configurations on page 1-6
- Control Panel on page 1-8
- More Information on page 1-12

# Parts of the Printer

This section includes:


- Front-Right View on page 1-2
- Rear-Left View on page 1-3
- Internal Components on page 1-4
- Options on page 1-5

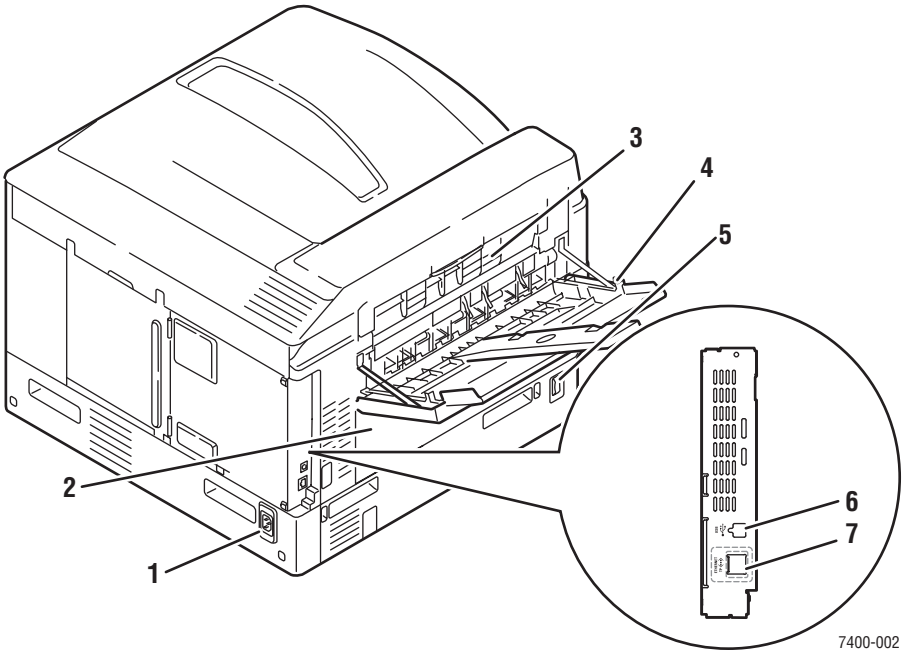

## Front-Right View




7400-001

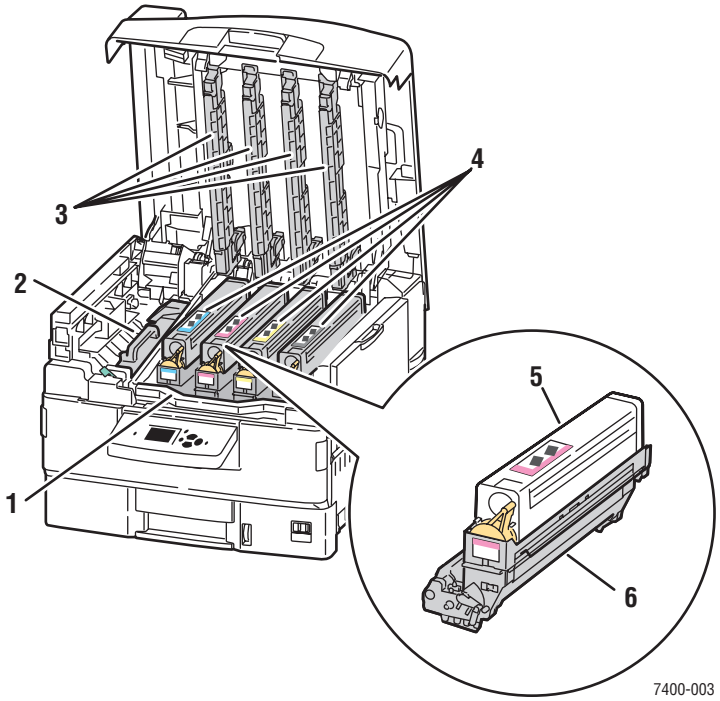
1. Top cover handle
2. Control panel
3. Tray 2
4. Front door
5. Tray 2 paper level gauge
6. Paper catcher
7. Top output tray (output delivered facedown)
8. Door A
9. Tray 1 (Multi-Purpose Tray)
10. Door B

# Rear-Left View

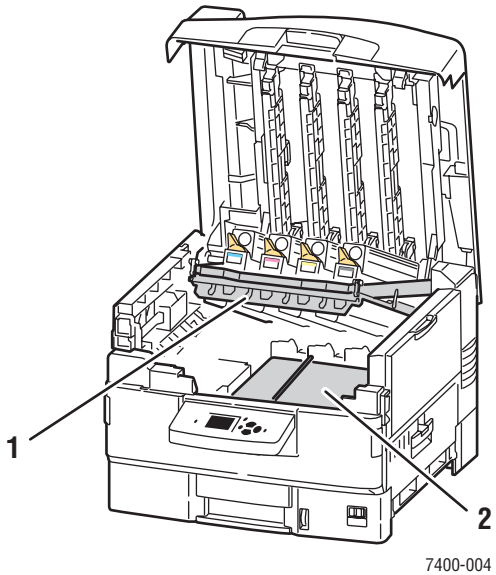



1. Power cord receptacle
2. Door D (when optional duplex unit installed)
3. Door E
4. Left-side output tray
5. Power switch
6. USB connection
7. Ethernet 10/100 Base-T connection

# Internal Components

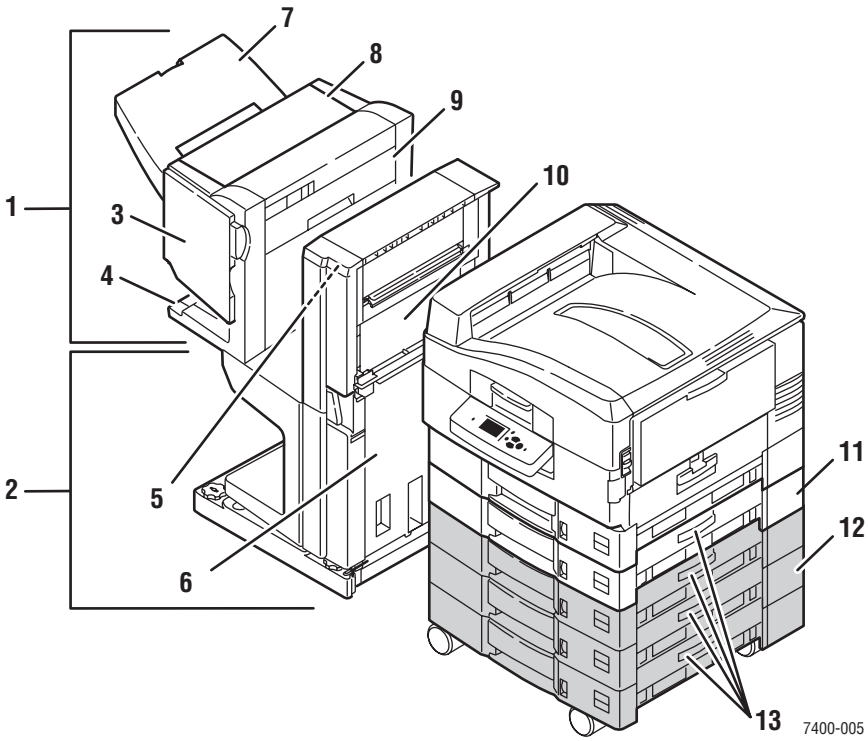



1. Imaging Unit basket handle
2. Fuser
3. LED bars
4. Toner Cartridges and Imaging Units (Cyan, Magenta, Yellow, and Black)
5. Toner Cartridge
6. Imaging Unit




1. Imaging Unit basket (lifted)
2. Transfer Unit

# Options




1. Finisher
2. Finisher base
3. Door J (access to stapler)
4. Finisher lower output tray
5. Door F
6. Door I
7. Finisher upper output tray (output delivered faceup or facedown)
8. Door H
9. Punch waste box
10. Door G
11. Tray 3: 550-Sheet Feeder
12. Trays 4–6: 1650-Sheet High-Capacity Feeder
13. Door C, Trays 3–6

# Printer Configurations

This section includes:


- Standard Features on page 1-6
- Available Configurations on page 1-6
- Options on page 1-7
- More Information on page 1-12


## Standard Features

- Maximum Print Speed: 36 ppm (pages per minute) color, 40 ppm monochrome
- Connections: USB and Ethernet 10/100 Base-T
- Fonts: PostScript and PCL
- Trays: Tray 1 (MPT) and Tray 2
- Banner Sizes
- Photo Print-Quality Mode

## Available Configurations

The Phaser 7400 Color Printer is available in five configurations:

| | Printer Configurations | | | | |
|---|---|---|---|---|---|
| **Features** | **7400N** | **7400DN** | **7400DT** | **7400DX** | **7400DXF** |
| Hard Drive | Optional | Optional | Yes | Yes | Yes |
| Standard Memory (MB) | 256 | 256 | 512 | 512 | 512 |
| Automatic 2-Sided Printing | No | Yes | Yes | Yes | Yes |
| 550-Sheet Feeder | Optional | Optional | Yes | Optional | Yes |
| 1650-Sheet High-Capacity Feeder | Optional | Optional | Optional | Yes | Yes |
| Finisher | Optional† | Optional† | Optional† | Optional† | Yes |

† The Finisher requires a hard drive, a 550-Sheet Feeder, and a 1650-Sheet High-Capacity Feeder.

# Options

The following options are available on the Phaser 7400 Color Printer. Print the Configuration page to see which options are installed on your printer. To print the Configuration page, see Information Pages on page 1-10.

## Available Trays

Tray 1 (MPT) and Tray 2 are standard on all configurations. The following additional tray combinations are supported:

- Tray 3: One 550-Sheet Feeder (standard on the Phaser 7400DT printer)
- Trays 3 and 4: Two 550-Sheet Feeders
- Trays 3–5: One 1650-Sheet High-Capactiy Feeder (standard on the Phaser 7400DX printer)
- Trays 3–6: One 550-Sheet Feeder and one 1650-Sheet High-Capacity Feeder (standard on the Phaser 7400DXF printer)

## Finisher

The finisher provides stapling, saddle stapling, and hole punching for a variety of paper and media. It is available with either a 2- / 3-hole punch (110 V finisher) or a 4-hole punch (220 V finisher). The finisher is standard on Phaser 7400 DXF printers, and is optional on all other configurations. The finisher requires a hard drive, a 550-Sheet Feeder, and a 1650-Sheet High-Capacity Feeder.

## Memory

All configurations have two memory slots supporting 256 MB and 512 MB SODIMM modules (up to a maximum of 1 GB).

## Internal Hard Drive

The following printing options are available with the optional hard drive:

- Secure Print Jobs
- Proof Print Jobs
- Personal Print Jobs
- Saved Print Jobs

## Duplex Unit

A Duplex Unit can be added to the Phaser 7400N printer to provide automatic 2-sided printing. The Duplex Unit is standard on all other configurations.

# Control Panel

This section includes:

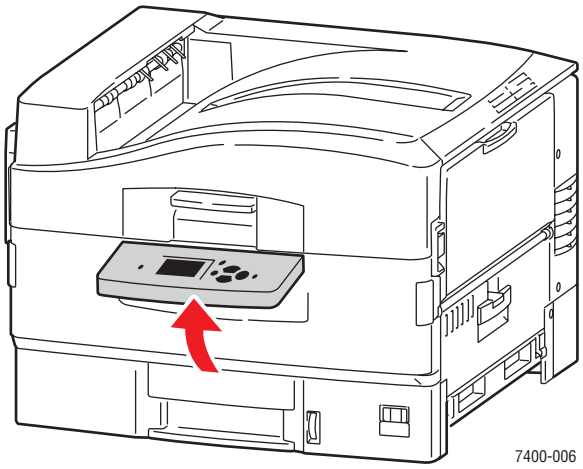

- Control Panel Features on page 1-8
- Control Panel Layout on page 1-9
- Menu Map on page 1-10
- Information Pages on page 1-10
- Sample Pages on page 1-10

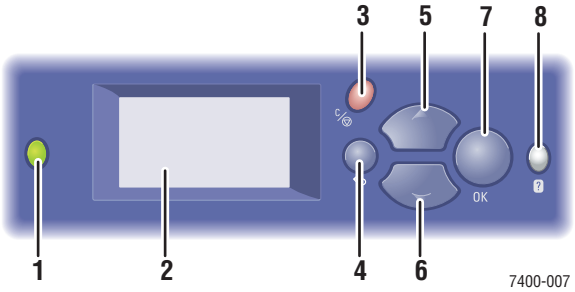

## Control Panel Features

The control panel:

- Displays the printer's operating status (for example, **Printing, Ready to Print**), printer errors, and warnings.
- Prompts you to load paper, order and replace supplies, and clear jams.
- Enables you to access tools and information pages to help resolve problems.
- Enables you to change printer and network settings.
- Enables you to access supply status.

# Control Panel Layout




1. Status Indicator LED:

   **Green**: Printer is ready to print.

   **Yellow**: Warning condition, printer continues to print.

   **Red**: Startup sequence or error condition.

   **Blinking**: Printer is busy or warming up.
2. Graphic display indicates status messages and menus.
3. **Cancel** button

   Cancels the current print job.
4. **Back** button

   Returns to the previous menu item.
5. **Up Arrow** button

   Scrolls upward through the menus.
6. **Down Arrow** button

   Scrolls downward through the menus.
7. **OK** button

   Accepts the setting selected.
8. **Help** (**?**) button

   Displays a help message with information about the printer, such as printer status, error messages, and maintenance information.

## Menu Map

The Menu Map helps you navigate the control panel menus. To print the Menu Map:

1. On the control panel, select **Information**, and then press the **OK** button.
2. Select **Menu Map**, and then press the **OK** button to print.

**Note:** Print the Menu Map to see other information pages available for printing.

## Information Pages

Your printer comes with a set of information pages to help you obtain the best results from your printer. Access these pages from the control panel. Print the Menu Map to see where these information pages are located in the control panel menu structure.

**Note:** This print icon appears before the titles of information pages that can be printed. When the page is highlighted on the control panel, press the **OK** button to print that page.

For example, to print the Configuration page or the Supplies Usage page to view current information about your printer, do the following:

1. On the control panel, select **Information**, and then press the **OK** button.
2. Select **Information Pages**, and then press the **OK** button.
3. Select **Configuration Page** or **Supplies Usage Page**, and then press the **OK** button to print.

**Note:** You can also print information pages from CentreWare Internet Services (IS) and from the printer driver.

## Sample Pages

Your printer comes with a set of sample pages that demonstrate different printer functions.

To print sample pages:

1. On the control panel, select **Information**, and then press the **OK** button.
2. Select **Sample Pages**, and then press the **OK** button.
3. Select the desired sample page, and then press the **OK** button to print.

## Color Sampler Pages

The color sampler pages are designed to help you select colors to use in your print jobs. Each sampler page lists either the percentages of cyan, magenta, yellow, and black that are used, or the amounts (from 0 to 255) of red, green, and blue that are used.

**Note:** Before you print the sampler pages, select the appropriate Postscript Setup settings for the default print-quality mode and color correction from the Printer Setup menu on the control panel.

To print the color sampler pages:

1. On the control panel, select **Information**, and then press the **OK** button.
2. Select **Sample Pages**, and then press the **OK** button.
3. Select either **CMYK Sampler Pages** or **RGB Sampler Pages**, and then press the **OK** button to print.

*See also:*

*Advanced Features Guide* at www.xerox.com/office/7400support.

# More Information

This section includes:


- Resources on page 1-12
- Xerox Support Centre on page 1-13


## Resources

You can obtain information regarding your printer and its capabilities from the following sources:

| Information | Source |
|---|---|
| Setup Guide* | Packaged with printer |
| Quick Reference Guide* | Packaged with printer |
| User Guide (PDF)* | *Software and Documentation CD-ROM* |
| Advanced Features Guide (PDF) | www.xerox.com/office/7400support |
| Quick Start Tutorials | www.xerox.com/office/7400support |
| Videos | www.xerox.com/office/7400support |
| Recommended Media List | www.xerox.com/office/7400support |
| Printer Management Tools | www.xerox.com/office/pmtools |
| Knowledge Base | www.xerox.com/office/7400support |
| PhaserSMART | www.phaserSMART.com |
| Technical Support | www.xerox.com/office/7400support |
| Information about menu selection or error messages on control panel | Control panel **Help** (**?**) button |
| Information pages | Control panel menu |

* Also available on the Support website.

# Xerox Support Centre

The **Xerox Support Centre** is a utility that is installed during printer driver installation. It is available for systems with Windows 2000 and later or Mac OS X, version 10.2 and higher.

The **Xerox Support Centre** appears on the desktop for Windows systems or is placed in the Mac OS X dock. It provides a central location for accessing the following information:

- User manuals and video tutorials
- Solutions to troubleshooting problems
- Printer and supplies status
- Supplies ordering and recycling
- Answers to frequently asked questions
- Default printer driver settings (Windows only)

To start the Xerox Support Centre utility:

1. Select one of the following options:
   - **Windows**: Double-click the **Xerox Support Centre** icon on your desktop.
   - **Macintosh**: Click the **Xerox Support Centre** icon in the dock.
2. Select your printer from the **Select Printer** drop-down list.

**Xerox Support Centre**

*See also:*

Quick start tutorial at www.xerox.com/office/7400support

# 2 Network Basics

This chapter includes:


- Overview of Network Setup and Configuration on page 2-2
- Setting Up the Network on page 2-3
- Configuring the Network Address on page 2-5
- Installing the Printer Drivers on page 2-9


This chapter provides basic information about setting up and connecting to your printer.

*See also:*

*Advanced Features Guide* at www.xerox.com/office/7400support

# Overview of Network Setup and Configuration

To set up and configure the network:

1. Turn on the printer and the computer.
2. Connect the printer to the network using the recommended hardware and cables.
3. Configure the printer's network address, which is required to identify the printer on the network.
   - Windows operating systems: Run the Installer on the *Software and Documentation CD-ROM* to automatically set the printer's IP address if the printer is connected to an established TCP/IP network. You can also manually set the printer's IP address on the control panel.
   - Macintosh systems: Manually set the printer's network address (for TCP/IP) on the control panel.
4. Install the driver software on the computer from the *Software and Documentation CD-ROM*. For information on driver installation, see the section in this chapter for the specific operating system you are using.

**Note:** If the *Software and Documentation CD-ROM* is not available, you can download the latest driver from www.xerox.com/office/drivers.

# Setting Up the Network

This section includes:


- Choosing a Connection Method on page 2-3
- Connecting via Ethernet (Recommended) on page 2-3
- Connecting via USB on page 2-4


## Choosing a Connection Method

Connect the printer to the network via Ethernet or USB. Hardware and cabling requirements vary for the different connection methods. Cabling and hardware are generally not included with your printer and must be purchased separately.

## Connecting via Ethernet (Recommended)

Ethernet can be used for one or more computers. It supports many printers and systems on an Ethernet network. An Ethernet connection is recommended because it is faster than a USB connection. It also allows you direct access to CentreWare Internet Services (IS). CentreWare IS provides a simple interface that enables you to manage, configure, and monitor networked printers from your desktop using an embedded web server. For complete information about CentreWare IS, click the **Help** button in CentreWare IS to go to the *CentreWare IS Online Help*.

### Network Connection

Depending on your particular setup, the following hardware and cabling is required for Ethernet.

- If you are connecting to one computer, an Ethernet RJ-45 crossover cable is required.
- If you are connecting to one or more computers with a hub, an Ethernet hub and two twisted-pair (category 5/RJ-45) cables are required.
- If you are connecting to one or more computers using a cable or DSL router, a cable or DSL router and two or more twisted-pair (category 5/RJ-45) cables are required. (One cable for each device.)
- If you are connecting to one or more computers with a hub, connect the computer to the hub with one cable, and then connect the printer to the hub with the second cable. Connect to any port on the hub except the uplink port.

TCP/IP and EtherTalk are the most common protocols used with Ethernet. To print using a TCP/IP protocol, each computer and printer requires a unique IP address.

*See also:*


Configuring the Network Address on page 2-5

Installing the Printer Drivers on page 2-9

### Standalone (Cable or DSL) Network Connection

*See also:*

Knowledge Base at www.xerox.com/office/7400support

## Connecting via USB

If you are connecting to one computer, a USB connection offers fast data speeds. However, a USB connection is not as fast as an Ethernet connection. To use USB, PC users must have Microsoft Windows 98 SE, Windows Me, Windows XP, or Windows 2000. Macintosh users must use Mac OS 9.x and higher.

### USB Connection

A USB connection requires a standard A/B USB cable. This cable is not included with your printer and must be purchased separately. Verify that you are using the correct USB cable for your connection.

1. Connect one end of the USB cable to the printer and turn it on.
2. Connect the other end of the USB cable to the computer.

*See also:*

Installing the Printer Drivers on page 2-9

# Configuring the Network Address

This section includes:


- TCP/IP and IP Addresses on page 2-5
- Automatically Setting the Printer's IP Address (Windows Only) on page 2-5
- Dynamic Methods of Setting the Printer's IP Address on page 2-6
- Manually Setting the Printer's IP Address on page 2-8


## TCP/IP and IP Addresses

If your computer is on a large network, contact your network administrator for the appropriate TCP/IP addresses and additional configuration information.

If you are creating your own small Local Area Network or connecting the printer directly to your computer using Ethernet, follow the procedure for automatically setting the printer's Internet Protocol (IP) address.

PCs and printers primarily use TCP/IP protocols to communicate over an Ethernet network. With TCP/IP protocols, each printer and computer must have a unique IP address. It is important that the addresses are similar, but not the same; only the last digit needs to be different. For example, your printer can have the address 192.168.1.2 while your computer has the address 192.168.1.3. Another device can have the address 192.168.1.4.

Generally, Macintosh computers use either TCP/IP or the EtherTalk protocol to talk to a networked printer. For Mac OS X systems, TCP/IP is preferred. Unlike TCP/IP, however, EtherTalk does not require printers or computers to have IP addresses.

Many networks have a Dynamic Host Configuration Protocol (DHCP) server. A DHCP server automatically programs an IP address into every PC and printer on the network that is configured to use DHCP. A DHCP server is built into most cable and DSL routers. If you use a cable or DSL router, see your router's documentation for information on IP addressing.

*See also:*

Knowledge Base at www.xerox.com/office/7400support

## Automatically Setting the Printer's IP Address (Windows Only)

If the printer is connected to a small established TCP/IP network without a DHCP server, use the installer on the *Software and Documentation CD-ROM* to detect or assign an IP address to your printer. For further instructions, insert the *Software and Documentation CD-ROM* into your computer's CD-ROM drive. After the Installer launches, follow the prompts for installation.

**Note:** For the automatic Installer to function, the printer must be connected to an established TCP/IP network.

# Dynamic Methods of Setting the Printer's IP Address

Set the printer's IP address using any of the following methods. DHCP is enabled by default on all Phaser printers.

- DHCP
- CentreWare IS
- AutoIP

### Information Required for Manual IP Addressing

| Information | Comments |
|---|---|
| Internet Protocol (IP) address of the printer | Format is *xxx.xxx.xxx.xxx*, where *xxx* represents a decimal number from 0–255. |
| Network Mask | If you are unsure, leave this blank; the printer chooses an appropriate mask. |
| Default Router/Gateway address | Router address is required to communicate with the host device from anywhere other than the local network segment. |

## Enabling DHCP on the Printer

Verify that the printer DHCP protocol is enabled by setting the control panel or by using CentreWare IS. DHCP is enabled by default on all Phaser printers.

**Note:** To determine the printer's IP address, select **Printer Identification** on the control panel.

*See also:*

Control Panel Features on page 1-8

## Changing or Modifying the IP Address Using CentreWare IS

CentreWare IS provides a simple interface that enables you to manage, configure, and monitor networked printers from your desktop using an embedded web server. For complete information about CentreWare IS, click the **Help** button in CentreWare IS to go to the *CentreWare IS Online Help*.

After setting the printer's IP address, you can modify TCP/IP settings using CentreWare IS.

1. Launch your web browser.
2. Enter the printer's IP address in the browser's **Address** field (http://xxx.xxx.xxx.xxx).
3. Click **Properties**.
4. Select the **Protocols** folder on the left sidebar.
5. Select **TCP/IP**.
6. Enter or modify the settings, and then click **Save Changes** at the bottom of the page.

## Using Host Names with the Domain Name Service (DNS)

The printer supports DNS through an embedded DNS resolver. The DNS resolver protocol communicates with one or more DNS servers to resolve the IP address for a given host name or the host name for a given IP address.

To use an IP host name for the printer, the system administrator must configure one or more DNS servers and a local DNS domain name space database. To set up the printer for DNS, supply a maximum of two DNS name server IP addresses.

### Dynamic Domain Name Service (DDNS)

The printer supports Dynamic DNS through DHCP. You must have DHCP enabled on the printer for DDNS to function. Your network's DHCP server must also support Dynamic DNS updates through option 12 or option 81 support. See your network administrator for details.

1. Launch your web browser.
2. Enter the printer's IP address in the browser's **Address** field (http://xxx.xxx.xxx.xxx).
3. Select **Properties**.
4. Select the **Protocols** folder on the left sidebar.
5. Select **TCP/IP**.
6. In the BOOTP/DHCP Settings section, set the **BOOTP/DHCP** option to **ON**.
7. To enable DDNS, enter the following DDNS/WINS settings information:
   - **DDNS:** Set to **ON**.
   - **Release Host Name:** Set to **NO**.
   - **DDNS/WINS Name:** Use the default name provided by Xerox or enter another name.
   - **Primary WINS Server** (optional)
   - **Secondary WINS Server** (optional)
8. Click **Save Changes** when you are finished entering the settings.

# Manually Setting the Printer's IP Address

**Note:** Verify that your computer has a properly configured IP address for your network. Contact your network administrator for more information.

If you are on a network without a DNS server, or in an environment where the network administrator assigns printer IP addresses, you can use this method to manually set the IP address. Manually setting the IP address overrides DHCP and AutoIP. Alternatively, if you are in a small office with a single PC and use a dialup modem connection, you can manually set the IP address.

1. On the control panel, select **Printer Setup**, and then press the **OK** button.
2. Select **Connection Setup**, and then press the **OK** button.
3. Select **Network Setup**, and then press the **OK** button.
4. Select **TCP/IP Setup**, and then press the **OK** button.
5. Select **DHCP/BOOTP**, and then press the **OK** button to select **Off**.
6. Select **TCP/IP Address**, and then press the **OK** button.
7. Enter the printer's IP address, and then press the **OK** button.

# Installing the Printer Drivers

This section includes:


- Available Drivers on page 2-9
- Windows 98 SE or Later and Windows 2000 or Later on page 2-10
- Macintosh OS 9.x on page 2-10
- Macintosh OS X, Version 10.2 and Higher on page 2-11


## Available Drivers

To access special printing options, use a Xerox printer driver.

Xerox provides drivers for a variety of page description languages and operating systems. The following printer drivers are available:

| Printer Driver | Source* | Description |
|---|---|---|
| **Windows PostScript Driver** | CD-ROM and Web | The PostScript driver is recommended to take full advantage of your system's custom features and genuine Adobe® PostScript®. (Default printer driver) |
| **PCL Driver** | Web only | The Printer Command Language driver can be used for applications requiring PCL.<br>**Note:** For Windows 2000 and Windows XP only. |
| **Xerox Walk-Up Printing Driver (Windows)** | Web only | This driver enables printing from a PC to any Xerox PostScript-enabled printer. This is especially helpful for mobile professionals who travel to multiple locations and need to print to different printers. |
| **Macintosh OS 9.x Driver** | CD-ROM and Web | This driver enables printing from a Mac OS 9.x operating system. |
| **Mac OS X (version 10.2 and higher) Driver** | CD-ROM and Web | This driver enables printing from a Mac OS X (version 10.2 and higher) operating system. |
| **UNIX Driver** | Web only | This driver enables printing from a UNIX operating system. |

* Go to www.xerox.com/office/drivers for the latest printer drivers.

## Windows 98 SE or Later and Windows 2000 or Later

To install the printer driver from the *Software and Documentation CD-ROM*:

1. Insert the CD-ROM into the computer's CD-ROM drive. If the installer does not launch, do the following:
   a. Click **Start**, and then click **Run**.
   b. In the **Run** window, type: **<CD drive>:\INSTALL.EXE**.
2. Select your desired language from the list.
3. Select **Install Printer Driver**.
4. Select the installation method you want to use, and then follow the onscreen instructions.

*See also:*

*Advanced Features Guide* at www.xerox.com/office/7400support

Knowledge Base at www.xerox.com/office/7400support

## Macintosh OS 9.x

### USB

A USB-connected printer does not display in the Chooser. To create a desktop USB printer:

1. Insert the *Software and Documentation CD-ROM* into the CD-ROM drive.
2. Use the **Desktop Printer Utility** to create a desktop USB printer. The utility is located in the **PhaserTools** folder that is created during the software installation.

*See also:*

*Advanced Features Guide* at www.xerox.com/office/7400support

Knowledge Base at www.xerox.com/office/7400support

### EtherTalk

**Note:** If you use EtherTalk, Macintosh computers do not require IP addresses.

Follow these steps to install the printer driver:

1. Open the **AppleTalk Control Panel**.
2. Verify that the **Ethernet** port is the selected network port.
3. Double-click the installer on the *Software and Documentation CD-ROM* to install the printer driver.
4. Open the **Chooser**, and then click the **LaserWriter** driver.
5. From the right column of the **Chooser**, select the printer, and then click **Create** to create the desktop printer.

## Macintosh OS X, Version 10.2 and Higher

To install the printer driver from the *Software and Documentation CD-ROM*:

1. Insert the CD-ROM into the CD-ROM drive.
2. Open the **Print Center** utility.

   **Note:** In Macintosh OS X version 10.3 or higher, the utility is called **Printer Setup Utility**. To locate utilities on the Macintosh hard drive, open the **Applications** folder, and then open the **Utilities** folder.

3. Click the **Add** icon in the Printer List window, and then select **Bonjour** from the drop-down menu.
4. Select the printer in the window.
5. Select **Xerox** from the list of manufacturers in the lower drop-down menu.
6. Select the appropriate printer model from the list of available devices.
7. Click the **Add** button.

*See also:*

*Advanced Features Guide* at www.xerox.com/office/7400support

Knowledge Base at www.xerox.com/office/7400support

# 3 Printing Basics

This chapter includes:


- Overview of Basic Steps on page 3-2
- Supported Paper and Media on page 3-3
- Loading Paper on page 3-8
- Selecting Printing Options on page 3-24
- Printing on Both Sides of the Paper on page 3-29
- Printing on Specialty Media on page 3-32
- Choosing Output Options on page 3-50


*See also:*

Using paper trays video tutorials at www.xerox.com/office/7400support

# Overview of Basic Steps

Follow these steps to print jobs:

1. Load paper in the tray.
2. At the control panel, either confirm the paper type and size or change them as required.

   **Caution:** Setting the appropriate paper type improves print quality and avoids damage to the printer.

3. From the application, access the **Print** dialog box, and select printing options in the printer driver. For more information, see Selecting Printing Options on page 3-24.
4. Send the job to the printer.

*See also:*

Loading Paper on page 3-8

# Supported Paper and Media

This section includes:


- Paper Usage Guidelines on page 3-3
- Paper That Can Damage Your Printer on page 3-4
- Paper Storage Guidelines on page 3-4
- Supported Paper Sizes and Weights on page 3-5


Your printer is designed to be used with a variety of paper types. Follow the guidelines in this section to ensure the best print quality and to avoid jams.

For best results, use Xerox printing media specified for your Phaser 7400 Color Printer. They are guaranteed to produce excellent results with your printer.

For information about recommended paper and specialty media, see the *Recommended Media List* at www.xerox.com/office/7400support

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

**Caution:** Damage caused by using unsupported paper, transparencies, and other specialty media is not covered by the Xerox warranty, service agreement, or Total Satisfaction Guarantee. The Total Satisfaction Guarantee is available in the United States and Canada. Coverage may vary outside these areas; please contact your local representative for details.

## Paper Usage Guidelines

The printer trays accommodate most sizes and types of paper, transparencies, or other specialty media. Follow these guidelines when loading paper and media in the trays:

- Envelopes, labels, and glossy paper can be printed from Tray 1 (MPT) only.
- Transparencies and custom size paper can be printed from Tray 1 (MPT) and Tray 2.
- Fan paper, transparencies, and labels prior to loading them in the tray.
- Use only paper envelopes. All envelopes should be printed single-sided only. Some wrinkling and embossing may occur when printing envelopes.
- Do not overload the paper trays.
- Adjust the paper guides to fit the paper size.
- If excessive jams occur, use paper or other media from a new package.

*See also:*

Printing on Specialty Media on page 3-32

## Paper That Can Damage Your Printer

Your printer is designed to use a variety of media types for print jobs. However, some media can cause poor output quality, increased paper jams, or damage to your printer.

Unacceptable media includes:

- Rough or porous media, such as inkjet paper
- Plastic media
- Paper that has been folded or wrinkled
- Paper that has been photocopied
- Paper with staples inserted
- Envelopes with windows, metal clasps, or adhesives with release strips
- Padded envelopes
- Non-laser glossy paper
- Transparencies other than Phaser 35-Series Premium Transparency Film
- Label stock that has one or more labels removed from a sheet
- Media that is less than 64 g/$m^2$ (17 lb. Bond) or more than 270 g/$m^2$ (100 lb. Cover)

*See also:*

Printing Envelopes on page 3-37

## Paper Storage Guidelines

Providing good storage conditions for your paper and other media contributes to optimum print quality.

- Store paper in dark, cool, relatively dry locations. Most paper items are susceptible to damage from ultraviolet (UV) and visible light. UV radiation, which is emitted by the sun and fluorescent bulbs, is particularly damaging to paper items. The intensity and length of exposure to visible light on paper items should be reduced as much as possible.
- Maintain constant temperatures and relative humidity.
- Avoid attics, kitchens, garages, and basements for storing paper. Inside walls are drier than outside walls where moisture can collect.
- Store paper flat. Paper should be stored 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 paper in the original packaging. For most commercial cut-size grades, the ream wrapper contains an inner lining that protects the paper from moisture loss or gain.
- Leave the media inside the bag until you are ready to use it; reinsert unused media in the bag and reseal it for protection. Some specialty media is packaged inside resealable plastic bags.

## Supported Paper Sizes and Weights

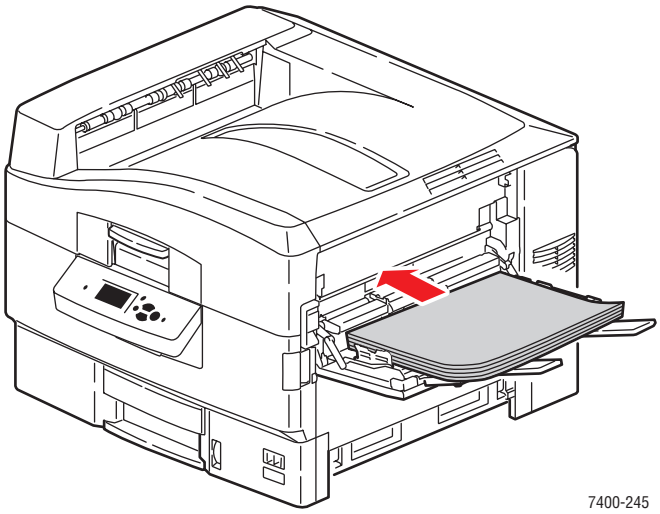
The following sections provide information about paper sizes and weights supported in the printer trays. For more detailed information about supported paper and other media, print the Paper Tips page:

1. On the control panel, select **Information**, and then press the **OK** button.
2. Select **Information Pages**, and then press the **OK** button.
3. Select **Paper Tips**, and then press the **OK** button to print.

*See also:*

*Recommended Media List* at www.xerox.com/office/7400support

## Supported Paper Sizes and Weights for Tray 1 (MPT)

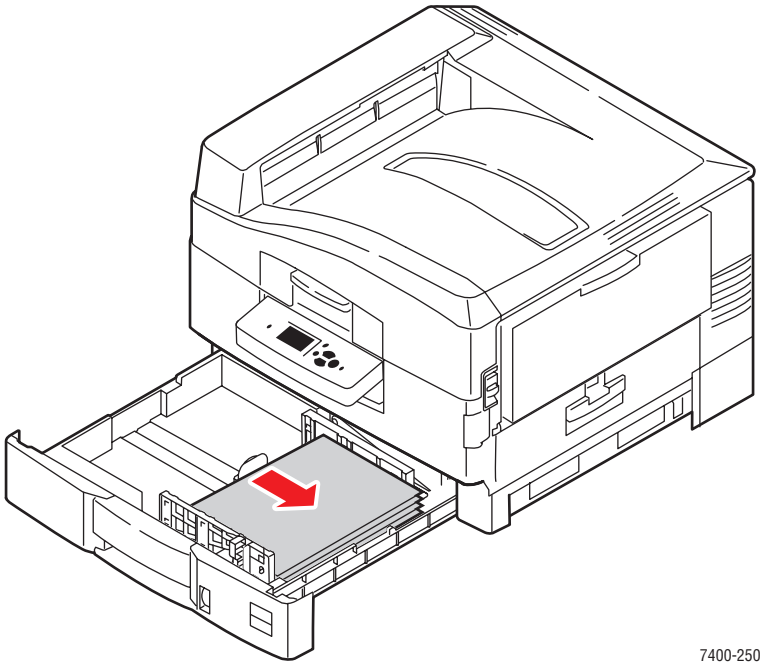



**Tray 1 (MPT)**

64–270 g/m$^2$ (17–72 lb. Bond, 22–100 lb. Cover)

| | | |
|---|---|---|
| **Statement** | 5.5 x 8.5 in. | **Custom Sizes** |
| **Executive** | 7.25 x 10.5 in. | Width: 100–320 mm (3.95–12.60 in.) |
| **Letter** | 8.5 x 11 in. | Height: 90–1219 mm (3.55–48.00 in.) |
| **US Folio** | 8.5 x 13 in. | |
| **Legal** | 8.5 x 14.0 in. | |
| **Tabloid** | 11.0 x 17.0 in. | |
| **Tabloid Extra** | 12.0 x 18.0 in. | |
| **A6** | 105 x 148 mm | |
| **A5** | 148 x 210 mm | |
| **A4** | 210 x 297 mm | |
| **A3** | 297 x 420 mm | |
| **SRA3** | 320 x 450 mm | |
| **ISO B5** | 176 x 250 mm | |
| **B5 JIS** | 182 x 257 mm | |
| **B4 JIS** | 257 x 364 mm | |
| **#10 Commercial** | 4.12 x 9.5 in. | |
| **Monarch** | 3.87 x 7.5 in. | |
| **A7** | 5.25 x 7.25 in. | |
| **DL** | 110 x 220 mm | |
| **C6** | 114 x 162 mm | |
| **C5** | 162 x 229 mm | |
| **C4** | 229 x 324 mm | |
| **B5** | 176 x 250 mm | |

## Supported Paper Sizes and Weights for Trays 2–6




**Trays 2–6***

64–216 g/m$^2$ (17–57 lb. Bond, 22–80 lb. Cover)

| | | |
|---|---|---|
| **Statement** | 5.5 x 8.5 in. | **Custom Sizes (Tray 2 only)** |
| **Executive** | 7.25 x 10.5 in. | Width: 100–328 mm (3.95–12.90 in.) |
| **Letter** | 8.5 x 11 in. | Height: 148–457 mm (5.85–18.00 in.) |
| **US Folio** | 8.5 x 13 in. | |
| **Legal** | 8.5 x 14.0 in. | |
| **Tabloid** | 11.0 x 17.0 in. | |
| **Tabloid Extra** | 12.0 x 18.0 in. | |
| **A6 (Tray 2 only)** | 105 x 148 mm | |
| **A5** | 148 x 210 mm | |
| **A4** | 210 x 297 mm | |
| **A3** | 297 x 420 mm | |
| **SRA3** | 320 x 450 mm | |
| **B5 JIS** | 182 x 257 mm | |
| **B4 JIS** | 257 x 364 mm | |

*Transparencies can be loaded into Tray 2 only.

# Loading Paper

This section includes:


- Loading Paper in Tray 1 (MPT) on page 3-8
- Using Manual Feed in Tray 1 (MPT) on page 3-15
- Loading Paper in Trays 2–6 on page 3-16


## Loading Paper in Tray 1 (MPT)

Use Tray 1 (MPT) for a wide range of paper and media types including:

- Plain paper, colored paper, preprinted paper, prepunched paper: 64–105 g/m$^2$ (17–28 lb. Bond, 22–39 lb. Cover)
- Heavy plain paper, letterhead: 106–128 g/m$^2$ (29–34 lb. Bond, 40–47 lb. Cover)
- Thin card stock: 129–188 g/m$^2$ (35–50 lb. Bond, 48–69 lb. Cover)
- Thick card stock: 189–216 g/m$^2$ (51–57 lb. Bond, 70–80 lb. Cover)
- Extra thick card stock: 217–270 g/m$^2$ (58–72 lb. Bond, 81–100 lb. Cover)
- Glossy paper: 120–160 g/m$^2$
- Envelopes
- Labels
- Transparencies

*See also:*

Supported Paper Sizes and Weights for Tray 1 (MPT) on page 3-6

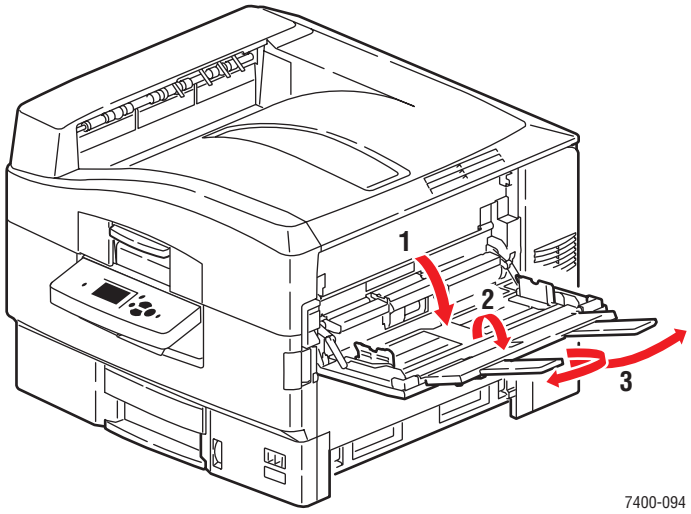
*Advanced Features Guide* at www.xerox.com/office/7400support.

## Long-Edge Feed

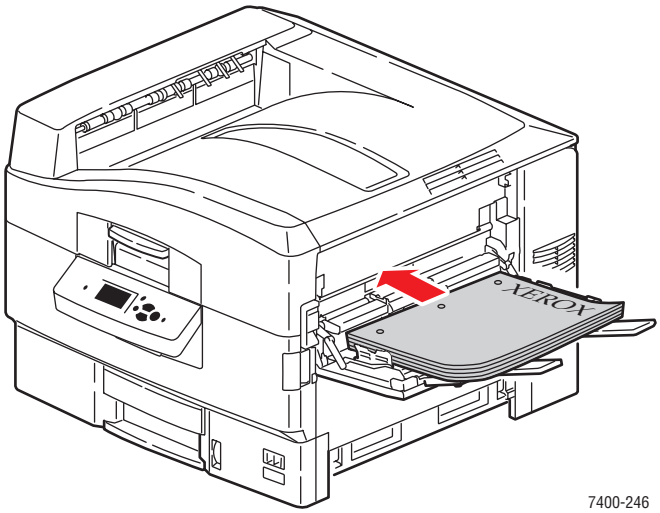
Use long-edge feed for all supported paper types and sizes, except labels and paper that is longer than 305 mm (12.0 in.) or narrower than 142 mm (5.6 in.).

To load paper or other media in Tray 1 (MPT):

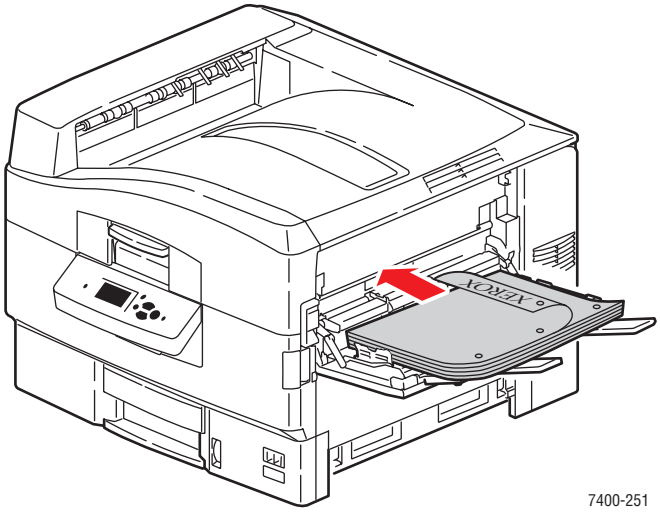
1. Open Tray 1 (MPT) by pulling out on the handle, and then unfold the tray extensions.




2. Load the paper or other media with the long edge against the roller, as shown in the following illustrations:
   - For **single-sided printing**, place the side to be printed **faceup**, with the top of the page towards the back of the printer. Prepunched holes should enter the printer first.

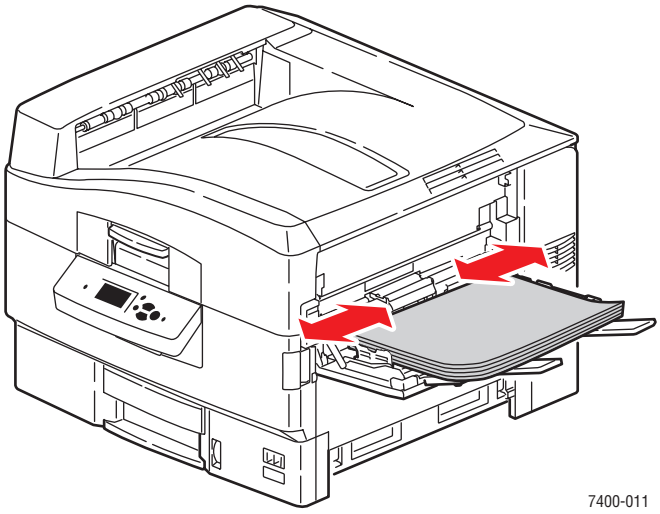


- For automatic **two-sided printing**, place side one **facedown**, with the top of the page towards the back of the printer. Prepunched holes should enter the printer last. For more information, see Printing on Both Sides of the Paper on page 3-29.

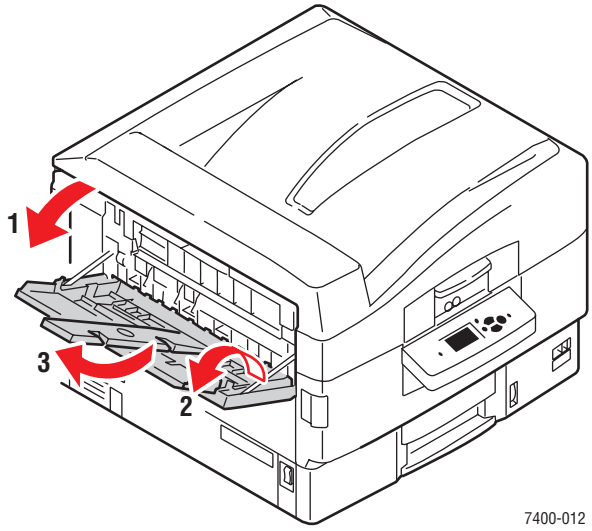



- Do not load more than 50 transparencies.

3. Adjust the paper guides to fit the paper.



4. If you loaded paper or media with a height less than 111 mm (4.4 in.), open the left-side output tray.

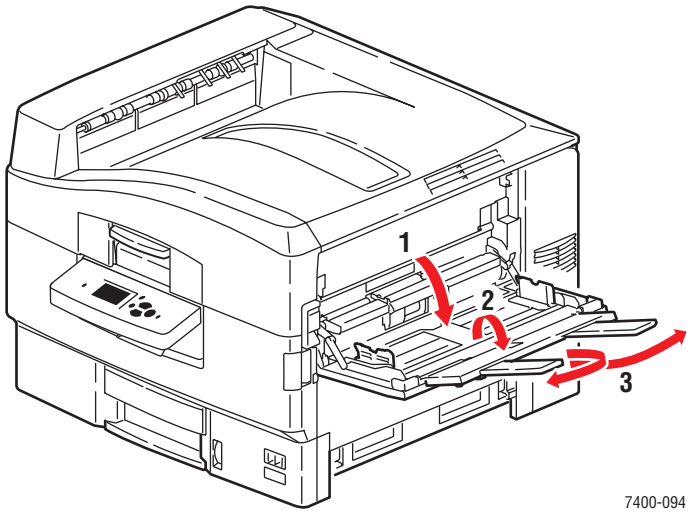



5. When the control panel prompts you to confirm the type and size of paper in the tray, press the **OK** button to use the current tray setup. If you loaded a new size or type of paper in the tray, do the following:
   a. Select **Change setup**, and then press the **OK** button.
   b. Select the appropriate paper type, and then press the **OK** button.
   c. Select the paper size, and then press the **OK** button. If you are using Letter or A4 size paper, select the paper size without the letters SEF.

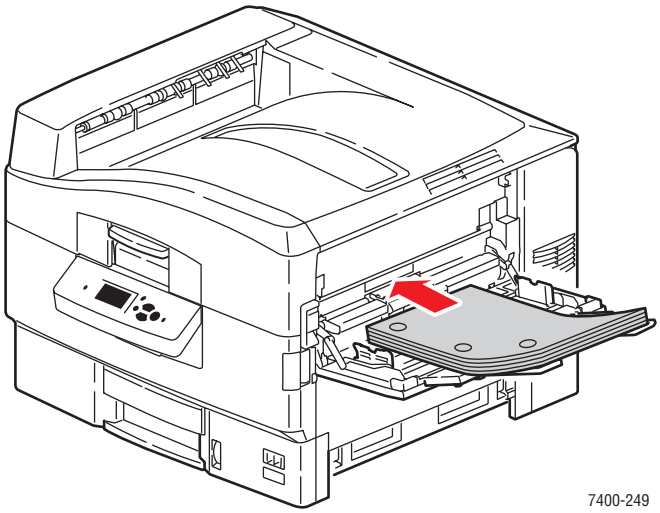
## Short-Edge Feed

Use short-edge feed for labels, for A6 size paper, and for paper that is narrower than 142 mm (5.6 in.) or longer than 305 mm (12.0 in.).

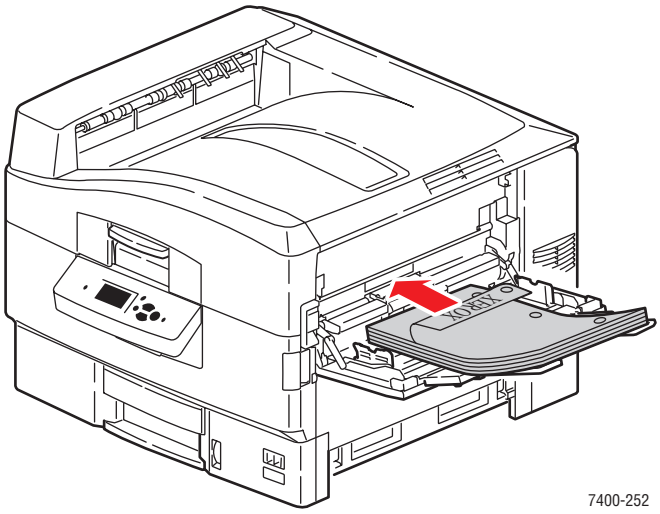
1. Open Tray 1 (MPT) by pulling out on the handle, and then unfold the tray extensions.




2. Load the paper or other media with the short edge against the roller, as shown in the following illustrations:
   - For **single-sided printing**, place the side to be printed **faceup**, with the top of the page entering the printer first. Prepunched holes should be towards the front of the printer.

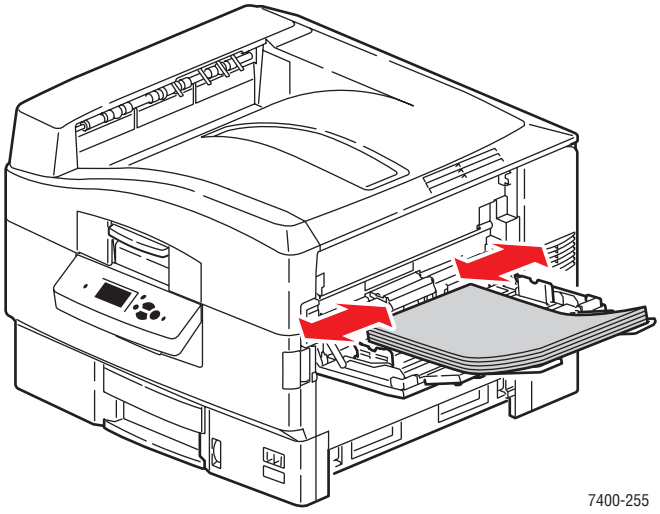


- For automatic **two-sided printing**, place side one **facedown**, with the top of the page entering the printer first. Prepunched holes should be towards the back of the printer. For more information, see Printing on Both Sides of the Paper on page 3-29.

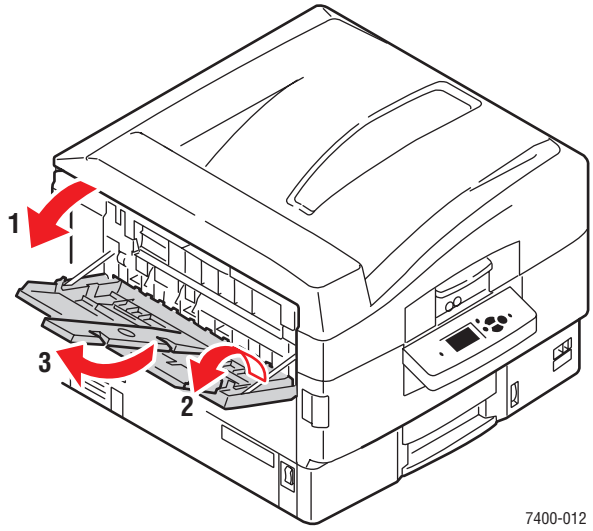



**Caution:** Do not load paper or media past the fill line indicated on the tray. Overloading the tray may cause jams.

**3.** Adjust the paper guides to fit the paper.



4. If you loaded paper or media with a height less than 111 mm (4.4 in.), open the left-side output tray.




5. When the control panel prompts you to confirm the type and size of paper in the tray, press the **OK** button to use the current tray setup. If you loaded a new size or type of paper in the tray, do the following:
   a. Select **Change setup**, and then press the **OK** button.
   b. Select the appropriate paper type, and then press the **OK** button.
   c. Select the paper size, and then press the **OK** button. If you are using Letter or A4 size paper, select the paper size with the letters **SEF**.

*See also:*

Printing on Specialty Media on page 3-32

Printing Custom Size Paper on page 3-45

# Using Manual Feed in Tray 1 (MPT)

If you are using paper, such as letterhead, and do not want others to use it by mistake, you can have the printer prompt you when it is time to load the paper for your print job.

## Selecting Manual Feed Using Windows

To select this option using Windows:

1. In the Windows printer driver, click the **Paper/Quality** tab.
2. Select **Force Printing from a Specific Tray**, and then select **Tray 1 (MPT)** from the list.
3. Select **Manual Feed**, and then click **OK** to save the driver settings.
4. Submit your print job.
5. When prompted by the control panel, remove the paper from Tray 1 (MPT).
6. Load the appropriate paper for your job into the tray.

## Selecting Manual Feed Using Macintosh

To select this option using Macintosh:

1. In the **Print** dialog box, select **Paper Feed** from the drop-down list.
2. Select **Manual Feed** in the **All pages from** drop-down list.
3. Submit your print job.
4. When prompted by the control panel, remove the paper from Tray 1 (MPT).
5. Load the appropriate paper for your job into the tray.

*See also:*

Loading Paper in Tray 1 (MPT) on page 3-8

# Loading Paper in Trays 2–6

Use Trays 2–6 for a wide range of paper and media types including:

- Plain paper, colored paper, preprinted paper, prepunched paper: 64–105 g/m$^2$ (17–28 lb. Bond, 22–39 lb. Cover)
- Heavy plain paper, letterhead: 106–128 g/m$^2$ (29–34 lb. Bond, 40–47 lb. Cover)
- Thin card stock: 129–188 g/m$^2$ (35–50 lb. Bond, 48–69 lb. Cover)
- Thick card stock: 189–216 g/m$^2$ (51–57 lb. Bond, 70–80 lb. Cover)
- Transparencies (Tray 2 only)

*See also:*

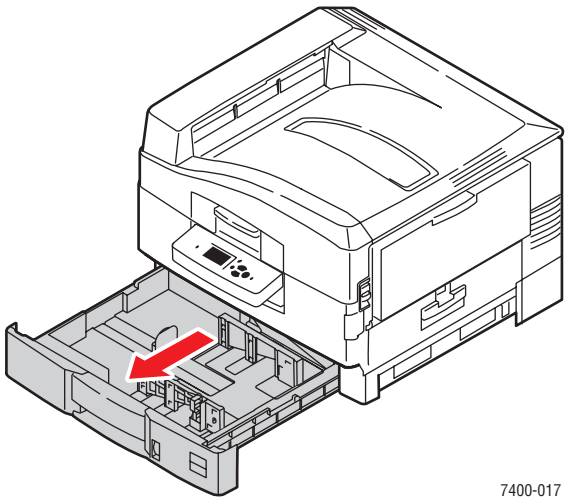
Supported Paper Sizes and Weights for Trays 2–6 on page 3-7

## Long-Edge Feed

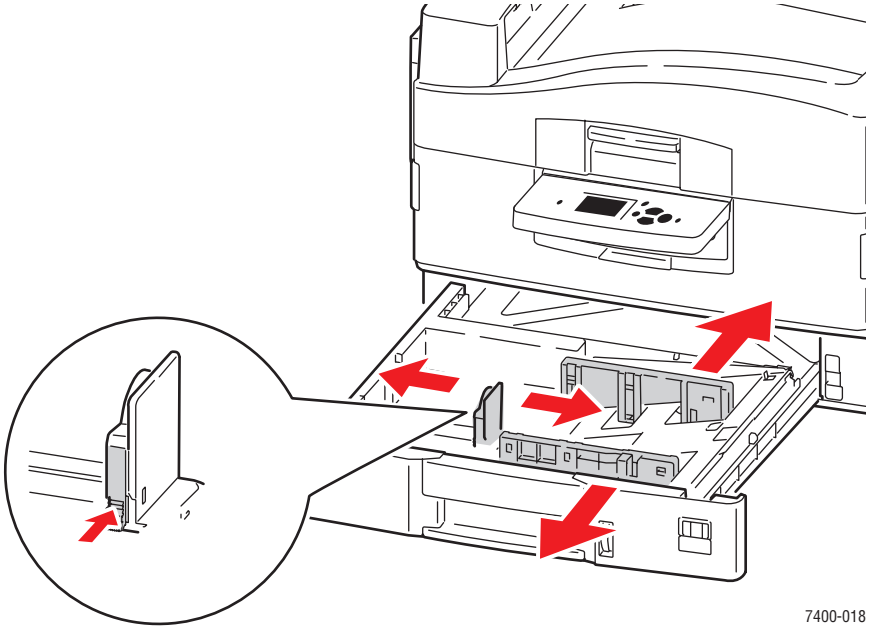
Use long-edge feed for all supported paper types and sizes, except A6 size paper and paper that is longer than 328 mm (12.9 in.).

To load paper or other media in Trays 2–6:

1. Pull out the tray.

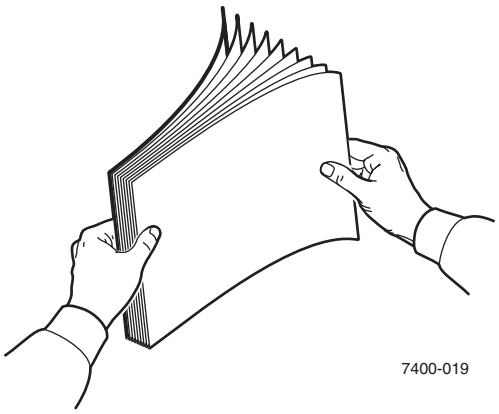


**2.** If necessary, adjust the length and side paper guides to match the size of the paper.

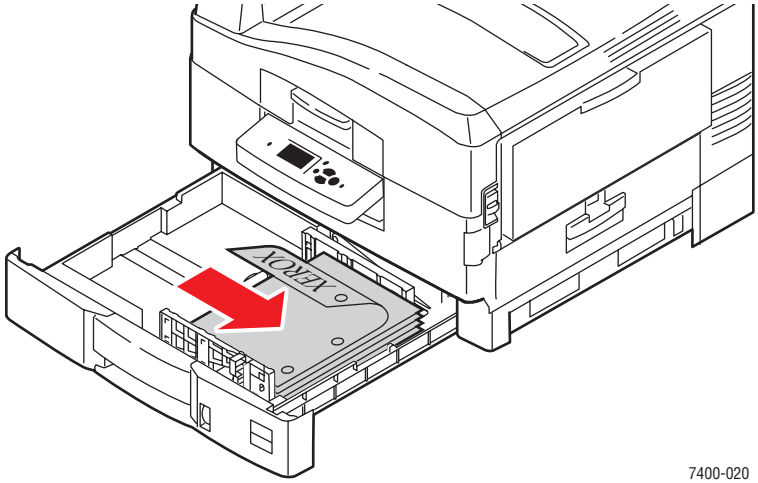



**Note:** When the paper guides are adjusted correctly, there may be a small space between the paper and the guides.

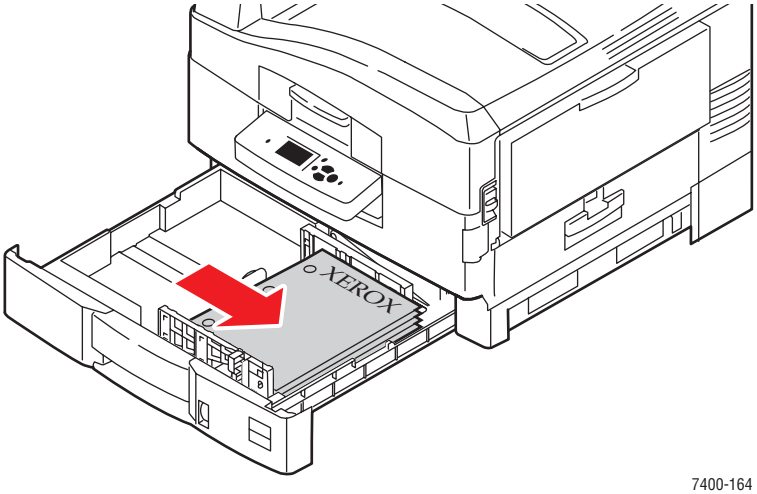
**3.** Fan the paper to release sheets that are stuck together.



4. Load the paper with the long edge towards the right side of the tray, as shown in the following illustrations:
   - For **single-sided printing**, insert the side to be printed **facedown** with the top of the paper at the back of the tray. Prepunched holes should be on the right side of the tray.

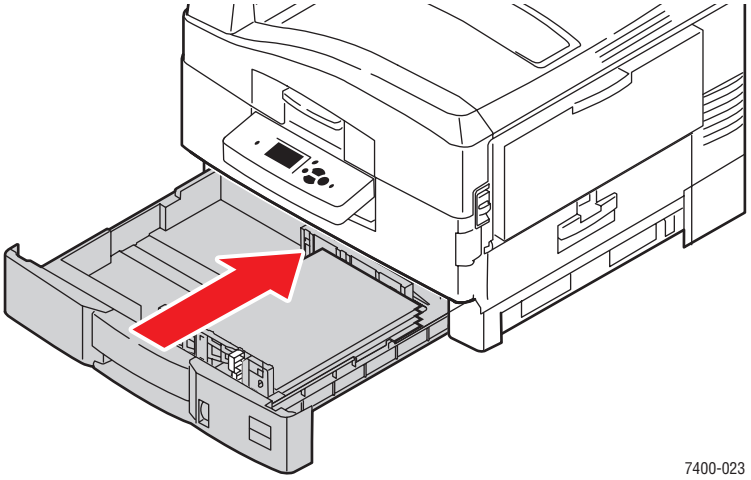



   - For automatic **2-sided printing**, insert side one **faceup** with the top of the paper at the back of the tray. Prepunched holes should be on the left side of the tray. For more information, see Printing on Both Sides of the Paper on page 3-29.




   - Transparencies should be loaded into Tray 2 only. Do not load more than 200 transparencies.

5. Push the tray completely into the printer.




6. If you changed the type of paper in the tray, do the following:
   a. At the control panel, select **Paper Tray Setup**, and then press the **OK** button.
   b. Select **Tray N Paper**, and then press the **OK** button.
   c. Select **Change setup**, and then press the **OK** button.
   d. Select the appropriate paper type, and then press the **OK** button.

   **Caution:** Setting the appropriate paper type improves print quality and avoids damage to the printer.

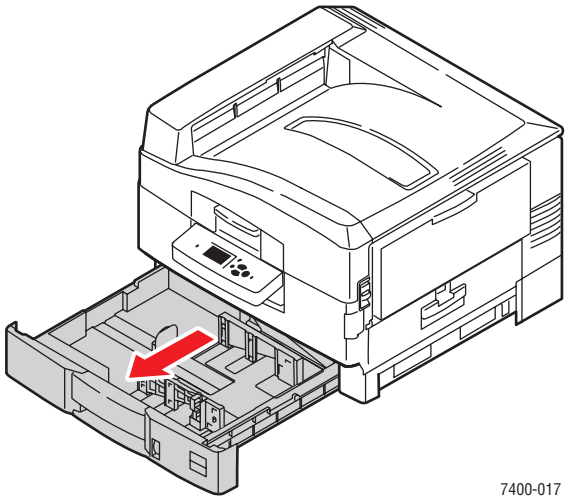
   e. For **Tray 2**, select the appropriate paper size, and then press the **OK** button. If you are using Letter or A4 size paper, do not select the paper size with the letters SEF.

## Short-Edge Feed

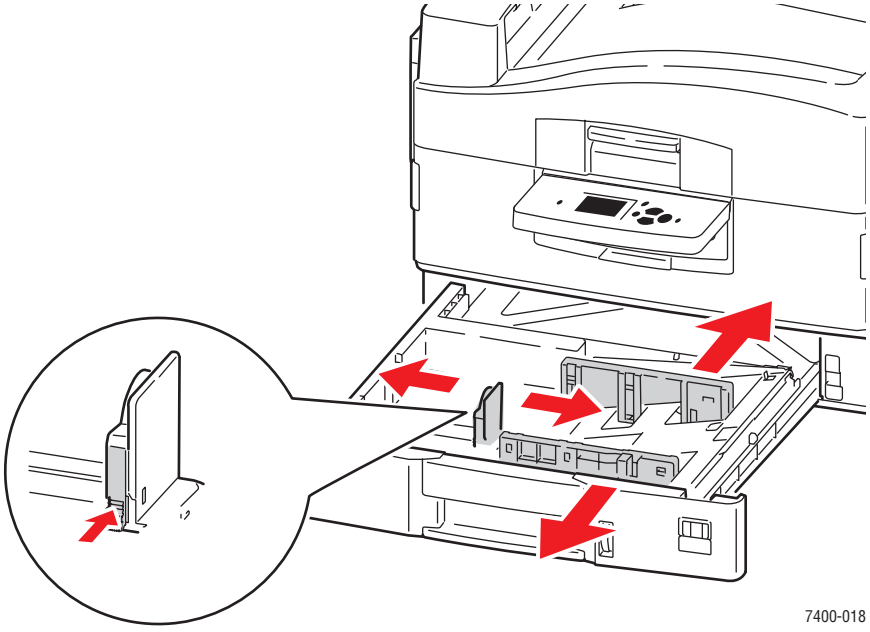
Use short-edge feed for paper that is longer than 328 mm (12.9 in.), and for A6 size paper. A6 size paper should be printed single-sided, from Tray 2 only.

To load paper or other media in Trays 2–6:

1. Pull out the tray.

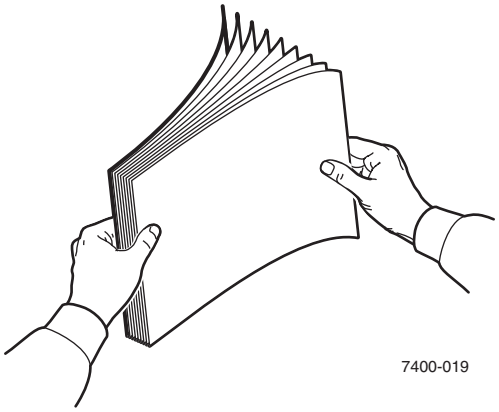



2. If necessary, adjust the length and side paper guides to match the size of the paper.



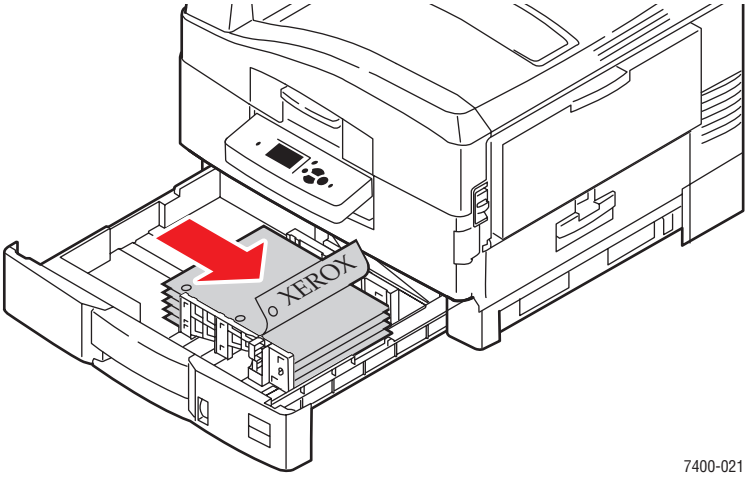

**Note:** When the paper guides are adjusted correctly, there may be a small space between the paper and the guides.

**3.** Fan the paper to release sheets that are stuck together.

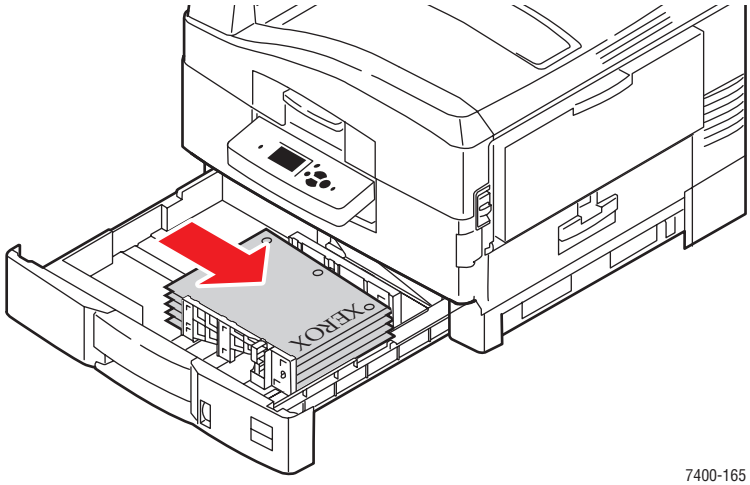



**4.** Load the paper with the short edge towards the right side of the tray, as shown in the following illustrations:

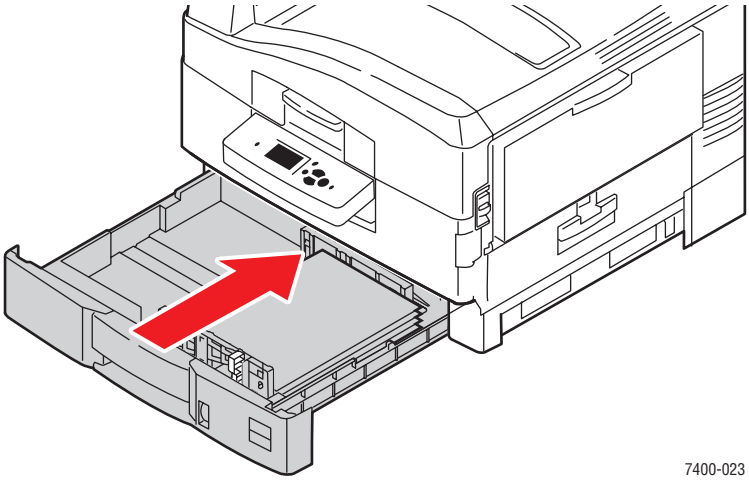
- For **single-sided printing**, insert the side to be printed **facedown** with the top of the page on the right side of the tray. Prepunched holes should be towards the front of the tray.



- For automatic **2-sided printing**, insert side one **faceup** with the top of the page on the right side of the tray. Prepunched holes should be towards the back of the tray. For more information, see Printing on Both Sides of the Paper on page 3-29.




5. Push the tray completely into the printer.



6. If you changed the type of paper in the tray, do the following:
   a. At the control panel, select **Paper Tray Setup**, and then press the **OK** button.
   b. Select **Tray N Paper**, and then press the **OK** button.
   c. Select **Change setup**, and then press the **OK** button.
   d. Select the appropriate paper type, and then press the **OK** button.

   **Caution:** Setting the appropriate paper type improves print quality and avoids damage to the printer.

   e. For **Tray 2**, select the appropriate paper size, and then press the **OK** button. If you are using Letter or A4 size paper, select the paper size with the letters **SEF**.

*See also:*

Printing on Specialty Media on page 3-32

Printing Custom Size Paper on page 3-45

# Selecting Printing Options

This section includes:


- Selecting Printing Preferences (Windows) on page 3-24
- Selecting Printing Options for an Individual Job (Windows) on page 3-25
- Selecting Printing Options for an Individual Job (Macintosh) on page 3-27


*See also:*

*Advanced Features Guide* at www.xerox.com/office/7400support

## Selecting Printing Preferences (Windows)

Printer preferences control all of your print jobs, unless you override them specifically for a job. For example, if you want to use automatic 2-sided printing for most jobs, set this option in printer settings.

1. Click **Start**, select **Settings**, and then click **Printers**.
2. In the **Printers** folder, right-click the icon for your printer.
3. From the popup menu, select **Printer Preferences** or **Properties**.
4. Make selections on the driver tabs, and then click the **OK** button to save your selections.

**Note:** For more information about Windows printer driver options, click the **Help** button on the printer driver tab to view the online help.

# Selecting Printing Options for an Individual Job (Windows)

If you want to use special printing options for a particular job, change the driver settings before sending the job to the printer. For example, if you want to use High-Resolution/Photo print-quality mode for a particular graphic, select this setting in the driver before printing that job.

1. With the desired document or graphic open in your application, access the **Print** dialog box.
2. Select the Phaser 7400 Color Printer and click its **Properties** button to open the printer driver.
3. Make selections from the driver tabs. See the following table for specific printing options.

   **Note:** In Windows 2000, Windows XP, and Windows Server 2003, you can save current printing options with a distinctive name and apply them to other print jobs. Select either the **Paper Quality**, **Output Options**, or **TekColor** tab, and then press the **Saved Settings** button. Click the **Help** button for more information.

4. Click the **OK** button to save your selections.
5. Print the job.

*See also:*

*Advanced Features Guide* at www.xerox.com/office/7400support

### Printing Options for Windows Operating Systems

| Operating System | Driver Tab | Printing Options |
|---|---|---|
| **Windows 2000, Windows XP, or Windows Server 2003** | **Layout** tab | ■ Orientation<br>■ Automatic two-sided printing<br>■ Pages per sheet |
| | **Paper/Quality** tab | ■ Paper size, type, and tray selection<br>■ Print quality<br>■ Cover pages |
| | **Output Options** tab | ■ Secure prints, personal prints, proof prints, and saved prints<br>■ Separation pages<br>■ End of job notification<br>■ Stapling<br>■ Hole punching<br>■ Paper destination |
| | **TekColor** tab | ■ Color corrections<br>■ Black & white conversion |

## Printing Options for Windows Operating Systems (Continued)

| Operating System | Driver Tab | Printing Options |
|---|---|---|
| **Windows NT 4** | **Page Setup** tab | ■ Orientation<br>■ Automatic 2-sided printing<br>■ Number of copies |
| | **Paper/Quality** tab | ■ Paper type, size, and tray selection<br>■ Print quality<br>■ Cover pages |
| | **Output Options** tab | ■ Secure prints, personal prints, proof prints, and saved prints<br>■ Separation pages<br>■ Stapling<br>■ Hole punching<br>■ Paper destination |
| | **TekColor** tab | ■ Color corrections<br>■ Black & white conversion |
| **Windows 98 SE or Windows Me** | **Setup** tab | ■ Paper type, size, and tray selection<br>■ Orientation<br>■ Automatic 2-sided printing<br>■ Print quality<br>■ End of job notification |
| | **Output Options** tab | ■ Separation pages<br>■ Cover pages<br>■ Secure prints, proof prints, and saved prints |
| | **TekColor** tab | ■ Color corrections<br>■ Black & white conversion |

# Selecting Printing Options for an Individual Job (Macintosh)

To select print settings for a particular job, change the driver settings before sending the job to the printer.

1. With the document open in your application, click **File**, and then click **Print**.
2. Select the desired printing options from the menus and drop-down lists that are displayed.

   **Note:** In Macintosh OS X, click **Save Preset** on the **Print** menu screen to save the current printer settings. You can create multiple presets and save each with its own distinctive name and printer settings. To print jobs using specific printer settings, click the applicable saved preset in the **Presets** list.

3. Click **Print** to print the job.

See the following table for specific printing options:

### Macintosh PostScript Driver Settings

| Operating System | Driver Drop-Down Title | Printing Options |
|---|---|---|
| **Mac OS X, version 10.2 and higher** | **Copies & Pages** | ■ Copies<br>■ Pages |
| | **Layout** | ■ Pages per sheet<br>■ Layout direction<br>■ Border<br>■ Two-sided printing |
| | **Paper Handling** | ■ Reverse page order<br>■ Print (all, odd, even) |
| | **ColorSync** | ■ Color conversion |
| | **Cover Page** | ■ Cover pages |
| | **Paper Feed** | ■ Paper source |
| | **Finishing Options** | ■ Stapling<br>■ Hole punching<br>■ Paper destination<br>■ Offset collated sets |
| | **Job Types** | ■ Secure prints, personal prints, proof prints, and saved prints |
| | **Image Quality** | ■ Print quality<br>■ Color correction and sRGB neutral grays<br>■ Image smoothing |
| | **Printer Features** | ■ Paper types<br>■ Separation pages |

## Macintosh PostScript Driver Settings (Continued)

| Operating System | Driver Drop-Down Title | Printing Options |
|---|---|---|
| **Mac OS 9.x** | **General** | ■ Copies<br>■ Pages<br>■ Paper source |
| | **Color Matching** | ■ Print color |
| | **Cover Page** | ■ Cover pages |
| | **Layout** | ■ Pages per sheet<br>■ Border<br>■ Two-sided printing |
| | **Print Quality** | ■ Print quality<br>■ Image smoothing |
| | **Job Types** | ■ Secure prints, personal prints, proof prints, and saved prints |
| | **Advanced Options** | ■ Paper destination<br>■ Paper types<br>■ Offset collated sets<br>■ Separation pages |
| | **Finishing Options** | ■ Stapling<br>■ Hole Punching<br>■ Destination<br>■ Offset Collated Sets |

# Printing on Both Sides of the Paper

This section includes:


- Automatic 2-Sided Printing Guidelines on page 3-29
- Binding Edge Options on page 3-30
- Selecting 2-Sided Printing on page 3-30


**Note:** For information about manual two-sided printing, go to the Knowledge Base at www.xerox.com/office/7400support.

## Automatic 2-Sided Printing Guidelines

Automatic two-sided printing is available from all trays. Before printing a two-sided document, verify the following requirements:

- You must have a Phaser 7400DN, Phaser 7400DT, Phaser 7400DX, or Phaser 7400DXF printer.
- The paper you are using must be within the following ranges:
  - Weight: 75–188 g/m$^2$ (20–50 lb. Bond)
  - Length: 148–456 mm (5.83–17.95 in.)

The following paper and media cannot be used for 2-sided printing:

- Transparencies
- Envelopes
- Labels
- Card stock
- Glossy paper
- Media that is heavier than 188 g/m$^2$ (28 lb. Bond)

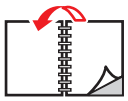
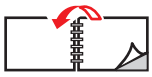
*See also:*

Options on page 1-5

Supported Paper and Media on page 3-3

## Binding Edge Options

When you use the printer driver to select 2-sided printing, also select the binding edge, which determines how the pages turn. The actual outcome depends on the orientation (portrait or landscape) of images on the page, as displayed in the following illustrations.

| Portrait | | Landscape | |
|---|---|---|---|
|  | |  | |
| Bind on Side Edge<br>Flip on Long Edge | Bind on Top Edge<br>Flip on Short Edge | Bind on Side Edge<br>Flip on Short Edge | Bind on Top Edge<br>Flip on Long Edge |

## Selecting 2-Sided Printing

To select automatic 2-sided printing:

1. Load the paper into the tray:

   **Tray 1 (MPT)**

   - **Long-Edge Feed**: Insert side one **facedown** with the long edge against the roller and the top of the page towards the back of the printer.
   - **Short-Edge Feed**: Insert side one **facedown** with the short edge against the roller and the top of the page entering the printer first.

   **Trays 2–6**

   - **Long-Edge Feed**: Insert side one **faceup** with the top of the paper at the back of the tray.
   - **Short-Edge Feed**: Insert side one **faceup** with the top of the page on the right side of the tray.
2. In the printer driver, select 2-sided printing. The location of the selection depends on your computer's operating system.

To select automatic 2-sided printing:

| Operating System | Steps |
|---|---|
| **Windows 98 SE or Windows Me** | 1. Select the **Setup** tab.<br>2. Select **Print on 2 Sides**.<br>3. Select or deselect **Bind On Top Edge**. |
| **Windows 2000, Windows XP, or Windows Server 2003** | 1. Select the **Layout** tab.<br>2. Select either **Flip On Long Edge** or **Flip On Short Edge** under **Print On Both Sides (Duplex)**. |
| **Windows NT 4.x** | 1. Select the **Page Setup** tab.<br>2. Select either **Flip on Long Edge** or **Flip on Short Edge** under **Print On Both Sides (Duplex Printing)**. |
| **Mac OS 9.x** | 1. In the **Print** dialog box**,** select **Layout**.<br>2. Select **Print on Both Sides**.<br>3. Click the **Binding** icon that matches the edge to bind. |
| **Mac OS X, version 10.2 and higher** | 1. In the **Print** dialog box**,** select **Duplex**.<br>2. Select **Print on Both Sides**.<br>3. Click the **Binding** icon that matches the edge to bind. |

*See also:*

Loading Paper in Tray 1 (MPT) on page 3-8

Loading Paper in Trays 2–6 on page 3-16.

# Printing on Specialty Media

This section includes:


- Printing Transparencies on page 3-32
- Printing Envelopes on page 3-37
- Printing Labels on page 3-40
- Printing Glossy Paper on page 42
- Printing Custom Size Paper on page 3-45


For information about printing on other types of specialty media, see the *Advanced Features Guide* at www.xerox.com/office/7400support

## Printing Transparencies

Transparencies can be printed from Tray 1 (MPT) and Tray 2. They should be printed on one side only.

For best results, use only transparencies that are recommended for your printer. For more information, see the *Recommended Media List* at www.xerox.com/office/7400support

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

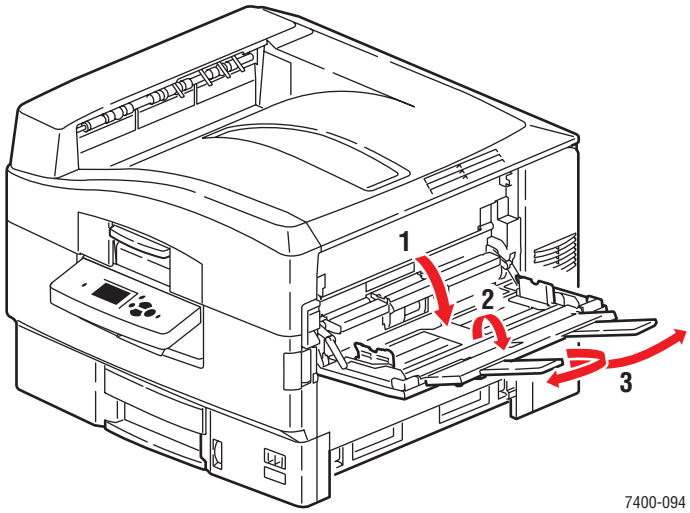
**Caution:** Damage caused by using unsupported paper, transparencies, and other specialty media is not covered by the Xerox warranty, service agreement, or Total Satisfaction Guarantee. The Total Satisfaction Guarantee is available in the United States and Canada. Coverage may vary outside these areas; please contact your local representative for details.

### Guidelines

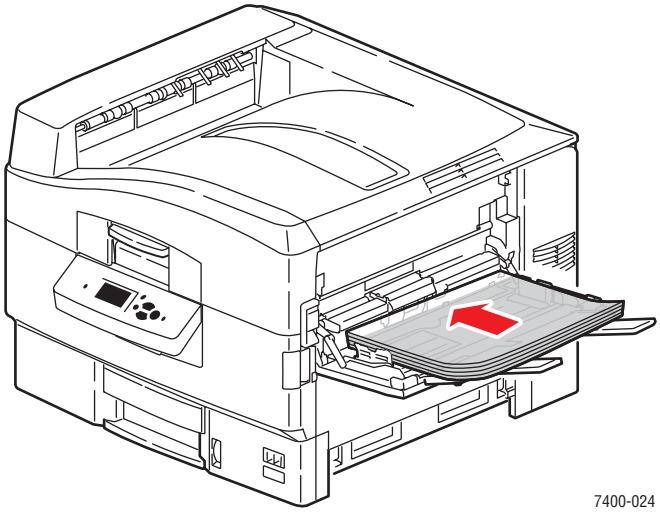
- Remove all paper before loading transparencies in the tray.
- Do not load more than 50 transparencies in Tray 1 (MPT). Do not load more than 200 transparencies in Tray 2. Overloading the tray may cause the printer to jam.
- Handle transparencies by the edges using both hands to avoid fingerprints and creases, which can cause poor print quality.
- After loading the transparencies in the tray, use the control panel to change the paper type to **Phaser 35-Series Transparency**.

## Printing Transparencies from Tray 1 (MPT)

1. Open Tray 1 (MPT) by pulling up and out on the handle, and then unfold the two extensions.




2. Insert the transparencies into the tray, and adjust the paper guides to match the size of the transparencies:

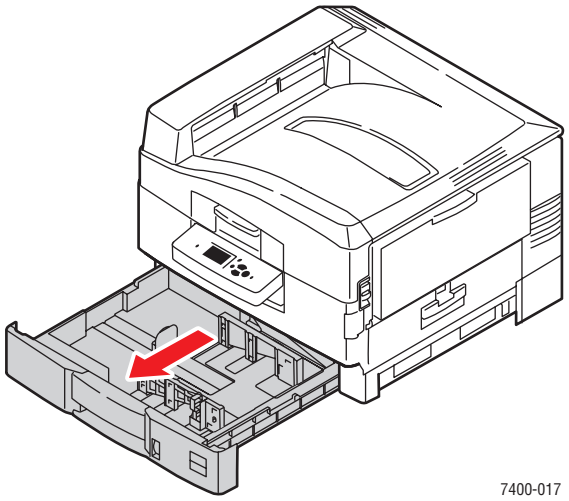



- Place the long edge of the transparencies against the roller.
- Do not load more than 50 transparencies.

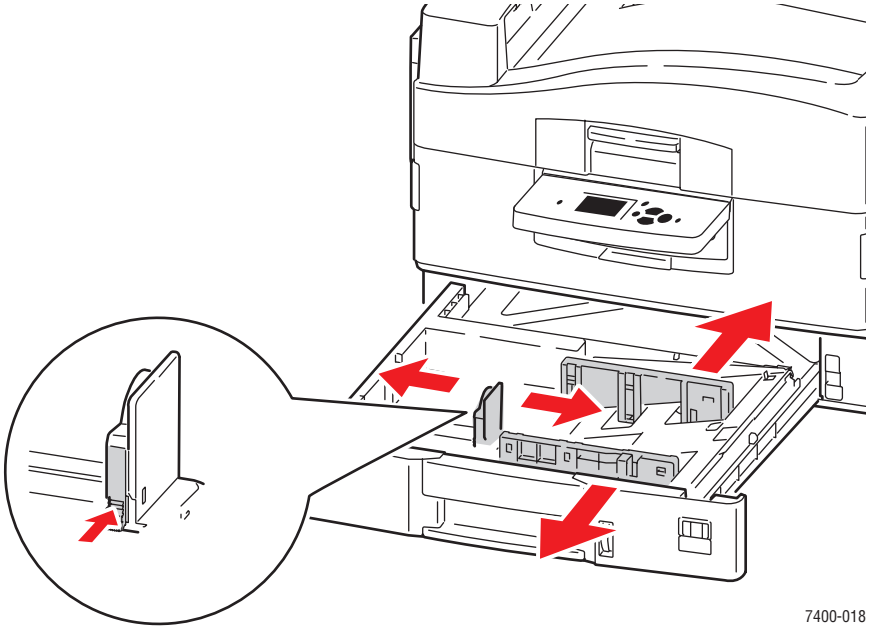
3. When the control panel prompts you to confirm the type and size of paper in the tray, select **Change setup**, and then press the **OK** button.
   a. Select **Phaser 35-Series Transparency** as the paper type, and then press the **OK** button.
   b. Select the appropriate transparency size, and then press the **OK** button.
4. In the printer driver, select **Tray 1** as the paper source and/or select **Transparency** as the paper type.

## Printing Transparencies from Tray 2

1. Pull out the tray.

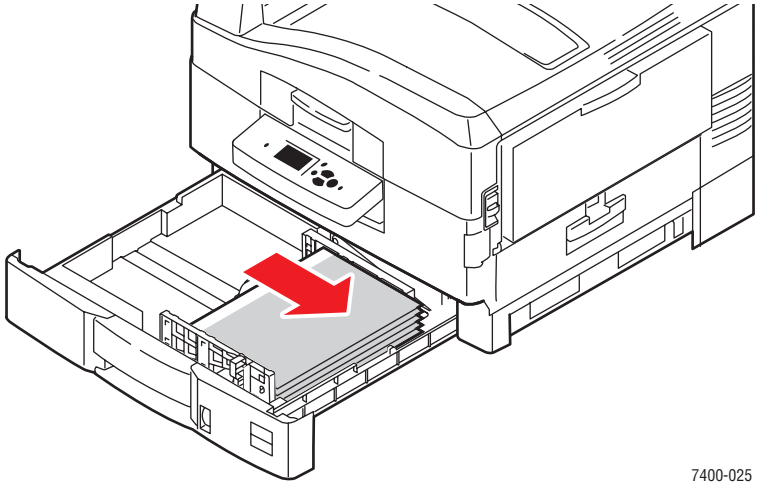


2. If necessary, adjust the length and side paper guides to fit the transparency size.

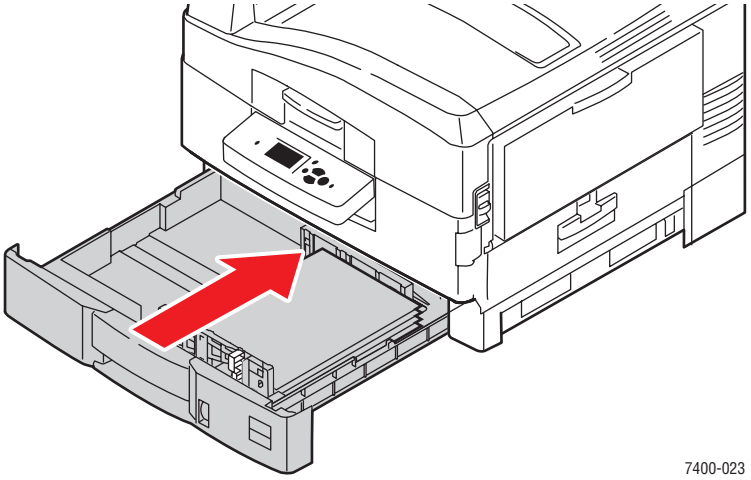



**Note:** When the paper guides are adjusted correctly, there may be a small space between the transparencies and the guides.

3. Insert transparencies into the tray.



4. Push the tray completely into the printer.




5. At the control panel, select **Paper Tray Setup**, and then press the **OK** button.
   a. Select **Tray 2 Paper**, and then press the **OK** button.
   b. Select **Change setup**, and then press the **OK** button.
   c. Select **Phaser 35-Series Transparency** as the paper type, and then press the **OK** button.
   d. Select the appropriate transparency size, and then press the **OK** button.
6. In the printer driver, select **Transparency** as the paper type and/or select **Tray 2** as the paper source.

# Printing Envelopes

Envelopes can be printed from Tray 1 (MPT) only. For a list of supported envelope sizes, see Supported Paper Sizes and Weights for Tray 1 (MPT) on page 3-6.

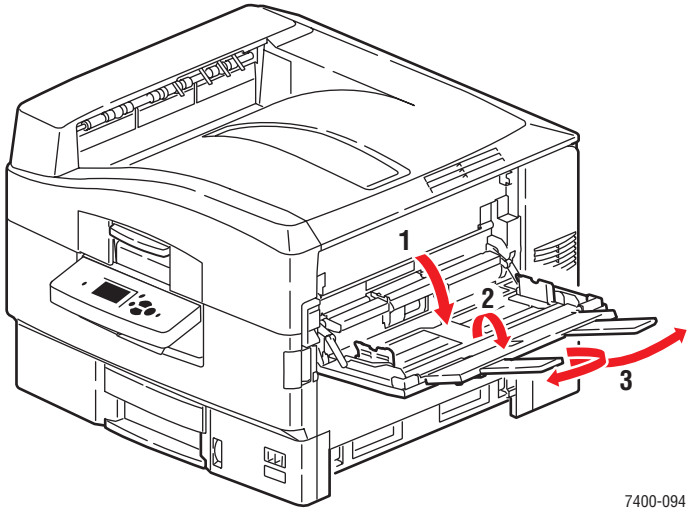
## Guidelines

- Use only paper envelopes specified in the Supported Paper Sizes and Weights table. Successful envelope printing is highly dependent on the quality and construction of the envelopes. Use envelopes made specifically for laser printers.
- It is recommended that you maintain constant temperatures and relative humidity.
- Store unused envelopes in their packaging to avoid the effects of moisture and dryness which can affect print quality and cause wrinkling. Excessive moisture can cause the envelopes to seal before or during printing.
- Avoid padded envelopes; purchase envelopes that lie flat on a surface.
- Remove air bubbles from the envelopes before loading by setting a heavy book on top of the envelopes.
- If wrinkling or embossing problems occur, use a different brand of envelopes made specifically for laser printers.

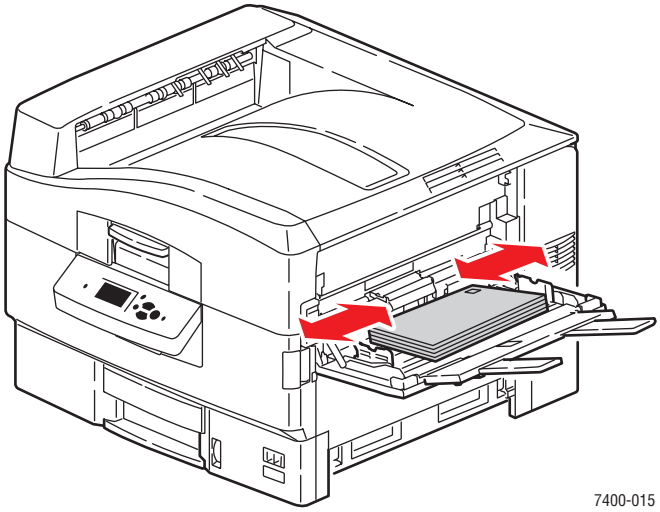
**Caution:** Never use envelopes with windows or metal clasps; they can damage the printer. Damage caused by using unsupported envelopes is not covered under the Xerox warranty, service agreement, or Total Satisfaction Guarantee. The Total Satisfaction Guarantee is available in the United States and Canada. Coverage may vary outside these areas, please contact your local representative for details.

## Print Envelopes from Tray 1 (MPT)

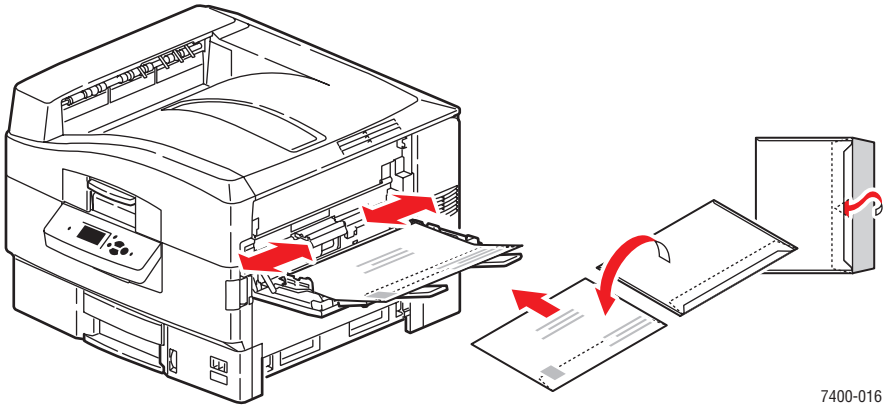
1. Open Tray 1 (MPT) by pulling up and out on the handle, and then unfold the two extensions.



2. Insert the envelopes into Tray 1 (MPT), and adjust the paper guides to match the size of the envelopes:
   - Insert envelopes flap-side down, so the **top** of the envelope enters first.

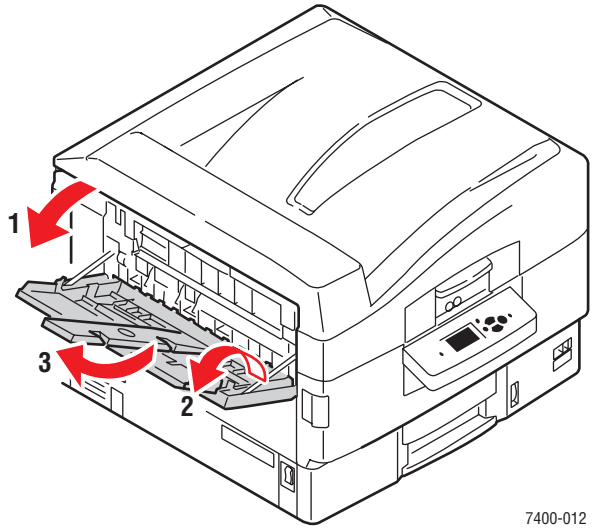



   - For C4 envelopes, fold and tuck the envelope flaps into the envelopes. Insert envelopes flap-side down, so the **bottom** of the envelope enters first.




**Note:** Do not load more than 10 envelopes. Overloading the tray may cause jams.

3. If you loaded envelopes with a height less than 111 mm (4.4 in.), open the left-side output tray.




4. When the control panel prompts you to confirm the type and size of paper in the tray, select **Change setup**, and then press the **OK** button.
   a. Select **Envelope** as the paper type, and then press the **OK** button.

   **Note:** If you are printing on unusually light or heavy envelopes, select **Light Envelopes** or **Heavy Envelopes**. For more information, see Supported Paper and Media on page 3-3.

   b. Select the appropriate envelope size, and then press the **OK** button.
5. In the printer driver, select **Tray 1** as the paper source and/or select **Envelope** as the paper type.

# Printing Labels

Labels can be printed from Tray 1 (MPT) only.

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

*See also:*

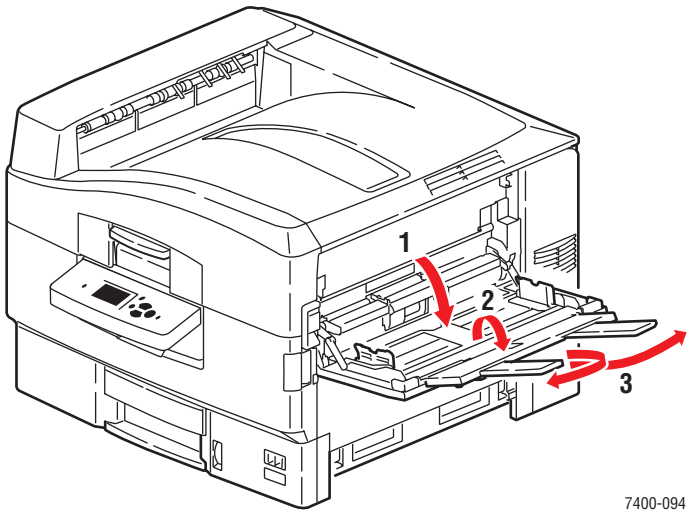
Supported Paper Sizes and Weights for Tray 1 (MPT) on page 3-6

## Guidelines

- Do not use vinyl labels.
- Print only on one side of the sheet of labels.
- Do not use any sheet where labels are missing; it may damage the printer.
- 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 may 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 the printer.

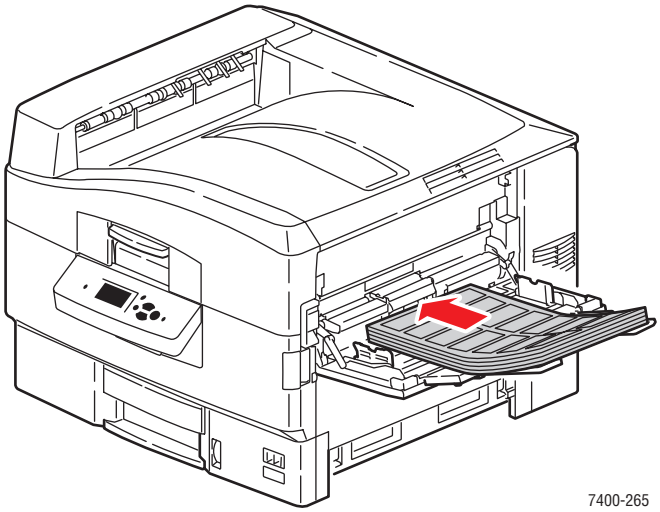
## Printing Labels from Tray 1 (MPT)

1. Open Tray 1 (MPT) by pulling up and out on the handle, and then unfold the two extensions.



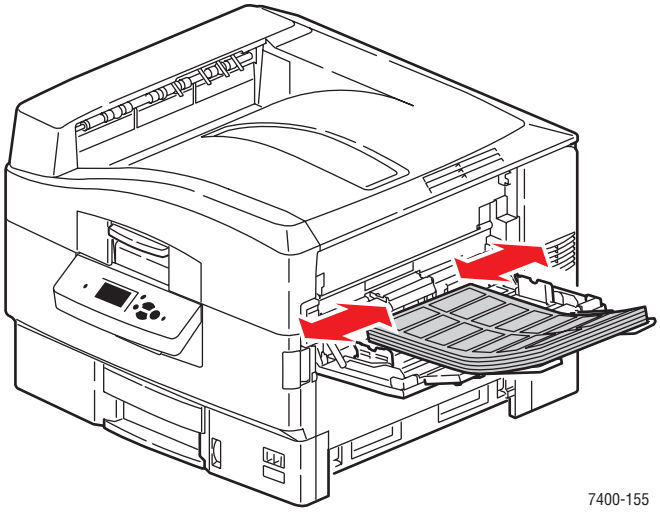
**2.** Insert the labels into the tray:

- Place the side to be printed **faceup**, with the top of the sheet entering the printer first.




**Caution:** Do not load paper or media past the fill line indicated on the tray. Overloading the tray may cause jams.

**3.** Adjust the paper guides to match the size of the sheets.



4. When the control panel prompts you to confirm the type and size of paper in the tray, select **Change setup**, and then press the **OK** button.
   a. Select **Labels** as the paper type, and then press the **OK** button.

   **Note:** If you are printing on unusually heavy labels, select **Heavy Labels**. For more information, see Supported Paper and Media on page 3-3.

   b. Select either **Letter SEF** or **A4 SEF**, and then press the **OK** button.
5. In the printer driver, select **Tray 1** as the paper source and/or select **Labels** as the paper type.

## Printing Glossy Paper

Glossy paper within the weight range 120–160 g/m$^2$ can be printed from Tray 1 (MPT). It should be printed on one side only.

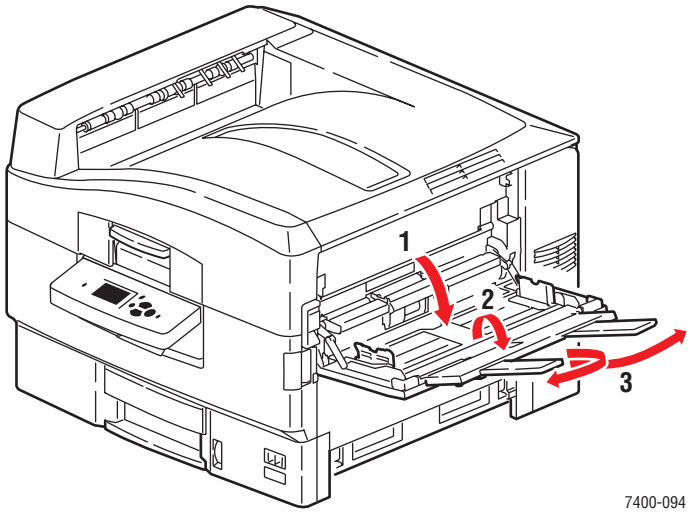
To order paper, transparencies, or other specialty media, contact your local reseller or go to www.xerox.com/office/supplies.

### Guidelines

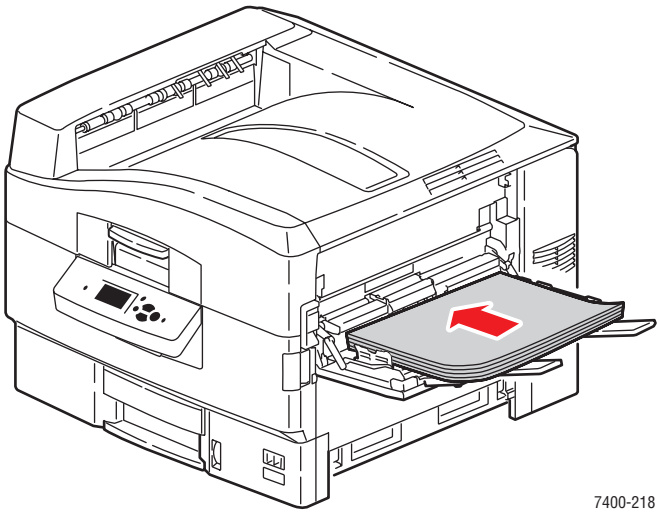
- Do not open sealed packages of glossy paper until you are ready to load them into the printer.
- Leave glossy paper in the original wrapper, and leave the packages in the shipping carton until ready to use.
- Remove all other paper from the tray before loading glossy paper.
- Load only the amount of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

## Printing Glossy Paper from Tray 1 (MPT)

1. Open Tray 1 (MPT) by pulling up and out on the handle, and then unfold the two extensions.



2. Insert the paper into the tray, and adjust the paper guides to fit the paper:
   - Place the side to be printed **faceup**, with the long edge against the roller, and the top of the page towards the back of the printer.
   - Do not load more than 50 sheets.




3. When the control panel prompts you to confirm the type and size of paper in the tray, select **Change setup**, and then press the **OK** button.
   a. Select **Glossy Paper** as the paper type, and then press the **OK** button.
   b. Select the appropriate size, and then press the **OK** button.
4. In the printer driver, select **Tray 1** as the paper source and/or select **Glossy Paper** as the paper type.

# Printing Custom Size Paper

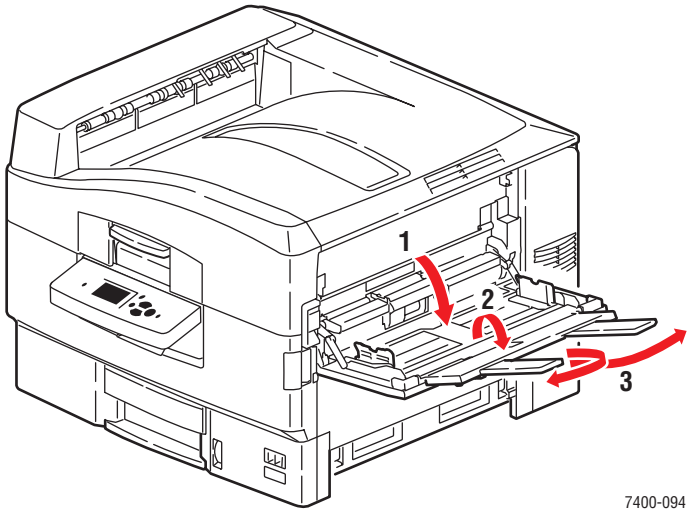
In addition to the wide variety of standard paper sizes that you can use for printing, you can also print on custom size paper within the following dimensions.

| | Tray 1 (MPT) | Tray 2 |
|---|---|---|
| Width | 100–320 mm (3.95–12.60 in.) | 100–328 mm (3.95–12.90 in.) |
| Height | 90–1219 mm (3.55–48.00 in.) | 148–457 mm (5.85–18.00 in.) |

- Banner size paper, paper that is more than 457 mm (18 in.) long, must be printed from Tray 1 (MPT).
- Custom size envelopes must be printed from Tray 1 (MPT).

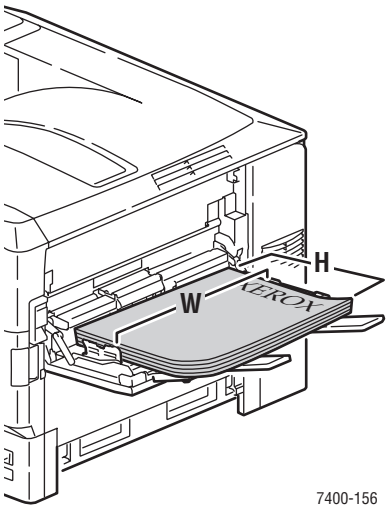
## Printing Custom Size Paper from Tray 1 (MPT)

1. Open Tray 1 (MPT) by pulling up and out on the handle, and then unfold the two extensions.



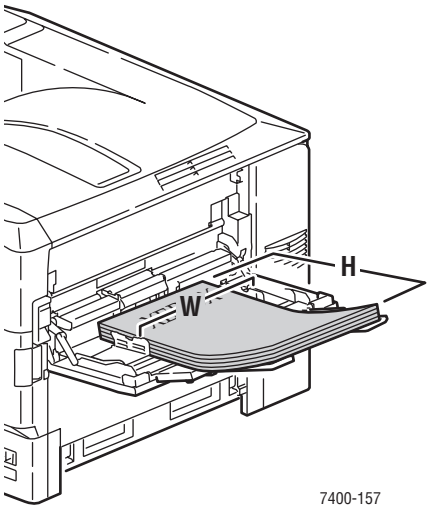
**2.** Insert the paper into Tray 1 (MPT), and adjust the paper guides to fit against the sheets.

- The paper can be loaded with either the long or short edge entering first, as shown in the following illustrations.
- The maximum paper width (W) is 320 mm (12.60 in.).
- The maximum paper height (H) is 1219 mm (48.00 in.).




**Long-Edge Feed**

- For **single-sided printing**, place the side to be printed **faceup**, with the top of the page towards the back of the printer.
- For **2-sided printing**, place side one **facedown**, with the top of the page towards the back of the printer.

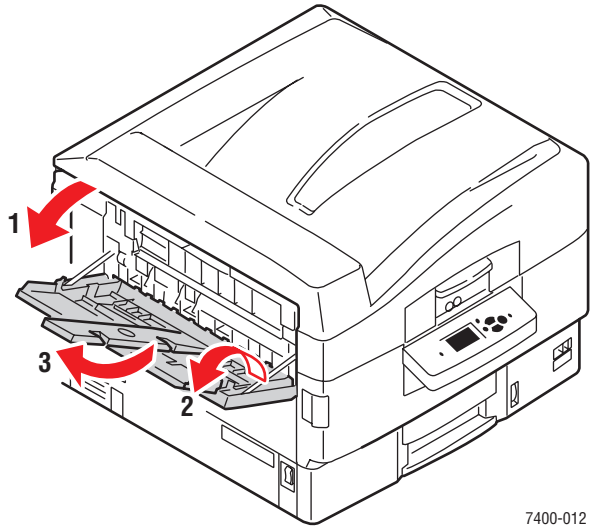



**Short-Edge Feed**

- For **single-sided printing**, place the side to be printed **faceup**, so the top of the page enters first.
- For **2-sided printing**, place side one **facedown**, so the top of the page enters first.

**Note:** For more information about automatic 2-sided printing, see Automatic 2-Sided Printing Guidelines on page 3-29.

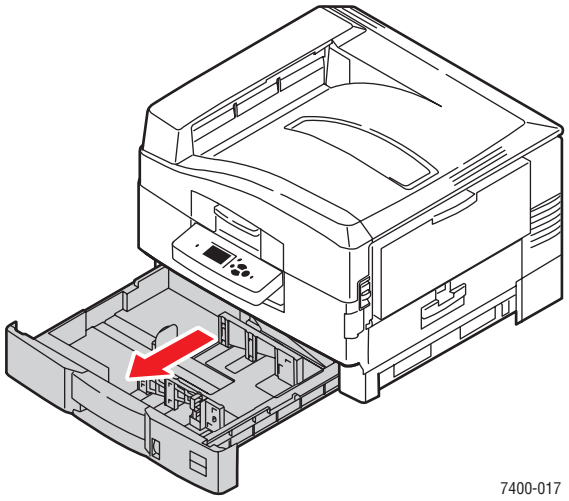
1. If you loaded paper or media with a height less than 111 mm (4.4 in.), open the left-side output tray.



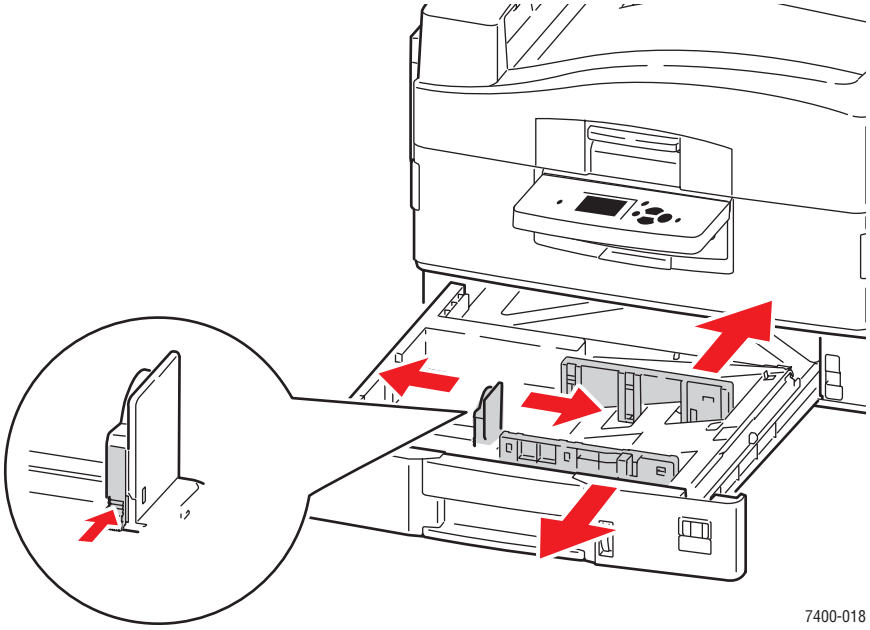

2. When the control panel prompts you to confirm the type and size of paper in the tray, select **Change setup**, and then press the **OK** button.
3. Select the appropriate paper type, and then press the **OK** button.
4. If the correct custom size appears in the menu, select it, and then press the **OK** button. If you are using a new custom size, set the custom width and custom height:
   a. Select **New Custom Size**, and then press the **OK** button.
   b. Use the **Up Arrow** and **Down Arrow** buttons to select the value for the custom width, and then press the **OK** button.
   c. Use the **Up Arrow** and **Down Arrow** buttons to select the value for the custom height, and then press the **OK** button.
5. When you submit your print job, either set the document size in the application to the custom size, or select **Tray 1** as the paper source in the printer driver.

## Printing Custom Size Paper from Tray 2

1. Pull out the tray.

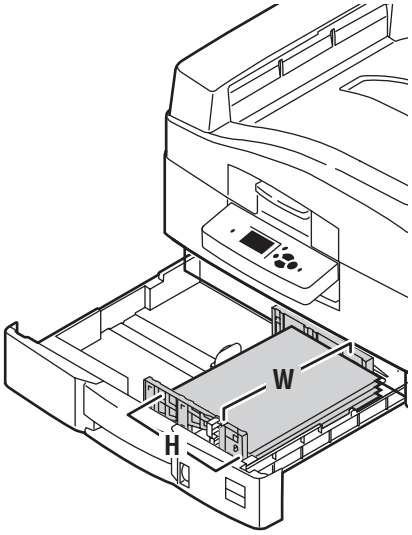



2. If necessary, adjust the length and side paper guides to fit the paper size.



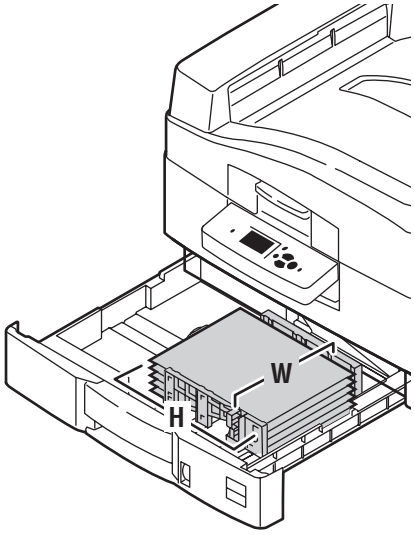

**Note:** When the paper guides are adjusted correctly, there may be a small space between the paper and the guides.

3. Insert the paper into Tray 2:
   - The paper can be loaded with either the long or short edge on the right side of the tray, as shown in the illustrations.
   - The maximum paper width (W) is 328 mm (12.90 in.).
   - The maximum paper height (H) 457 mm (18.00 in.).




**Long-Edge Feed**

- For **single-sided printing**, place the side to be printed **facedown**, with the top of the page at the back of the tray.
- For **2-sided printing**, place side one **faceup**, with the top of the page at the back of the tray.




**Short-Edge Feed**

- For **single-sided printing**, place the side to be printed **facedown**, with the top of the page on the right side of the tray.
- For **2-sided printing**, place side one **faceup**, with the top of the page on the right side of the tray.

**Note:** For more information about automatic 2-sided printing, see Automatic 2-Sided Printing Guidelines on page 3-29.

1. At the control panel, select **Paper Tray Setup**, and then press the **OK** button.
   a. Select **Tray 2 Paper**, and then press the **OK** button.
   b. Select **Change setup**, and then press the **OK** button.
   c. Select the appropriate paper type, and then press the **OK** button.
2. If the correct custom size appears in the menu, select it, and then press the **OK** button. Otherwise:
   a. Select **New Custom Size**, and then press the **OK** button.
   b. Use the **Up Arrow** and **Down Arrow** buttons to select the value for the custom width, and then press the **OK** button.
   c. Use the **Up Arrow** and **Down Arrow** buttons to select the value for the custom height, and then press the **OK** button.
3. When you submit your print job, either set the document size in the application to the custom size, or select **Tray 2** as the paper source in the printer driver.

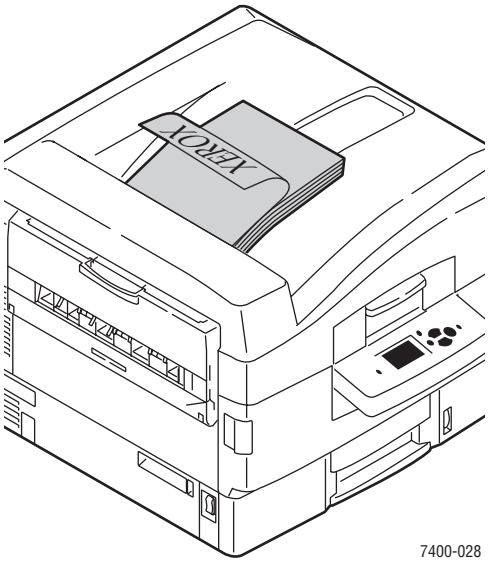
# Choosing Output Options

This section includes:


- Output Tray Guidelines on page 3-50
- Offsetting Output on page 3-52
- Stapling Output on page 3-53
- Using the Hole Puncher on page 3-54

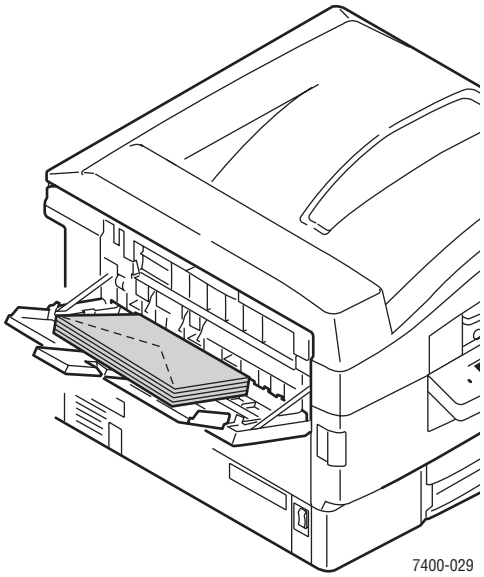

## Output Tray Guidelines

The printer has an output tray on top of the printer and an output tray on the left side of the printer. If your printer has a finisher installed, you can send output to the finisher to be punched and/or stapled. Use the following guidelines to choose which output tray to use for your print jobs:



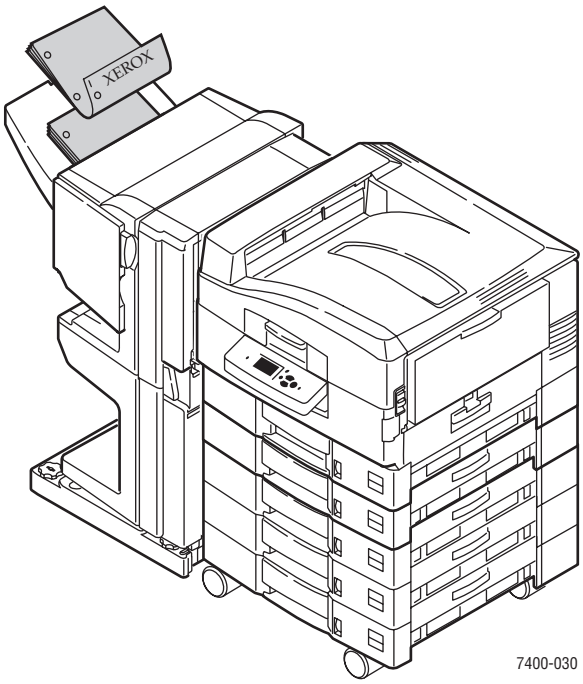

**Top Output Tray (Factory default)**

- Use for all paper and media types.
- Use for paper and media sizes with heights 111 mm (4.4 in.) or more.
- Delivers output facedown.




**Left-Side Output Tray**

- Use for paper and media sizes with heights less than 111 mm (4.4 in.).
- Delivers output faceup.
- Use to reduce curling of heavy paper or specialty media.
- Open the left-side output tray before selecting it from the printer driver.




**Finisher Output Tray (Optional)**

- Use for paper and other media within the following dimensions:

  Width: 305 mm (12 in.) or less

  Height: 125 mm (4.9 in.) or more
- Delivers paper less than 457 mm (18 in). long facedown; delivers longer paper, card stock, and specialty media faceup.

## Selecting an Output Tray from the Printer Driver

To select an output tray for a specific print job:

| Operating System | Steps |
|---|---|
| **Windows 98 SE, Windows Me, Windows 2000, Windows XP, Windows Server 2003, or Windows NT 4.x** | 1. Select the **Output Options** tab.<br>2. Select the ouput tray from the **Paper Destination** drop-down list. |
| **Mac OS 9 or Mac OS X, version 10.2 and higher** | 1. In the **Print** dialog box**,** select **Finishing Options** from the drop-down list.<br>2. Select the output tray from the **Paper Destination** drop-down list. |

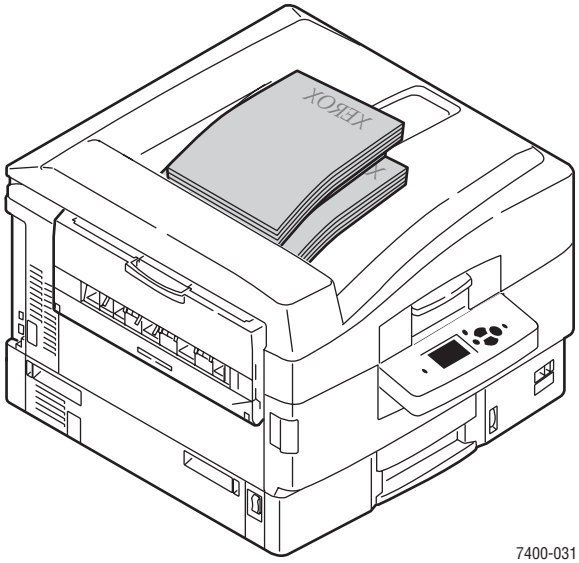
*See also:*

Stapling Output on page 3-53

Using the Hole Puncher on page 3-54

# Offsetting Output

When you send output to the **Top Output Tray** or the **Finisher Output Tray**, the copies or jobs can be offset in the tray. Offsetting shifts the pages in the output tray for each job or each copy of a collated job.




**Note:** Offset output is not available in the left-side output tray.

## Selecting Offsetting from the Printer Driver

To select offsetting for a specific print job:

| Operating System | Steps |
|---|---|
| **Windows 2000, Windows XP, Windows Server 2003** | 1. Select the **Layout** tab.<br>2. Click the **Advanced** button.<br>3. Set **Offset Collated Sets** to **On**. |
| **Mac OS 9 or Mac OS X, version 10.2 and higher** | 1. In the **Print** dialog box**,** select **Finishing Options** from the drop-down list.<br>2. Click **Offset Collated Sets** to select it. |

# Stapling Output

If your printer has a finisher, you can have each set of copies stapled. Stapled output is delivered to the finisher output tray. Stapling is supported for the following paper sizes and weights:

- Paper up to 305 mm (12 in.) wide
- Paper within the weight range 64–120 g/m$^2$ (17–31 lb. Bond, 24–43 lb. Cover)

Stapling is not supported for specialty media including envelopes, transparencies, glossy paper, and labels.

## Stapling Options

The following stapling options are available from the printer driver:

- **None** (Factory default): Print copies are not stapled.
- **Front**: Inserts one staple in each set of copies. Up to 50 sheets can be stapled.
- **Rear**: Inserts one staple in each set of copies. Up to 50 sheets can be stapled.
- **Dual**: Inserts two staples in each set of copies. Up to 50 sheets can be stapled. The stapled edge must be at least 148 mm (5.83 in.) long.
- **Saddle**: Staples and folds each set of copies along the center line. Up to 10 sheets can be folded and stapled.

  The **Booklet** option in the printer driver can be used with the **Saddle** stapling option to print, staple, and fold the sheets into a booklet. For information about printer driver options, see the *Advanced Features Guide* at www.xerox.com/office/7400support.

Front, Rear, and Dual stapled copies are sent to the finisher upper output tray. Saddle stapled copies are sent to the finisher lower output tray.

## Staple Orientation

The sample image in the printer driver shows the location of the staples, which changes depending on the orientation of the page and the paper feed direction (long-edge or short-edge feed).

*See also:*

Loading Paper on page 3-8

### Selecting Stapling from the Printer Driver

To select a stapling option for a specific print job:

| Operating System | Steps |
|---|---|
| **Windows 98 SE, Windows Me, Windows 2000, Windows XP, Windows Server 2003, or Windows NT 4.x** | 1. Select the **Output Options** tab.<br>2. Select the stapling option from the **Stapling** drop-down list. |
| **Mac OS 9 or Mac OS X, version 10.2 and higher** | 1. In the **Print** dialog box**,** select **Finishing Options** from the drop-down list.<br>2. Select the stapling option. |

## Using the Hole Puncher

If your printer has a finisher, you can have your print copies punched. Depending on your region, the finisher is configured with either a 2- / 3-hole punch or a 4-hole punch. To determine which option is installed on your printer, print the Configuration page from the control panel; see Information Pages on page 1-10.

Hole punching is supported for the following paper sizes and weights:

- Paper up to 305 mm (12 in.) wide
- Paper within the weight range 64–120 g/m$^2$ (17–31 lb. Bond, 24–43 lb. Cover)

Hole punching is not supported for specialty media including envelopes, transparencies, and labels.

### Punching Options

The following punching options are available from the printer driver:

- **None**: Print copies are not punched.
- **2 Holes**: When the 2- / 3-hole punch is installed, two holes are punched in the paper.
- **3 Holes**: When the 2- / 3-hole punch is installed, three holes are punched in the paper.
- **4 Holes**: When 4-hole punch is installed, four holes are punched in the paper.

### Hole Orientation

The placement of the holes depends on the options you select in the printer driver and whether the paper is loaded in the paper tray so that the long edge or the short edge enters first. The Windows printer driver shows a sample image with the hole placement based on selected orientation and feed direction.

*See also:*

Loading Paper on page 3-8

## Selecting Hole Punching from the Printer Driver

To select a hole punching option for a specific print job:

| Operating System | Steps |
|---|---|
| **Windows 98 SE, Windows Me, Windows 2000, Windows XP, Windows Server 2003, or Windows NT 4.x** | 1. Select the **Output Options** tab.<br>2. Select the number of holes from the **Hole Punching** drop-down list.<br>3. Select **Finisher Output Tray** from the **Paper Destination** drop-down list. |
| **Mac OS 9 or Mac OS X, version 10.2 and higher** | 1. In the **Print** dialog box**,** select **Finishing Options** from the drop-down list.<br>2. Select the number of holes under **Hole Punching**.<br>3. Select **Finisher Output Tray** from the **Paper Destination** drop-down list. |

# 4 Print Quality

This chapter includes:


- Controlling the Quality of Your Prints on page 4-2
- Solving Print-Quality Problems on page 4-5

# Controlling the Quality of Your Prints

This section includes:


- Selecting a Print-Quality Mode on page 4-2
- Adjusting Color on page 4-3


## Selecting a Print-Quality Mode

The print-quality mode and TekColor correction directly control the quality of your prints. The print-quality mode and paper type directly control the print speed. You can change these settings in the printer driver or on the control panel.

The following table describes the print-quality modes:

| Print-Quality Mode | Type of Print Job |
|---|---|
| **Standard** | General-purpose mode for crisp, bright color prints at high speed. Recommended for most office use and quick prints. |
| **Enhanced** | High-quality mode for fine lines and sharp text. Recommended for detailed prints. |
| **Photo** | Highest-quality mode for very smooth color shades. Recommended for printing photographs or when using graphic arts applications and press matches. |
| **Automatic** | Automatically selects the most optimal print-quality mode for the paper type selected. For example, **Photo** print-quality mode is used when printing on glossy paper, but **Standard** print-quality mode is used when printing on plain paper. (This setting is only available in the printer driver.) |

To select the print-quality mode in a supported driver:

| Operating System | Steps |
|---|---|
| **Windows 98 SE or Windows Me** | 1. Select the **Setup** tab.<br>2. Select a print-quality mode. |
| **Windows 2000, Windows XP, Windows Server 2003, or Windows NT 4.x** | 1. Select the **Paper/Quality** tab.<br>2. Select a print-quality mode. |
| **Mac OS 9.x** | 1. In the **Print** dialog box**,** select **General.**<br>2. Select **Print Quality** from the drop-down list.<br>3. Select the desired mode for **Quality**. |
| **Mac OS X, version 10.2 and higher** | 1. In the **Print** dialog box**,** select **Image Quality** from the drop-down list.<br>2. Select a print-quality mode from the **Print Quality** drop-down list. |

## Adjusting Color

The TekColor correction options provide simulations of different color devices. **Automatic** is the default correction for general image processing. See the following table to determine what option you want to use.

| TekColor Correction | | Description |
|---|---|---|
| **Automatic** | | Applies the best color correction to each graphic element: text, artwork, and photographs. |
| **Office Color** | **sRGB Display** | Approximates the colors on a computer display. |
| | **sRGB Vivid** | Produces brighter, more saturated colors than sRGB Display. |
| **Press Match*** | **SWOP Press** | Matches Specifications for Web Offset Publications. |
| | **Euroscale** | Matches FOGRA glossy paper specification. |
| | **Commercial** | Approximates U.S. commercial press target. |
| | **SNAP Press** | Matches Specifications for Newsprint Advertising Production. |
| **None** | | Applies no color correction. Use with other color management tools, such as ICC (International Color Consortium) profiles, ColorSync, or the PANTONE® Color Chart for your printer. |
| **Black and White** | | Converts all colors to shades of gray. |

*Only affects CMYK images.

To select the color correction in a supported driver:

| Operating System | Steps |
|---|---|
| **Windows 98 SE, Windows Me, Windows 2000, Windows XP, Windows Server 2003, or Windows NT 4.x** | 1. Select the **TekColor** tab.<br>2. Select the desired color correction. Some of the color corrections are grouped under **Office Color** or **Press Match**. |
| **Mac OS 9.x** | 1. In the **Print** dialog box**,** select **General**.<br>2. Select **TekColor** from the drop-down list.<br>3. Select the desired color correction for **Color**. |
| **Mac OS X, version 10.2 and higher** | 1. In the **Print** dialog box**,** select **Image Quality** from the drop-down list.<br>2. Select the desired color correction from the **Color Correction** drop-down list. |

*See also:*

Knowledge Base at www.xerox.com/office/7400support

# Solving Print-Quality Problems

This section includes:

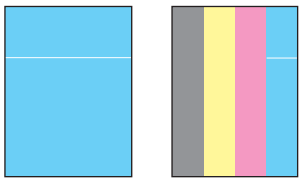

- Light or Dark Lines or Smudges in One Color on page 4-5
- Dark Lines, Smudges, or Streaks Through All Colors on page 4-9
- All Colors Are Too Light or Too Dark on page 4-12
- Repeating Defects on page 4-13
- Print Image Is Offset on page 4-14
- Fusing Is Incomplete or Toner Is Flaking on page 4-15
- Color Misregistration on page 4-16
- Printed Area Does Not Fit on the Paper or Margins Are Incorrect on page 4-20


*See also:*

Knowledge Base at www.xerox.com/office/7400support

## Light or Dark Lines or Smudges in One Color

### Problem



Thin, light or white lines appear in only one color.

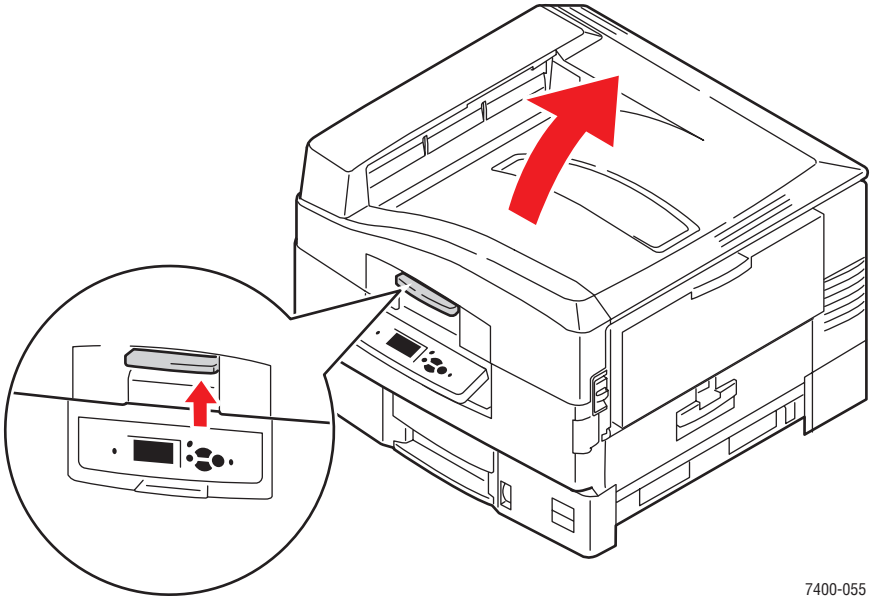
Thin, dark lines or smudges appear in only one color when a light color is faded or blended with black.

Print a copy of the color test pages to determine whether the problem is in one color or more than one color:

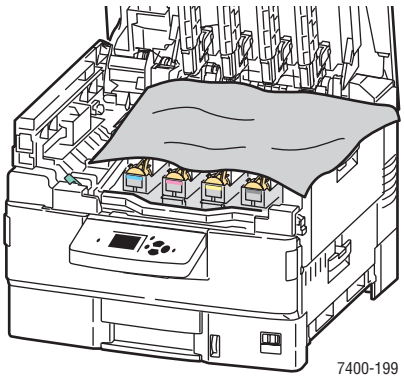
1. On the control panel, select **Troubleshooting**, and then press the **OK** button.
2. Select **Print Quality Problems**, and then press the **OK** button.
3. Select **Color Test Pages**, and then press the **OK** button to print the test pages.
   - If the problem appears in one color on the test pages, continue with the solution in this section.
   - If the problem appears in more than one color on the test pages, see Dark Lines, Smudges, or Streaks Through All Colors on page 4-9.

## Solution

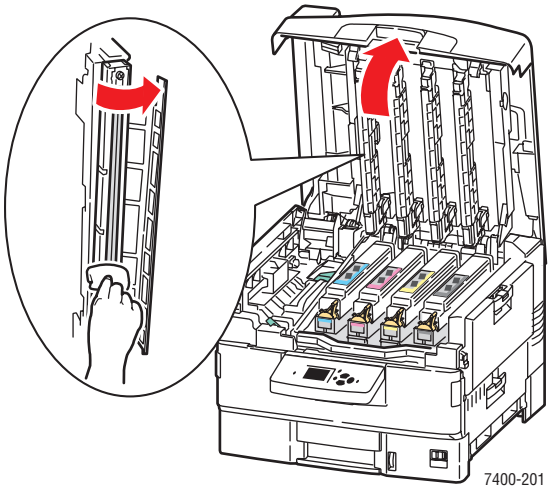
1. Open the top cover.



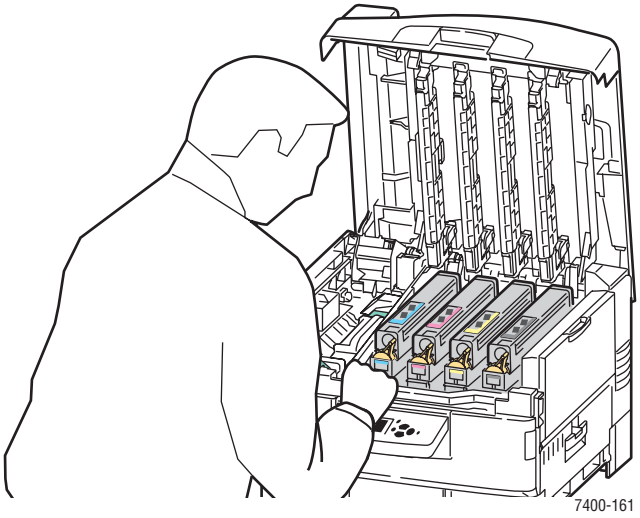

**Caution:** Do not leave the top cover open for more than 10 minutes without covering the imaging units, as damage could result. Use the dark bag that came with the imaging unit or opaque paper as a cover.



2. Clean the LED bar for the problem color using the cleaning pad supplied with each new toner cartridge, or with a soft, clean cloth.

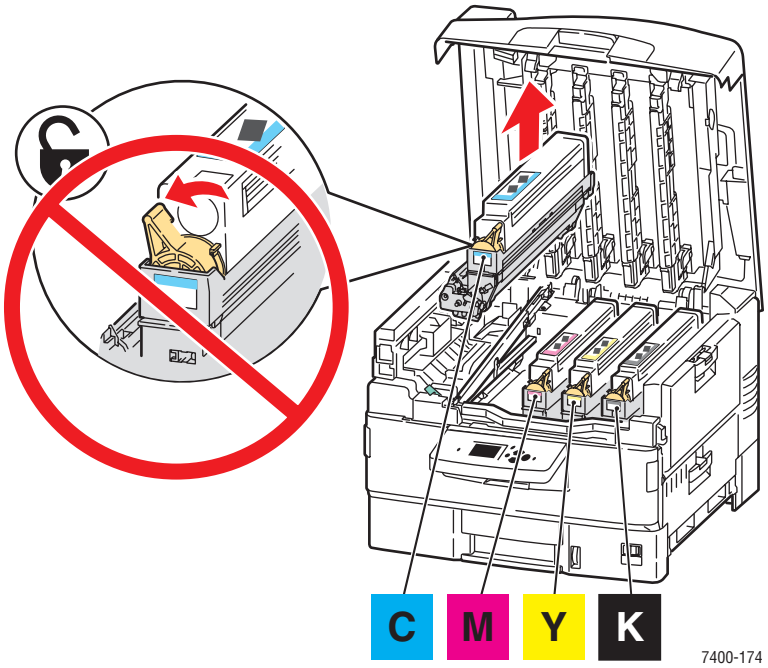



3. Visually inspect the toner cartridges and imaging units and remove any foreign material.

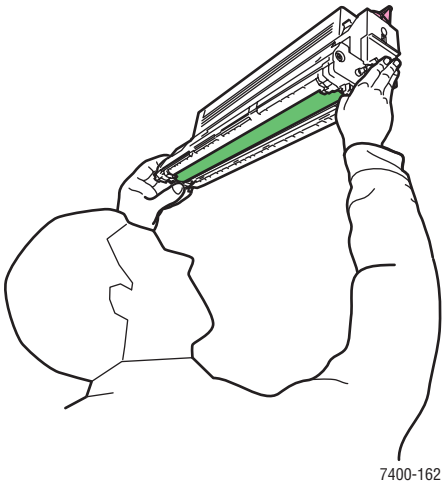



4. If the problem persists after cleaning the LED bars, check the toner for the problem color. Replace the toner if low.

5. If the problem persists, lift out the imaging unit for the problem color, keeping the toner cartridge installed.




6. To avoid toner spills, hold the imaging unit in an upright position. Slide the cover away from the shiny coating at the bottom of the unit, and lift it high enough to visually inspect it.




**Caution:** Do not touch the shiny coating of the imaging unit.

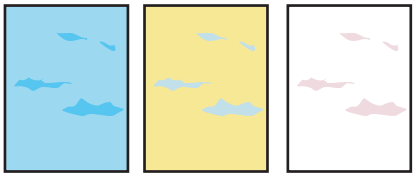
7. If the shiny coating has scratches or damage that align with the print defect, replace the imaging unit.

   **Note:** Some slight scratching is normal.

# Dark Lines, Smudges, or Streaks Through All Colors

## Problem

The page has dark lines, smudges, or streaks in all colors.



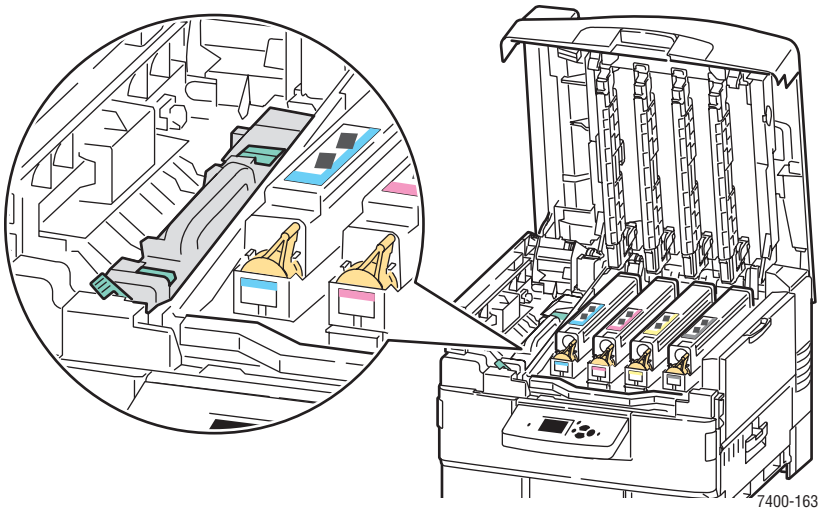

## Solution

- Verify that the paper you are using is the correct type for the printer. See Supported Paper and Media on page 3-3.
- Verify that the paper is properly loaded in the tray, and the correct paper type is selected in the **Paper Tray Setup** menu. See Loading Paper on page 3-8.

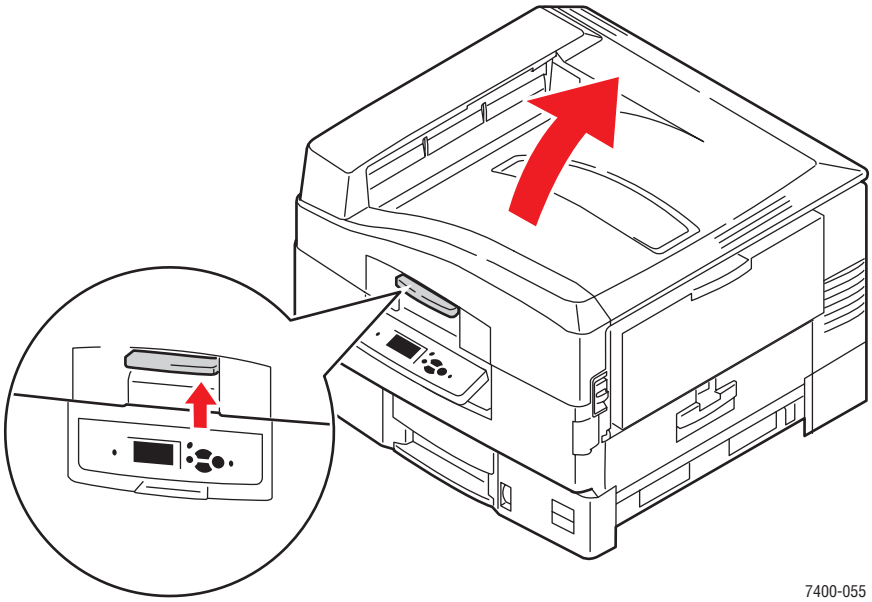
If the problem persists:

1. On the control panel, select **Troubleshooting**, and then press the **OK** button.
2. Select **Print Quality Problems**, and then press the **OK** button.
3. Select **Color Test Pages**, and then press the **OK** button to print the test pages.
   - If the problem appears in all colors on the test pages, continue with the solution in this section.
   - If the problem appears in one color on the test pages, see Light or Dark Lines or Smudges in One Color on page 4-5.

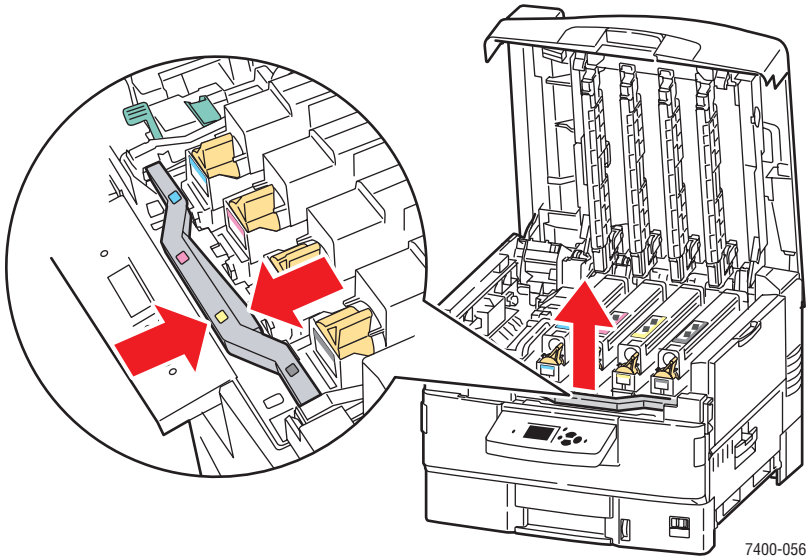
4. Open the top cover and verify that the levers on the fuser are in the locked position.



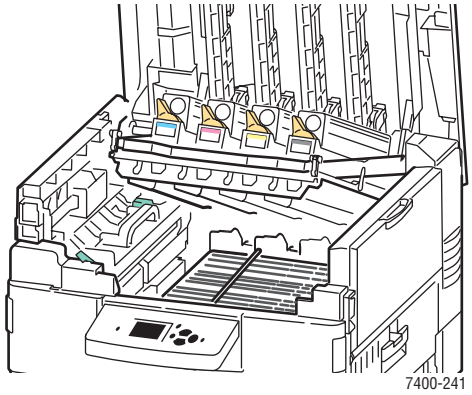

5. Close the top cover.
6. On the control panel, select **Troubleshooting**, and then press the **OK** button.
7. Select **Print Quality Issues**, and then press the **OK** button.
8. Select **Remove Print Smears**, and then press the **OK** button. Five cleaning pages will run through the printer.
9. Repeat Steps 3–5 until the pages come out clean.
10. If the problem persists, replace the fuser.
11. If the problem persists after replacing the fuser, open the top cover.



**12.** Grasp the imaging unit basket handle and lift up the basket.




**13.** Inspect the transfer unit. If you see excess toner on the transfer unit, replace it.



# All Colors Are Too Light or Too Dark

## Problem

Colors appear faded or too dark.

## Solution

1. Use a different TekColor correction in the printer driver.

   **Note:** Setting the TekColor correction to **Automatic** produces the best results for most documents.

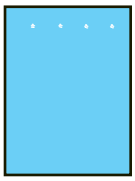
2. If the problem continues, in the Xerox printer driver (Windows 2000 or later), select the **TekColor** tab, click the **More Options** button, and then adjust the **Lightness** level.
3. If the problem continues, calibrate the colors using the procedures on the Color Calibration Tutorial page. To print the Color Calibration Tutorial page:
   a. Select **Troubleshooting**, and then press the **OK** button.
   b. Select **Print Quality Problems**, and then press the **OK** button.
   c. Select **Calibrate Colors**, and then press the **OK** button.
   d. Select **Tutorial Page**, and then press the **OK** button.
   e. Follow the instructions on the page.

*See also:*

Adjusting Color on page 4-3

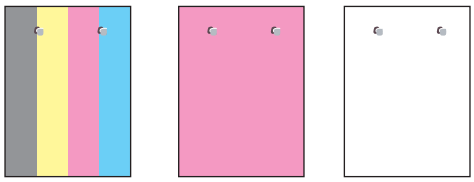
# Repeating Defects

## Problem



7400-212

Marks or voids recur in only one color.



7400-210

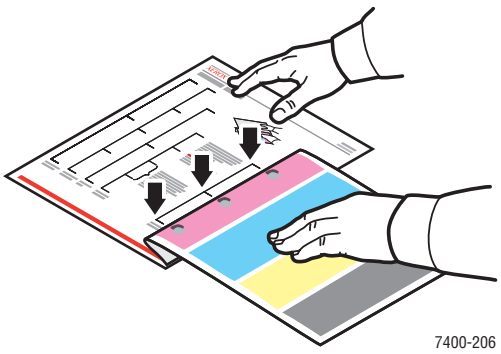
Marks of any color or voids recur uniformly in all colors and/or in non-printed areas.

## Solution

Print the Repeating Defects page to view instructions for correcting the problem. To print the Repeating Defects page:

1. On the control panel, select **Troubleshooting**, and then press the **OK** button.
2. Select **Print Quality Problems**, and then press the **OK** button.
3. Select **Repeating Defects**, and then press the **OK** button.

   The Repeating Defects page prints.
4. Follow the instructions on the page to measure the distance between the defects and identify the item causing the defects.
5. Replace the item causing the defects.

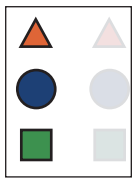


7400-206

# Print Image Is Offset

## Problem

Toner appears to have been pulled off the page and placed across the page from where it should be.



7400-214

## Solution

- Verify that the paper you are using is the correct type for the printer. See Supported Paper and Media on page 3-3.
- Verify that the paper is properly loaded in the tray, and the correct paper type is selected in the **Paper Tray Setup** menu. See Loading Paper on page 3-8.

If the problem persists:

1. On the control panel, select **Paper Tray Setup**, and then press the **OK** button.
2. Select the tray you are using, and then press the **OK** button.
3. Select **Change Setup**, and then press the **OK** button.
4. Select **Special** as the paper type, and then press the **OK** button.
5. Select **Continue**, and then press the **OK** button.
6. Select a paper type that is lighter than the current tray setting, and then press the **OK** button.

   **Note:** Special paper types from lightest to heaviest are: Light Paper, Medium Light Paper, Medium Paper, Medium Heavy Paper, Heavy Paper, Thin Card Stock, Thick Card Stock, Extra Thick Card Stock.

7. If prompted, select the appropriate paper size, and then press the **OK** button.
8. If the problem persists, perform the Repeating Defects procedure. See Repeating Defects on page 4-13.

# Fusing Is Incomplete or Toner Is Flaking

## Problem

Toner appears to be pulled off the print, or is easy to rub off.

7400-211

## Solution

- Verify that the paper you are using is the correct type for the printer. See Supported Paper and Media on page 3-3.
- Verify that the paper is properly loaded in the tray, and the correct paper type is selected in the **Paper Tray Setup** menu. See Loading Paper on page 3-8.

If the problem persists:

1. On the control panel, select **Paper Tray Setup**, and then press the **OK** button.
2. Select the tray you are using, and then press the **OK** button.
3. Select **Change Setup**, and then press the **OK** button.
4. Select **Special** as the paper type, and then press the **OK** button.
5. Select **Continue**, and then press the **OK** button.
6. Select a paper type that is heavier than the current tray setting, and then press the **OK** button.

   **Note:** Special paper types from lightest to heaviest are: Light Paper, Medium Light Paper, Medium Paper, Medium Heavy Paper, Heavy Paper, Thin Card Stock, Thick Card Stock, Extra Thick Card Stock.

7. If prompted, select the appropriate paper size, and then press the **OK** button.

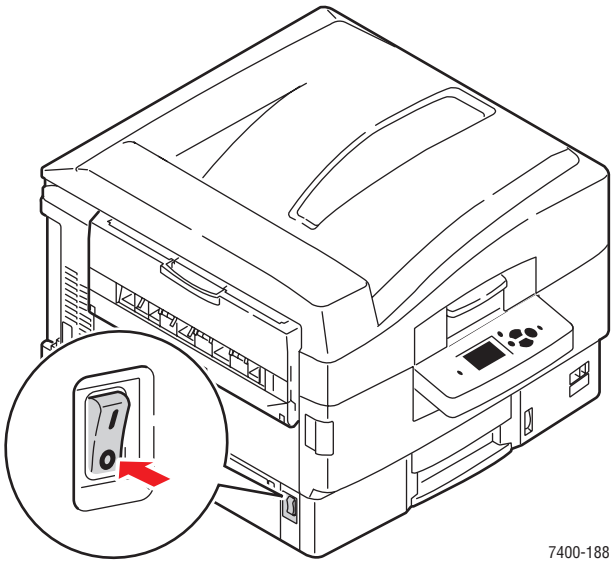
# Color Misregistration

## Problem

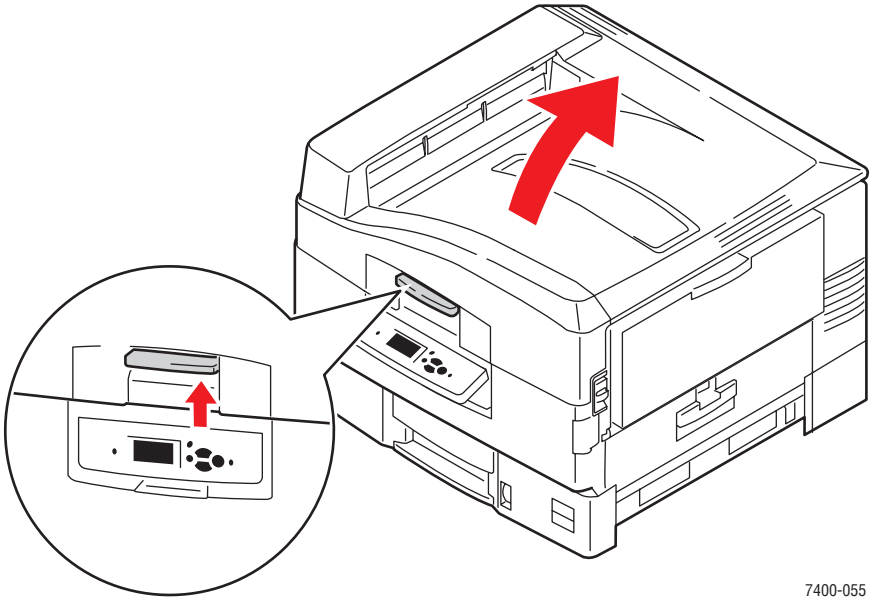
Color has shifted outside of the expected print area or has been superimposed over another color area.

## Solution

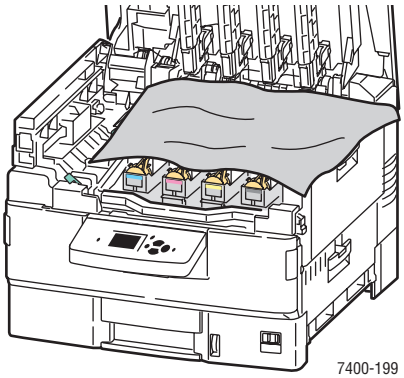
1. Turn the printer off.



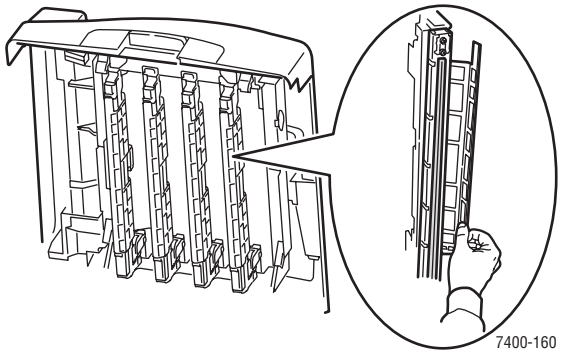
**2.** Open the top cover.



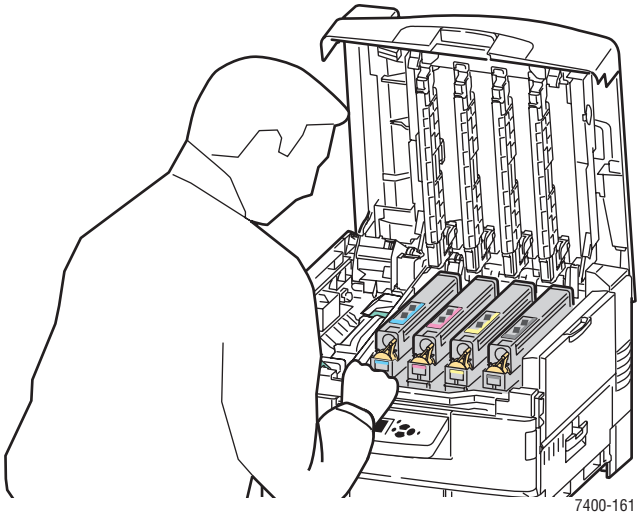

**Caution:** Do not leave the top cover open for more than 10 minutes without covering the imaging units, as damage could result. Use the dark bag that came with the imaging unit or dark paper as a cover.



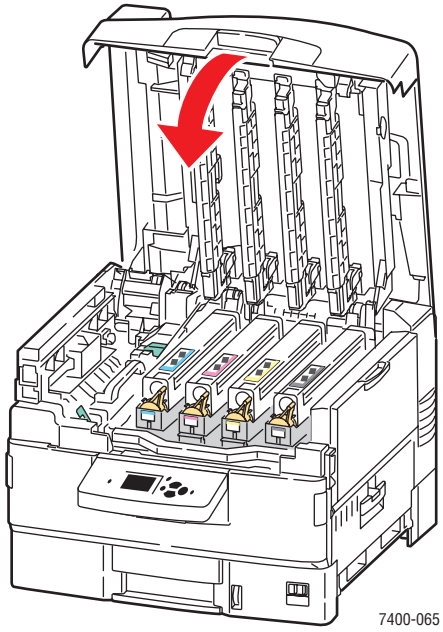
**3.** Inspect the four LED bars for any foreign material.



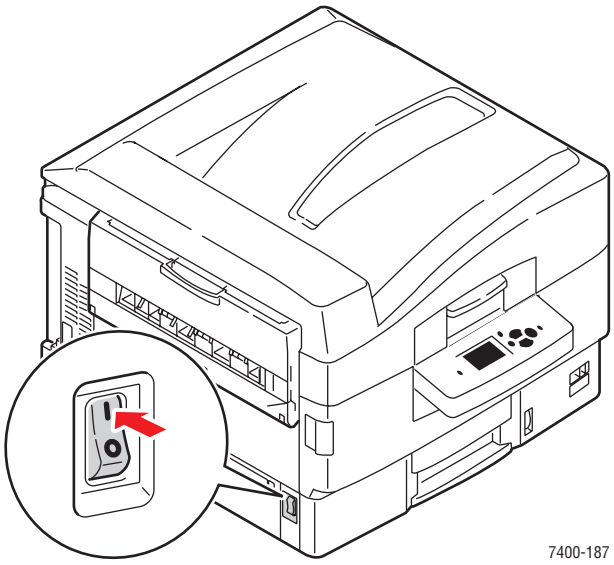

**4.** Visually inspect the imaging units and remove any foreign material.



5. Close the top cover.




6. Turn the printer on.



# Printed Area Does Not Fit on the Paper or Margins Are Incorrect

## Problem

The printed area appears outside the margins on the page.

## Solution

1. In the paper tray, verify that the paper is loaded correctly and paper guides are adjusted to fit the paper. For more information, see Loading Paper on page 3-8.
2. On the control panel, select **Paper Tray Setup**, and then press the **OK** button.
3. Select the tray you are using, and then press the **OK** button.
4. Verify that the tray is set to the correct paper size.
5. If the problem continues, use the Calibrate Margins page to shift the print area on the paper. The print area appears as a dashed rectangle on the Calibrate Margins page; the printer does not print outside this rectangle.
   a. On the control panel, select **Troubleshooting**, and then press the **OK** button.
   b. Select **Print Quality Problems**, and then press the **OK** button.
   c. Select **Calibrate Margins**, and then press the **OK** button.
   d. Select **Calibrate Margins Page**, and then press the **OK** button.
   e. Select the appropriate tray to calibrate, and then press the **OK** button.
   f. Follow the instructions on the Calibrate Margins page.

# 5 Maintenance

This chapter includes:


- Cleaning the Printer on page 5-2
- Adding Staples on page 5-5
- Emptying the Punch Waste Box on page 5-10
- Ordering Supplies on page 5-12
- Moving and Repacking the Printer on page 5-14


*See also:*

Maintenance video tutorials at www.xerox.com/office/7400support

Replacing supplies video tutorials at www.xerox.com/office/7400support

# Cleaning the Printer

This section includes:


- Cleaning the Outside of the Printer on page 5-2
- Cleaning the LEDs on page 5-3


For safety information, see User Safety on page A-1.

## Cleaning the Outside of the Printer

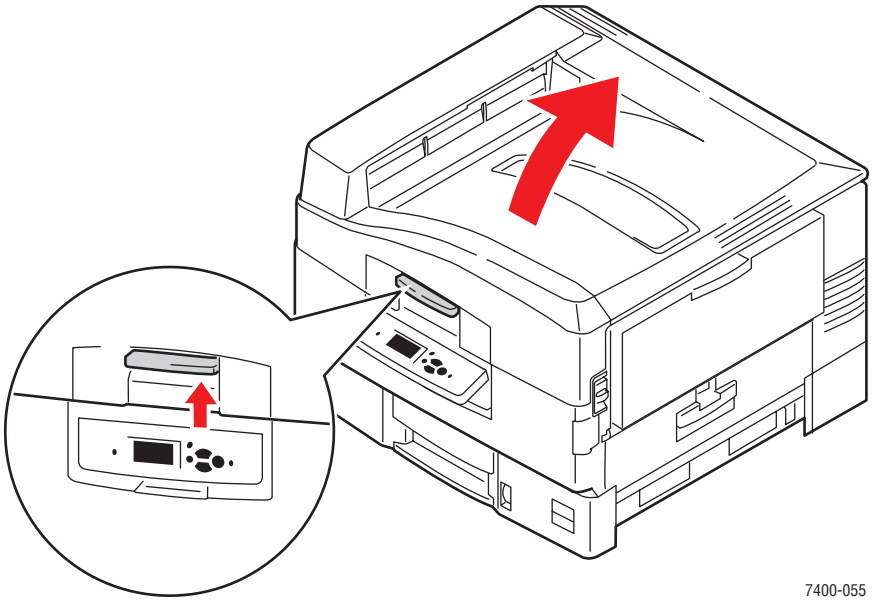
To remove stains, clean the outside of the printer using a soft, damp, cloth moistened with a mild neutral detergent. Do not spray detergent directly onto the printer.

**Warning:** To prevent electric shock, turn the printer off and unplug the power cord from the electrical outlet before cleaning the printer.

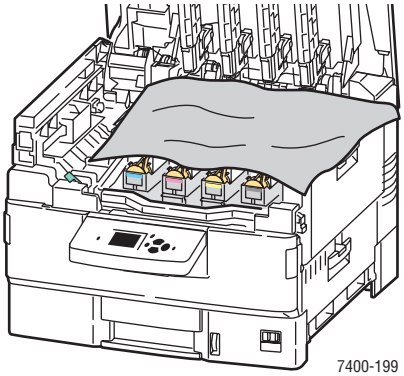
Use only an approved toner vacuum to clean the printer. Do not lubricate the printer with oil.

## Cleaning the LEDs

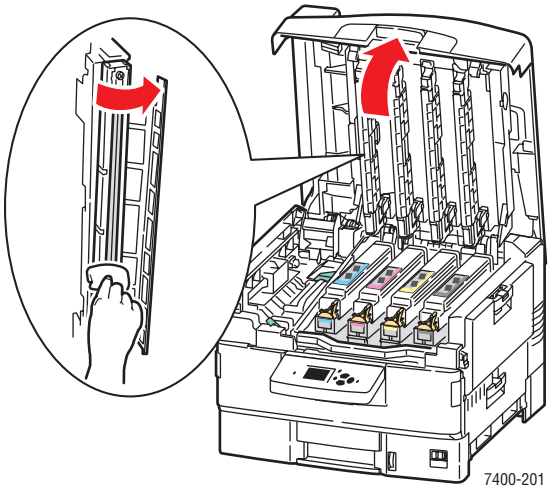
1. Open the top cover.



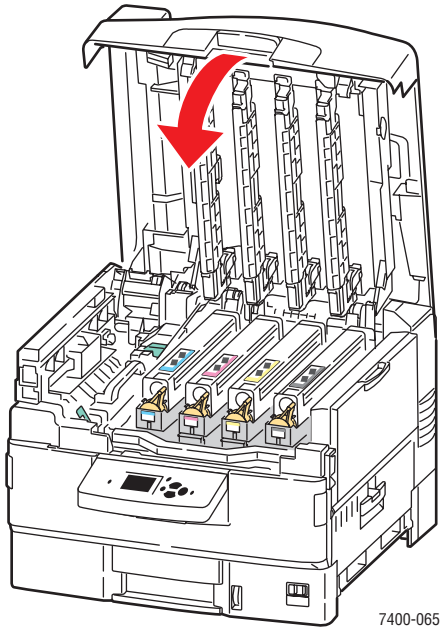

**Caution:** Do not leave the top cover open for more than 10 minutes without covering the imaging units, as damage could result. Use the dark bag that came with the imaging unit or opaque paper as a cover.



2. Move the LED shutter to the right, and clean the four LED bars using the cleaning pad supplied with each new toner cartridge or with a soft, clean cloth.

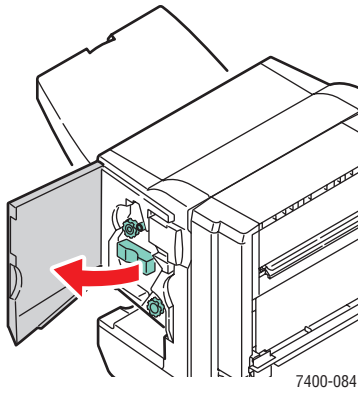



3. Close the top cover.

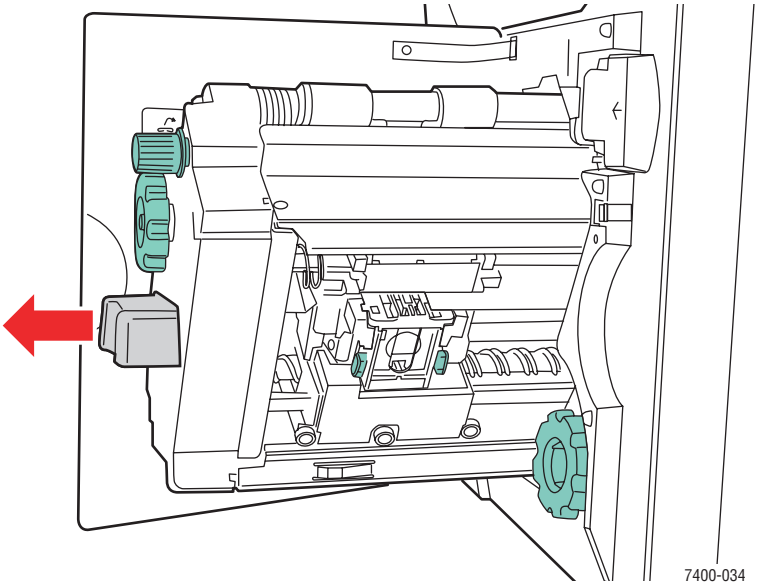


# Adding Staples

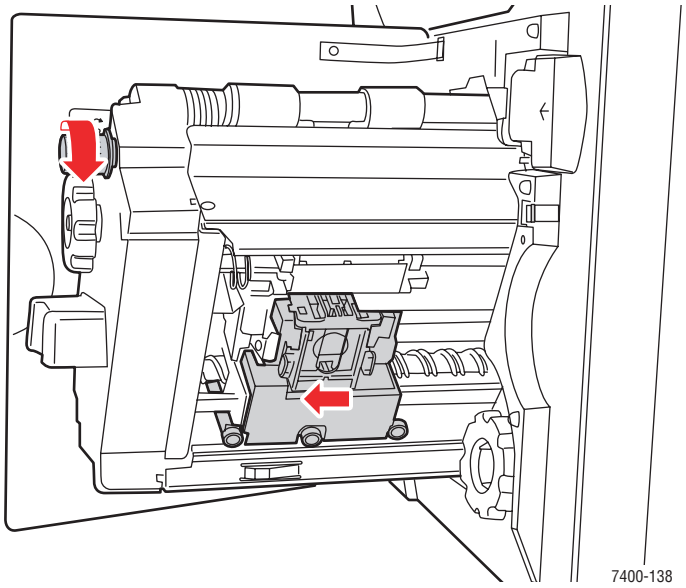
1. Open Door J on the front of the finisher.



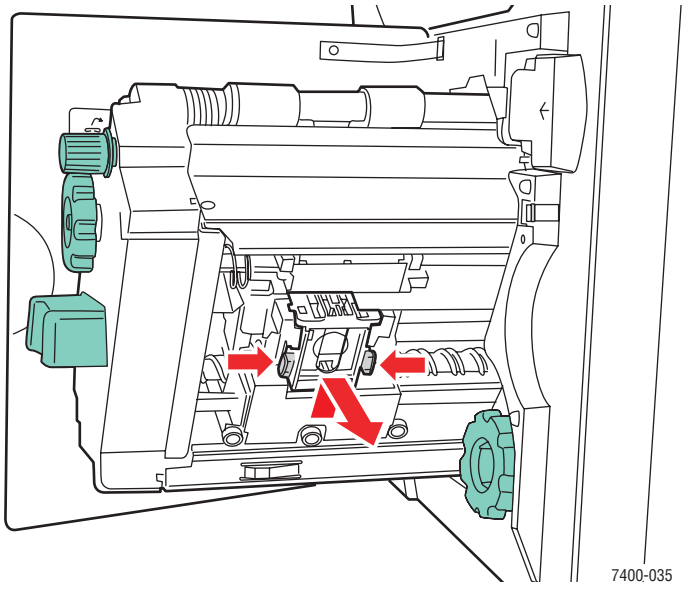

2. Grasp the handle and pull the stapler out of the finisher.



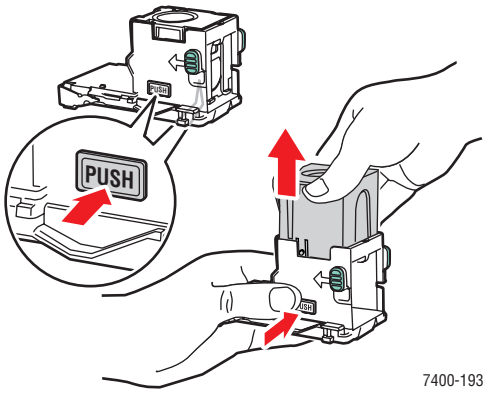
**3.** To access the staple cartridge, rotate the small knob at the top clockwise until it stops.



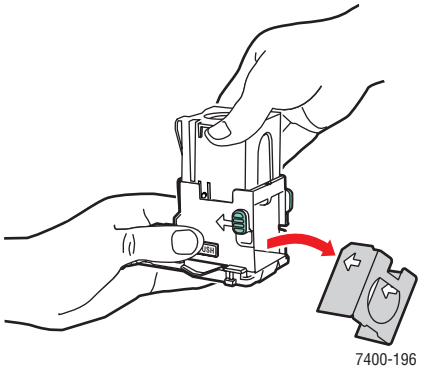

**4.** Squeeze the tabs on each side of the staple unit, and then lift and pull the staple unit out of the stapler.



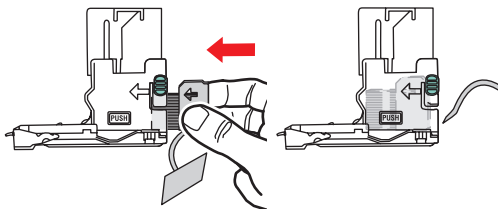
**5.** Press together the sides of the staple unit where it is labeled “Push”, and then lift the part that was released.



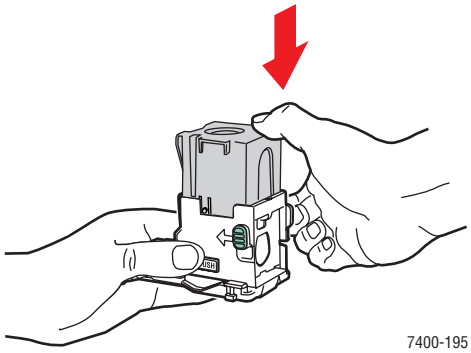

**6.** Remove the empty staple cartridge.



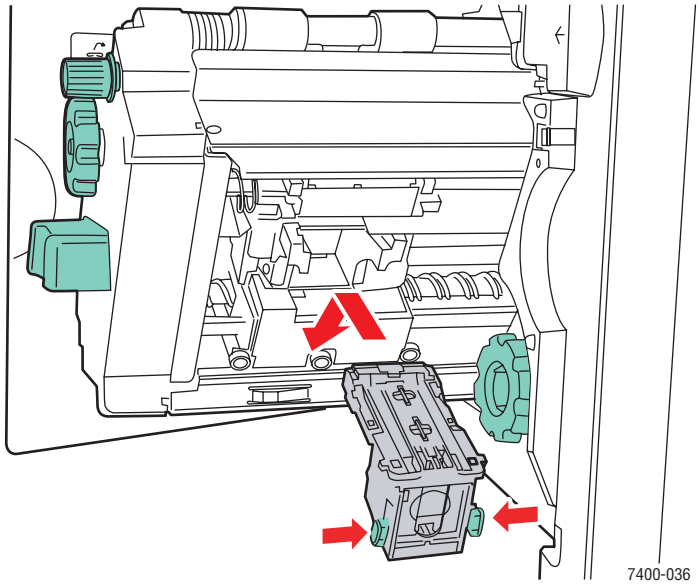

**7.** Slide a new staple cartridge into the staple unit and pull the tab to release the packaging.



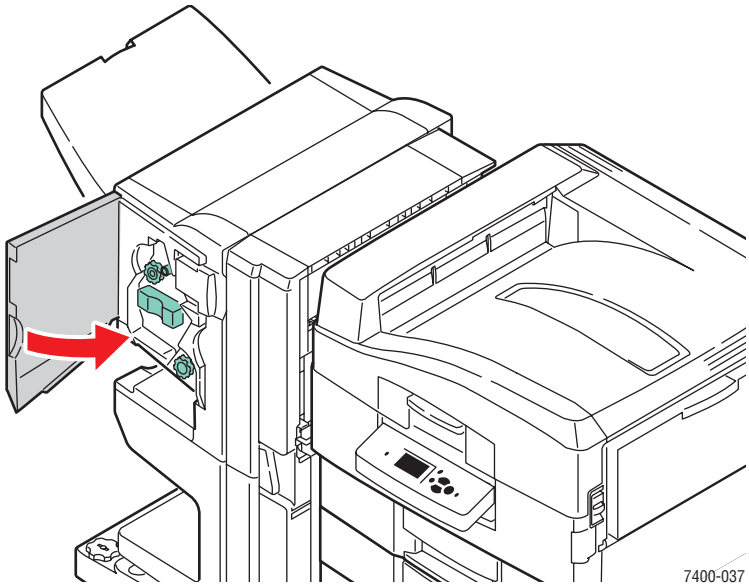
**8.** Push down the top of the staple unit until you hear it click.




**9.** Squeeze the green tabs on the side of the staple unit, and then replace the unit in the stapler.

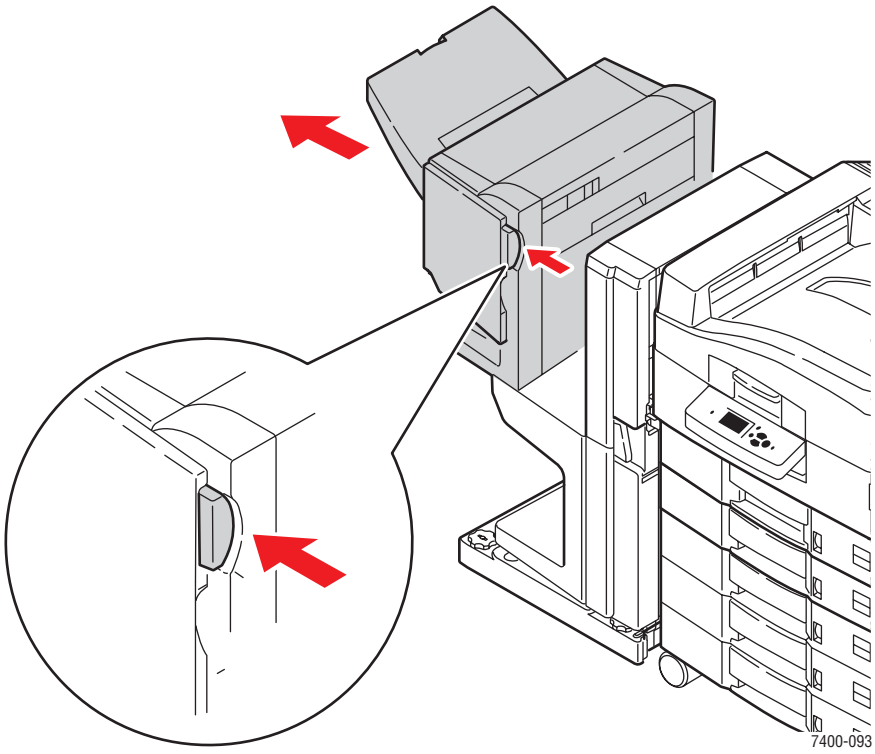


**10.** Push the stapler back into the finisher, and close Door J.

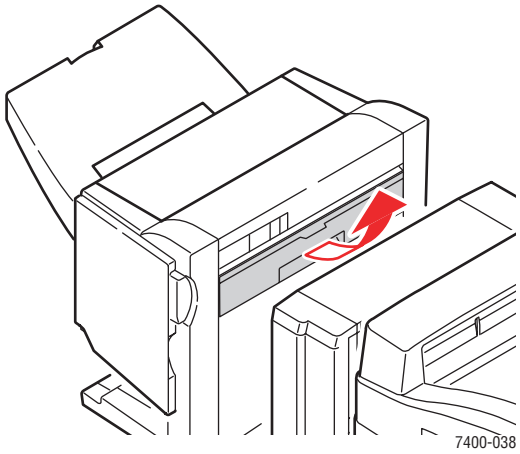


# Emptying the Punch Waste Box

1. Press the button at the top of the finisher near Door J and slide the finisher away from the finisher base.

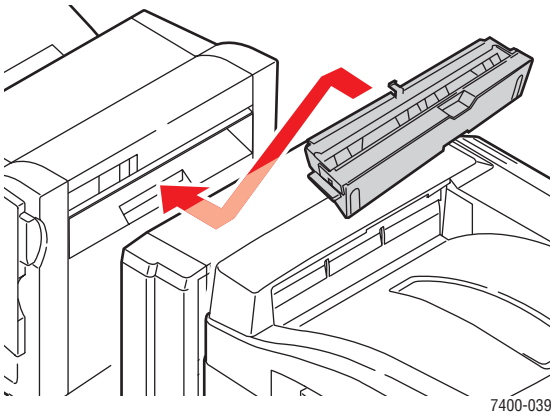



2. Remove the punch waste box.

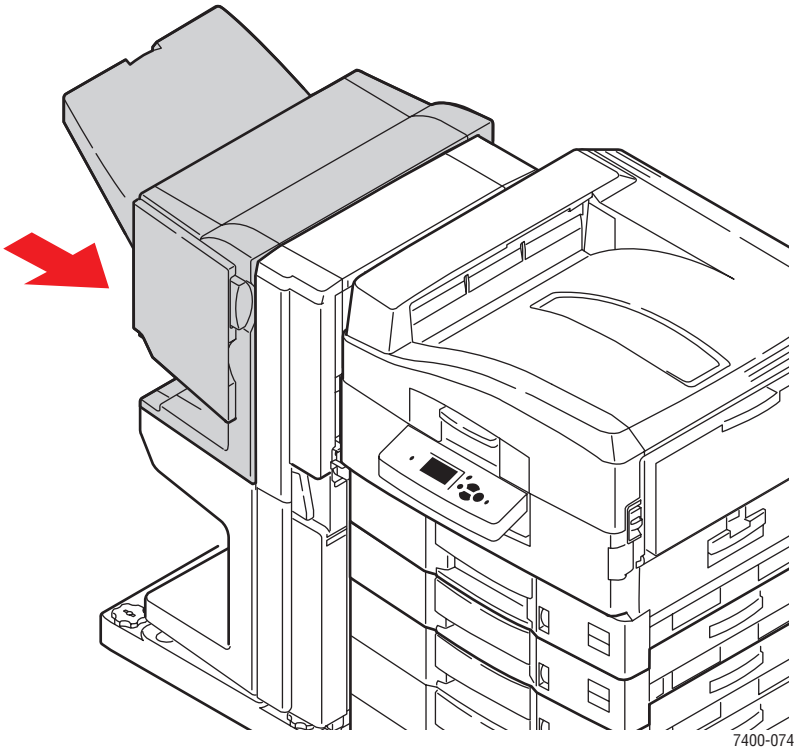



3. Empty the waste box.

**4.** Insert the punch waste box into its position in the finisher.




**5.** Close the finisher.



# Ordering Supplies

This section includes:


- Consumables on page 5-12
- Routine Maintenance Items on page 5-12
- When to Order Supplies on page 5-12
- Recycling Supplies on page 5-13


Certain consumables and routine maintenance items need to be ordered occasionally. Each item includes installation instructions in the package.

*See also:*

User Safety on page A-1

## Consumables

- Toner Cartridges (Cyan, Magenta, Yellow, Black)
- Staple Pack (if the finisher is installed)

## Routine Maintenance Items

- Fuser
- Imaging Units (Cyan, Magenta, Yellow, Black)
- Transfer Unit
- Waste Toner Cartridge

## When to Order Supplies

The control panel displays a warning when the supply nears its replacement time. Verify that you have replacements on hand. It is important to order these supplies when the messages first appear to avoid interruptions to your printing. The control panel displays an error message when the supply must be replaced.

To view the current status of your printer supplies, print the Supplies Usage page:

1. On the control panel, select **Information**, and then press the **OK** button.
2. Select **Supplies Info**, and then press the **OK** button.
3. Select **Supplies Usage Page** to print.

To order supplies and accessories, contact your local reseller or go to the Xerox Supplies website at www.xerox.com/office/7400supplies.

**Caution:** Use of non-Xerox supplies is not recommended. The Xerox Warranty, Service Agreements, 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 may vary outside these areas; please contact your local representative for details.

## Recycling Supplies

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

# Moving and Repacking the Printer

This section includes:


- Precautions for Moving the Printer on page 5-14
- Moving the Printer Within the Office on page 5-14
- Preparing the Printer for Shipment on page 5-14


*See also:*

User Safety on page A-1

## Precautions for Moving the Printer

To view precautions and guidelines for safely moving your printer, see the User Safety appendix in this user guide.

## Moving the Printer Within the Office

The printer can be safely moved from one location within an office to another as long as it travels in an upright position, gently over smooth surfaces. Any jarring movement, such as pushing the printer over a raised door threshold or across a parking lot, can damage the printer.

## Preparing the Printer for Shipment

Repack the printer using the original packing material and boxes or a Xerox repackaging kit. Additional instructions for repacking the printer are provided in the repackaging kit. If you do not have all the original packaging, or are unable to repackage the printer, contact your local Xerox service representative.

**Caution:** Damage to the printer resulting from improper moving or failure to repackage the printer properly for shipment, is not covered by the warranty, service agreement, or Total Satisfaction Guarantee. The Total Satisfaction Guarantee is available in the United States and Canada. Coverage may vary outside these areas; please contact your local representative for details.

# 6 Troubleshooting

This chapter includes:


- Clearing Paper Jams on page 6-2
- Getting Help on page 6-63


*See also:*

Print Quality on page 4-1

Troubleshooting video tutorials at www.xerox.com/office/7400support

# Clearing Paper Jams

This section includes:


- Preventing Jams on page 6-2
- Jams in the Printer on page 6-3
- Jams in the Finisher on page 6-36


**Note:** For safety information, see User Safety on page A-1.

## Preventing Jams

To reduce the frequency of paper jams, follow the guidelines and instructions in the Printing Basics chapter of this guide. It includes information about supported paper and other media, guidelines for paper and media usage, and instructions for properly loading paper and media in the trays. Do not overload the paper trays.

# Jams in the Printer

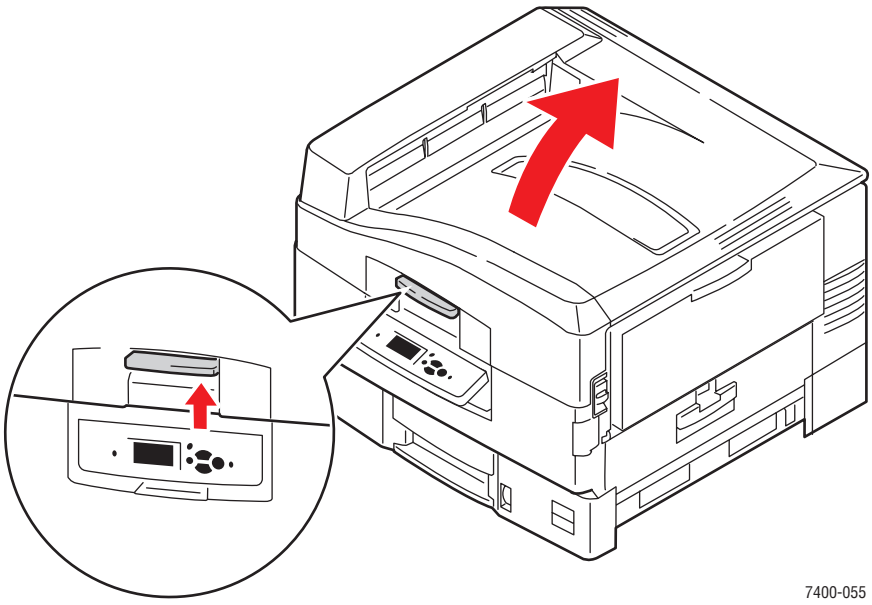
This section includes:


- Jam Under Imaging Units on page 6-3
- Jam in Fuser or Jam at Duplex Entrance on page 6-8
- Jam in Duplex Unit on page 6-13
- Jam at Door A or Misfeed at Tray 1 (MPT) on page 6-19
- Jam at Door B or Misfeed at Tray 2 on page 6-24
- Jam at Door C or Misfeed at Trays 3–6 on page 6-27
- Jam at Door D on page 6-30
- Jam at Door E on page 6-33


## Jam Under Imaging Units

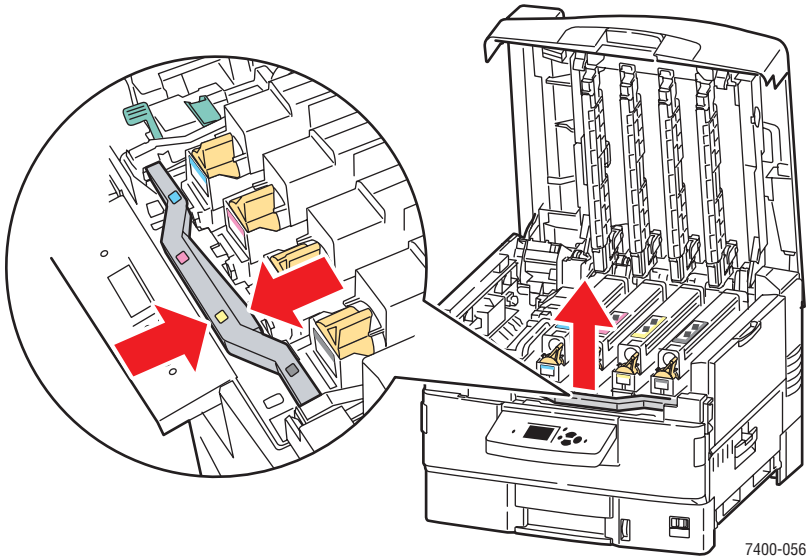
Follow these steps to clear the jam.

1. Lift the latch on the front of the printer to open the top cover and raise it to its fully open position.

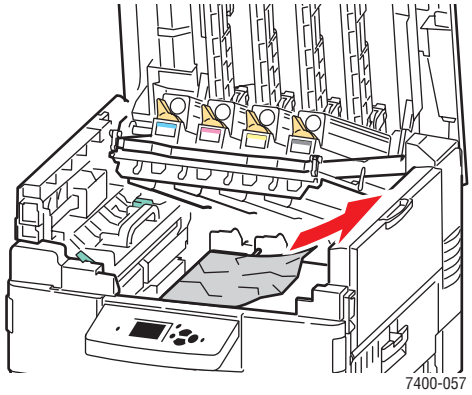



**Caution:** To prevent print-quality problems, avoid touching or handling the LED bars.

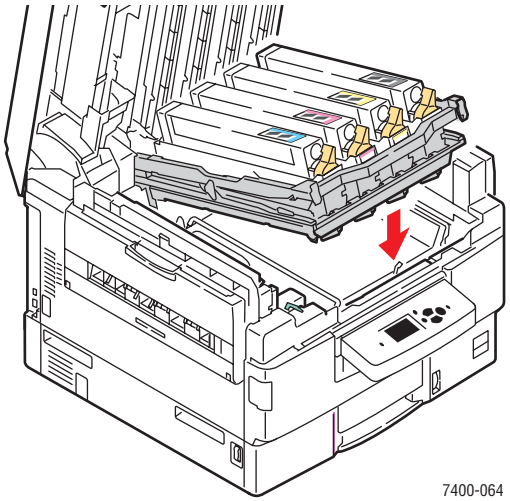
**2.** Grasp the handle of the imaging unit basket and lift the basket.



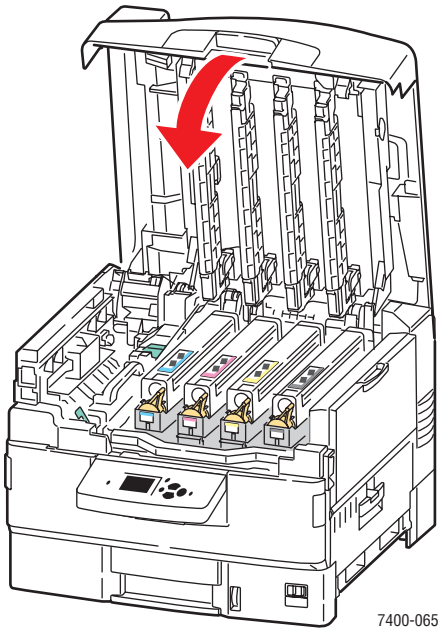

**3.** If jammed paper is present under the imaging units, carefully remove it.



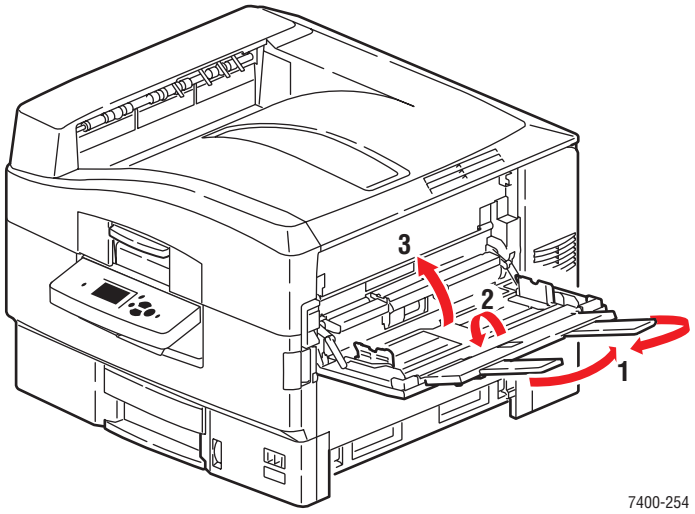
**4.** Lower the imaging unit basket back into the locked position.



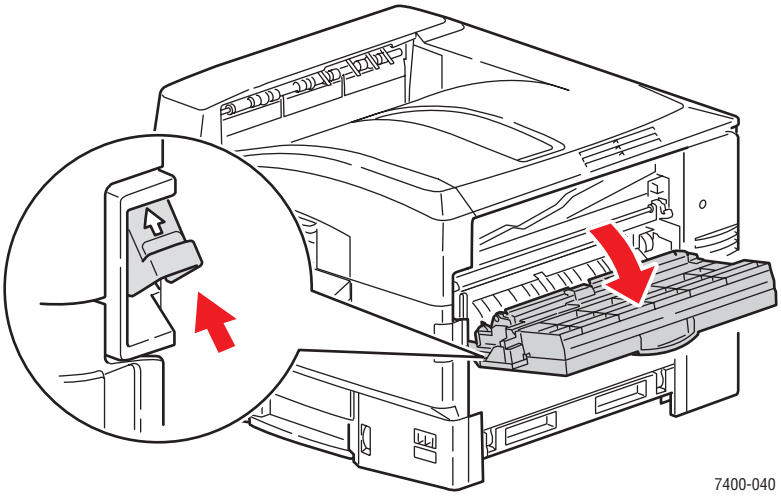

**5.** Slowly lower the top cover into place.



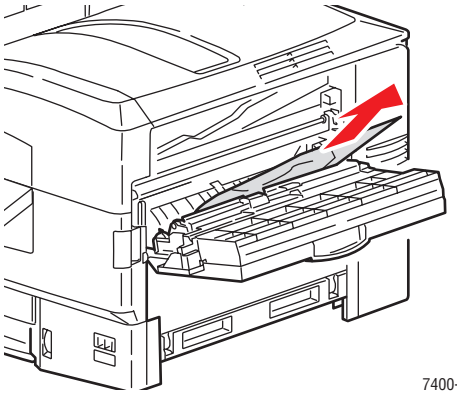
**6.** If the jam persists, fold in the Tray 1 (MPT) tray extensions and close the tray.



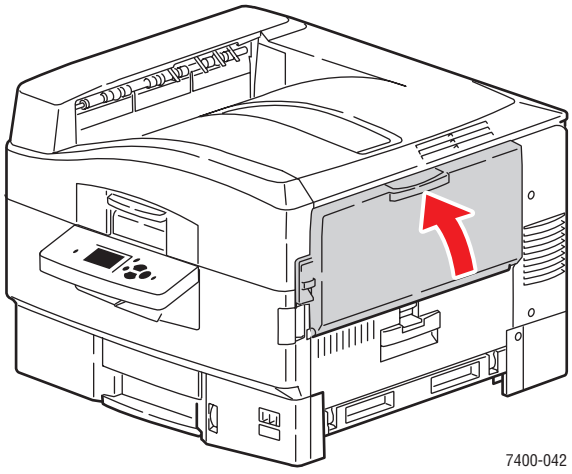

**7.** Pull up on the release lever to open Door A on the right side of the printer.



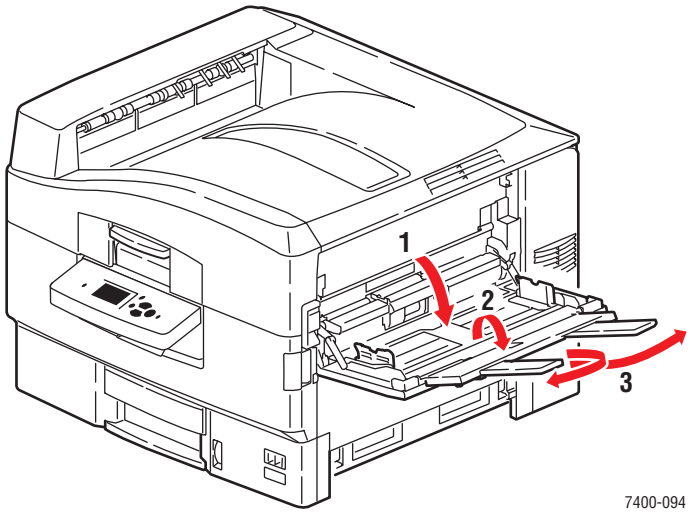
**8.** Carefully remove the jammed paper.




**9.** Close Door A.



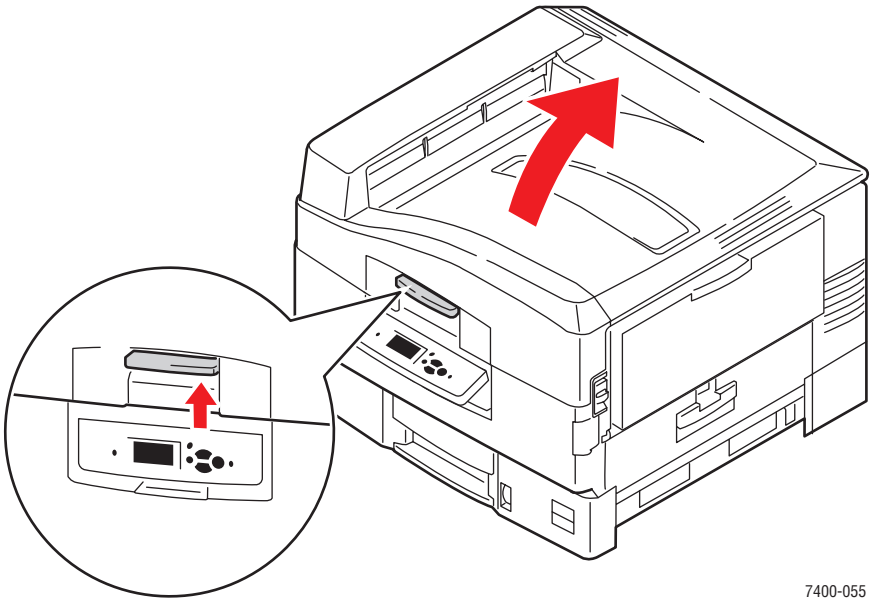

**10.** If you closed Tray 1 (MPT), open it.



## Jam in Fuser or Jam at Duplex Entrance

Follow these steps to clear the jam.

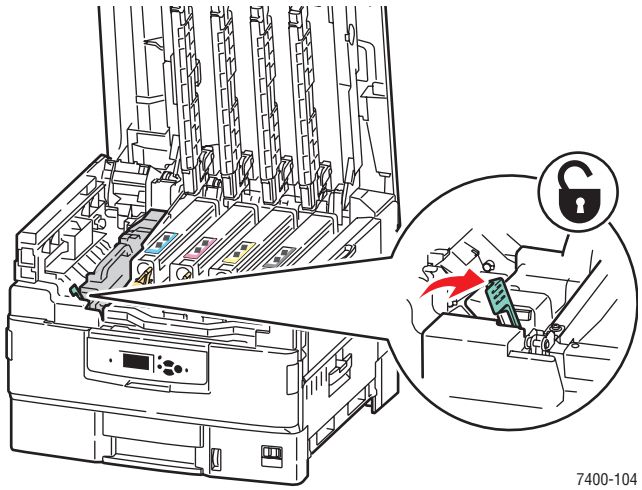
1. Lift the latch on the front of the printer to open the top cover.



7400-055

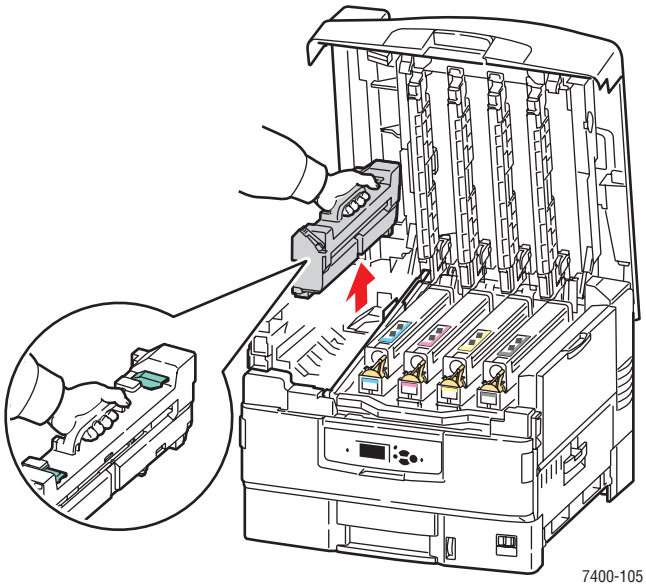
**Caution:** Avoid touching or handling the LED bars.

2. Move the fuser locking lever to the right to the unlocked position.



7400-104

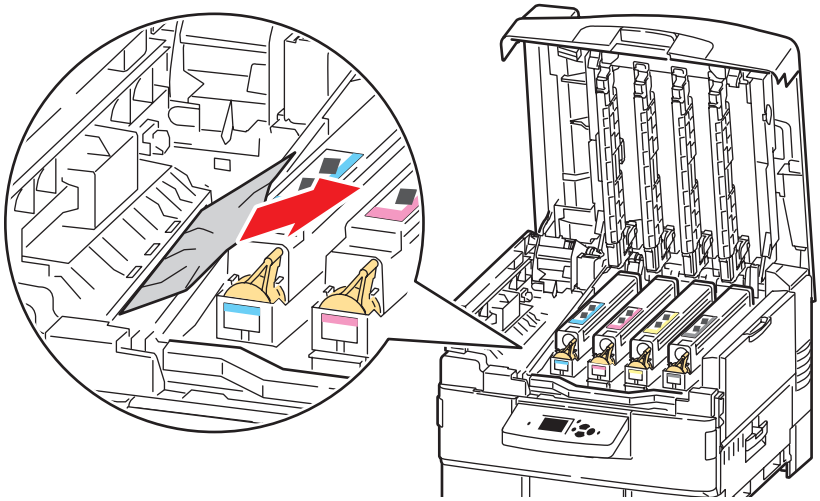
3. Grasp the fuser by the handle and lift the fuser out of the printer.



7400-105

**Warning:** Do not touch the sides of the fuser; they may be hot.

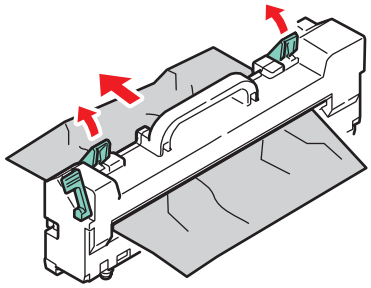
4. Place the fuser on a flat surface.
5. If jammed paper is present inside the printer, remove it.



7400-253

**6.** If paper is jammed in the fuser, do the following:

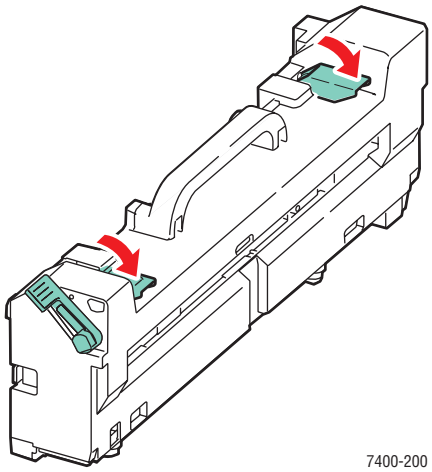
**a.** Lift the two jam-release levers on the fuser, and then carefully pull out the jammed paper.



7400-059

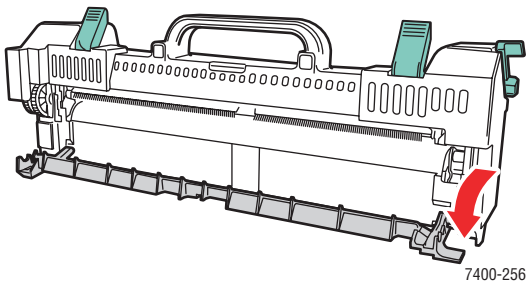
**Note:** The jam-release levers may be loose.

**b.** If the jam-release levers are open, press the levers back to the locked position.



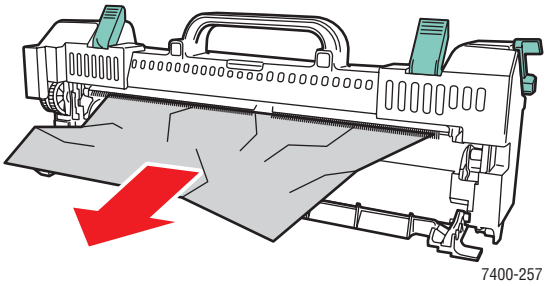
7400-200

**c.** Open the fuser roller cover.

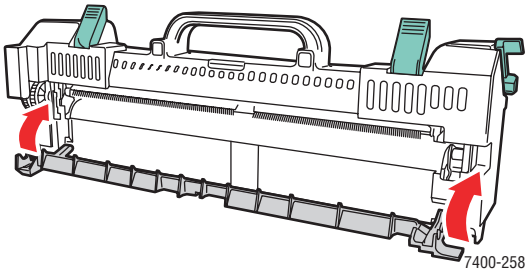


7400-256

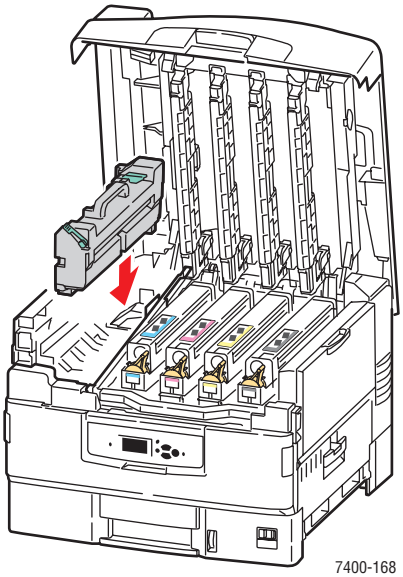
**d.** If paper is jammed inside the fuser, remove it.



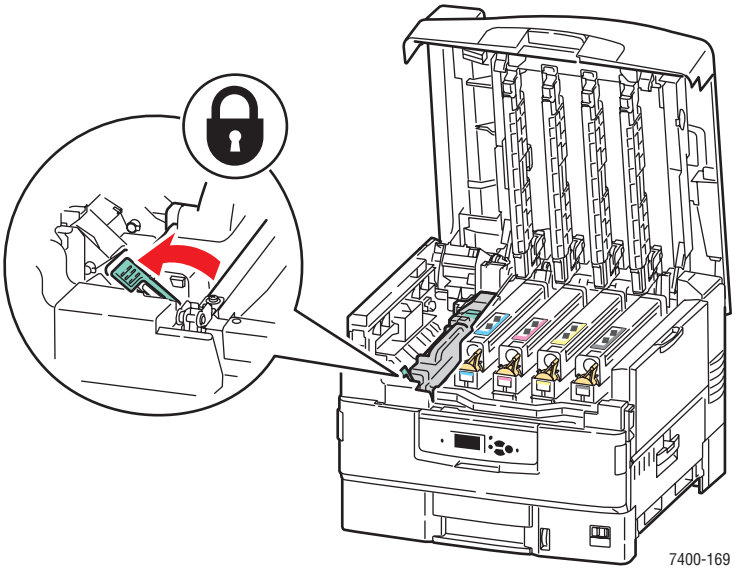

**e.** Close the fuser roller cover.



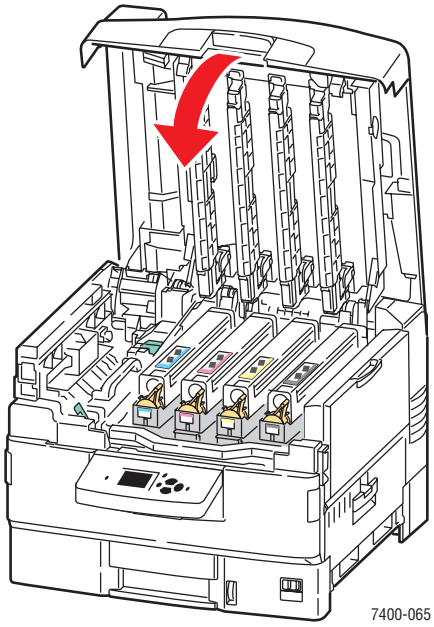

**7.** Reinsert the fuser into the printer.



**8.** Move the fuser locking lever to the left to the locked position.



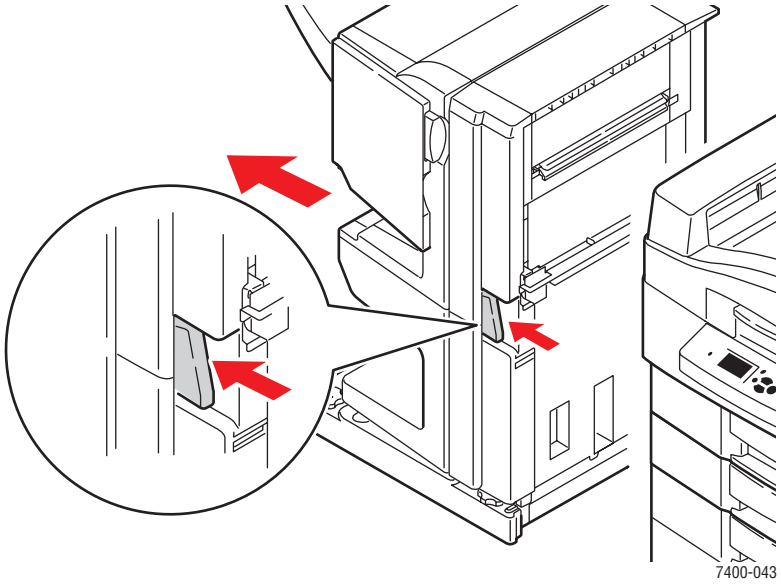

**9.** Slowly lower the top cover into place.



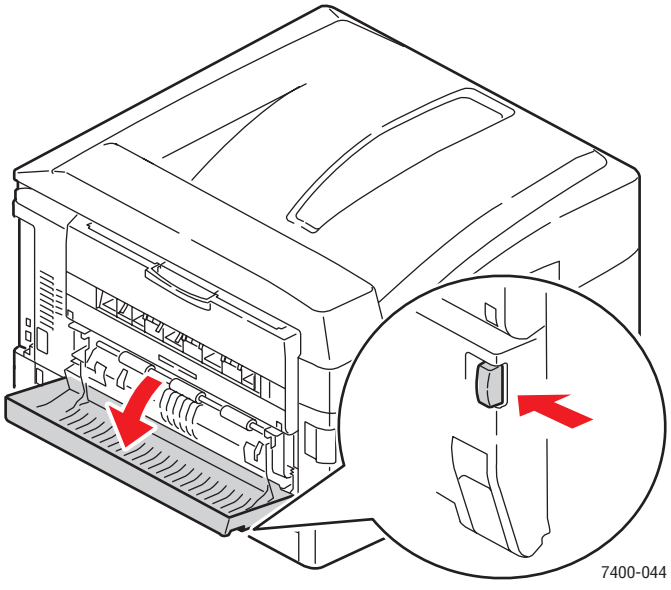
## Jam in Duplex Unit

Follow these steps to clear the jam.

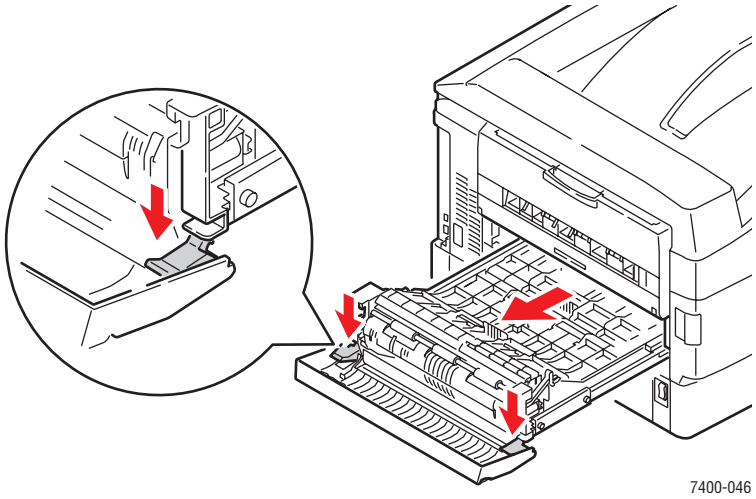
1. If the printer has a finisher, press the lower lever on the front of the finisher base and slide the finisher away from the printer.



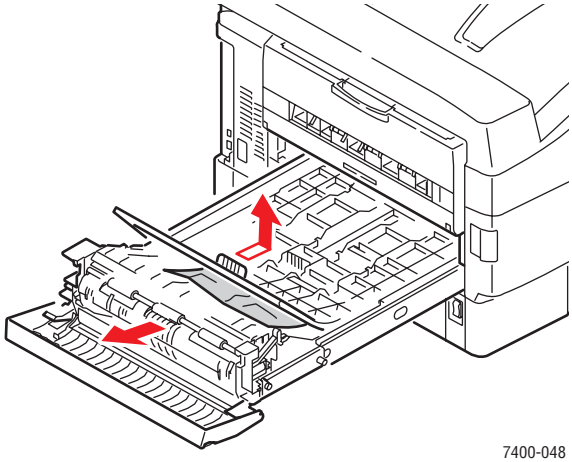

2. Press the release button on the left side of the printer to open Door D. If jammed paper is present, remove it.



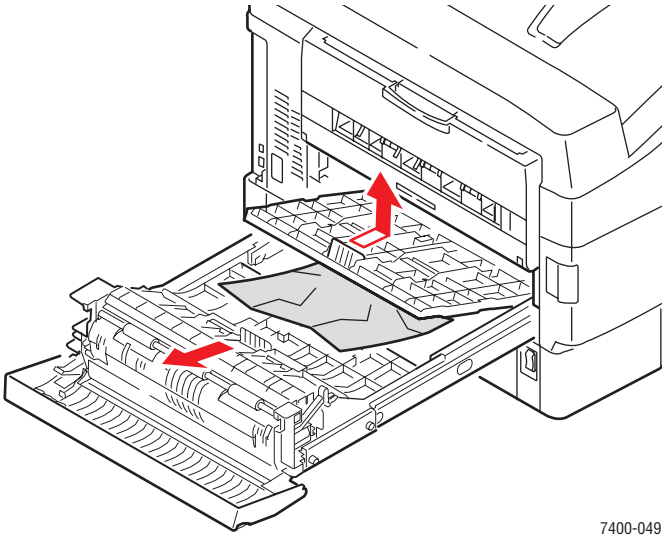
**3.** Pull out the duplex unit by holding Door D and pressing down on the release levers on either side of the door.



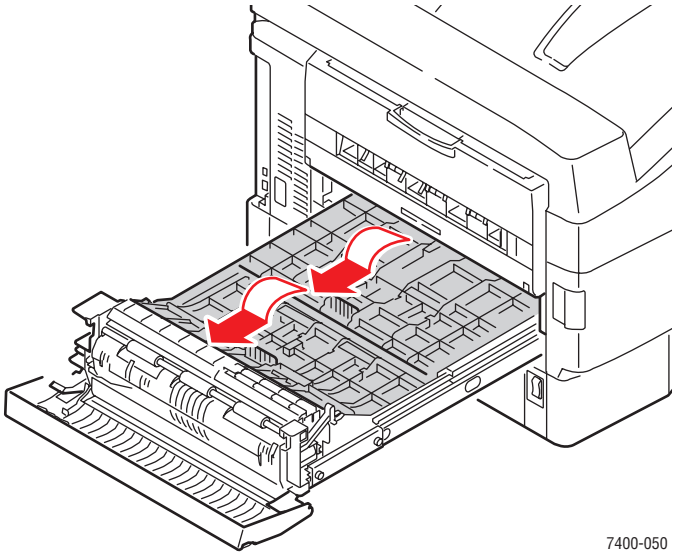

**4.** Push in and lift the tab on the first inside cover. If jammed paper is present in the duplex unit, remove it.



5. Push in and lift the tab on the second inside cover. If jammed paper is present in the duplex unit, remove it.

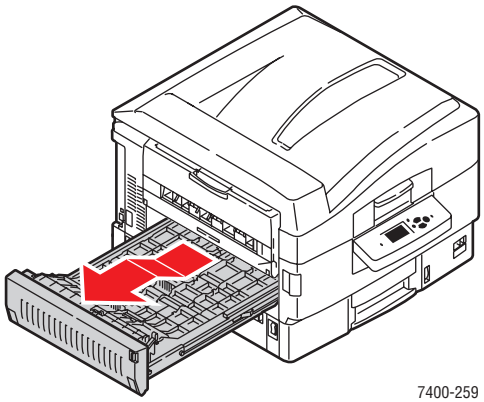



6. Pull the tab forward on each cover to lock the covers in their original positions.

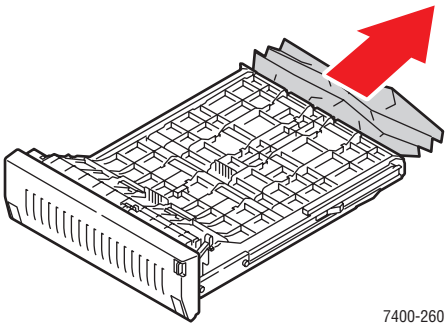


**7.** If the jam persists, do the following:

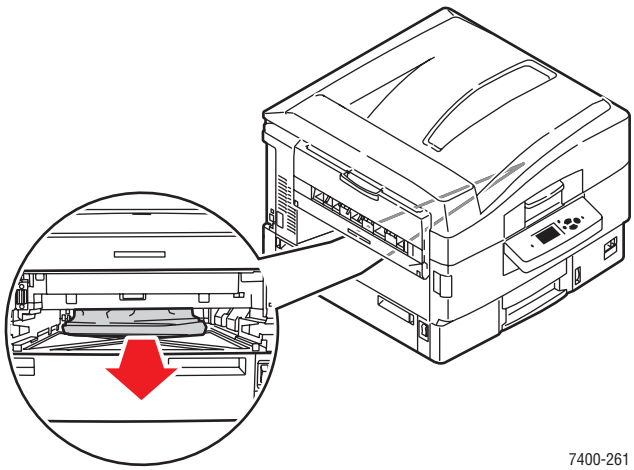
**a.** Pull the duplex unit out of the printer.



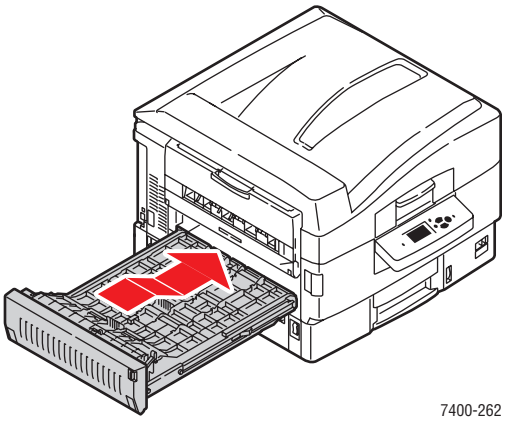

**b.** If paper is jammed in the duplex unit, remove it.




**c.** If paper is jammed inside the printer, remove it.

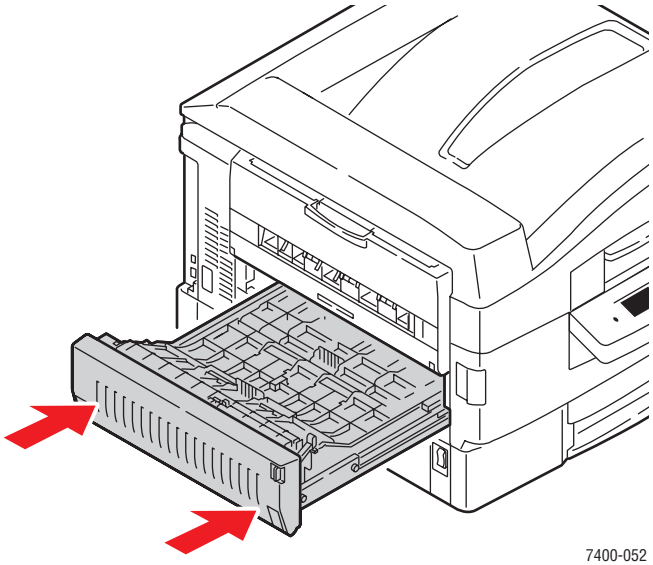


**d.** Replace the duplex unit in the printer.



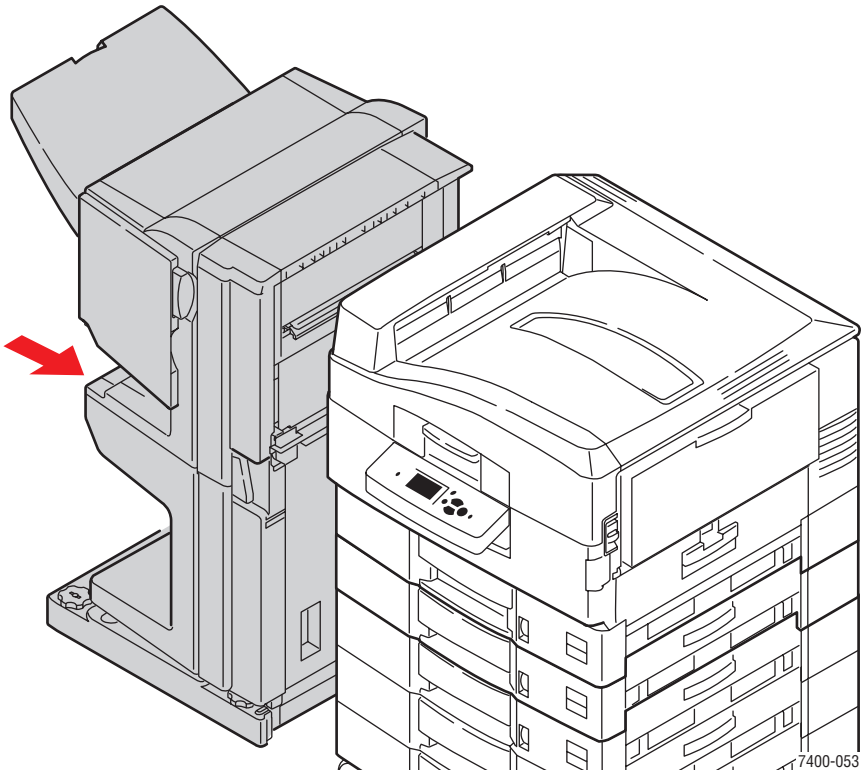
7400-262

**8.** Lift Door D and slide the duplex unit back into the printer.



7400-052

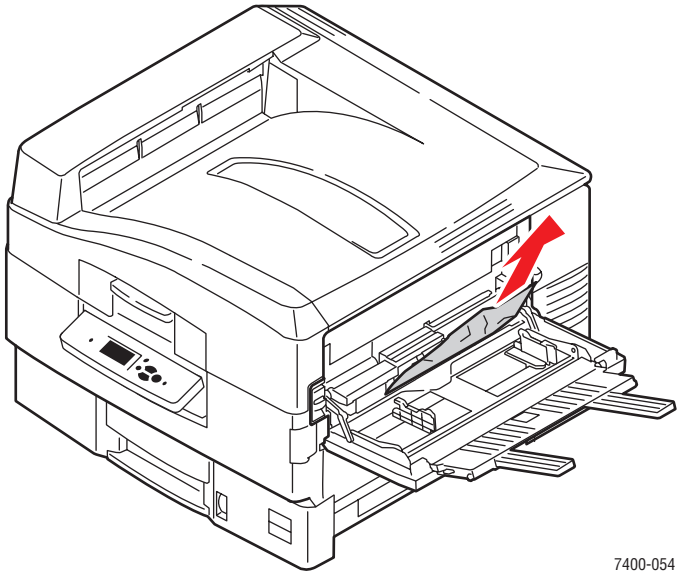
**9.** If the printer has a finisher, slide it back into place.



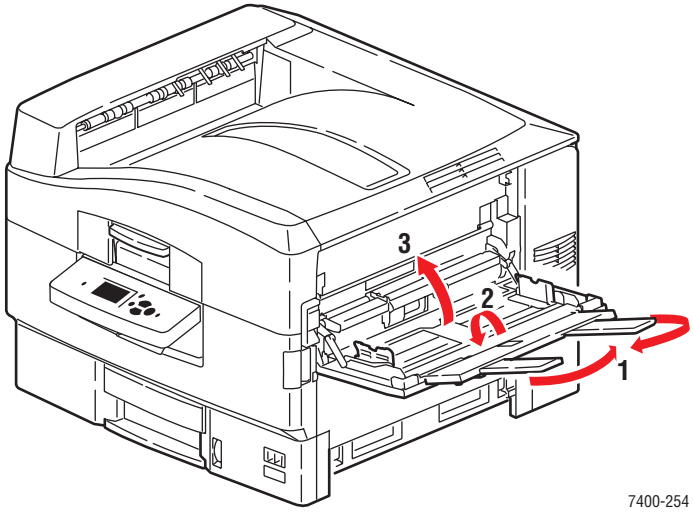
## Jam at Door A or Misfeed at Tray 1 (MPT)

Follow these steps to clear the jam.

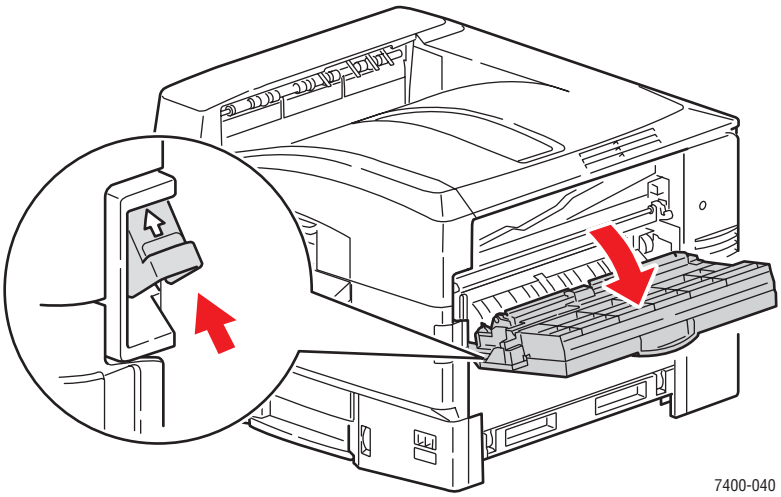
1. If paper is jammed in Tray 1 (MPT), remove it.



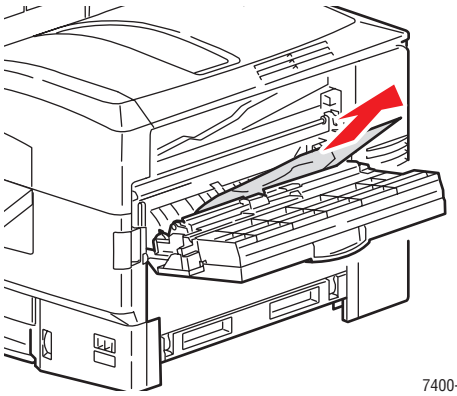

2. Fold in the Tray 1 (MPT) tray extensions and close the tray.



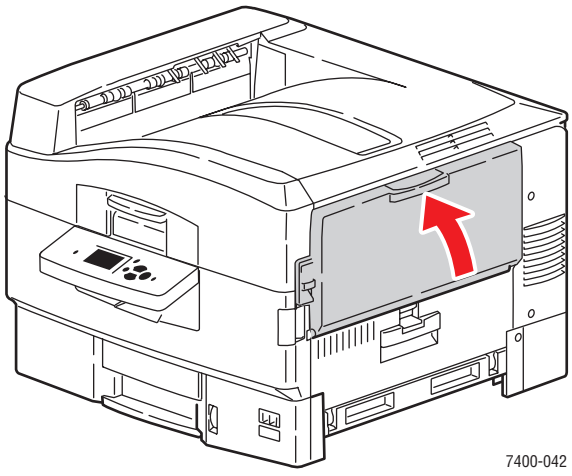
**3.** Pull up on the release lever to open Door A on the right side of the printer.



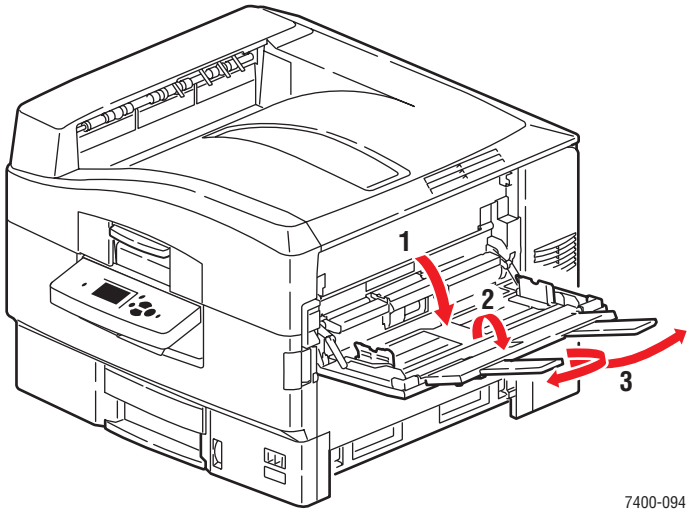

**4.** If jammed paper is present, carefully remove it.




**5.** Close Door A.

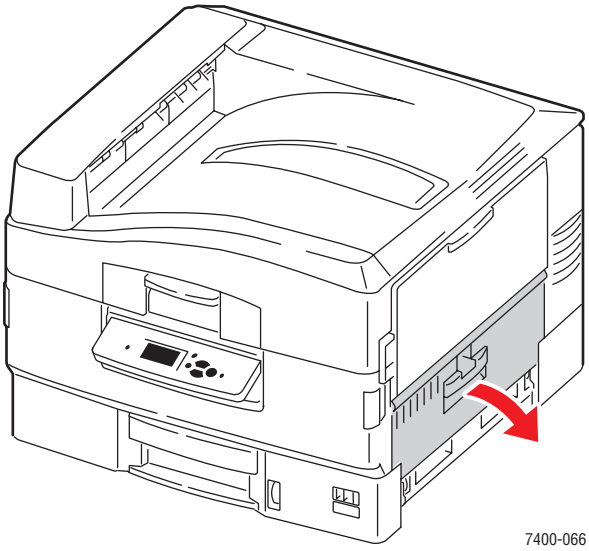


**6.** If you closed Tray 1 (MPT), open it.

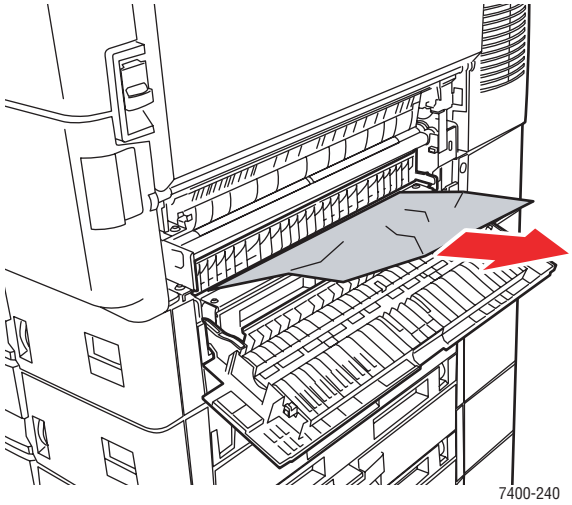



**7.** If the jam persists, do the following:

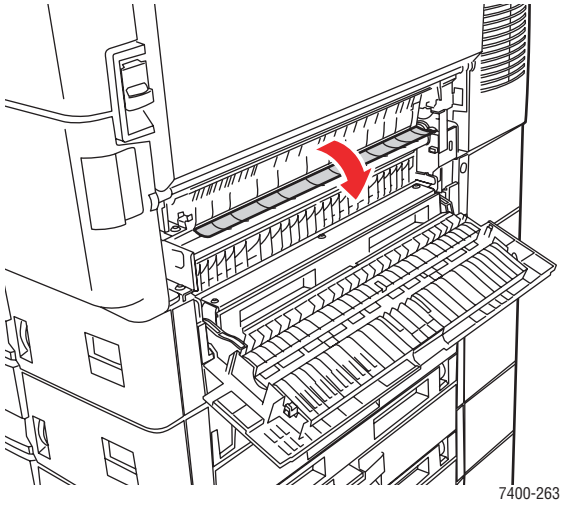
**a.** Open Door B on the right side of the printer.



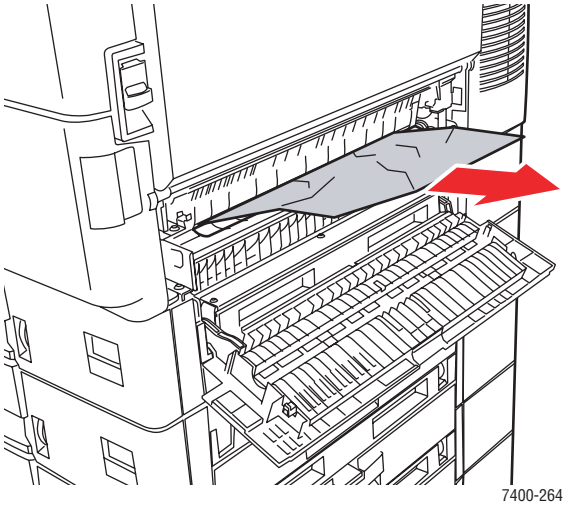
**b.** If jammed paper is present, carefully remove it.



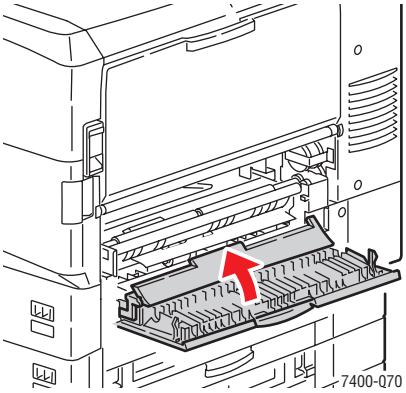

**c.** If the paper guide is still in position, pull it down.



**d.** If jammed paper is present, carefully remove it.



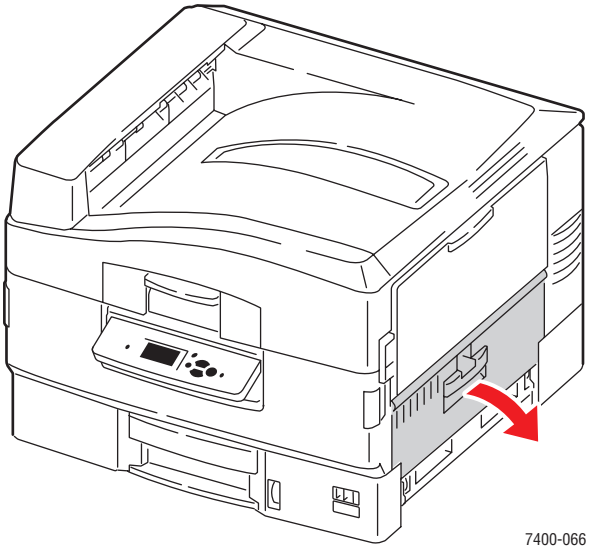

**e.** Close Door B.



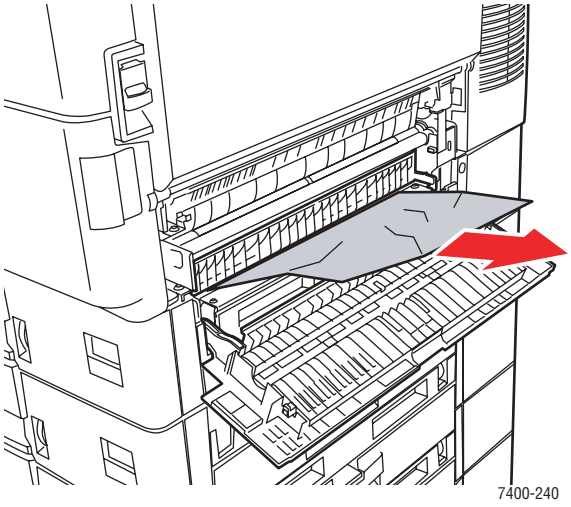
## Jam at Door B or Misfeed at Tray 2

Follow these steps to clear the jam.

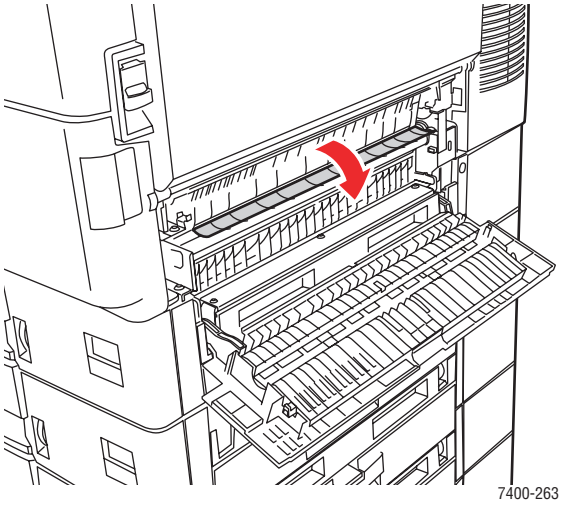
1. Open Door B on the right side of the printer.



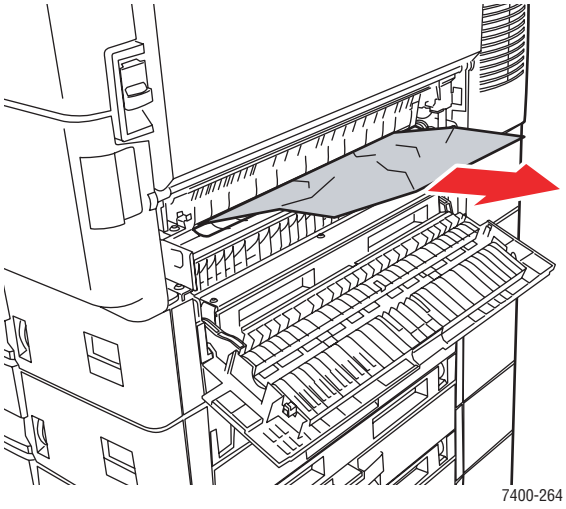

2. If jammed paper is present, carefully remove it.



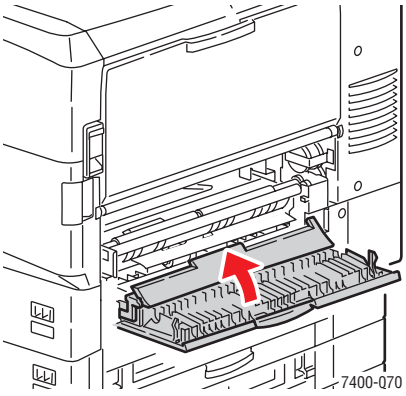
**3.** If the paper guide is still in position, pull it down.



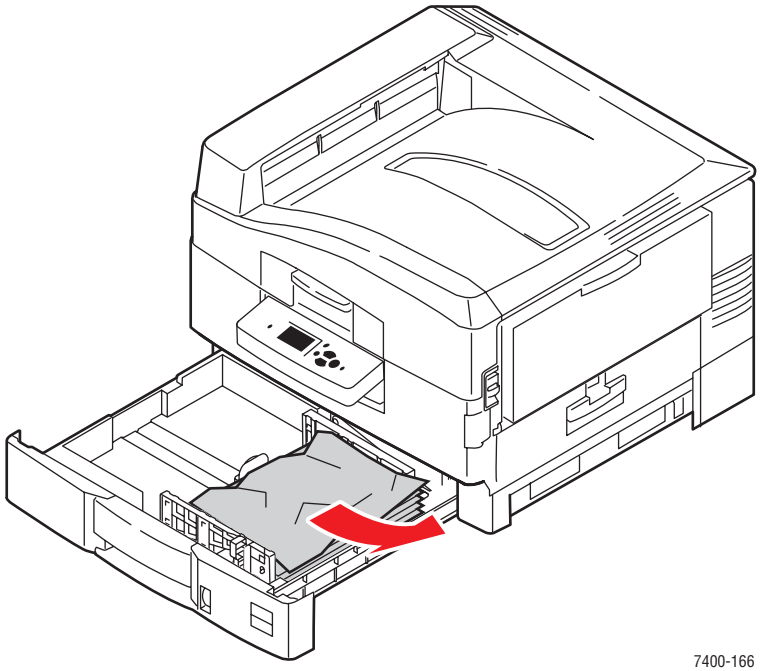

**4.** If jammed paper is present, carefully remove it.



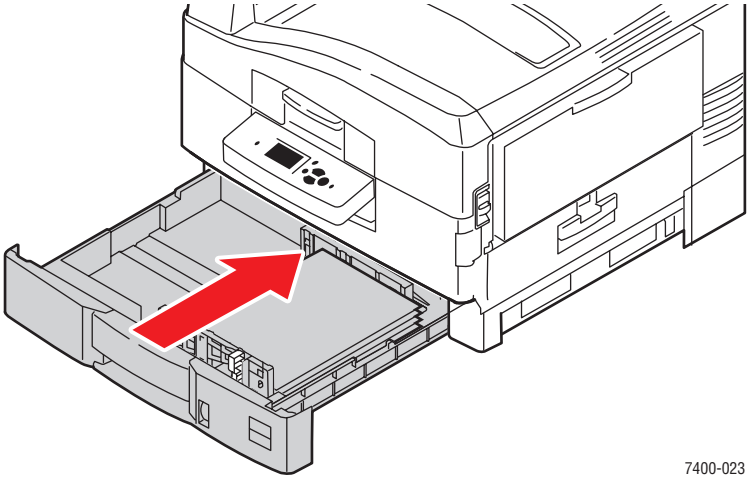

**5.** Close Door B.



6. If the jam persists, do the following:
   a. Pull out Tray 2 and remove the jammed paper.




7. Verify that the paper is properly loaded in the tray and that the paper guides are adjusted to fit the paper.
8. Push the tray back into the printer.



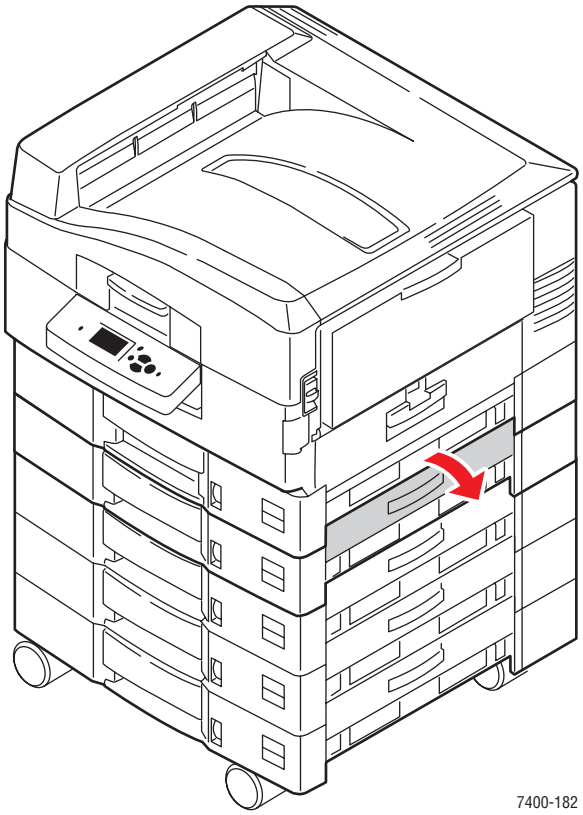

*See also:*

Loading Paper in Trays 2–6 on page 3-16

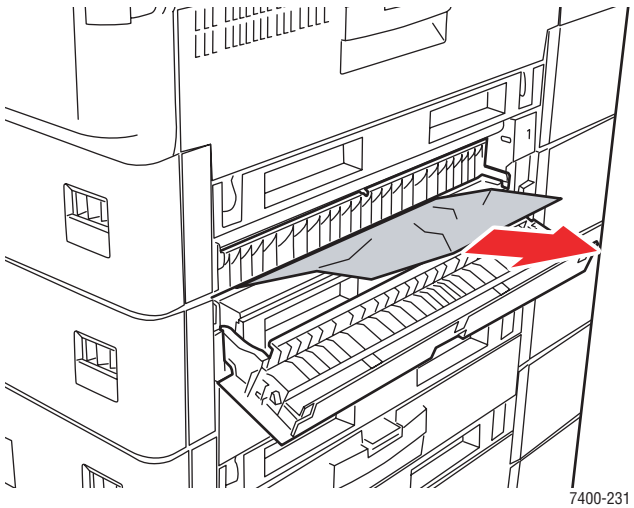
## Jam at Door C or Misfeed at Trays 3–6

Follow these steps to clear the jam.

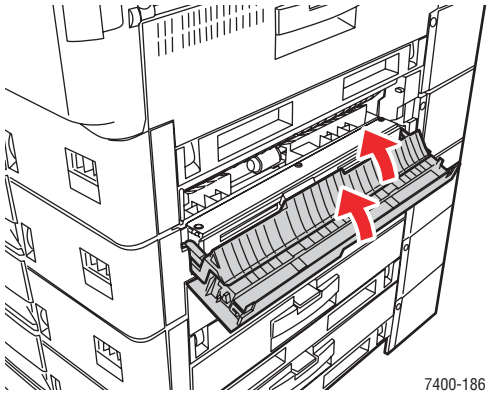
1. Open Door C for the indicated tray, and all of the trays above it.



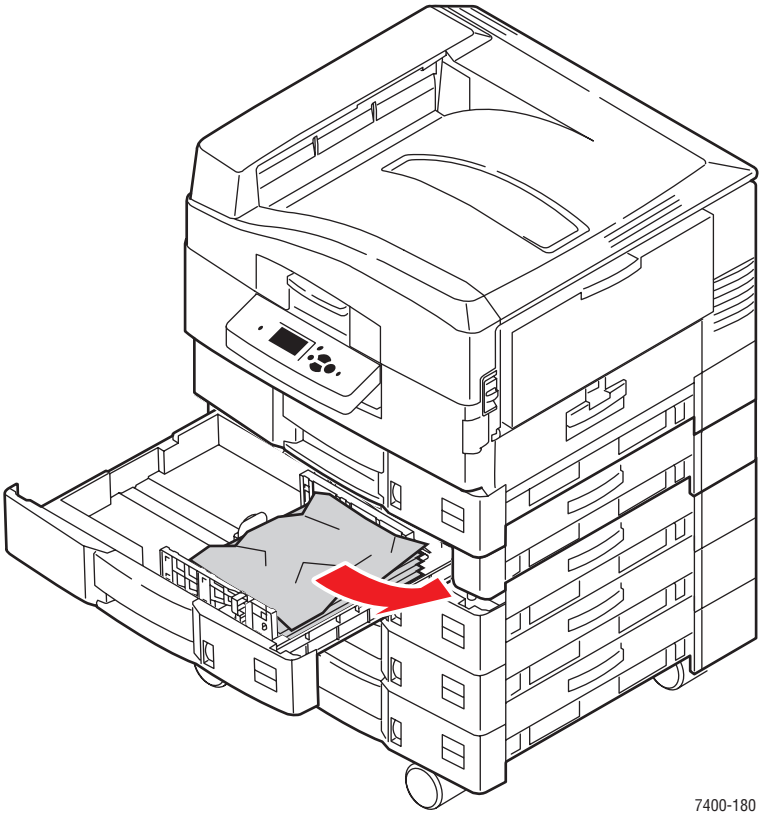

2. If jammed paper is present, carefully remove it.



**3.** Close Door C.

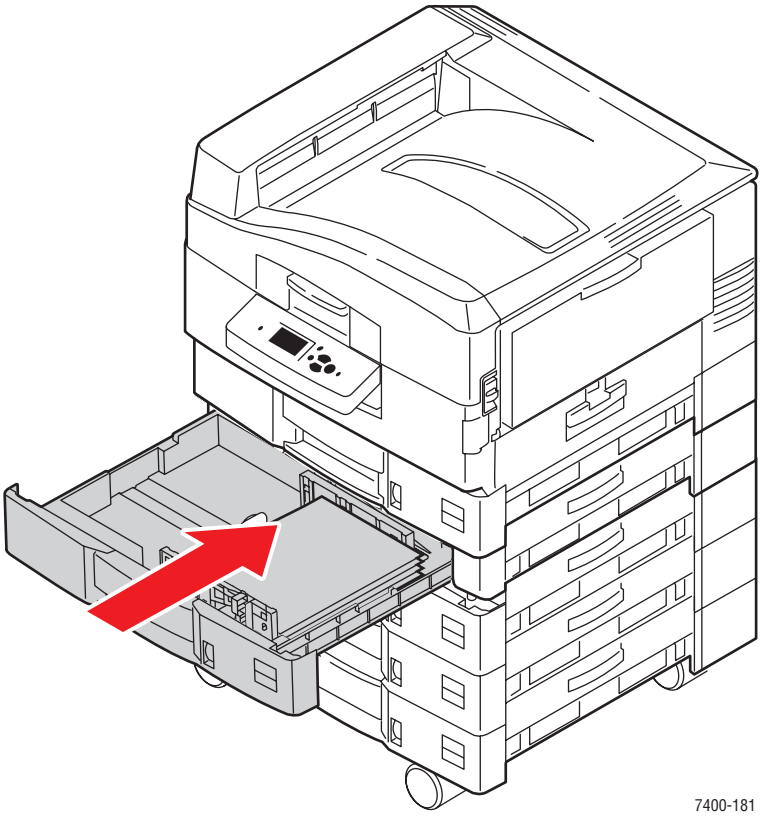



**4.** If the jam persists, pull out the indicated tray and remove the jammed paper.




**5.** Verify that the paper is properly loaded in the tray and that the paper guides are adjusted to fit the paper.

**6.** Push the tray back into the printer.



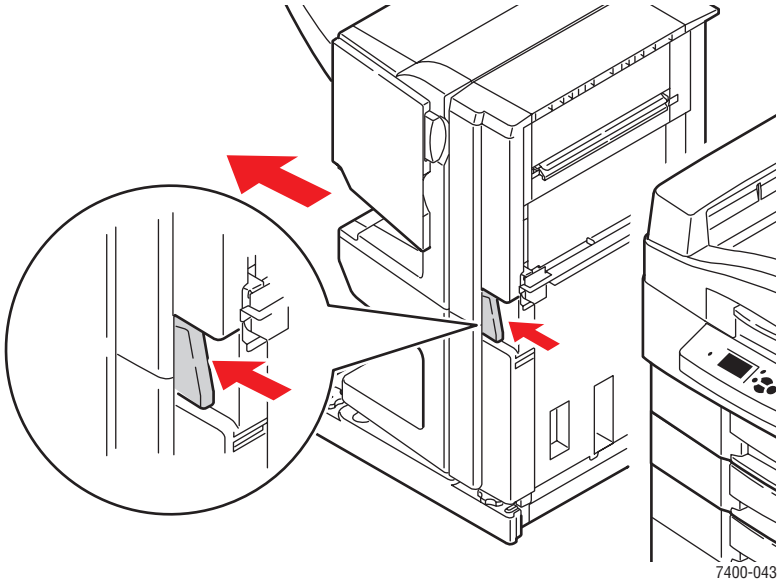

*See also:*

Loading Paper in Trays 2–6 on page 3-16

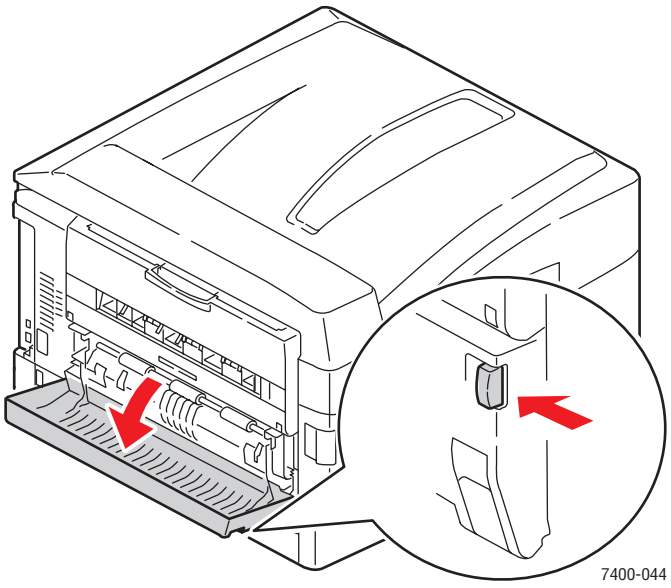
## Jam at Door D

Follow these steps to clear the jam.

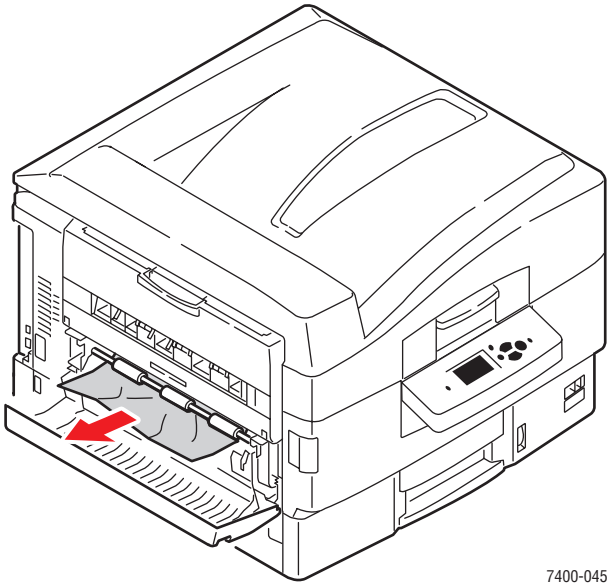
1. If the printer has a finisher, press the lower lever on the front of the finisher base and slide the finisher away from the printer.



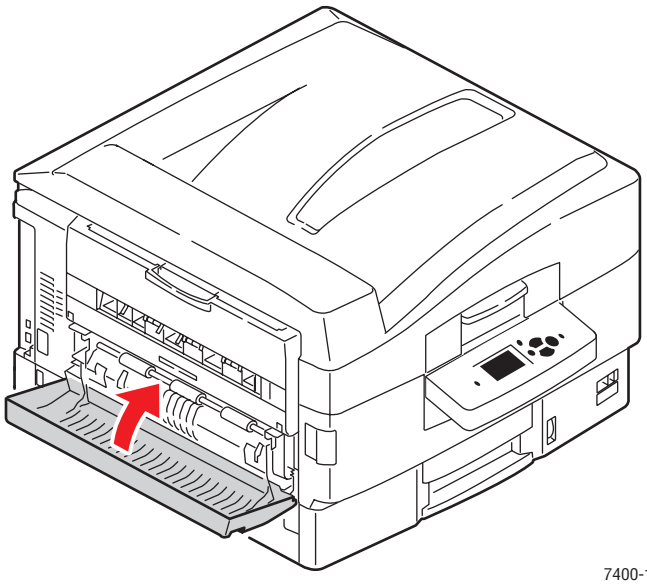

2. Press the release button on the left side of the printer to open Door D.



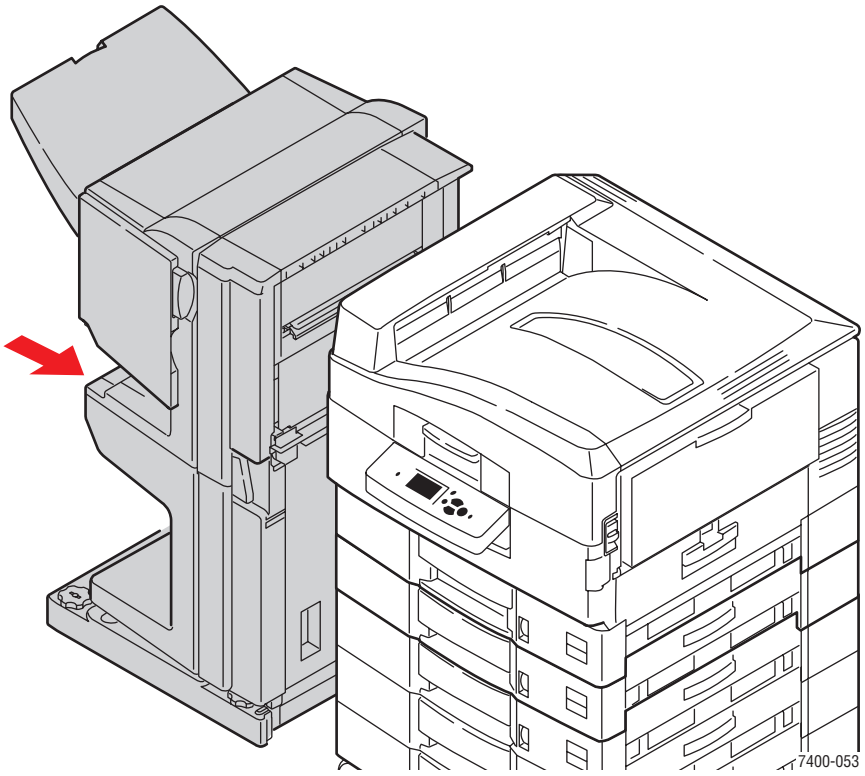
**3.** Carefully remove the jammed paper.




**4.** Close Door D.



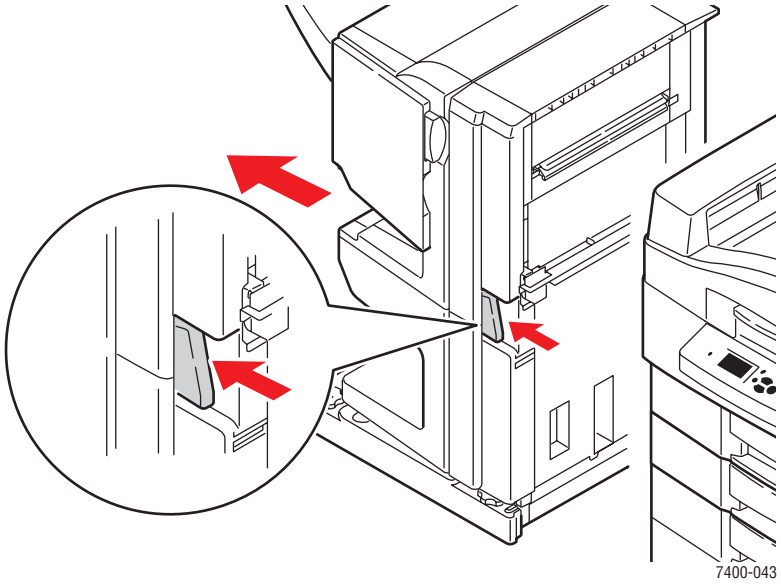
**5.** If the printer has a finisher, slide it back into place.



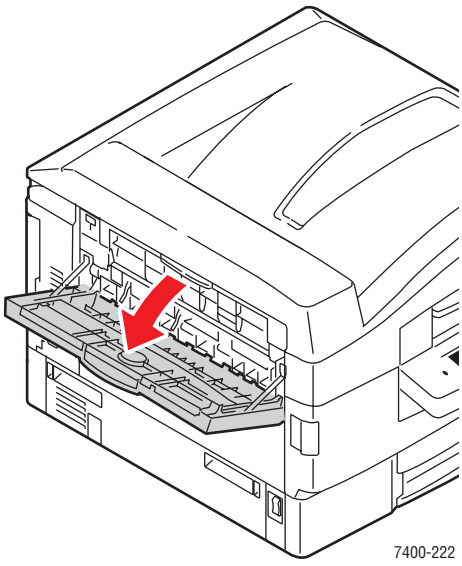
## Jam at Door E

Follow these steps to clear the jam.

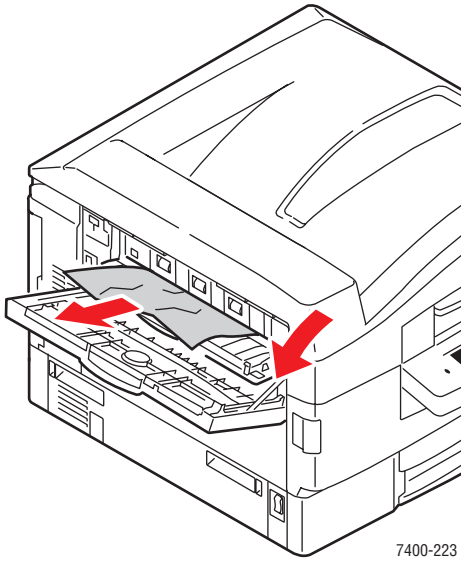
1. If the printer has a finisher, press the lower lever on the front of the finisher base and slide the finisher away from the printer.



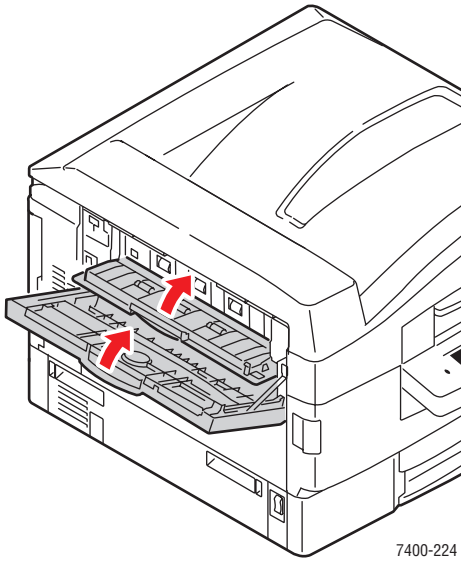

2. If the left-side output tray is closed, open it.



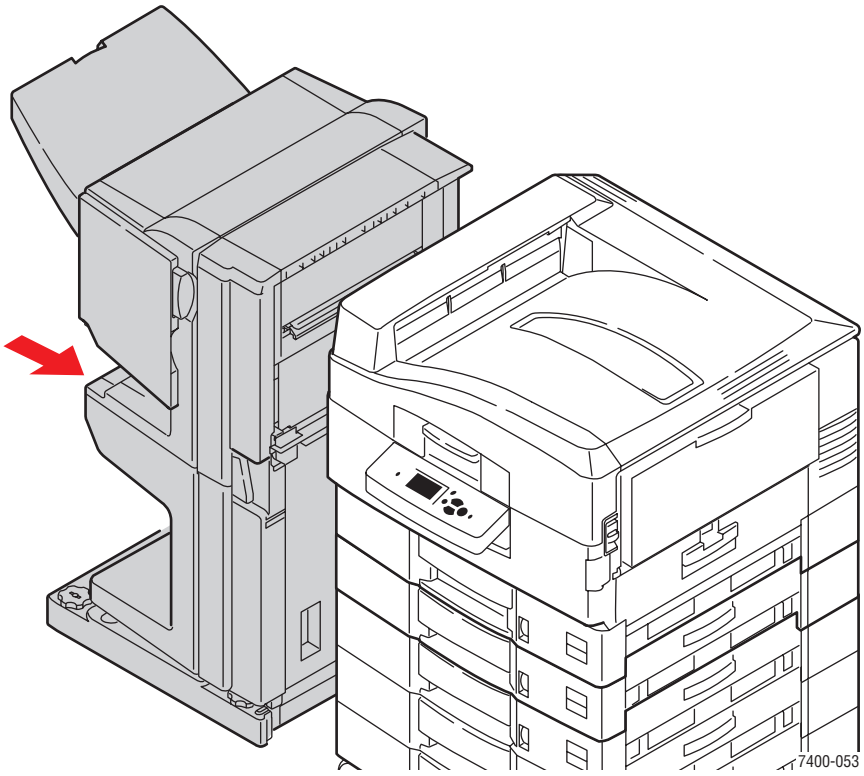
**3.** Open Door E and carefully remove the jammed paper.




**4.** Close both Door E and the left-side output tray.



**5.** If the printer has a finisher, slide it back into place.



# Jams in the Finisher

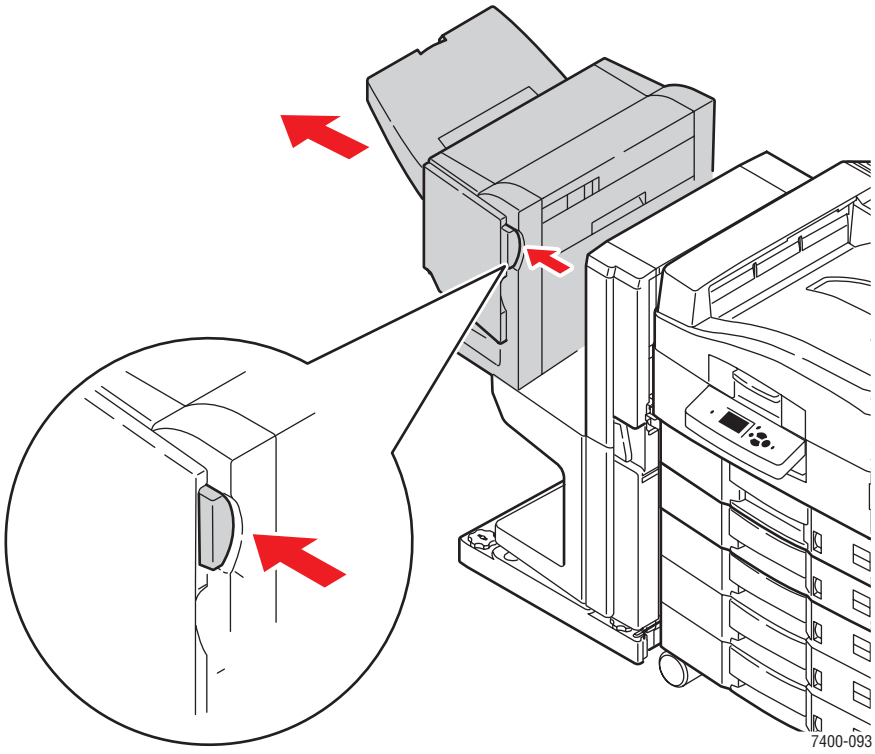
This section includes:


- Jam at Finisher Stapler or Finisher Saddle Stapler on page 6-36
- Jam at Finisher Upper Output Tray on page 6-41
- Jam at Finisher Punch Unit on page 6-43
- Jam Inside Finisher on page 6-46
- Jam at Finisher Entrance on page 6-52
- Jam at Finisher Door G on page 6-54
- Jam at Finisher Door H on page 6-59

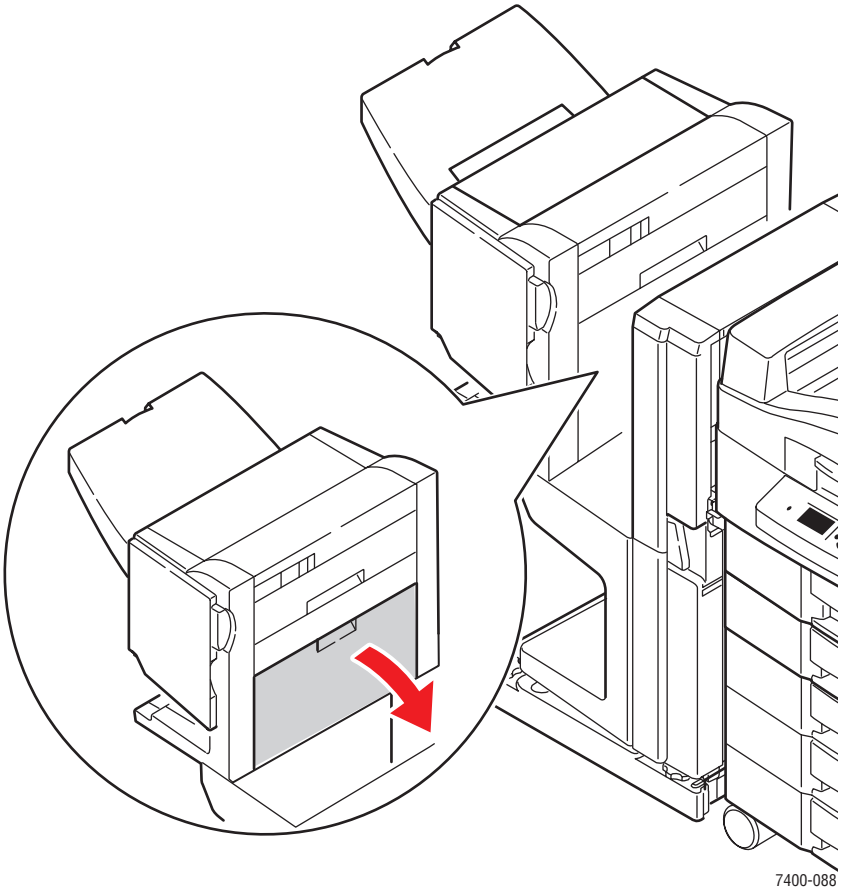

## Jam at Finisher Stapler or Finisher Saddle Stapler

Follow these steps to clear the jam.

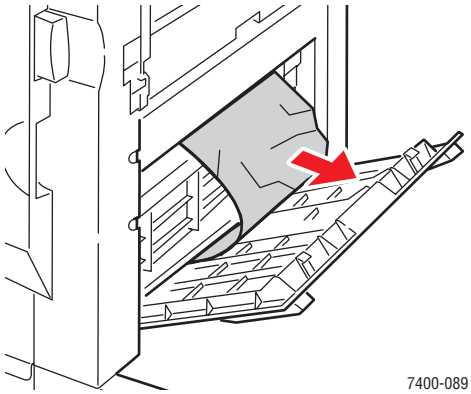
1. Press the button at the top of the finisher near Door J and slide the finisher away from the finisher base.



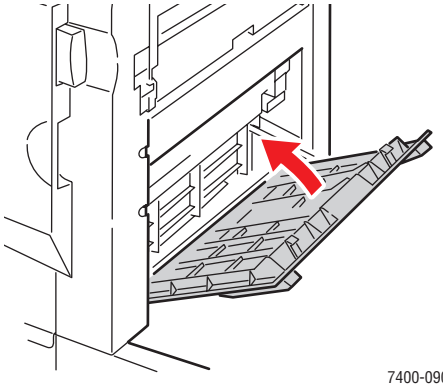
**2.** Open Door G on the left inside of the finisher.



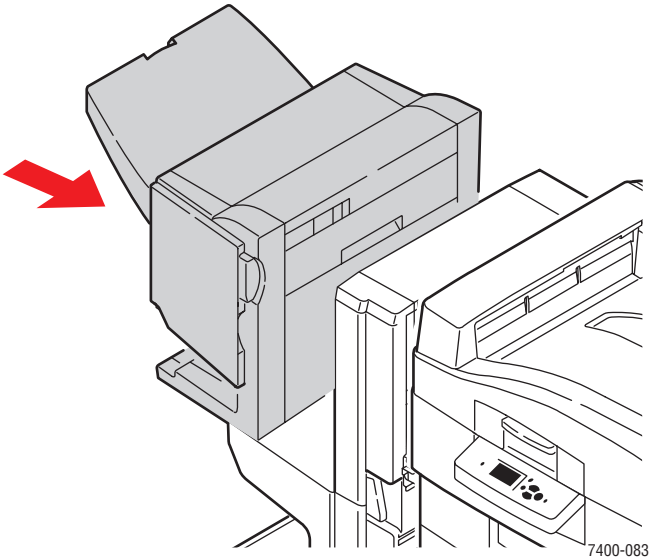

**3.** If jammed paper is present, carefully remove it.



**4.** Close Door G.

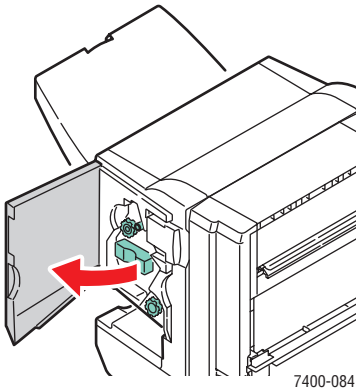



**5.** Close the finisher.

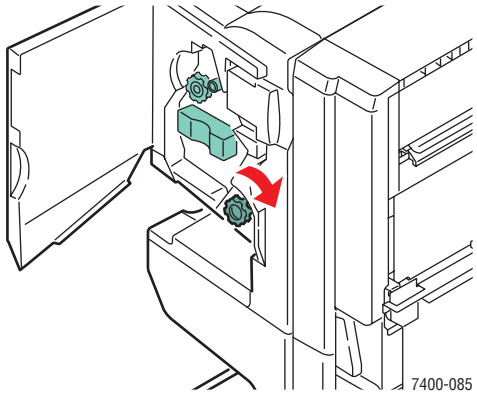



**6.** If the jam persists, do the following:

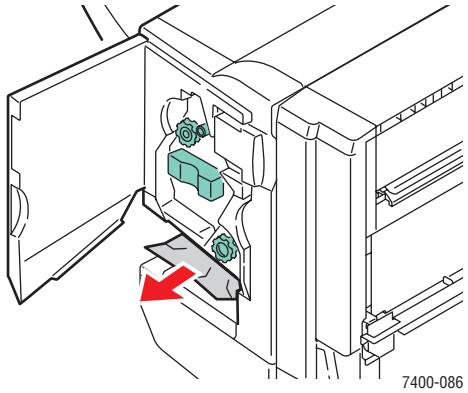
**a.** Open Door J on the front of the finisher.



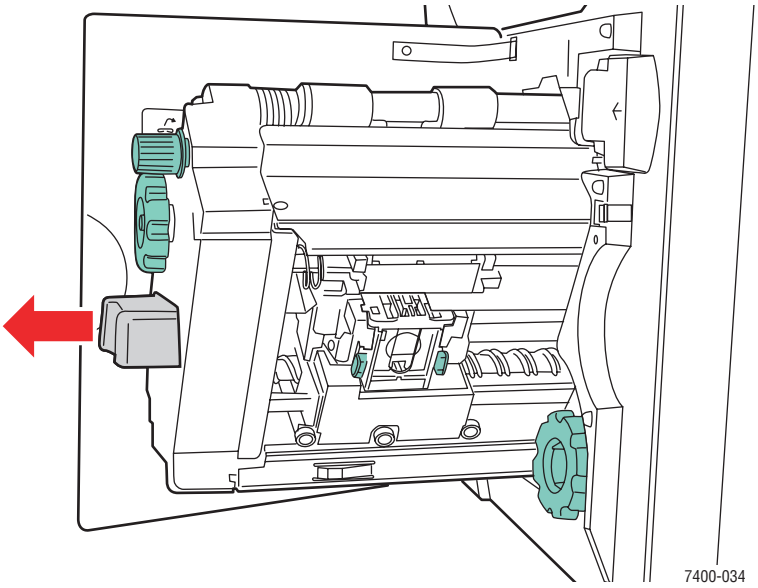
**b.** Turn the lower knob clockwise to eject any jammed paper.



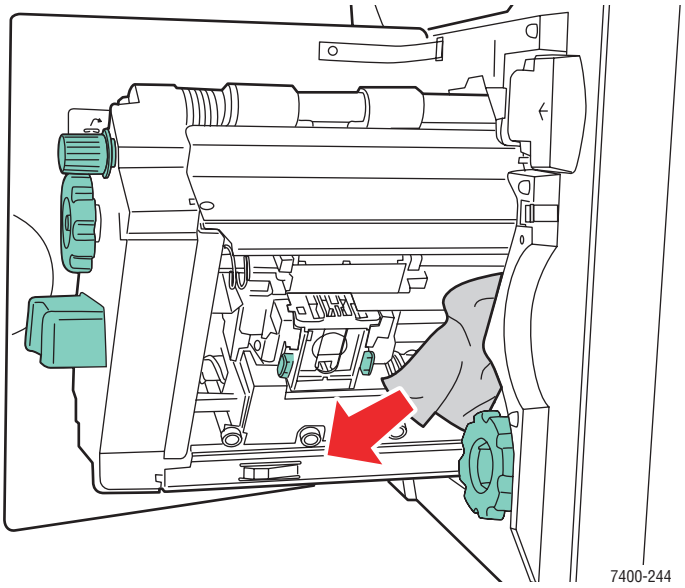

**c.** Remove the paper.



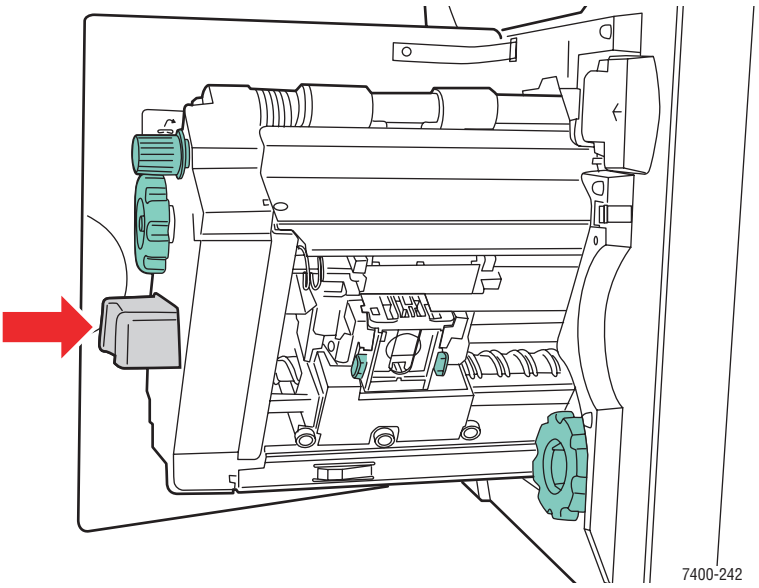

**d.** Grasp the handle and pull the stapler out of the finisher.



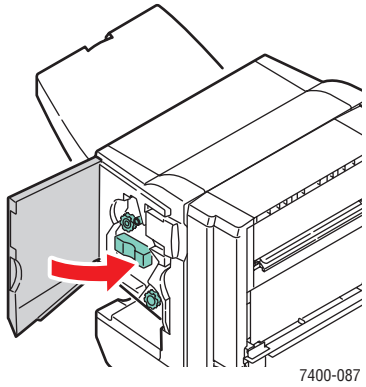
**e.** If jammed paper is present, carefully remove it.




**f.** Push the stapler back into the finisher.



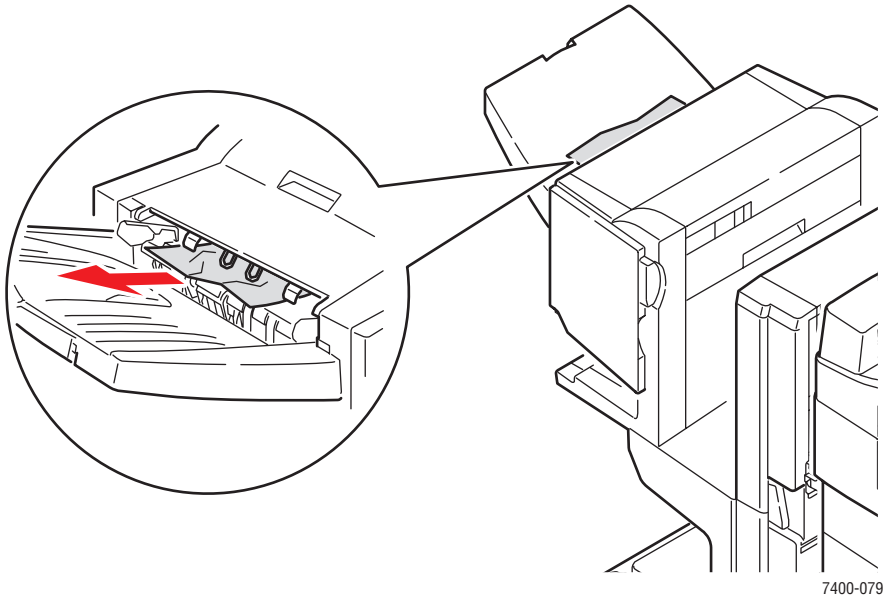
**g.** Close Door J.



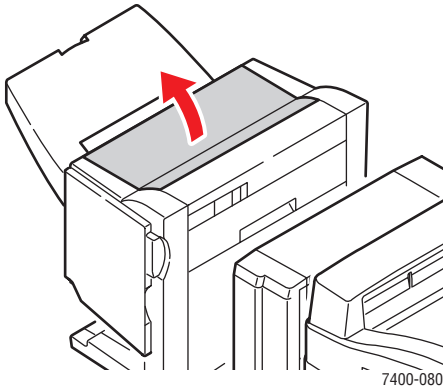

## Jam at Finisher Upper Output Tray

Follow these steps to clear the jam.

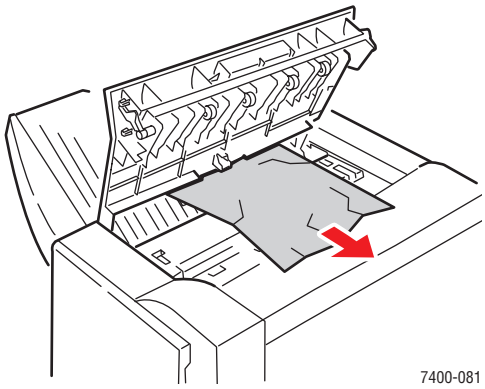
**1.** If paper is jammed in the finisher output tray, remove it.



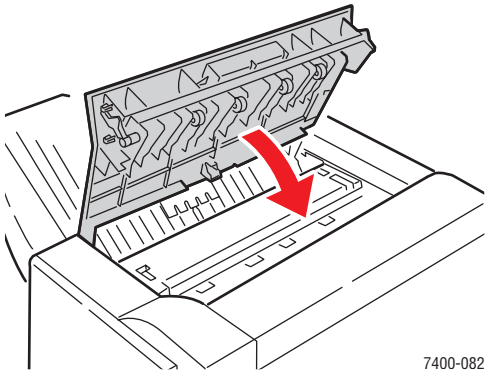
**2.** Open Door H at the top of the finisher.




**3.** Carefully remove the jammed paper.



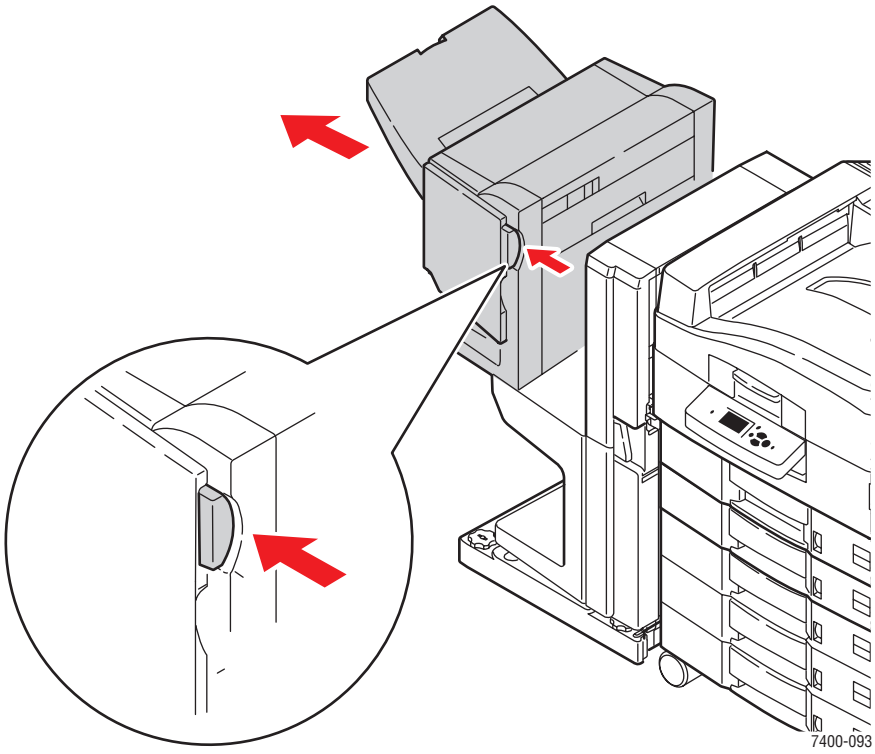

**4.** Close Door H.



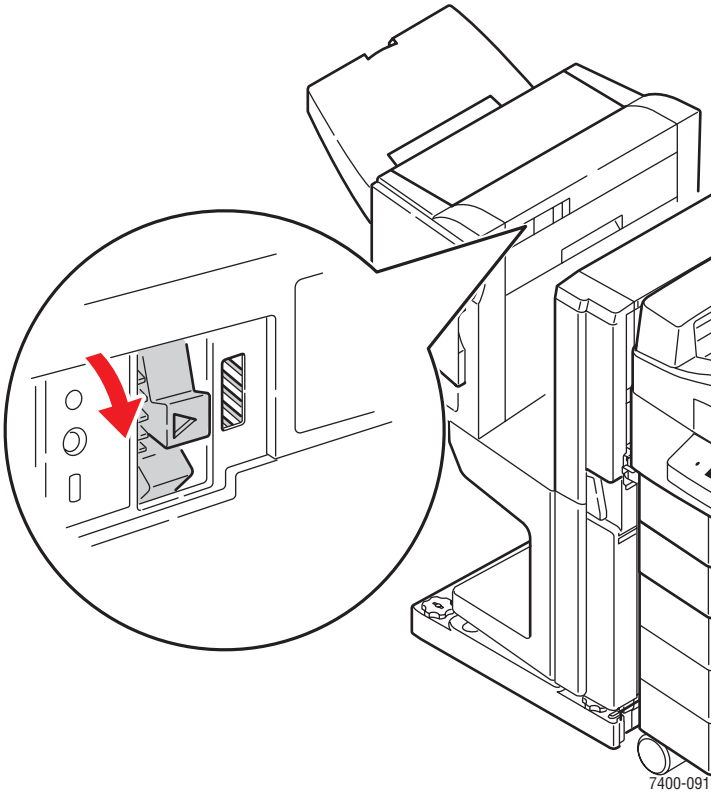
## Jam at Finisher Punch Unit

Follow these steps to clear the jam.

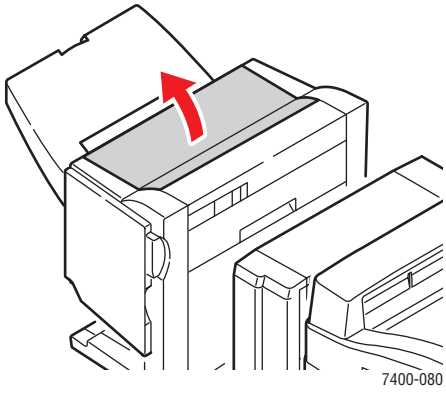
1. Press the button on the front of the finisher near Door J and slide the finisher away from the finisher base.



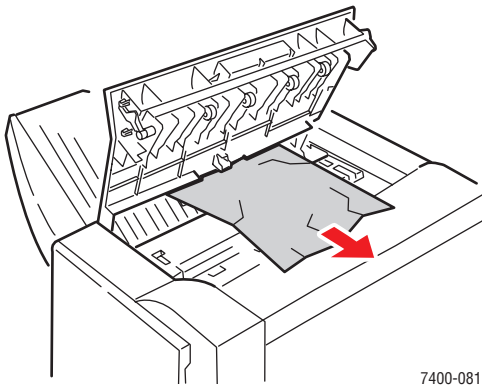
2. Rotate the wheel on the top left inside of the finisher. Align the arrow tab on the wheel with the mark on the finisher.



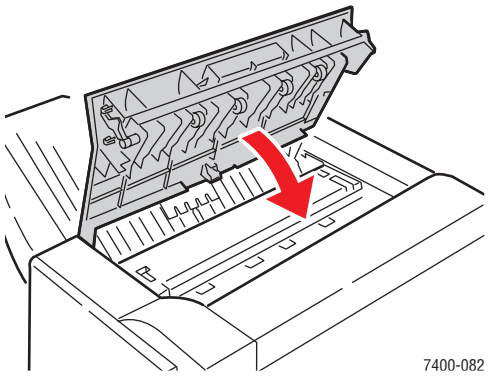

3. Open Door H at the top of the finisher.



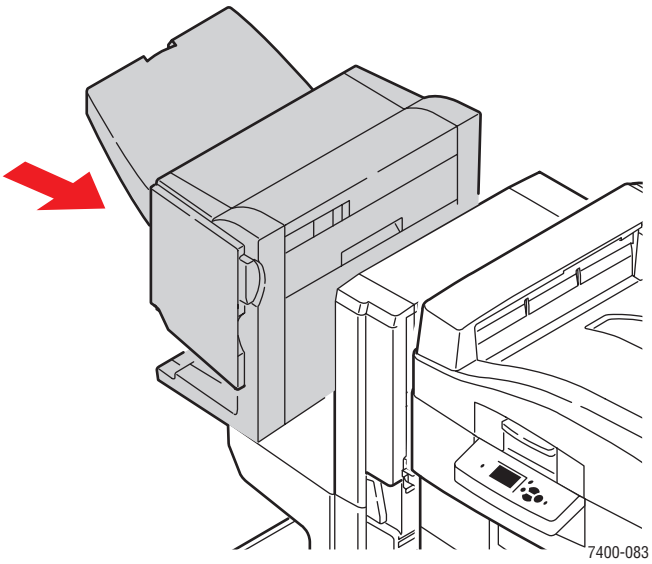
4. Carefully remove the jammed paper.




5. Close Door H.



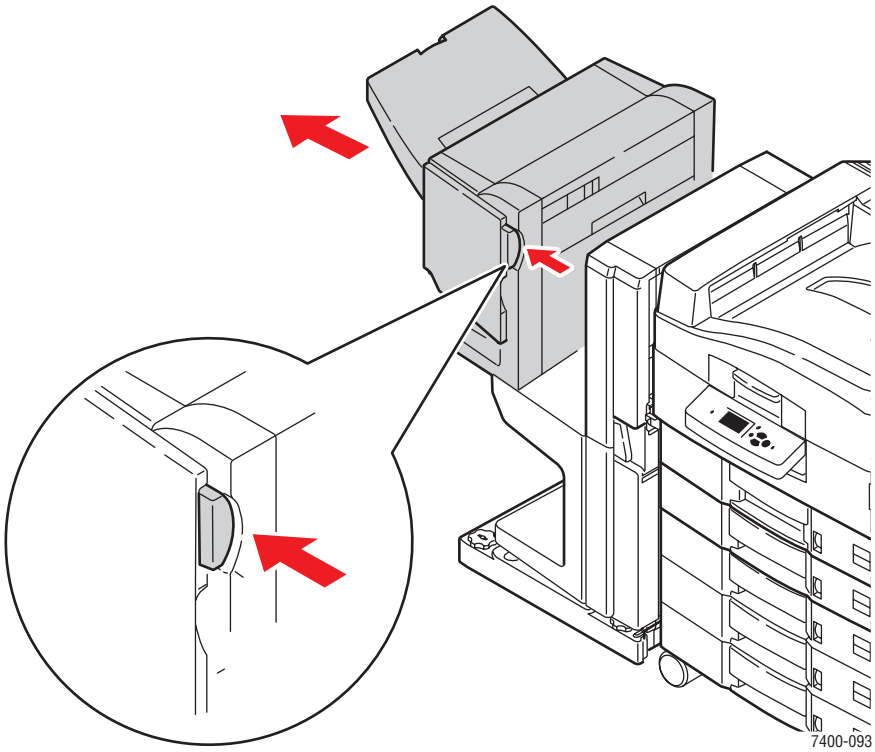

6. Close the finisher.



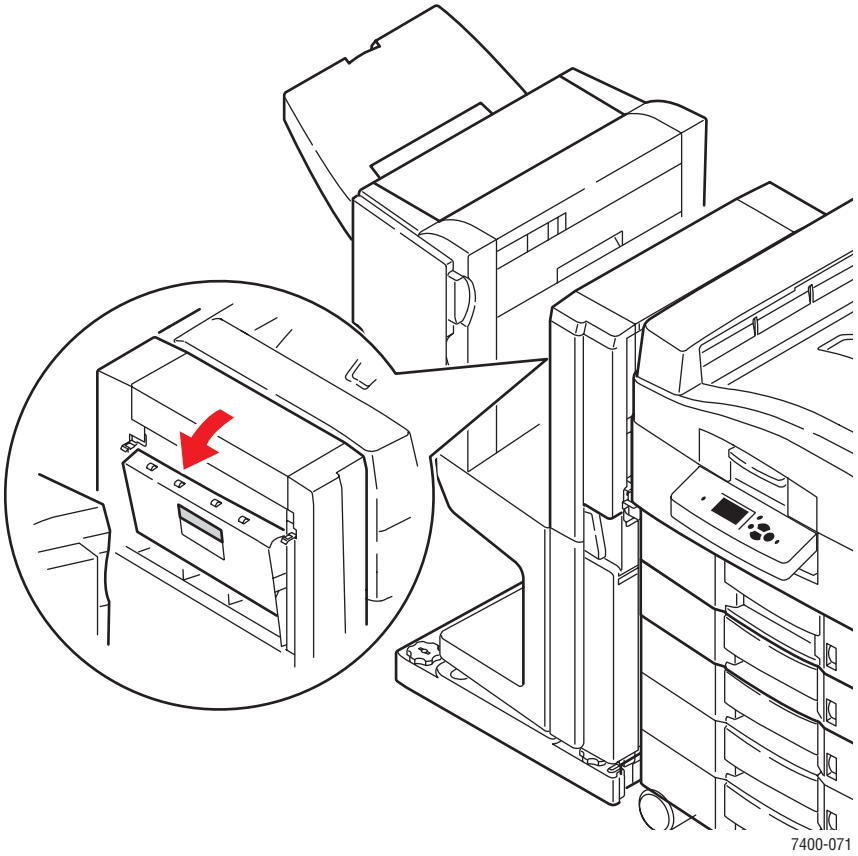
## Jam Inside Finisher

Follow these steps to clear the jam.

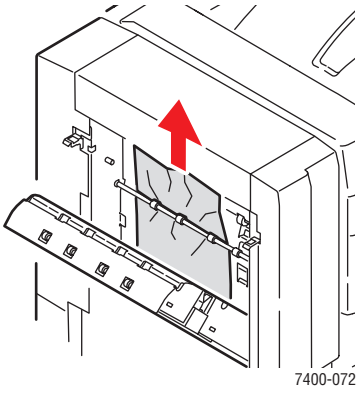
1. Press the button at the top of the finisher near Door J and slide the finisher away from the finisher base.



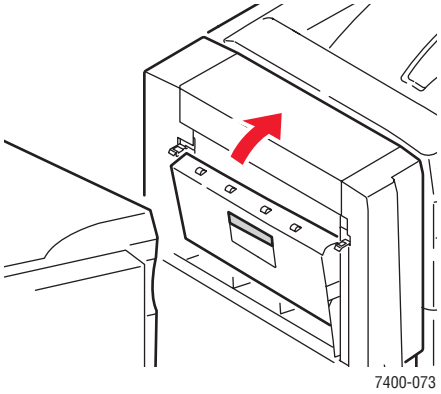
**2.** Open Door F on the left side of the finisher base.



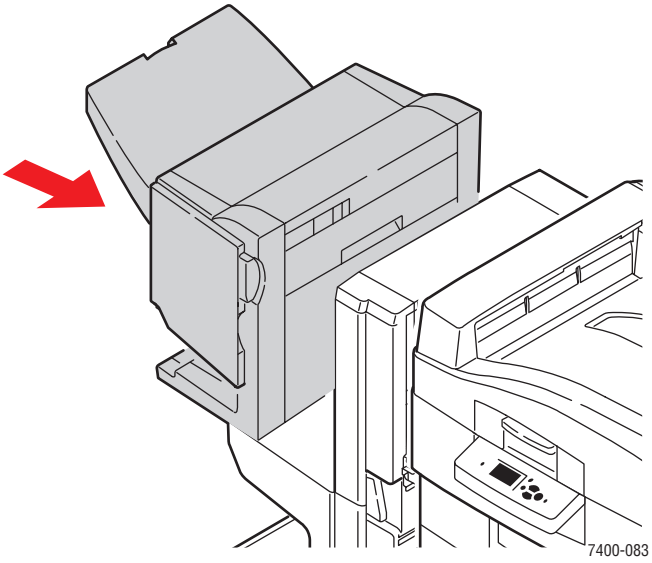

**3.** Carefully remove the jammed paper.



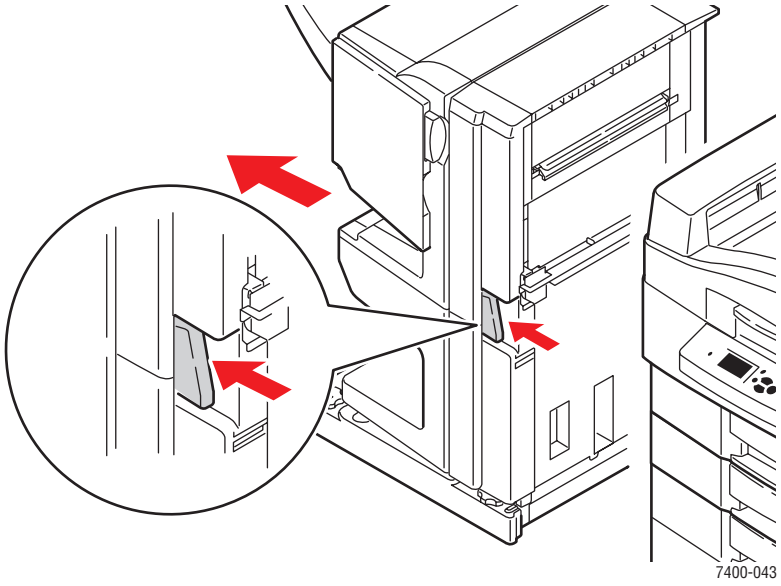
**4.** Close Door F.



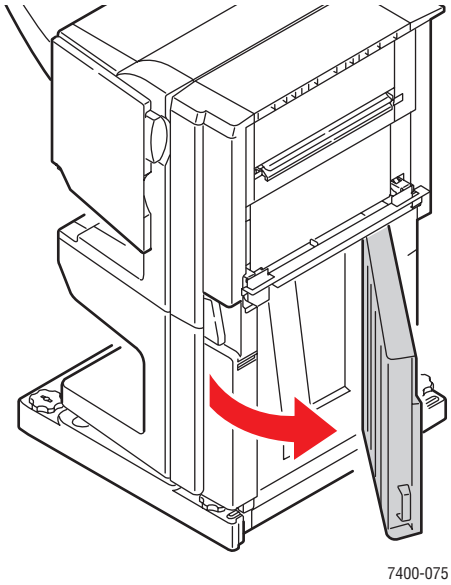

**5.** Close the finisher.



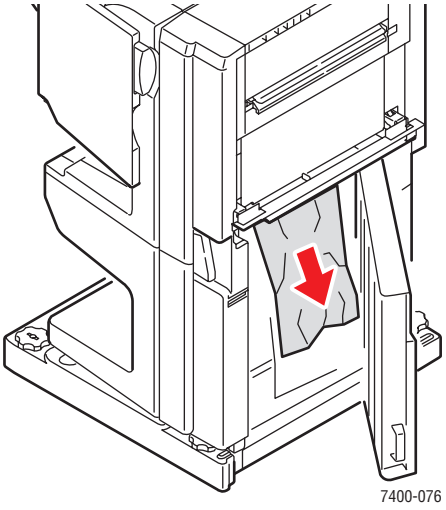
6. Press the lower lever on the front of the finisher base and slide the finisher away from the printer.



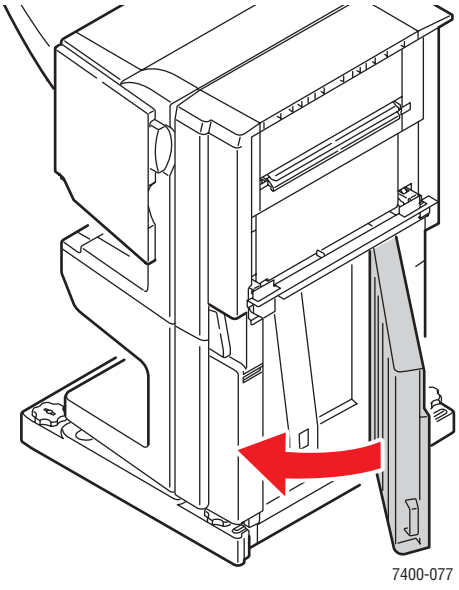

7. Open Door I on the right side of the finisher base.



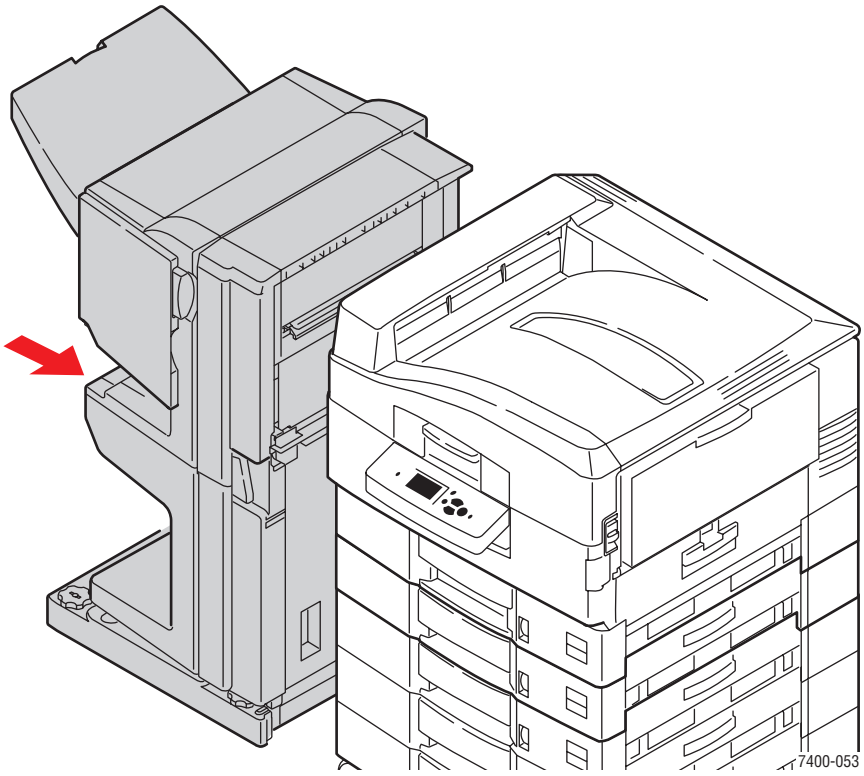
**8.** Remove the jammed paper.




**9.** Close Door I.



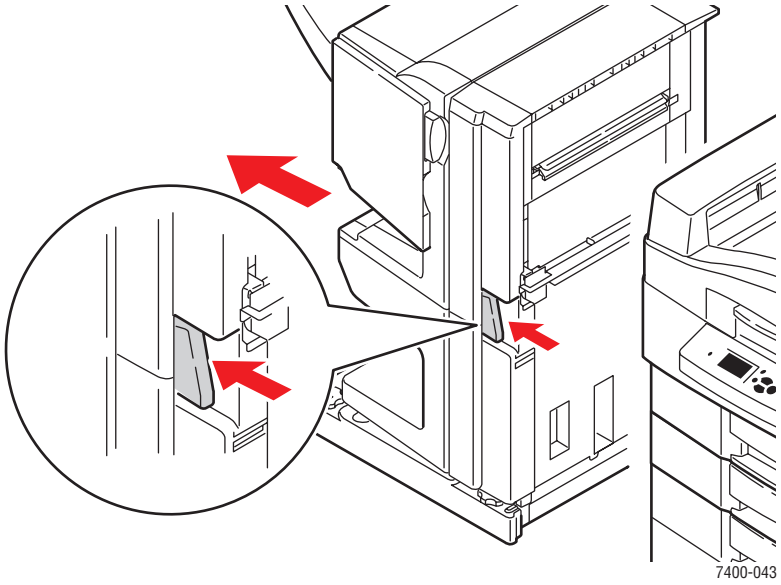
**10.** Slide the finisher back into place.



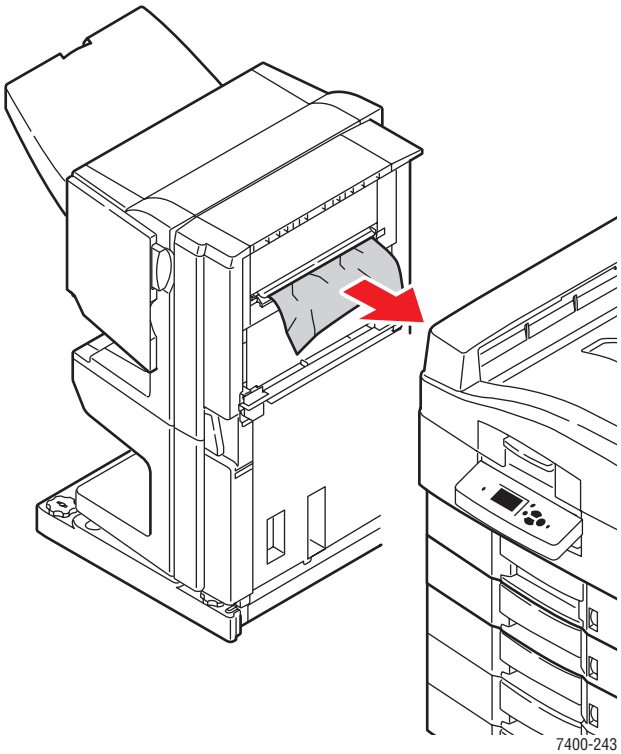
## Jam at Finisher Entrance

Follow these steps to clear the jam.

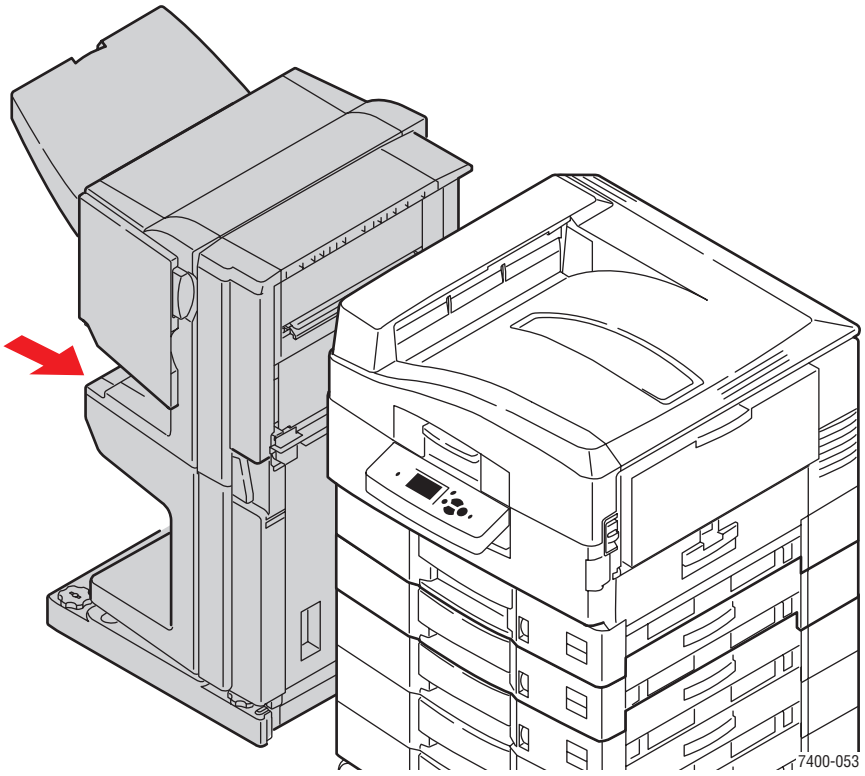
1. Press the lower lever on the front of the finisher base and slide the finisher away from the printer.




2. Remove the jammed paper from the finisher entrance.



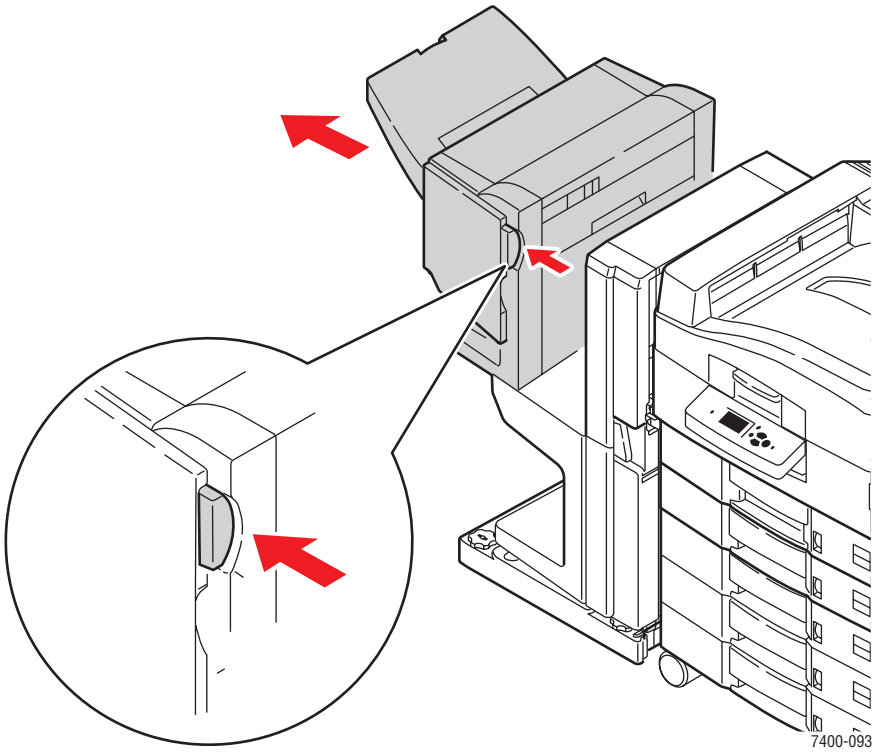
**3.** Slide the finisher back into place.



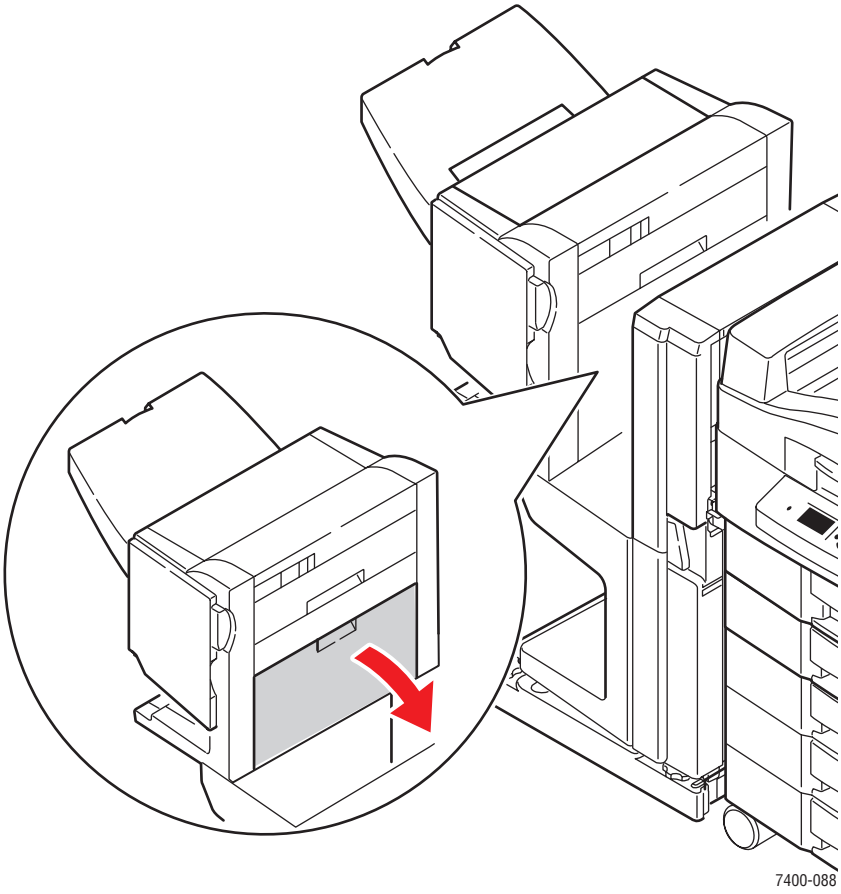
## Jam at Finisher Door G

Follow these steps to clear the jam.

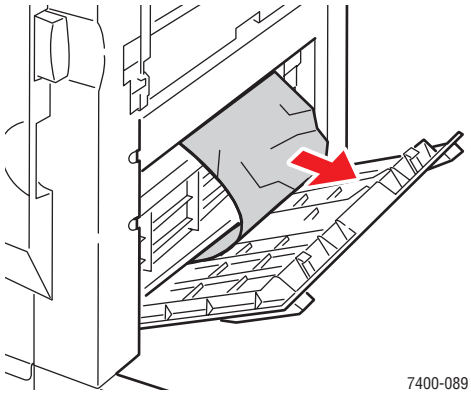
1. Press the button at the top of the finisher near Door J and slide the finisher away from the finisher base.



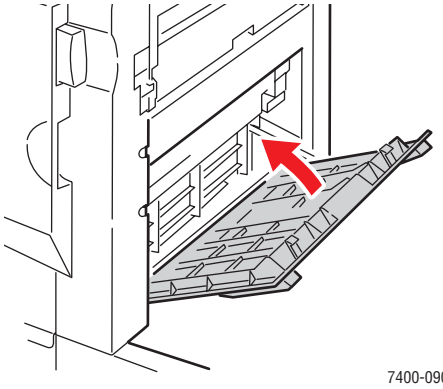
**2.** Open Door G on the right side of the finisher.



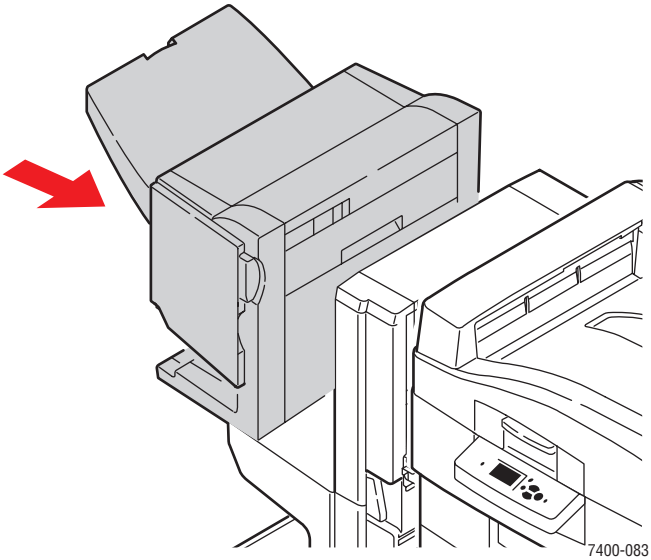

**3.** If jammed paper is present, carefully remove it.



**4.** Close Door G.

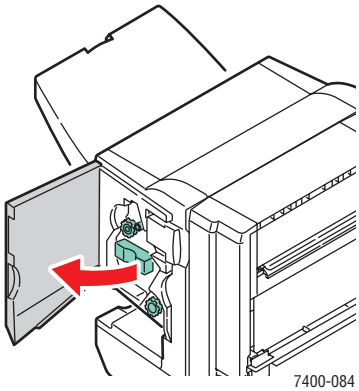



**5.** Close the finisher.

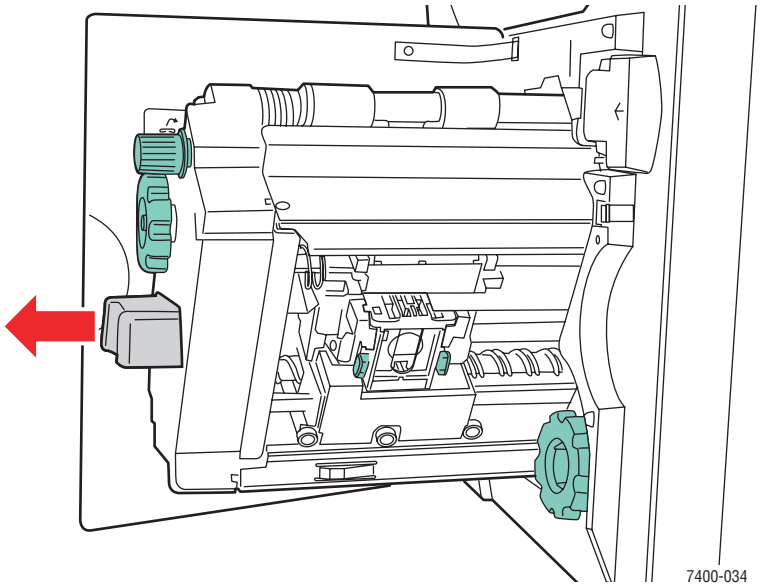



**6.** If the jam persists, do the following:

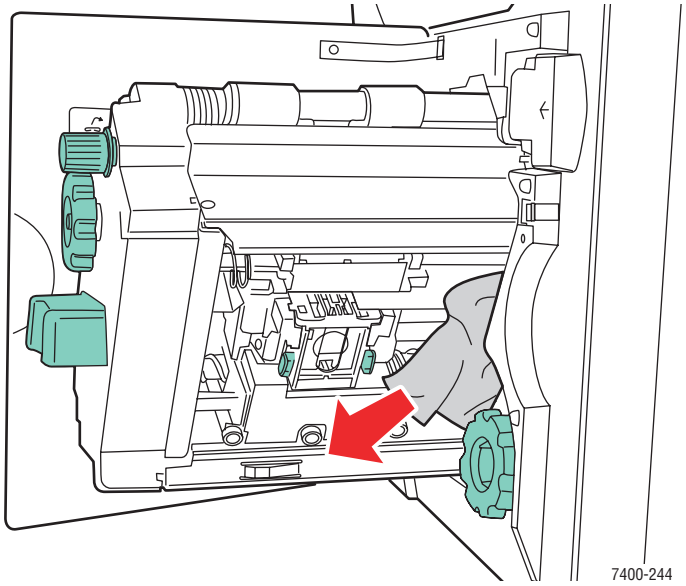
**a.** Open Door J on the front of the finisher.



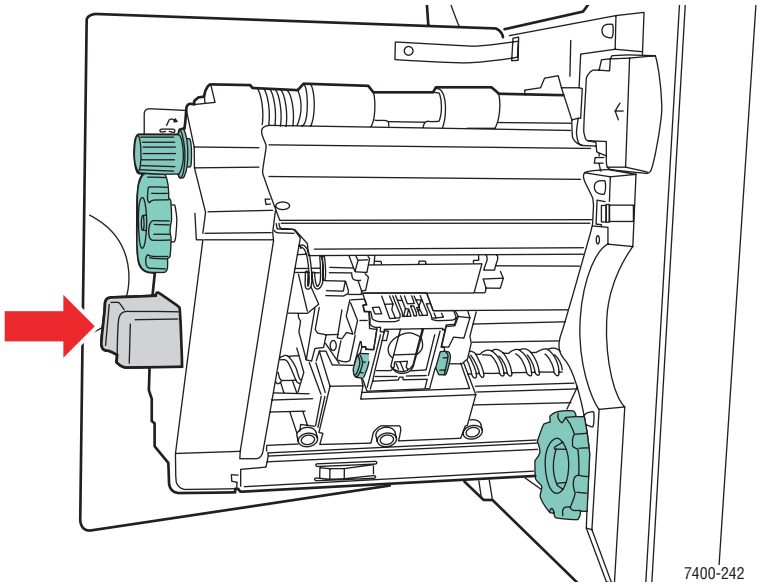
**b.** Grasp the handle and pull the stapler out of the finisher.



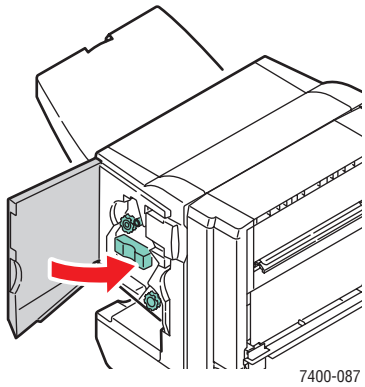

**c.** Carefully remove the jammed paper.



**d.** Push the stapler back into the finisher.



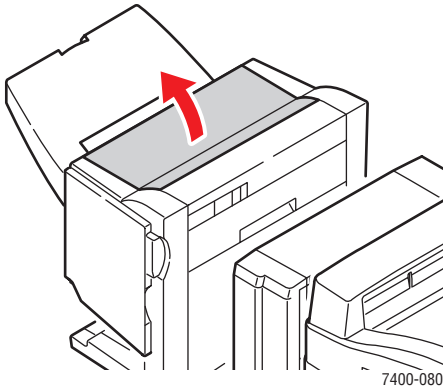

**e.** Close Door J.



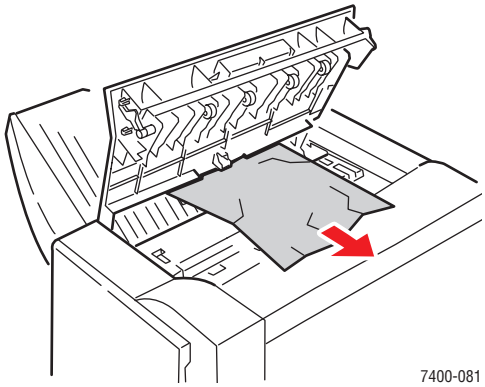
## Jam at Finisher Door H

Follow these steps to clear the jam.

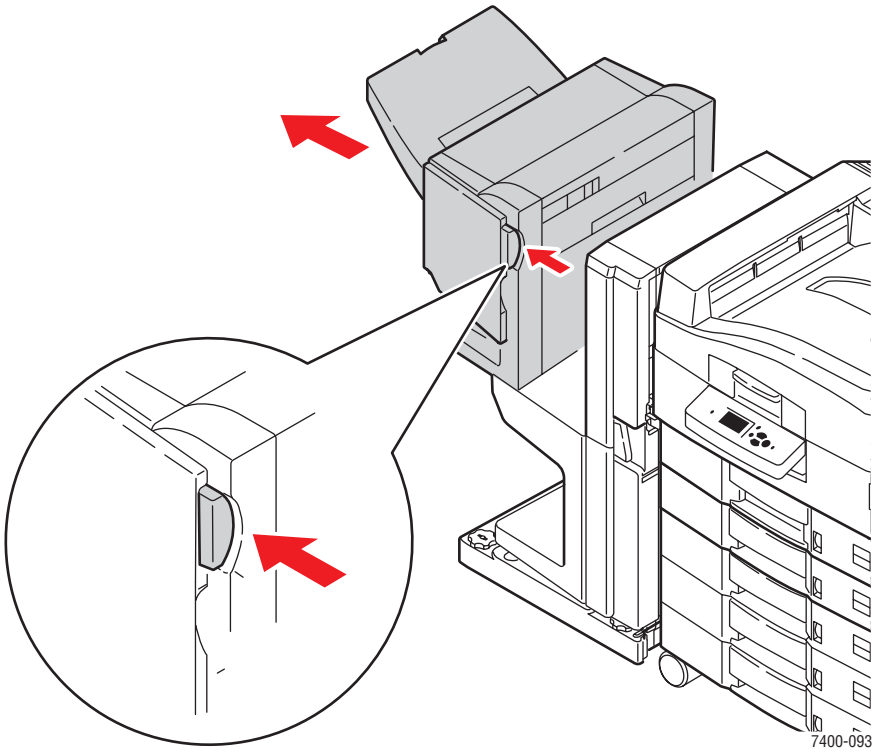
1. Open Door H at the top of the finisher.



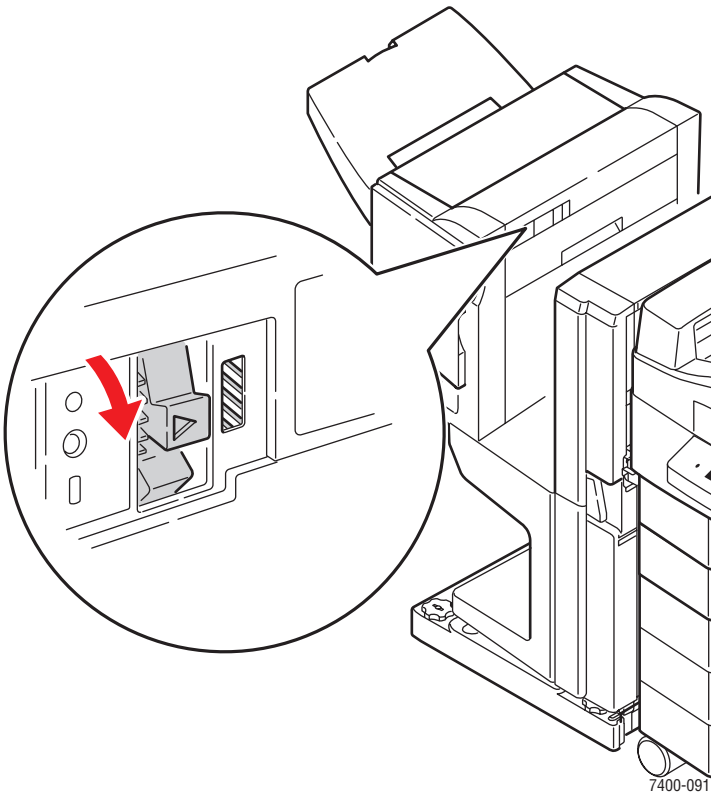

2. Carefully remove the jammed paper.



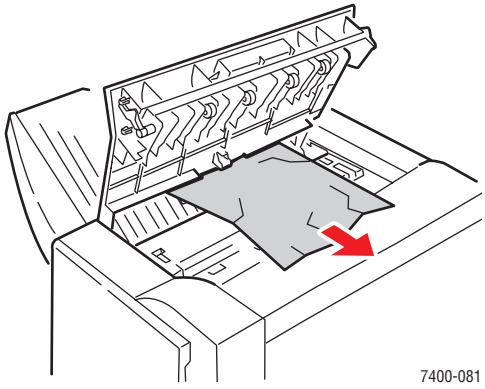
**3.** If the jammed paper is difficult to remove, press the button on the front of the finisher near Door J and slide the finisher away from the finisher base.



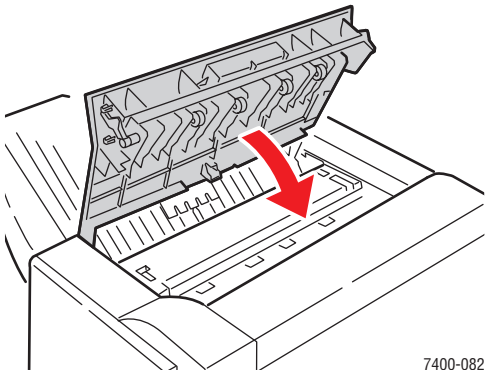
**4.** Rotate the wheel on the top left inside of the finisher. Align the arrow tab on the wheel with the mark on the finisher.



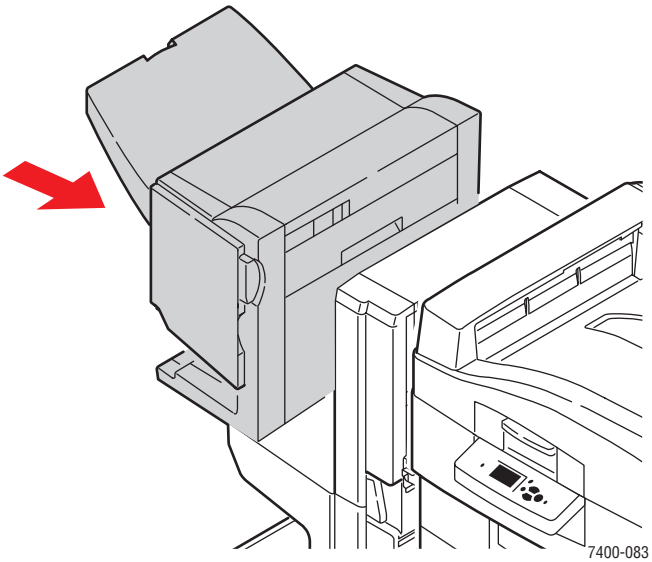

**5.** Carefully remove the jammed paper.



**6.** Close Door H.




**7.** Close the finisher.



# Getting Help

This section includes:


- Control Panel Messages on page 6-63
- PhaserSMART Technical Support on page 6-64
- PrintingScout Alerts on page 6-64
- Web Links on page 6-65


Xerox provides several automatic diagnostic tools to help you produce and maintain print quality.

*See also:*

Xerox Support Centre on page 1-13

## Control Panel Messages

The control panel provides you with 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.

Press the **Help** button on the control panel to view additional information about the message or menu displayed. The **Help** button is labeled with a **?** symbol.

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## PhaserSMART Technical Support

PhaserSMART Technical Support is an automated, internet-based support system that uses your default web browser to send diagnostic information from your printer to the Xerox website for analysis. PhaserSMART Technical Support examines the information, diagnoses the problem, and proposes a solution. If the problem is not resolved with the solution, PhaserSMART Technical Support assists you in opening a Service Request with Xerox Customer Support.

To access PhaserSMART Technical Support:

1. Open your browser and go to www.phaserSMART.com.
2. Enter your printer's IP address in the browser window.
3. Follow the instructions on the screen.

## PrintingScout Alerts

PrintingScout is a tool that is installed with your Xerox printer driver. It automatically checks the printer status when you send a print job. If the printer is unable to print your job, PrintingScout automatically displays an alert on your computer screen to let you know that the printer needs attention. Click the alert to view instructions explaining how to fix the problem.

# Web Links

Xerox provides several websites that offer additional help on your Phaser 7400 Color Printer. A set of Xerox links is installed in your web browser's **Favorites** folder when you install the Xerox printer drivers on your computer. The **Troubleshooting** tab in your Windows printer driver also includes useful links. Use the following websites to obtain more information.

| Resource | Link |
|---|---|
| PhaserSMART Technical Support automatically diagnoses problems on your networked printer and proposes solutions: | www.phasersmart.com |
| Technical support information for your printer, includes online Technical Support, Recommended Media List, Knowledge Base, driver downloads, documentation, video tutorials, and much more: | www.xerox.com/office/7400support |
| Supplies for your printer: | www.xerox.com/office/7400supplies |
| A resource for tools and information, such as interactive tutorials, printing templates, helpful tips, and customized features to meet your individual needs: | www.colorconnection.xerox.com |
| Local sales and support center: | www.xerox.com/office/contacts |
| Printer registration: | www.xerox.com/office/register |
| Material Safety Data Sheets (English only) identify materials, and provide information on safely handling and storing hazardous materials: | www.xerox.com/office/msds |
| Information about recycling supplies: | www.xerox.com/gwa |

# A User Safety

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 printer.

## Electrical Safety

- Use the power cord supplied with your printer.
- Plug the power cord directly into a properly grounded electrical outlet. Make sure 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.
- Do not use an extension cord or power strip.
- Verify that the printer is plugged into an outlet that is capable of providing the correct voltage and power. Review the printer's electrical specification with an electrician if necessary.

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

- Do not place the printer in an area where people might step on the power cord.
- Do not place objects on the power cord.
- Do not block the ventilation openings. These openings are provided to prevent overheating of the printer.
- Do not drop paper clips or staples into the printer.

**Warning:** Do not push objects into slots or openings on the printer. Making contact with a voltage point or shorting out a part could result in fire or electrical shock.

If you notice unusual noises or odors:

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

The power cord is attached to the printer as a plug-in device at 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.

**Warning:** Do not remove the covers or guards that are fastened with screws unless you are installing optional equipment and are specifically instructed to do so. Power should be OFF when performing these installations. Except for user-installable options, there are no parts that you can maintain or service behind these covers.

**Note:** Leave the printer on for optimum performance; it does not pose a safety hazard.

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.

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.

## 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. The use of supplies that are not approved may cause poor performance and could create a hazardous condition.
- Do not burn any consumables or routine maintenance items. For information on Xerox supplies recycling programs, go to www.xerox.com/gwa.

## 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.

### Printer Location

Place the printer in a dust-free area within a temperature range of 50° F to 90° F (10° C to 32° C) and within the following humidity range:

- Optimal Print Quality: 50% – 70%
- Operating: 20% – 80%

### Printer Clearance

Place the printer in an area where there is adequate space for ventilation, operation, and servicing. The recommended minimal spacing is:

**Overhead Clearance:**

- 60.96 cm (24.0 in.) above the printer without the finisher
- 60.96 cm (24.0 in.) above the printer with the finisher

**Total Height Requirements:**

- Printer: 46.2 cm (18.0 in.)
- 550-Sheet Feeder: 10.8 cm (4.25 in.)
- 1650-Sheet High-Capacity Feeder: 40.1 cm (15.8 in.)
- Finisher: 100.0 cm (39.4 in.)

**Other Clearances:**

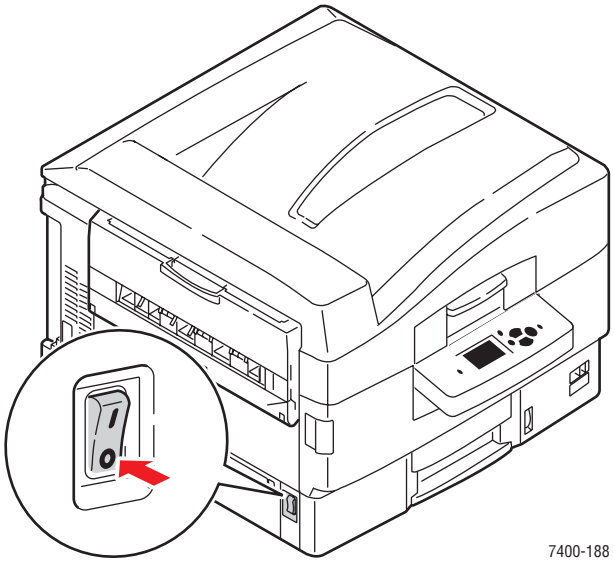
- 15.2 cm (6 in.) behind the printer
- 50.8 cm (20 in.) in front of the printer
- 50.8 cm (20 in.) on the left side of the printer, without the finisher, for the left-side output tray and media
- 101.6 cm (40 in.) on the left side of the printer with the finisher installed
- 50.8 cm (20 in.) on the right side of the printer for Tray 1 (MPT) and media

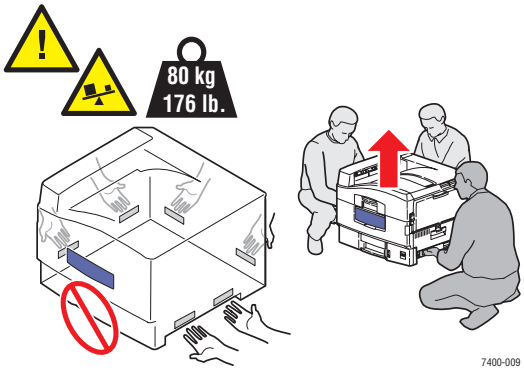
## Operational Guidelines

- Do not block or cover the slots and openings on the printer. The printer may overheat without adequate ventilation.
- For optimum performance, use the printer at elevations below 2,000 m (6,562 ft.).
- Do not place the printer near a heat source.
- Do not place the printer in direct sunlight to avoid exposure of light-sensitive components when the doors are open.
- Do not place the printer in line with the cold air flow from an air conditioning system.
- Place the printer on a level, solid non-vibrating surface with adequate strength for the weight of the printer. It should be within 2° of horizontal with all four feet in solid contact with the surface. The base printer weight without any packaging materials is approximately 80 kg (176 lb.).

## Moving the Printer

- Turn off the printer and disconnect all power cables before moving the printer.



### Printing Safety Guidelines

- Wait 10-15 seconds between turning the printer off and on.
- Keep hands, hair, neckties, etc., away from the exit and feed rollers.

When the printer is printing:

- Do not remove the paper source tray that you selected in either the printer driver or control panel.
- Do not open the doors.
- Do not move the printer.

### Printer Supplies

- Use the supplies specifically designed for your printer. The use of unsuitable materials may cause poor performance and a possible safety hazard.
- Follow all warnings and instructions marked on, or supplied with, the printer, options, and supplies.

**Caution:** If you attempt to use a non-Xerox toner cartridge, it may not fit properly in the printer. If the cartridge does not fit properly, the printer will not function.

## Symbols Marked on Product

The following symbols may be marked on your product:

| | |
|---|---|
| | Use caution (or draws attention to a particular component). See the manual(s) for information. |
| | Avoid pinching fingers in the printer. Use caution to avoid personal injury. |
| | Hot surface on or in the printer. Use caution to avoid personal injury. |
| | Do not touch. |
| | Do not burn the item. |

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