

VERSION 2.2
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Xerox[®] B230 Printer

User Guide

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Safety

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

Conventions



Note: A note identifies information that could help you.



Warning: A warning identifies something that could damage the product hardware or software.



Caution: A caution indicates a potentially hazardous situation that could injure you.

Different types of statements include:



CAUTION—POTENTIAL INJURY: Indicates a risk of injury.



CAUTION—SHOCK HAZARD: Indicates a risk of electrical shock.



CAUTION—HOT SURFACE: Indicates a risk of burn if touched.





CAUTION—PINCH HAZARD: Indicates a risk of being caught between moving parts.





CAUTION—MOVING PARTS: Indicates a risk of laceration or abrasion injuries from rotating parts.


Product Statements


 **CAUTION—POTENTIAL INJURY:** To avoid the risk of fire or electrical shock, connect the power cord to an appropriately rated and properly grounded electrical outlet that is near the product and easily accessible.


 **CAUTION—POTENTIAL INJURY:** To avoid the risk of fire or electrical shock, use only the power cord provided with this product or the manufacturer authorized replacement.


 **CAUTION—POTENTIAL INJURY:** Do not use this product with extension cords, multi-outlet power strips, multi-outlet extenders, or UPS devices. The power capacity of these types of accessories can be easily overloaded by a laser printer and may result in a risk of fire, property damage, or poor printer performance.


 **CAUTION—POTENTIAL INJURY:** Do not use this product with an inline surge protector. The use of a surge protection device may result in a risk of fire, property damage, or poor printer performance.


 **CAUTION—SHOCK HAZARD:** To avoid the risk of electrical shock, do not place or use this product near water or wet locations.

 **CAUTION—SHOCK HAZARD:** To avoid the risk of electrical shock, do not set up this product or make any electrical or cabling connections, such as the power cord, fax feature, or telephone, during a lightning storm.

 **CAUTION—POTENTIAL INJURY:** Do not cut, twist, bind, crush, or place heavy objects on the power cord. Do not subject the power cord to abrasion or stress. Do not pinch the power cord between objects such as furniture and walls. If any of these things happen, a risk of fire or electrical shock results. Inspect the power cord regularly for signs of such problems. Remove the power cord from the electrical outlet before inspecting it.

 **CAUTION—SHOCK HAZARD:** To avoid the risk of electrical shock, make sure that all external connections, such as Ethernet and telephone system connections, are properly installed in their marked plug-in ports.

 **CAUTION—SHOCK HAZARD:** To avoid the risk of electrical shock, if you are accessing the controller board or installing optional hardware or memory devices sometime after setting up the printer, then turn the printer off, and unplug the power cord from the electrical outlet before continuing. If you have any other devices attached to the printer, then turn them off as well, and unplug any cables going into the printer.

 **CAUTION—SHOCK HAZARD:** To avoid the risk of electrical shock when cleaning the exterior of the printer, unplug the power cord from the electrical outlet and disconnect all cables from the printer before proceeding.



CAUTION—POTENTIAL INJURY: If the printer weight is greater than 20kg (44lb), then it may require two or more people to lift it safely.



CAUTION—POTENTIAL INJURY: When moving the printer, follow these guidelines to avoid personal injury or printer damage:

- Make sure that all doors and trays are closed.
- Turn off the printer, and then unplug the power cord from the electrical outlet.
- Disconnect all cords and cables from the printer.
- If the printer has separate floor-standing optional trays or output options attached to it, then disconnect them before moving the printer.
- If the printer has a caster base, then carefully roll it to the new location. Use caution when passing over thresholds and breaks in flooring.
- If the printer does not have a caster base but is configured with optional trays or output options, then remove the output options and lift the printer off the trays. Do not try to lift the printer and any options at the same time.
- Always use the handholds on the printer to lift it.
- Any cart used to move the printer must have a surface able to support the full footprint of the printer.
- Any cart used to move the hardware options must have a surface able to support the dimensions of the options.
- Keep the printer in an upright position.
- Avoid severe jarring movements.
- Make sure that your fingers are not under the printer when you set it down.
- Make sure that there is adequate clearance around the printer.



CAUTION—HOT SURFACE: The inside of the printer might be hot. To reduce the risk of injury from a hot component, allow the surface to cool before touching it.



CAUTION—PINCH HAZARD: To avoid the risk of a pinch injury, use caution in areas marked with this label. Pinch injuries may occur around moving parts, such as gears, doors, trays, and covers.



CAUTION—MOVING PARTS: Indicates a risk of laceration or abrasion injuries from rotating parts.



CAUTION—POTENTIAL INJURY: This product uses a laser. Use of controls or adjustments or performance of procedures other than those specified in the User Guide may result in hazardous radiation exposure.



CAUTION—POTENTIAL INJURY: The lithium battery in this product is not intended to be replaced. There is a danger of explosion if a lithium battery is incorrectly replaced. Do not recharge, disassemble, or incinerate a lithium battery. Discard used lithium batteries according to the manufacturer instructions and local regulations.

This product is designed, tested, and approved to meet strict global safety standards with the use of specific manufacturer components. The safety features of some parts may not always be obvious. The manufacturer is not responsible for the use of other replacement parts.

Refer service or repairs, other than those described in the user documentation, to a service representative.

This product uses a printing process that heats the print media, and the heat may cause the media to release emissions. You must understand the section in your operating instructions that discusses the guidelines for selecting print media to avoid the possibility of harmful emissions.

This product may produce small amounts of ozone during normal operation, and may be equipped with a filter designed to limit ozone concentrations to levels well below the recommended exposure limits. To avoid high ozone concentration levels during extensive usage, install this product in a well-ventilated area and replace the ozone and exhaust filters if instructed to do so in the product maintenance instructions. If there are no references to filters in the product maintenance instructions, then there are no filters requiring replacement for this product.

SAVE THESE INSTRUCTIONS.

Maintenance Safety

Do not carry out any maintenance on this product that is not described in the customer documentation.



CAUTION—POTENTIAL INJURY: Do not use aerosol cleaners. Aerosol cleaners can be explosive or flammable when used on electromechanical equipment.

Use supplies and cleaning materials only as directed.

Do not remove the covers or guards that are fastened with screws. Customer service items are not located behind these covers.

In case of a Dry Ink or Toner Spill, use a broom or a wet cloth to wipe off spilled dry ink or toner. Sweep slowly to minimize generation of dust during clean up. Avoid using a vacuum. If a vacuum must be used, the unit should be designed for combustible dusts, having an explosion rated motor and non-conductive hose.



CAUTION—HOT SURFACE: The metallic surfaces in the fuser area are hot. Use caution when you remove paper jams from this area and avoid touching any metallic surfaces.

Consumable Information



CAUTION—POTENTIAL INJURY: When handling cartridges such as ink or fuser, avoid skin or eye contact. Eye contact can cause irritation and inflammation. Do not attempt to disassemble the cartridge. This can increase the risk of skin or eye contact.

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

Keep all consumables away from the reach of children.

Never throw dry ink/toner, print cartridges, or dry ink/toner containers into an open flame.

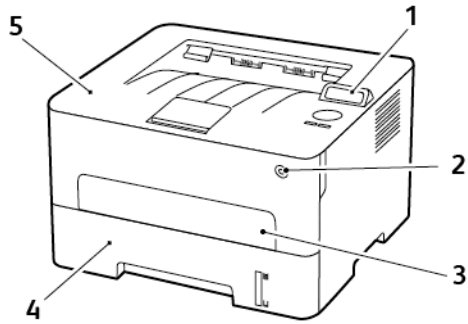
For information on Xerox® supplies recycling programs, go to: <https://www.xerox.com/recycling>.

Learn About the Printer

This chapter contains:

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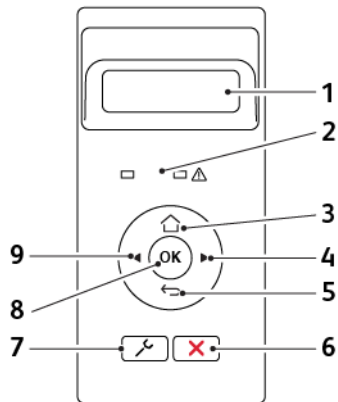
Printer Configuration



1. Control Panel
2. Power Button
3. Manual Feeder

4. 250–Sheet Tray
5. Standard Output Tray

Using the Control Panel



| NUMBER | CONTROL PANEL PART | FUNCTION |
|--------|-----------------------|--|
| 1 | Display | <ul style="list-style-type: none"> View printer messages and supply status. Set up and operate the printer. |
| 2 | Indicator light | Check the status of the printer. |
| 3 | Home button | Go to the home screen. |
| 4 | Right arrow button | <ul style="list-style-type: none"> Scroll through menus or move between screens and menu options. Increase the numeric value of a setting. |
| 5 | Back button | Return to the previous screen. |
| 6 | Stop or Cancel button | Stop the current job. |
| 7 | Menu button | Access the printer menus. |
| 8 | Select button | <ul style="list-style-type: none"> Select a menu option. Save the changes in a setting. |
| 9 | Left arrow button | <ul style="list-style-type: none"> Scroll through menus or move between screens and menu options. Decrease the numeric value of a setting. |

Understanding the Status of the Indicator Light

| INDICATOR LIGHT | PRINTER STATUS |
|-----------------|---|
| Off | The printer is off or in Sleep mode. |
| Blue | The printer is on or ready. |
| Blinking blue | The printer is processing data. |
| Blinking red | The printer requires user intervention. |

| POWER BUTTON LIGHT | PRINTER STATUS |
|--------------------|--|
| Off | The printer is off, ready, or processing data. |
| White | The printer is in Sleep mode. |

Selecting Paper

PAPER GUIDELINES

Use the appropriate paper to prevent jams and help ensure trouble-free printing.

- Always use new, undamaged paper.
- Before loading paper, know the recommended printable side of the paper. This information is usually indicated on the paper package.
- Do not use paper that has been cut or trimmed by hand.
- Do not mix paper sizes, types, or weights in the same tray; mixing results in jams.
- Do not use coated papers unless they are specifically designed for electrophotographic printing.

PAPER CHARACTERISTICS

The following paper characteristics affect print quality and reliability. Consider these factors before printing on them.

Weight

The tray can feed paper weights from 60 to 105g/m² (16 to 28 lb) grain long paper. Paper lighter than 60g/m² (16lb) may not be stiff enough to feed properly, and may cause jams.

Curl

Curl is the tendency for paper to curl at its edges. Excessive curl can cause paper feeding problems. Curl can occur after the paper passes through the printer, where it is exposed to high temperatures. Storing paper unwrapped in hot, humid, cold, or dry conditions can contribute to paper curling before printing and can cause feeding problems.

Smoothness

Paper smoothness directly affects print quality. If paper is too rough, toner cannot fuse to it properly. If paper is too smooth, it can cause paper feeding or print quality issues. We recommend the use of paper with 50 Sheffield points.

Moisture Content

The amount of moisture in paper affects both print quality and the printer ability to feed the paper correctly. Leave paper in its original wrapper until you use it. Exposure of paper to moisture changes can degrade its performance.

Store paper in its original wrapper in the same environment as the printer for 24 to 48 hours before printing. Extend the time several days if the storage or transportation environment is very different from the printer environment.

Thick paper may also require a longer conditioning period.

Grain Direction

Grain refers to the alignment of the paper fibers in a sheet of paper. Grain is either *grain long*, running the length of the paper, or *grain short*, running the width of the paper.

For 60–105g/m² (16–28-lb) paper, grain long paper is recommended.

Fiber Content

Most high-quality xerographic paper is made from 100% chemically treated pulped wood. This content provides the paper with a high degree of stability, resulting in fewer paper feeding problems and better print quality. Paper containing fibers such as cotton can negatively affect paper handling.

UNACCEPTABLE PAPER

The following paper types are not recommended for use with the printer:

- Chemically treated papers used to make copies without carbon paper, also known as carbonless papers, carbonless copy paper (CCP), or no carbon required (NCR) paper
- Preprinted papers with chemicals that may contaminate the printer
- Preprinted papers that can be affected by the temperature in the printer fuser
- Preprinted papers that require a registration (the precise print location on the page) greater than ±2.3 mm (±0.9 in.), such as optical character recognition (OCR) forms

In some cases, registration can be adjusted with a software application to successfully print on these forms

- Coated papers (erasable bond), synthetic papers, thermal papers
- Rough-edged, rough or heavily textured surface papers, or curled papers
- Recycled papers that fail EN12281:2002 (European)
- Paper weighing less than 60 g/m² (16 lb)
- Multiple-part forms or documents

SELECTING PREPRINTED FORMS AND LETTERHEAD

- Use grain long paper.
- Use only forms and letterhead printed using an offset lithographic or engraved printing process.
- Avoid paper with rough or heavily textured surfaces.
- Use inks that are not affected by the resin in toner. Inks that are oxidation-set or oil-based generally meet these requirements; latex inks might not.
- Print samples on preprinted forms and letterheads considered for use before buying large quantities. This action determines whether the ink in the preprinted form or letterhead affects print quality.
- When in doubt, contact your paper supplier.
- When printing on letterhead, load the paper in the proper orientation for your printer. For more information, see the Paper and Specialty Media Guide.

STORING PAPER

Use these paper storage guidelines to help avoid jams and uneven print quality:

- Store paper in its original wrapper in the same environment as the printer for 24 to 48 hours before printing.
- Extend the time several days if the storage or transportation environment is very different from the printer environment. Thick paper may also require a longer conditioning period.
- For best results, store paper where the temperature is 21°C (70°F) and the relative humidity is 40 percent.
- Most label manufacturers recommend printing in a temperature range of 18–24°C (65–75°F) with relative humidity between 40 and 60 percent.
- Store paper in cartons, on a pallet or shelf, rather than on the floor.
- Store individual packages on a flat surface.
- Do not store anything on top of individual paper packages.
- Take paper out of the carton or wrapper only when you are ready to load it in the printer. The carton and wrapper help keep the paper clean, dry, and flat.

SUPPORTED PAPER SIZES

- Paper less than 210 mm (8.3 in.) wide always prints at reduced speed.
- Use the manual feeder when printing on paper less than 105 mm (4.1 in.) wide.
- The minimum paper dimension supported for two-sided printing is 210 x 279.4 mm (8.3 x 11 in.).
- For two-sided printing on letter-, legal-, Oficio-, or folio-size paper, make sure that the paper size setting in the duplex unit is set to Letter.

| PAPER SIZE | 250-SHEET TRAY | MANUAL FEEDER | TWO-SIDED PRINTING |
|--|----------------|---------------|--------------------|
| A4 210 x 297 mm (8.3 x 11.7 in.) | ✓ | ✓ | ✓ |
| A5 (short edge feed) 148 x 210 mm (5.8 x 8.3 in.) | ✓ | ✓ | X |
| A5 (long edge feed) 210 x 148 mm (8.3 x 5.8 in.) | ✓ | ✓ | X |
| A6 105 x 148 mm (4.1 x 5.8 in.) | ✓ | ✓ | X |
| JIS B5 182 x 257 mm (7.2 x 10.1 in.) | ✓ | ✓ | X |

| PAPER SIZE | 250-SHEET TRAY | MANUAL FEEDER | TWO-SIDED PRINTING |
|--|----------------|---------------|--------------------|
| Oficio (Mexico) 215.9 x 340.4 mm (8.5 x 13.4 in.) | ✓ | ✓ | ✓ |
| Hagaki 100 x 148 mm (3.94 x 5.83 in.) | X | ✓ | X |
| Statement 139.7 x 215.9 mm (5.5 x 8.5 in.) | ✓ | ✓ | X |
| Executive 184.2 x 266.7 mm (7.25 x 10.5 in.) | ✓ | ✓ | X |
| Letter 215.9 x 279.4 mm (8.5 x 11 in.) | ✓ | ✓ | ✓ |
| Legal 215.9 x 355.6 mm (8.5 x 14 in.) | ✓ | ✓ | ✓ |
| Folio 215.9 x 330.3 mm (8.5 x 13 in.) | ✓ | ✓ | ✓ |
| Universal 98 x 148 mm (3.9 x 5.8 in.) to 216 x 356 mm (8.5 x 14 in.) | X | ✓ | X |
| Universal 105 x 148 mm (4.1 x 5.8 in.) to 216 x 356 mm (8.5 x 14 in.) | ✓ | ✓ | X |
| 7 ¾ Envelope (Monarch) 98.4 x 190.5 mm (3.875 x 7.5 in.) | X | ✓ | X |
| 9 Envelope 98.4 x 225.4 mm (3.875 x 8.9 in.) | X | ✓ | X |

| PAPER SIZE | 250-SHEET TRAY | MANUAL FEEDER | TWO-SIDED PRINTING |
|---|----------------|---------------|--------------------|
| 10 Envelope 104.8 x 241.3 mm (4.12 x 9.5 in.) | X | ✓ | X |
| DL Envelope 110 x 220 mm (4.33 x 8.66 in.) | X | ✓ | X |
| C5 Envelope 162 x 229 mm (6.38 x 9.01 in.) | X | ✓ | X |
| B5 Envelope 176 x 250 mm (6.93 x 9.84 in.) | X | ✓ | X |
| Other Envelope 98.4 x 162 mm (3.87 x 6.38 in.) to 176 x 250 mm (6.93 x 9.84 in.) | X | ✓ | X |

SUPPORTED PAPER TYPES



Note: Labels, envelopes, and card stock always print at reduced speed.

| PAPER TYPE | 250-SHEET TRAY | MANUAL FEEDER | TWO-SIDED PRINTING |
|---------------|----------------|---------------|--------------------|
| Plain paper | ✓ | ✓ | ✓ |
| Card stock | X | ✓ | X |
| Labels | X | ✓ | X |
| Bond | ✓ | ✓ | ✓ |
| Envelope | X | ✓ | X |
| Letterhead | ✓ | ✓ | ✓ |
| Preprinted | ✓ | ✓ | ✓ |
| Colored paper | ✓ | ✓ | ✓ |

| PAPER TYPE | 250-SHEET TRAY | MANUAL FEEDER | TWO-SIDED PRINTING |
|------------|----------------|---------------|--------------------|
| Light | ✓ | ✓ | ✓ |
| Heavy | ✓ | ✓ | ✓ |
| Recycled | ✓ | ✓ | ✓ |

SUPPORTED PAPER WEIGHTS

| 250-SHEET TRAY | MANUAL FEEDER | TWO-SIDED PRINTING |
|--|--|--|
| 60–105g/m ² (16–28-lb bond) | 60–200g/m ² (16–54-lb bond) | 60–105g/m ² (16–28-lb bond) |

Set Up, Install, and Configure

This chapter contains:

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Selecting a Location for the Printer

- Leave enough room to open trays, covers, and doors and to install hardware options.
- Set up the printer near an electrical outlet.

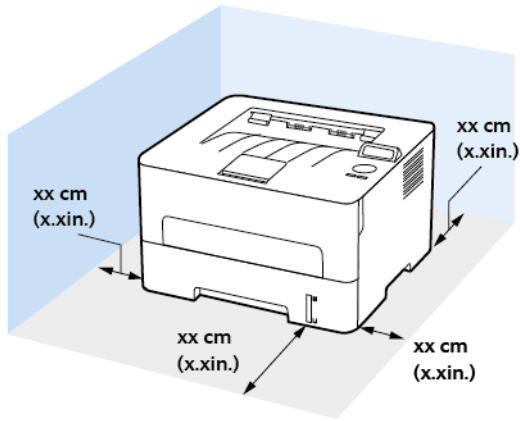


CAUTION—POTENTIAL INJURY: To avoid the risk of fire or electrical shock, connect the power cord to an appropriately rated and properly grounded electrical outlet that is near the product and easily accessible.



CAUTION—SHOCK HAZARD: To avoid the risk of electrical shock, do not place or use this product near water or wet locations.

- Make sure that airflow in the room meets the latest revision of the ASHRAE 62 standard or the CEN Technical Committee 156 standard.
- Provide a flat, sturdy, and stable surface.
- Keep the printer:
 - Clean, dry, and free of dust
 - Away from stray staples and paper clips
 - Away from the direct airflow of air conditioners, heaters, or ventilators
 - Free from direct sunlight and humidity extremes
- Observe the recommended temperatures and avoid fluctuations.
Ambient temperature: 10 to 32.2°C (50 to 90°F)
Storage temperature: -40 to 43.3°C (-40 to 110°F)
- Allow the following recommended amount of space around the printer for proper ventilation:



1. Top: 120 mm (5 in.)
2. Rear: 260 mm (10 in.)
3. Right Side: 120 mm (5 in.)

4. Front: 550 mm (22 in.)

The minimum space needed in front of the printer is 76 mm (3 in.).

5. Left Side: 120 mm (5 in.)

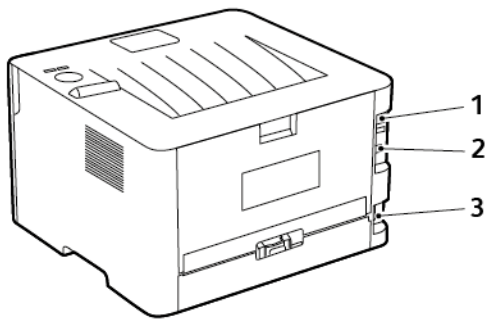
Attaching Cables

⚡ CAUTION—SHOCK HAZARD: To avoid the risk of electrical shock, do not set up this product or make any electrical or cabling connections, such as the power cord, fax feature, or telephone, during a lightning storm.

⚠ CAUTION—POTENTIAL INJURY: To avoid the risk of fire or electrical shock, connect the power cord to an appropriately rated and properly grounded electrical outlet that is near the product and easily accessible.

⚠ CAUTION—POTENTIAL INJURY: To avoid the risk of fire or electrical shock, use only the power cord provided with this product or the manufacturer's authorized replacement.

⚠ Warning: To avoid loss of data or printer malfunction, do not touch the USB cable, any wireless network adapter, or the printer in the areas shown while actively printing.



| NUMBER | PRINTER PORT | FUNCTION |
|--------|-------------------|--|
| 1 | Ethernet port | Connect the printer to a network. |
| 2 | USB printer port | Connect the printer to a computer. |
| 3 | Power cord socket | Connect the printer to an electrical outlet. |

Finding the IP Address of the Printer

To view the IP address of the printer, open the Home Screen. The IP address appears as four sets of numbers separated by periods, such as 123.123.123.123.

If you are using a proxy server, temporarily disable it to load the Web page correctly.

Loading Paper and Specialty Media

SETTING THE PAPER SIZE AND TYPE

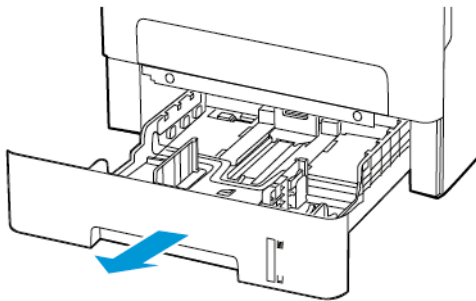
1. From the control panel, navigate to **Tools > Paper > OK > Tray Configuration > OK > Paper Size/Type > OK**.
2. Select a paper source, and then configure the paper size and type.
 - For two-sided printing on A4-size paper, make sure that the paper size setting in the duplex unit is set to A4.
 - For two-sided printing on letter-, legal-, Oficio-, or folio-size paper, make sure that the paper size setting in the duplex unit is set to Letter.

CONFIGURING UNIVERSAL PAPER SETTINGS

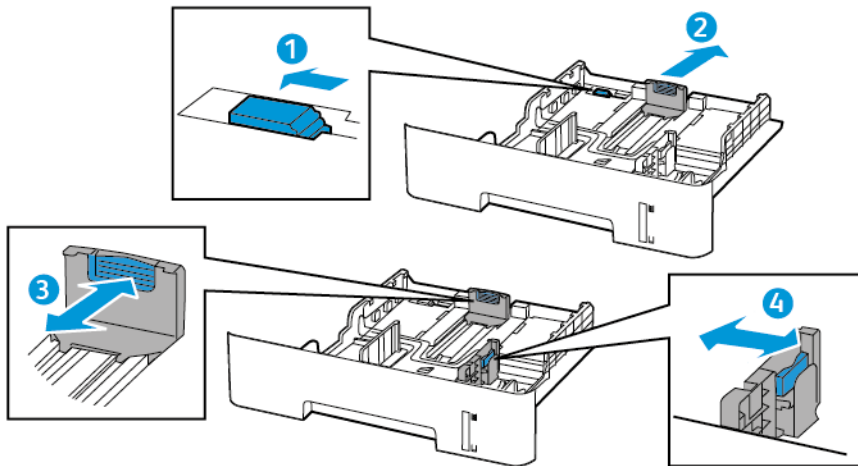
1. From the control panel, navigate to: **Settings > Paper > OK > Media Configuration > OK > Universal Setup > OK**
2. Configure the settings, and then press **OK**.

LOADING THE TRAY

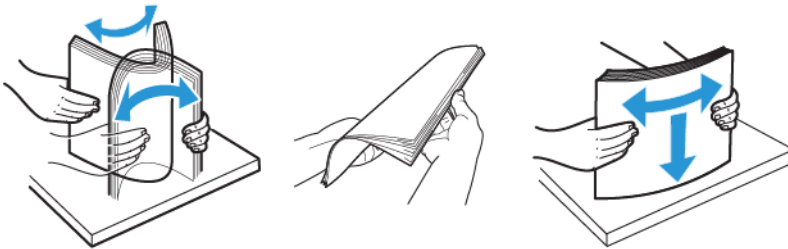
1. Remove the tray.



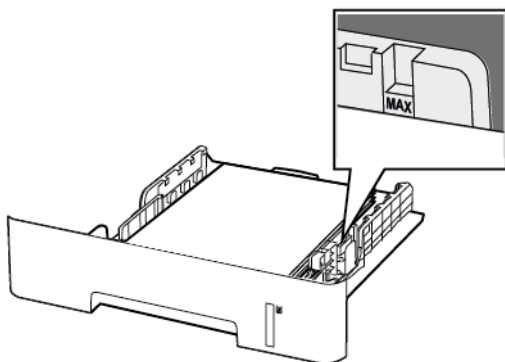
- Adjust the paper guides to match the size of the paper that you are loading.



- Flex, fan, then align the paper edges before loading.



- Load the paper stack with the printable side face-down, and then make sure that the side guides fit snugly against the paper.

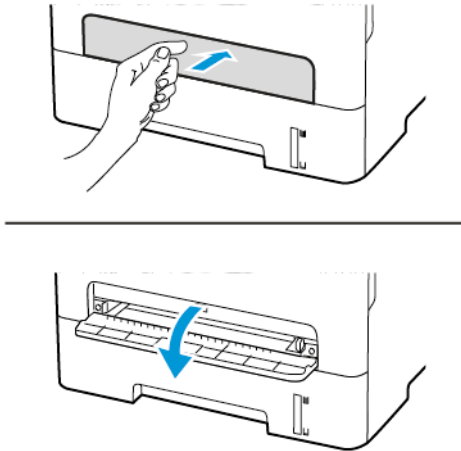


- Load letterhead face-down with the top edge of the sheet toward the front of the tray for one-sided printing.
- Load letterhead face-up with the bottom edge of the sheet toward the front of the tray for two-sided printing.
- Do not slide paper into the tray.
- To avoid paper jams, make sure that the stack height is below the maximum paper fill indicator.

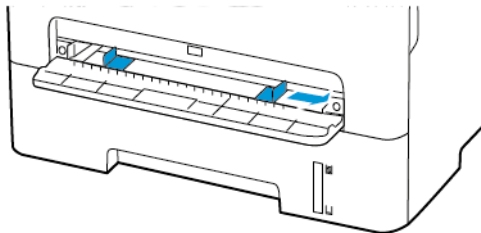
5. Insert the tray.
If necessary, set the paper size and paper type from the control panel to match the paper loaded.

LOADING THE MANUAL FEEDER

1. Open the manual feeder.



2. Adjust the guide to match the size of the paper that you are loading.



3. Load a sheet of paper with the printable side face-up.
 - Load letterhead with the printable side face-up and the top edge entering the printer first for one-sided printing.
 - Load letterhead with the printable side face-down and the top edge entering the printer last for two-sided printing.
 - Load envelope with the flap side down and against the left side of the paper guide.



Warning: To avoid paper jams, do not force paper into the manual feeder.

Installing and Updating Software, Drivers, and Firmware

INSTALLING THE SOFTWARE

Before you install the print driver software, verify that the printer is plugged in, powered on, connected correctly, and has a valid IP address. The IP address usually appears in the upper right corner of the control panel.

To view the IP address of the printer, refer to [Finding the IP Address of the Printer](#).



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

Operating System Requirements

- Windows 7 SP1, Windows 8, Windows 8.1, Windows 10, Windows 11, Windows Server 2008 R2, Windows Server 2012, Windows Server 2016, Windows Server 2019, and Windows Server 2022.
- MacOS version 10.14 and later.
- UNIX and Linux: Your printer supports connection to various UNIX platforms through the network interface.

Installing the Print Drivers for a Windows Network Printer

1. Insert the *Software and Documentation disc* into the appropriate drive on your computer. If the installer does not start automatically, navigate to the drive, then double-click the **Setup.exe** installer file.
2. Click **Xerox Smart Start — Driver Installer (Recommended)**.
3. At the License Agreement, click **Agree**.
4. From the list of discovered printers, select your printer.
When you install print drivers for a network printer, if your printer does not appear in the list, click **Don't See Your Printer?**, then enter the IP address for your printer.

To view the IP address of your printer, refer to [Finding the IP Address of the Printer](#).

5. Click **Quick Install**.
A message appears that confirms that the installation is successful.
6. To complete the installation and close the Installer window, click **Done**.

Installing the Windows Print Driver .zip File

You can download print drivers from Xerox.com in a .zip file, then use the Windows Add Printer Wizard to install the print drivers on your computer.

To install the print driver from the .zip file:

1. Download, then extract the required .zip file to a local directory on your computer.
2. At your computer, open the **Control Panel**, then select **Devices and Printers > Add a Printer**.
3. Click **The printer that I want isn't listed**, then click **Add a local printer or network printer with manual settings**.

4. To use a previously established port, select **Use an existing port**, then from the list, select a Standard TCP/IP Port.
5. To create a Standard TCP/IP port:
 - a. Select **Create a New Port**.
 - b. For Type of port, select **Standard TCP/IP Port**, then click **Next**.
 - c. In the Hostname or IP address field, type the printer IP address or host name.
 - d. To disable the feature, clear the check box for **Query the printer and automatically select the driver to use**, then click **Next**.
6. Click **Have Disk**.
7. Click **Browse**. Browse to, then select the driver.inf file for your printer. Click **Open**.
8. Select your printer model, then click **Next**.
9. If a prompt appears because the print driver was installed previously, click **Use the driver that is currently installed (recommended)**.
10. In the Printer name field, type a name for your printer.
11. To install the print driver, click **Next**.
12. If needed, set the printer as the default printer.



Note: Before you select **Share Printer**, contact your system administrator.

13. To send a test page to the printer, click **Print a test page**.
14. Click **Finish**.

Installing the Print Drivers for a Windows USB Printer

1. Connect the B end of a standard A/B USB 2.0 or USB 3.0 cable to the USB Port on the back of the printer.
2. Connect the A end of the USB cable to the USB port on the computer.
3. If the Windows Found New Hardware Wizard appears, click **cancel**.
4. Insert the *Software and Documentation disc* into the appropriate drive on your computer. If the installer does not start automatically, navigate to the drive, then double-click the **Setup.exe** installer file.
5. Click **Xerox Smart Start — Driver Installer (Recommended)**.
6. At the License Agreement, click **Agree**.
7. From the list of discovered printers, select your printer, then click **Quick Install**.
A message appears that confirms that the installation is successful.
8. To complete the installation and close the Installer window, click **Done**.

Installing the Printer as a Web Service on Devices

Web Services on Devices (WSD) allows a client to discover and access a remote device and its associated services across a network. WSD supports device discovery, control, and use.

Installing a WSD Printer Using the Add Device Wizard

1. At your computer, click **Start**, then select **Printers and Scanners**.
2. To add the required printer, click **Add a Printer or Scanner**.
3. In the list of available devices, select the device that you want to use, then click **Next**.



Note: If the printer that you want to use does not appear in the list, click **Cancel**. To add the printer manually, use the IP address of the printer. For details, refer to [Installing the Windows Print Driver .zip File](#).

4. Click **Close**.

Installing the Drivers and Utilities for MacOS

1. Download the latest print driver from <https://www.xerox.com/office/drivers>.
2. Open the Xerox® Print Drivers 5.xx.x.dmg or .pkg as needed for your printer.
3. To run Xerox® Print Drivers 5.xx.x.dmg or .pkg, double-click the appropriate file name.
4. When prompted, click **Continue**.
5. To accept the license agreement, click **I Agree**.
6. To accept the current installation location, click **Install**, or select another location for the installation files, then click **Install**.
7. If prompted, enter your password, then click **OK**.
8. From the list of discovered printers, select your printer, then click **Next**.
9. If your printer does not appear in the list of discovered printers:
 - a. Click the **Network Printer Icon**.
 - b. Type the IP address of your printer, then click **Continue**.
 - c. Select your printer in the list of discovered printers, then click **Continue**.
10. If your printer was not detected, verify that the printer is powered on and that the Ethernet or USB cable is connected properly.
11. To accept the print queue message, click **OK**.
12. Select or clear the **Set Printer as Default** and **Print a Test Page** check boxes.
13. Click **Continue**, then click **Close**.

Adding the Printer for MacOS

For networking, set up your printer using Bonjour® (mDNS), or for an LPD, LPR connection, connect using the IP address of your printer. For a non-network printer, create a desktop USB connection.

For more information, go to the Online Support Assistant at: <https://www.xerox.com/support>.

Adding the Printer Using Bonjour

To add the printer using Bonjour®:

1. From the computer Applications folder or from the dock, open **System Preferences**.

2. Click **Printers & Scanners**.

The list of printers appears on the left of the window.

3. For the list of printers, click the Plus icon (+).
4. At the top of the window, click the **Default** icon.
5. Select your printer from the list, then click **Add**.



Note: If your printer is not detected, verify that the printer is powered on and that the Ethernet cable is connected properly.

Adding the Printer by Specifying the IP Address

To add the printer by specifying the IP address:

1. From the computer Applications folder or from the dock, open **System Preferences**.
2. Click **Printers & Scanners**.
The list of printers appears on the left of the window.
3. In the list of printers, click the Plus (+) icon.
4. Click **IP**.
5. From the Protocol list, select the protocol.
6. In the Address field, enter the IP address of the printer.
7. In the Name field, enter a name for the printer.
8. From the Use list, choose **Select a driver to use**.
9. From the printer software list, select the print driver for your printer model.
10. Click **Add**.

Installing Print Drivers and Utilities for UNIX and Linux

For more information on installing print drivers and utilities for UNIX and Linux, refer to <https://www.xerox.com/office/drivers>.

UPDATING SOFTWARE


Some applications require a minimum device software level to operate correctly.

For more information on updating the device software, contact your customer service representative.

1. Open a web browser, then type the printer IP address in the address field.
 - View the printer IP address on the printer home screen. The IP address appears as four sets of numbers separated by periods, such as 123.123.123.123.
 - If you are using a proxy server, then temporarily disable it to load the web page correctly.
2. Click **Settings > Device > Software Update**.

3. Choose one of the following:
 - Click **Check for updates > I agree, start update**.
 - To upload the software file, perform the following steps:
To get the latest software, go to www.xerox.com, and search for your printer model.

1. Browse to the software file.

 Note: Make sure that you have extracted the software.zip file.

2. Click **Upload > Start**.

EXPORTING OR IMPORTING A CONFIGURATION FILE

You can export the configuration settings of your printer into a text file, and then import the file to apply the settings to other printers.

1. Open a web browser, and then type the printer IP address in the address field.
 - View the printer IP address on the printer home screen. The IP address appears as four sets of numbers separated by periods, such as 123.123.123.123.
 - If you are using a proxy server, then temporarily disable it to load the web page correctly.
2. From the Embedded Web Server, click **Export Configuration** or **Import Configuration**.
3. Follow the instructions on the screen.
4. If the printer supports applications, then do the following:
 - a. Click **Apps > [select the application] > Configure**.
 - b. Click **Export** or **Import**.

Xerox® Easy Assist App

To access the printer from your smartphone, download and install the Xerox Easy Assist app to your mobile device. By installing the Xerox Easy Assist app on your smartphone, you can setup your new printer easily, manage its configuration, view alerts indicating supply requirement and order them, and get live troubleshooting support for your printer.

The Xerox Easy Assist App has instructions and video links that helps you to unpack the printer from its shipping box. To install the Xerox Easy Assist app on your smartphone, you need to scan a QR Code. There are two types of QR Codes:

- The first QR Code is for the initial installation of the app. You can find this QR Code on the packaging box or the Installation Guide that comes with the printer. To install the Xerox Easy Assist app for the first time, you are required to scan this QR Code with your smartphone camera.
- The second QR Code is to setup a Wireless network connection between the smartphone and the printer. For example, connection to Wi-Fi Direct. For the printers with touchscreen User Interface or bigger than 2-line display interface, you can find this QR Code at the control panel of the printer. For more information, refer to [Connecting to the Xerox® Easy Assist App for Installed Printers](#). You are required to scan the second QR Code through the Xerox Easy Assist app.

To install and use the Xerox Easy Assist app, do the following:

1. To watch a helpful video to unpack your printer, scan the QR Code from the packaging box or the Installation Guide that came with your printer, with your smartphone camera.

Based on your smartphone, you are prompted to download the app from Apple App Store or Google Play Store. Accept the End-User License Agreement (EULA), then follow the instructions that appear on the app.

2. For initial setup when the printer is powered on for the first time, the initial setup wizard appears. At the printer control panel, do the following:

- a. Select your **Language**, then touch **Next**.

The Xerox Easy Assist Mobile App screen appears.

- b. To use your mobile device to set up and manage your printer, touch **Yes**.


Get the App screen appears to confirm the type of your mobile device. Choose any one option:

- **iOS:** To install the Xerox Easy Assist app for your iPhone, select this option.
 - **Android:** To install the Xerox Easy Assist app for your Android mobile device, select this option.
 - **I have the App:** If you have installed Xerox Easy Assist app on your mobile device already, select this option.
3. If you have selected iOS or Android option, a screen appears to help you download the app. At the control panel, touch **Show QR Code** option.

A screen appears with the QR Code. To install the app, scan the QR Code with your smartphone camera.


4. Download and install the Xerox Easy Assist app on your smartphone:
 - For Android phones: Go to Google Play Store, then search for Xerox Easy Assist app.
 - For iOS or iPhones: Go to Apple App Store, then search for Xerox Easy Assist app.

5. When you install the app for the first time on your smartphone, for End-User License Agreement (EULA), touch **I Agree**.

6. Follow the instructions that appear on the app. To connect your smartphone with the printer, touch **Connect To My Printer**.
7. At the printer control panel, to connect to the app, touch **Show QR Code** option. The second QR Code appears.
 -  Important: For the printers with 2-line display interface, there is no QR Code on the control panel. To connect the printer to your mobile device, follow the instructions that appear on the control panel. When prompted, type the Wi-Fi Direct SSID Name and Password for your printer. The printer and the app are connected through Wi-Fi Direct.
8. Scan the second QR Code through the Xerox Easy Assist app. Follow the instructions that appear on the app.

When the connection is configured, your smartphone and the printer share the same Wireless network, temporarily.
9. With the support of Xerox Easy Assist app, complete the general settings and register the printer on the network.

General settings include Admin Password, Connectivity, Measurements, Date and Time, Sound, Power Saver settings, and more.

 -  Note: Ensure that your smartphone is connected to the same Wireless or wired network as the printer and they can communicate after the setup is complete.
10. To complete the initial setup in the app, type the necessary information for your printer, then touch **Complete Setup**.

The Welcome screen appears.

11. When the initial setup is complete, with the Xerox Easy Assist app, you can perform the following:

Set Up a New Printer

If you have the QR Code or IP Address available, you can set up a new Xerox printer with the help of Xerox Easy Assist app. On My Printers screen in the app, touch the + icon, then touch **Set Up a New Printer**. Follow the instructions from the app.

Printer Status

The status displays the printer information, such as readiness of the printer, toner level, and paper tray status for each tray. You can order parts and supplies through the Xerox Easy Assist app. If the toner level appears to be low, to order a new toner, select the **Toner** icon, then touch **Reorder**.

Alerts

The Xerox Easy Assist app can notify you of any errors or problems in the printer. To view the error statement, touch the **Bell** icon.

Print

You can perform a print job through the Xerox Easy Assist app. In the app, select your printer, then touch **Print**. Select the document that you need to print from your mobile device, confirm the print settings, then touch **Print**.

Device Settings

You can view and edit your printer settings from the **Device Settings** tab. If you have not setup a password during the initial setup, to view or edit existing printer settings, you need to set up the password.

Support

You can request support and find solutions for printer related problems through the Xerox Easy Assist app. In the app, select your printer, then touch **Support**. It connects you to Xerox's Support Agent Live Chatbot.

Print and Scan Drivers

You can download Print and Scan Drivers for your printer through Xerox Easy Assist app. In the app, select your printer, then touch **Print and Scan Drivers**. In the Email field, type your registered email address, then touch the + icon to add your email. To download and install the Print and Scan Drivers, the app sends a Quick Link to your email address.

Print Test Page


To confirm that all settings are correct, you can print a test page. In the app, select your printer, then touch **Print Test Page**.

Remove a Printer

You can remove a printer from the Xerox Easy Assist app. On your app, select a printer, then touch **Remove**.

CONNECTING TO THE XEROX® EASY ASSIST APP FOR INSTALLED PRINTERS

To install and use the Xerox Easy Assist (XEA) app for a printer that does not require initial installation setup, you can find the QR Code from the control panel **Notification Center > Connected to Network > Connect to Xerox Easy Assist App > Show QR Code**. Scan the QR Code, then follow the instructions that appear on the control panel and your mobile device:

- Based on your smartphone, to install the app for the first time, you are prompted to download the app from Apple App Store or Google Play Store.
 - If you have the app installed already, to access Xerox Easy Assist features, connect to the printer with your smartphone.
-  Important: For the printers with 2-line display interface, there is no QR Code on the control panel. To connect the printer to your mobile device, follow the instructions that appear on the control panel. When prompted, type the Wi-Fi Direct SSID Name and Password for your printer. The printer and the app are connected through Wi-Fi Direct.

If your printer is already set up on your network and the Initial Setup Wizard is complete, through the XEA app you can add the printer directly to the list of My Printers. You can see the printer status, get print drivers, and get Chatbot support. To add a printer that is on the network, open the XEA app Home page. On the My Printers screen, touch the + icon. The app looks for nearby printers on the network:

- If the app finds your printer, you can select and add the printer directly.
- If the app is unable to find the printer you are looking for, then you can add the printer by typing its IP address.

If the printer and mobile device cannot communicate, ensure that they are on the same network.

Networking

CONNECTING THE PRINTER TO A WI-FI NETWORK

Make sure that Active Adapter is set to Auto. From the control panel, navigate to **Tools > Network/Ports > OK > Network Overview > OK > Active Adapter > OK > Auto > OK**

CONNECTING THE PRINTER TO A WIRELESS NETWORK USING WI-FI PROTECTED SETUP (WPS)

Before you begin, make sure that:

- The access point (wireless router) is WPS-certified or WPS-compatible. For more information, see the documentation that came with your access point.
- A wireless network adapter is installed in your printer. For more information, see the instructions that came with the adapter.
- Make sure that Active Adapter is set to Auto. From the control panel, navigate to: **Settings > Network/Ports > OK > Network Overview > OK > Active Adapter > OK > Auto > OK**.

Using the Push Button method

1. From the home screen, touch **Settings > Network/Ports > Wireless > Wi-Fi Protected Setup > Start Push Button Method**.
2. Follow the instructions on the display.

Using the personal identification number (PIN) method

1. From the home screen, touch **Settings > Network/Ports > Wireless > Wi-Fi Protected Setup > Start PIN Method**.
2. Copy the eight-digit WPS PIN.
3. Open a web browser, and then type the IP address of your access point in the address field.
 - To know the IP address, see the documentation that came with your access point.
 - If you are using a proxy server, then temporarily disable it to load the web page correctly.
4. Access the WPS settings. For more information, see the documentation that came with your access point.
5. Enter the eight-digit PIN, and then save the changes.

CONFIGURING WI-FI DIRECT

Wi-Fi Direct® is a Wi-Fi-based peer-to-peer technology that allows wireless devices to connect directly to a Wi-Fi Direct-enabled printer without using an access point (wireless router).

1. From the control panel, navigate to:
Settings > OK > Network/Ports > OK > Wi-Fi Direct > OK

2. Configure the settings.
 - **Enable Wi-Fi Direct**—Enables the printer to broadcast its own Wi-Fi Direct network.
 - **Wi-Fi Direct Name**—Assigns a name for the Wi-Fi Direct network.
 - **Wi-Fi Direct Password**—Assigns the password for negotiating the wireless security when using the peer-to-peer connection.
 - **Show Password on Setup Page**—Shows the password on the Network Setup Page.
 - **Auto-Accept Push Button Requests**—Lets the printer accept connection requests automatically.



Note: Accepting push-button requests automatically is not secured.

CONNECTING A MOBILE DEVICE TO THE PRINTER

Before connecting your mobile device, make sure that Wi-Fi Direct has been configured. For more information, see [Configuring Wi-Fi Direct](#).

Connecting Using Wi-Fi Direct



Note: These instructions apply only to Android mobile devices.

1. From the mobile device, go to the settings menu.
2. Enable **Wi-Fi**, and then tap **Wi-Fi Direct**.
3. Select the printer Wi-Fi Direct name.
4. Confirm the connection on the printer control panel.

Connecting Using Wi-Fi

1. From the mobile device, go to the settings menu.
2. Tap **Wi-Fi**, and then select the printer Wi-Fi Direct name.



Note: The string DIRECT-xy (where x and y are two random characters) is added before the Wi-Fi Direct name.

3. Enter the Wi-Fi Direct password.

CONNECTING A COMPUTER TO THE PRINTER

Before connecting your computer, make sure that Wi-Fi Direct has been configured. For more information, see [Configuring Wi-Fi Direct](#).

For Windows Users

1. Open **Printers & scanners**, and then click **Add a printer or scanner**.
2. Click **Show Wi-Fi Direct printers**, and then select the printer Wi-Fi Direct name.
3. From the printer display, take note of the eight-digit PIN of the printer.

4. Enter the PIN on the computer.



Note: If the print driver is not already installed, then Windows downloads the appropriate driver.

For Macintosh Users

1. Click the wireless icon, and then select the printer Wi-Fi Direct name.



Note: The string DIRECT-xy (where x and y are two random characters) is added before the Wi-Fi Direct name.

2. Type the Wi-Fi Direct password.



Note: Switch your computer back to its previous network after disconnecting from the Wi-Fi Direct network.

DEACTIVATING THE WI-FI NETWORK

1. From the printer control panel, navigate to: **Settings > Network/Ports > OK > Network Overview > OK > Active Adapter > OK > Standard Network > OK.**
2. Follow the instructions on the display.

CHECKING THE PRINTER CONNECTIVITY

1. From the control panel, navigate to: **Settings > Reports > OK > Network > OK.**
2. Select **Network Setup Page**, and then press **OK.**
3. Check the first section of the network setup page, and confirm that the status is connected.

If the status is not connected, then the LAN drop may be inactive, or the network cable may be unplugged or malfunctioning. Contact your administrator for assistance.

Printing the Menu Settings Page

1. From the control panel, navigate to: **Settings > Reports > OK**.
2. Select **Menu Settings Page**, and then press **OK**.

Secure the printer

This chapter contains:

| | |
|---|----|
| Erasing Printer Memory | 50 |
| Restoring Factory Default Settings..... | 51 |
| Statement of Volatility..... | 52 |

Secure the printer

Erasing Printer Memory

To erase volatile memory or buffered data, turn off the printer.

To erase non-volatile memory or individual settings, device and network settings, security settings, and embedded solutions, do the following:

1. From the control panel, navigate to: **Settings > Device > OK > Maintenance > OK > Out of Service Erase > OK > Sanitize all information on nonvolatile memory > OK.**
2. Select **Yes > OK.**
3. Select either **Start initial setup** or **Leave printer offline**, then press **OK.**

Restoring Factory Default Settings

1. From the control panel, navigate to: **Settings > Device > OK > Restore Factory Defaults > OK > Restore all settings > OK.**
2. Select **Yes**, and then press **OK**.

Statement of Volatility

Your printer contains various types of memory that can store device and network settings, and user data.

| TYPE OF MEMORY | DESCRIPTION |
|---------------------|---|
| Volatile memory | Your printer uses standard random access memory (RAM) to temporarily buffer user data during simple print jobs. |
| Non-volatile memory | Your printer may use two forms of non-volatile memory: EEPROM and NAND (flash memory). Both types are used to store operating system, device settings, and network information. |

Erase the content of any installed printer memory in the following circumstances:

- The printer is being decommissioned.
- The printer is being moved to a different department or location.
- The printer is being serviced by someone from outside your organization.
- The printer is being removed from your premises for service.
- The printer is being sold to another organization.

Print

This chapter contains:

| | |
|--|----|
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| Printing from a Mobile Device | 55 |
| Printing a Font Sample List | 56 |
| Placing Separator Sheets between Copies..... | 57 |
| Canceling a Print Job | 58 |
| Adjusting Toner Darkness | 59 |

Print

Printing from a Computer



Note: For labels, card stock, and envelopes, set the paper size and type in the printer before printing the document.

1. From the document that you are trying to print, open the Print dialog.
2. If necessary, adjust the settings.
3. Print the document.

Printing from a Mobile Device

PRINTING FROM A MOBILE DEVICE USING MOPRIA™ PRINT SERVICE

Mopria Print Service is a mobile printing solution for mobile devices running on Android™ version 5.0 or later. It allows you to print directly to any Mopria-certified printer.



Note: Make sure that you download the Mopria Print Service application from the Google Play™ store and enable it in the mobile device.

1. From your Android mobile device, launch a compatible application or select a document from your file manager.
2. Tap **More options > Print**.
3. Select a printer, and then adjust the settings, if necessary.
4. Tap the **Print** icon.

PRINTING FROM A MOBILE DEVICE USING AIRPRINT®

The AirPrint software feature is a mobile printing solution that allows you to print directly from Apple devices to an AirPrint-certified printer.

- Make sure that the Apple device and the printer are connected to the same network. If the network has multiple wireless hubs, then make sure that both devices are connected to the same subnet.
 - This application is supported only in some Apple devices.
1. From your mobile device, select a document from your file manager or launch a compatible application.
 2. Tap **Share > Print**.
 3. Select a printer, then adjust the settings, if necessary.
 4. Print the document.

PRINTING FROM A MOBILE DEVICE USING WI-FI DIRECT®

Wi-Fi Direct is a printing service that lets you print to any Wi-Fi Direct®-ready printer.



Note: Make sure that the mobile device is connected to the printer wireless network. For more information, see [Connecting a Mobile Device to the Printer](#).

1. From your mobile device, launch a compatible application or select a document from your file manager.
2. Depending on your mobile device, do one of the following:
 - Tap **More options > Print**.
 - Tap **Share > Print**.
 - Tap **More options > Print**.
3. Select a printer, and then adjust the settings, if necessary.
4. Print the document.

Print

Printing a Font Sample List

1. From the control panel, navigate to: **Settings > Reports > OK > Print > OK > Print Fonts > OK.**
2. Select **PCL Fonts**, and then press **OK.**

Placing Separator Sheets between Copies

1. From the control panel, navigate to: **Settings > Print > OK > Layout > OK > Separator Sheets > OK > Between Copies > OK.**
2. Print the document.

Print

Canceling a Print Job

FROM THE PRINTER CONTROL PANEL

1. From the control panel, press **Back** twice, and then press **Cancel**.
2. Select a print job to cancel, and then press **OK**.

FROM THE COMPUTER

1. Depending on the operating system, do either of the following:
 - Open the printers folder, and then select your printer.
 - From the System Preferences in the Apple menu, navigate to your printer.
2. Select a print job to cancel.

Adjusting Toner Darkness

1. From the control panel, navigate to: **Settings > Print > OK > Quality > OK > Toner Darkness**.
2. Adjust the setting, and then press **OK**.

Print

Use printer menus

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Menu map


| | | |
|--|--|---|
| Device | <ul style="list-style-type: none"> • Preferences • Eco-Mode • Remote Operator Panel* • Notifications • Power Management | <ul style="list-style-type: none"> • Restore Factory Defaults • Maintenance • About this Printer |
| Print | <ul style="list-style-type: none"> • Layout • Setup • Quality | <ul style="list-style-type: none"> • PCL • Image |
| Paper | <ul style="list-style-type: none"> • Tray Configuration | <ul style="list-style-type: none"> • Media Configuration |
| Network/Ports | <ul style="list-style-type: none"> • Network Overview • Wireless • Wi-Fi Direct • AirPrint • Mobile Services Management • Ethernet • TCP/IP • SNMP | <ul style="list-style-type: none"> • IPSec • 802.1x • LPD Configuration • HTTP/FTP Settings • USB • Restrict external network access • Universal Print |
| Security* | <ul style="list-style-type: none"> • Login Methods • Certificate Management • Login Restrictions • Confidential Print Setup | <ul style="list-style-type: none"> • Erase Temporary Data Files • Solutions LDAP Settings • Miscellaneous |
| Reports | <ul style="list-style-type: none"> • Menu Settings Page • Device | <ul style="list-style-type: none"> • Print • Network |
| Supplies Plan | <ul style="list-style-type: none"> • Plan Activation • Plan Conversion | <ul style="list-style-type: none"> • Subscription Service |
| Troubleshooting | Print Quality Test Pages | |
| * This menu appears only in the Embedded Web Server. | | |

Device



PREFERENCES

| MENU ITEM | DESCRIPTION |
|--|---|
| Display Language [List of languages] | Set the language of the text that appears on the display. |
| Country/Region [List of countries] | Identify the country or region where the printer is configured to operate. |
| Run Initial Setup <ul style="list-style-type: none"> • Yes • No* | Run the setup wizard. |
| Displayed information <ul style="list-style-type: none"> • Display Text 1 • Display Text 2 | Specify the information to appear on the home screen. |
| Date and Time <ul style="list-style-type: none"> • Configure <ul style="list-style-type: none"> – Current Date and Time – Manually Set Date and Time – Date Format [MM-DD-YYYY*] – Time Format [12 hour A.M./P. M.*] – Time Zone [GMT*] • Network Time Protocol <ul style="list-style-type: none"> – Enable NTP – NTP Server | Configure the printer date and time. |
| Paper Sizes <ul style="list-style-type: none"> • U.S.* • Metric | Specify the unit of measurement for paper sizes.  Note: The country or region selected in the initial setup wizard determines the initial paper size setting. |
| Screen Timeout 10–300 (60*) | Set the idle time in seconds before the display shows the home screen, or before the printer logs out a user account automatically. |
|  Note: An asterisk (*) next to a value indicates the factory default setting. | |



ECO-MODE



| MENU ITEM | DESCRIPTION |
|--|---|
| Print: Sides <ul style="list-style-type: none"> • 1-Sided* • 2-Sided | Specify whether to print on one side or two sides of the paper. |
| Print : Pages per Side <ul style="list-style-type: none"> • Off* • 2 pages per side • 3 pages per side • 4 pages per side • 6 pages per side • 9 pages per side • 12 pages per side • 16 pages per side | Print multiple page images on one side of a sheet of paper. |
| Print : Toner Darkness <ul style="list-style-type: none"> • Light • Normal* • Dark | Determine the lightness or darkness of text images. |
|  Note: An asterisk (*) next to a value indicates the factory default setting. | |

REMOTE OPERATOR PANEL

| MENU ITEM | DESCRIPTION |
|--|---|
| External VNC Connection | Connect an external Virtual Network Computing (VNC) client to the remote control panel. |
| Authentication Type <ul style="list-style-type: none"> • None* • Standard Authentication | Set the authentication type when accessing the VNC client server. |
| VNC Password | Specify the password to connect to the VNC client server. |
| |  Note: This menu item appears only if Authentication Type is set to Standard Authentication. |
|  Note: An asterisk (*) next to a value indicates the factory default setting. | |


NOTIFICATIONS

| MENU ITEM | DESCRIPTION |
|---|---|
| Supplies : Show Supply Estimates <ul style="list-style-type: none"> Show estimates* Do not show estimates | Show the estimated status of the supplies. |
| Supplies Custom Supply Notifications | Configure notification settings when the printer requires user intervention.  Note: This menu item appears only in the Embedded Web Server. |
| E-mail Alerts Setup : E-mail Setup <ul style="list-style-type: none"> Primary SMTP Gateway Primary SMTP Gateway Port (25*) Secondary SMTP Gateway Secondary SMTP Gateway Port (25*) SMTP Timeout (30 seconds*) Reply Address Always use SMTP default Reply Address (Off*) Use SSL/TLS (Disabled*) Require Trusted Certificate (On*) SMTP Server Authentication (No authentication required*) Device-Initiated E-mail (None*) Device Userid Device Password NTLM Domain | Configure the e-mail settings of the printer.  Note: This menu item appears only in the Embedded Web Server. |
| Error Prevention : Jam Assist <ul style="list-style-type: none"> Off On* | Set the printer to check for jammed paper automatically. |
| Error Prevention : Auto Continue <ul style="list-style-type: none"> Disabled 5–255 (5*) | Let the printer continue processing or printing a job automatically after clearing certain attendance conditions. |
| Error Prevention : Auto Reboot <ul style="list-style-type: none"> Auto Reboot (Reboot always*) | Set the printer to restart when an error occurs. |
| Error Prevention :Auto Reboot <ul style="list-style-type: none"> Max Auto Reboots (2*) | Set the number of automatic reboots that the printer can perform. |
| Error Prevention : Auto Reboot <ul style="list-style-type: none"> Auto Reboot Window (720*) | Set the number of seconds before the printer performs an automatic reboot. |
| Error Prevention : Auto Reboot | Show a read-only information of the reboot counter. |

| MENU ITEM | DESCRIPTION |
|--|---|
| <ul style="list-style-type: none"> Auto Reboot Counter | |
| Error Prevention: Display Short Paper Error <ul style="list-style-type: none"> Auto-clear* On | Set the printer to show a message when a short paper error occurs.  Note: Short paper refers to the size of the paper loaded. |
| Error Prevention : Page Protect <ul style="list-style-type: none"> Off* On | Set the printer to process the entire page into the memory before printing it. |
| Jam Content Recovery : Jam Recovery <ul style="list-style-type: none"> Auto* Off On | Set the printer to reprint jammed pages. |
|  Note: An asterisk (*) next to a value indicates the factory default setting. | |

POWER MANAGEMENT

| MENU ITEM | DESCRIPTION |
|---|---|
| Sleep Mode Profile : Print from Sleep Mode <ul style="list-style-type: none"> Stay awake after printing Enter Sleep Mode after printing* | Set the printer to stay in Ready mode or return to Sleep mode after printing. |
| Timeouts : Sleep Mode <ul style="list-style-type: none"> 1–120 minutes (15*) | Set the idle time before the printer begins operating in Sleep mode. |
| Timeouts : Hibernate Timeout <ul style="list-style-type: none"> Disabled 1 hour 2 hours 3 hours 6 hours 1 day 2 days 3 days* 1 week 2 weeks 1 month | Set the time before the printer turns off. |

| MENU ITEM | DESCRIPTION |
|--|---|
| Timeouts : Hibernate Timeout on Connection <ul style="list-style-type: none"> • Hibernate • Do Not Hibernate* | Set Hibernate Timeout to turn off the printer while an active Ethernet connection exists. |
|  Note: An asterisk (*) next to a value indicates the factory default setting. | |


RESTORE FACTORY DEFAULTS



| MENU ITEM | DESCRIPTION |
|--|---|
| Restore Settings <ul style="list-style-type: none"> • Restore all settings • Restore printer settings • Restore network settings | Restore the printer factory default settings. |

MAINTENANCE


Config Menu

| MENU ITEM | DESCRIPTION |
|---|--|
| USB Configuration : USB PnP <ul style="list-style-type: none"> • 1* • 2 | Change the USB driver mode of the printer to improve its compatibility with a personal computer. |
| USB Configuration : USB Speed <ul style="list-style-type: none"> • Full • Auto* | Set the USB port to run at full speed and disable its high-speed capabilities. |
| Tray Configuration : Show Tray Insert Message <ul style="list-style-type: none"> • Off • Only for unknown sizes* • Always | Display a message to select paper size and type after inserting the tray. |
| Tray Configuration : A5 Loading <ul style="list-style-type: none"> • Short Edge • Long Edge* | Specify the page orientation when loading A5 paper size. |
| Tray Configuration : Paper Prompts <ul style="list-style-type: none"> • Auto* • Manual Paper | Set the paper source that the user fills when a prompt to load paper appears. |
| Tray Configuration : Envelope | Set the paper source that the user fills when a prompt to load envelope |

| MENU ITEM | DESCRIPTION |
|--|---|
| Prompts <ul style="list-style-type: none"> • Auto* • Manual Envelope | appears. |
| Tray Configuration : Action for Prompts <ul style="list-style-type: none"> • Prompt user* • Continue • Use current | Set the printer to resolve paper- or envelope-related change prompts. |
| Reports : Menu Settings Page <ul style="list-style-type: none"> • Event Log • Event Log Summary | Print reports about printer menu settings, status, and event logs. |
| Supply Usage And Counters Clear Supply Usage History | Reset the supply page counter or view the total printed pages. |
| Printer Emulations : Emulator Security <ul style="list-style-type: none"> • Page Timeout • 0–60 (60*) | Set the page timeout during emulation. |
| Printer Emulations : Emulator Security <ul style="list-style-type: none"> • Reset Emulator After Job <ul style="list-style-type: none"> – Off* – On | Reset the emulator after a print job. |
| Printer Emulations : Emulator Security <ul style="list-style-type: none"> • Disable Printer Message Access <ul style="list-style-type: none"> – Off – On* | Disable access to the printer message during emulation. |
| Print Configuration : Font Sharpening <ul style="list-style-type: none"> • 0–150 (24*) | Set a text point-size value below which the high-frequency screens are used when printing font data. |
| Print Configuration : Print Density <ul style="list-style-type: none"> • Disabled • 1–5 (3*) | Adjust the toner density when printing documents. |
| Device Operations : Quiet Mode <ul style="list-style-type: none"> • On • Off* | Set the printer to reduce the amount of noise that it makes when printing.  Note: This setting slows down the overall performance of the printer. |

| MENU ITEM | DESCRIPTION |
|--|--|
| Device Operations : Panel Menus <ul style="list-style-type: none"> • Enable* • Disable* | Set the printer to enable access to the control panel menus.  Note: This menu can be configured only from the Embedded Web Server. |
| Device Operations Clear Custom Status | Erase all custom messages. |
|  Note: An asterisk (*) next to a value indicates the factory default setting. | |

Out of Service Erase



| MENU ITEM | DESCRIPTION |
|--|---|
| <ul style="list-style-type: none"> • Printer Memory Last Sanitized • Sanitize all information on nonvolatile memory • Erase all printer and network settings • Erase all shortcuts and shortcut settings | Clear all settings and shortcuts that are stored in the printer.  Note: Erase all shortcuts and shortcut settings is available only in some printer models. |


ABOUT THIS PRINTER

| MENU ITEM | DESCRIPTION |
|---------------------------|---|
| Xerox Asset Tag | The maximum length is 32 characters. |
| Customer Asset Tag | Show the serial number of the printer. The maximum length is 32 characters. |
| Printer Location | Identify the printer location. The maximum length is 63 characters. |
| Contact | Personalize the printer name. The maximum length is 63 characters. |


Print

LAYOUT



| MENU ITEM | DESCRIPTION |
|--|---|
| Sides <ul style="list-style-type: none"> 1-sided* 2-sided | Specify whether to print on one side or two sides of the paper. |
| Flip Style <ul style="list-style-type: none"> Long Edge* Short Edge | Determine which side of the paper (long edge or short edge) is bound when performing two-sided printing.  Note: Depending on the option selected, the printer automatically offsets each printed information of the page to bind the job correctly. |
| Blank Pages <ul style="list-style-type: none"> Print Do Not Print* | Print blank pages that are included in a print job. |
| Collate <ul style="list-style-type: none"> Off [1,1,1,2,2,2] On [1,2,1,2,1,2]* | Keep the pages of a print job stacked in sequence, particularly when printing multiple copies of the job. |
| Separator Sheets <ul style="list-style-type: none"> None* Between Copies Between Jobs Between Pages | Insert blank separator sheets when printing. |
| Separator Sheet Source Tray [x] (1*) | Specify the paper source for the separator sheet. |
| Pages per Side <ul style="list-style-type: none"> Off* 2 pages per side 3 pages per side 4 pages per side 6 pages per side 9 pages per side 12 pages per side 16 pages per side | Print multiple page images on one side of a sheet of paper. |
| Pages per Side Ordering <ul style="list-style-type: none"> Horizontal* Reverse Horizontal Vertical Reverse Vertical | Specify the positioning of multiple page images when using Pages per Side.  Note: The positioning depends on the number of page images and their page orientation. |

| MENU ITEM | DESCRIPTION |
|--|--|
| Pages per Side Orientation <ul style="list-style-type: none"> • Auto* • Landscape • Portrait | Specify the orientation of a multiple-page document when using Pages per Side. |
| Pages per Side Border <ul style="list-style-type: none"> • None* • Solid | Print a border around each page image when using Pages per Side. |
| Copies 1–9999 (1*) | Specify the number of copies for each print job. |
| Print Area <ul style="list-style-type: none"> • Normal* • Whole Page | Set the printable area on a sheet of paper. |
|  Note: An asterisk (*) next to a value indicates the factory default setting. | |



SETUP





| MENU ITEM | DESCRIPTION |
|--|---|
| Printer Language PCL Emulation | Set the printer language. |
| Print All Order <ul style="list-style-type: none"> • Alphabetical* • Newest First • Oldest First | Specify the order you choose to print all held and confidential jobs. |
| PJL File Access Control Off On* | Allow the users to set the printer job language file access control. |
|  Note: An asterisk (*) next to a value indicates the factory default setting. | |

QUALITY





| MENU ITEM | DESCRIPTION |
|--|--|
| Print Resolution <ul style="list-style-type: none"> • 300 dpi • 600 dpi* • 1200 Image Q • 2400 Image Q | Set the resolution for the text and images on the printed output.  Note: Resolution is determined in dots per inch or image quality. |
| Toner Darkness <ul style="list-style-type: none"> • Light • Normal* • Dark | Determine the lightness or darkness of text images. |
| Halftone <ul style="list-style-type: none"> • Normal* • Detail | Enhance the printed output to have smoother lines with sharper edges. |
|  Note: An asterisk (*) next to a value indicates the factory default setting. | |

PCL

| MENU ITEM | DESCRIPTION |
|--|--|
| Font Name [List of available fonts] (Courier*) | Select a font from the specified font source. |
| Symbol Set [List of available symbol set] (10U PC-8*) | Specify the symbol set for each font name.  Note: A symbol set is a set of alphabetic and numeric characters, punctuation, and special symbols. Symbol sets support the different languages or specific programs such as math symbols for scientific text. |
| Pitch 0.08–100 (10*) | Specify the pitch for fixed or monospaced fonts.  Note: Pitch refers to the number of fixed-space characters in a horizontal inch of type. |
| Orientation <ul style="list-style-type: none"> • Portrait* • Landscape • Reverse Portrait • Reverse Landscape | Specify the orientation of text and graphics on the page. |
| Lines per Page 1–255 | Specify the number of lines of text for each page printed through the PCL data stream. |


| MENU ITEM | DESCRIPTION |
|--|--|
| | <ul style="list-style-type: none"> This menu item activates vertical escapement that causes the selected number of requested lines to print between the default margins of the page. 60 is the U.S. factory default setting. 64 is the international factory default setting. |
| PCL5 Minimum Line Width 1–30 (2*) | Set the initial minimum stroke width of any job printed in 1200 dpi. |
| PCLXL Minimum Line Width 1–30 (2*) | |
| A4 Width <ul style="list-style-type: none"> 198mm* 203mm | Set the width of the logical page on A4-size paper.  Note: Logical page is the space on the physical page where data is printed. |
| Auto CR after LF <ul style="list-style-type: none"> Off* On | Set the printer to perform a carriage return after a line feed control command.  Note: Carriage return is a mechanism that commands the printer to move the position of the cursor to the first position on the same line. |
| Auto LF after CR <ul style="list-style-type: none"> Off* On | Set the printer to perform a line feed after a carriage return control command. |
| Print Timeout <ul style="list-style-type: none"> Disabled Enabled* | Enable the printer to end a print job after it has been idle for the specified amount of time in seconds. |
| Print Timeout Time 1–255 (90*) | Set the time in seconds for the printer to end a print job after it has been idle.  Note: This menu item appears only when Print Timeout is enabled. |
|  Note: An asterisk (*) next to a value indicates the factory default setting. | |

IMAGE

| MENU ITEM | DESCRIPTION |
|--|---|
| <p>Auto Fit</p> <ul style="list-style-type: none"> • On • Off* | <p>Select the best available paper size and orientation setting for an image.</p> <p> Note: When set to On, this menu item overrides the scaling and orientation settings for the image.</p> |
| <p>Invert</p> <ul style="list-style-type: none"> • Off* • On | <p>Invert bitonal monochrome images.</p> <p> Note: This menu item does not apply to GIF or JPEG image formats.</p> |
| <p>Scaling</p> <ul style="list-style-type: none"> • Anchor Top Left • Best Fit* • Anchor Center • Fit Height/Width • Fit Height • Fit Width | <p>Adjust the image to fit the printable area.</p> <p> Note: When Auto Fit is set to On, Scaling is automatically set to Best Fit.</p> |
| <p>Orientation</p> <ul style="list-style-type: none"> • Portrait* • Landscape • Reverse Portrait • Reverse Landscape | <p>Specify the orientation of text and graphics on the page.</p> |
| <p> Note: An asterisk (*) next to a value indicates the factory default setting.</p> | |


Paper



TRAY CONFIGURATION

| MENU ITEM | DESCRIPTION |
|--|--|
| Default Source <ul style="list-style-type: none"> • Tray [x] (1*) • Manual Paper • Manual Envelope | Set the paper source for all print jobs. |
| Paper Size/Type <ul style="list-style-type: none"> • Tray [x] (1*) • Manual Paper • Manual Envelope | Specify the paper size or paper type loaded in each paper source. |
| Substitute Size <ul style="list-style-type: none"> • Off • Letter/A4 • All Listed* | Set the printer to substitute a specified paper size if the requested size is not loaded in any paper source. <ul style="list-style-type: none"> • Off prompts the user to load the required paper size. • Letter/A4 prints an A4-size document on letter when loading letter, and letter-size jobs on A4 paper size when loading A4. • All Listed substitutes Letter/A4. |
|  Note: An asterisk (*) next to a value indicates the factory default setting. | |

MEDIA CONFIGURATION

Universal Setup

| MENU ITEM | DESCRIPTION |
|---|---|
| Units of Measure <ul style="list-style-type: none"> • Inches • Millimeters | Specify the unit of measurement for the universal paper.  Note: Inches is the U.S. factory default setting. Millimeters is the international factory default setting. |
| Portrait Width <ul style="list-style-type: none"> • 3.00–14.17inches (8.50*) • 76–360mm (216*) | Set the portrait width of the universal paper. |
| Portrait Height <ul style="list-style-type: none"> • 3.00–14.17inches (14*) • 76–360mm (356*) | Set the portrait height of the universal paper. |



| MENU ITEM | DESCRIPTION |
|--|--|
| Feed Direction <ul style="list-style-type: none"> • Short Edge* • Long Edge | Set the printer to pick paper from the short edge or long edge direction.  Note: Long Edge appears only when the longest edge is shorter than the maximum width supported. |
|  Note: An asterisk (*) next to a value indicates the factory default setting. | |

Media Types

| MENU ITEM | DESCRIPTION |
|--|---|
| <ul style="list-style-type: none"> • Plain Paper • Card Stock • Recycled • Labels • Bond • Envelope • Letterhead • Preprinted • Colored Paper • Light • Heavy | Specify the texture, weight, and orientation of the paper loaded. |

Network/Ports


NETWORK OVERVIEW

| MENU ITEM | DESCRIPTION |
|--|--|
| Active Adapter <ul style="list-style-type: none"> • Auto* • Standard Network • Wireless | Specify the type of the network connection. |
| Network Status | Show the connectivity status of the printer network. |
| Display Network Status on Printer <ul style="list-style-type: none"> • Off • On* | Show the network status on the display. |
| Speed, Duplex | Show the speed of the currently active network card. |
| IPv4 | Show the IPv4 address. |
| All IPv6 Addresses | Show all IPv6 addresses. |
| Reset Print Server Start | Reset all active network connections to the printer.  Note: This setting removes all network configuration settings. |
| Network Job Timeout <ul style="list-style-type: none"> • Off • On* (90 seconds) | Set the time before the printer cancels a network print job. |
| Banner Page <ul style="list-style-type: none"> • Off* • On | Print a banner page. |
| Enable Network Connections <ul style="list-style-type: none"> • Enable* • Disable | Enable or disable all network connections. |
| Enable LLDP <ul style="list-style-type: none"> • Off* • On | Enable Link Layer Discovery Protocol (LLDP) in the printer. |
|  Note: An asterisk (*) next to a value indicates the factory default setting. | |


WIRELESS



Note: This menu is available only in printers connected to a Wi-Fi network or printers that have a wireless network adapter.



| MENU ITEM | DESCRIPTION |
|--|---|
| <p>Setup On Printer Panel</p> <ul style="list-style-type: none"> • Choose Network • Add Wi-Fi Network <ul style="list-style-type: none"> – Network Name – Network Mode <ul style="list-style-type: none"> – Infrastructure – Wireless Security Mode <ul style="list-style-type: none"> – Disabled – WPA2/WPA - Personal – WPA2 - Personal – WPA2/WPA3 - Personal – WPA3 - Personal – 802.1x - RADIUS | <p>Determine the wireless network that the printer connects to.</p> <p>Select Choose Network to pick from a list of discovered wireless networks.</p> <p>Select Add Wi-Fi Network to manually add a non-advertised network.</p> <p>When set to 802.1x-RADIUS, make sure to configure the 802.1x authentication settings to avoid network disconnection.</p> <p> Note: This menu item appears as <i>Wireless Connection Setup</i> in the Embedded Web Server.</p> |
| <p>Wi-Fi Protected Setup</p> <ul style="list-style-type: none"> • Start Push Button Method • Start PIN Method | <p>An alternate method to join a wireless network is through Wi-Fi Protected Setup.</p> <ul style="list-style-type: none"> • Start Push Button Method connects the printer to a wireless network when buttons on both the printer and the access point (wireless router) are pressed within a given time. • Start PIN Method connects the printer to a wireless network when a PIN on the printer is entered into the wireless settings of the access point. |
| <p>Compatibility</p> <p>802.11b/g/n (2.4GHz)*</p> | <p>Specify the wireless standard for the wireless network.</p> |
| <p>Wireless Security Mode</p> <ul style="list-style-type: none"> • Disabled* • WPA2/WPA-Personal <ul style="list-style-type: none"> – WPA2/WPA-PSK Encryption Mode <ul style="list-style-type: none"> – AES – Set Pre-Shared Key • WPA2-Personal <ul style="list-style-type: none"> – WPA2-PSK Encryption Mode <ul style="list-style-type: none"> – AES – Set Pre-Shared Key • WPA2/WPA3 - Personal | <p>Set the type of security for connecting the printer to wireless devices.</p> <p>Enable wireless security through Wi-Fi Protected Access (WPA) or through 802.1x standard.</p> <p>When set to WPA security mode, for the Pre-Shared Key, enter the password for the secure wireless connection.</p> <p>When set to 802.1x-RADIUS, make sure to configure the 802.1x authentication settings to avoid network disconnection.</p> <p>PMF is Protected Management Frames.</p> |

| MENU ITEM | DESCRIPTION |
|---|---|
| <ul style="list-style-type: none"> – WPA2/WPA3 - PSK Encryption Mode – Set Pre-Shared Key • WPA3 - Personal <ul style="list-style-type: none"> – WPA3 - PSK Encryption Mode – Set Pre-Shared Key • 802.1x - RADIUS <ul style="list-style-type: none"> – 802.1x Encryption Mode <ul style="list-style-type: none"> – WPA + – WPA2* – WPA2 + PMF | |
| <p>IPv4</p> <ul style="list-style-type: none"> • Enable DHCP <ul style="list-style-type: none"> – On* – Off • Set Static IP Address <ul style="list-style-type: none"> – IP Address – Netmask – Gateway | <p>Enable Dynamic Host Configuration Protocol (DHCP) and configure static IP address.</p> <p>DHCP is a standard protocol that allows a server to distribute IP addressing and configuration information dynamically to clients.</p> |
| <p>IPv6</p> <ul style="list-style-type: none"> • Enable IPv6 <ul style="list-style-type: none"> – On* – Off • Enable DHCPv6 <ul style="list-style-type: none"> – On – Off* • Stateless Address Auto configuration <ul style="list-style-type: none"> – On* – Off • DNS Server Address • Manually Assigned IPv6 Address • Manually Assigned IPv6 Router • Address Prefix <ul style="list-style-type: none"> 0–128 (64*) • All IPv6 Addresses | <p>Enable and configure IPv6 settings in the printer.</p> |

| MENU ITEM | DESCRIPTION |
|--|--|
| <ul style="list-style-type: none"> All IPv6 Router Addresses | |
| Network Address <ul style="list-style-type: none"> UAA LAA | View the network addresses. |
| PCL SmartSwitch <ul style="list-style-type: none"> On* Off | <p>Set the printer to switch automatically to PCL emulation when a print job requires it, regardless of the default printer language.</p> <p>If PCL SmartSwitch is off, then the printer does not examine incoming data and uses the default printer language specified in the Setup menu.</p> |
| PS SmartSwitch <ul style="list-style-type: none"> On* Off | <p>Set the printer to switch automatically to PS emulation when a print job requires it, regardless of the default printer language.</p> <p>If PS SmartSwitch is off, then the printer does not examine incoming data and uses the default printer language specified in the Setup menu.</p> |
| Mac Binary PS <ul style="list-style-type: none"> Auto* On Off | <p>Set the printer to process Macintosh binary PostScript print jobs.</p> <ul style="list-style-type: none"> On processes raw binary PostScript print jobs. Off filters print jobs using the standard protocol. |
|  Note: An asterisk (*) next to a value indicates the factory default setting. | |

WI-FI DIRECT

| MENU ITEM | DESCRIPTION |
|---|--|
| Enable Wi-Fi Direct <ul style="list-style-type: none"> On Off* | Set the printer to connect directly to Wi-Fi devices. |
| Wi-Fi Direct Name | Specify the name of the Wi-Fi Direct network. |
| Wi-Fi Direct Password | Set the password to authenticate and validate users on a Wi-Fi connection. |
| Show Password on Setup Page <ul style="list-style-type: none"> Off On* | Show the Wi-Fi Direct Password on the Network Setup Page. |
| Preferred Channel Number <ul style="list-style-type: none"> 1–11 Auto* | Set the preferred channel of the Wi-Fi network. |



| MENU ITEM | DESCRIPTION |
|--|---|
| Group Owner IP Address | Specify the IP address of the group owner. |
| Auto-Accept Push Button Requests <ul style="list-style-type: none"> • Off* • On | Accept requests to connect to the network automatically.  Note: Accepting clients automatically is not secured. |
|  Note: An asterisk (*) next to a value indicates the factory default setting. | |

AIRPRINT


| MENU ITEM | DESCRIPTION |
|---|---|
| AirPrint <ul style="list-style-type: none"> • Enabled • Disabled | |
| Bonjour Name | The name used to identify the printer on Airprint. |
| Organization Name | |
| Organizational Unit | |
| Printer Location | |
| Printer's Latitude | GPS latitude of the printer. The range is -90 to 90. |
| Printer's Longitude | GPS longitude of the printer. The range is -180 to 180. |
| Printer's Altitude | GPS altitude of the printer. The range is -100000 to 100000. |
| More Options | From the Embedded Web Server, navigate to Settings > Network/Ports > AirPrint > More Options for the following options. |
| Supplies Black Cartridge Imaging Unit | This menu lists the supplies status/notifications. |
| Printer Device Type Device Speed Firmware Level Tray 1 Standard Bin | This menu lists the printer specifications and input/output tray status/notifications. |




| MENU ITEM | DESCRIPTION |
|---------------------------------|---|
| Login Methods | For more information, refer to Login Methods |
| Certificate Management | For more information, refer to Certificate Management |
| Confidential Print Setup | For more information, refer to Confidential Print Setup |

MOBILE SERVICES MANAGEMENT

| MENU ITEM | DESCRIPTION |
|--|--|
| Enable IPP Print <ul style="list-style-type: none"> • On* • Off | Enable IPP Print setting in the printer. |
| Enable IPP Over USB <ul style="list-style-type: none"> • On* • Off | Enable IPP Over USB setting in the printer.  Note: After changing this setting, user needs to restart the Printer. |
| Enable Mopria Print Discovery <ul style="list-style-type: none"> • On* • Off | Enable Mopria Print Discovery setting in the printer. |
|  Note: An asterisk (*) next to a value indicates the factory default setting. | |

ETHERNET




| MENU ITEM | DESCRIPTION |
|--|--|
| Network Speed | Show the speed of an active network adapter. |
| IPv4 : Enable DHCP <ul style="list-style-type: none"> • On* • Off | Enable Dynamic Host Configuration Protocol (DHCP).  Note: DHCP is a standard protocol that lets a server dynamically assign an IP address and other network configuration parameters to each device on the network, so that they can communicate with other IP networks. |
| IPv4 : Set Static IP Address <ul style="list-style-type: none"> • IP Address • Netmask • Gateway | Set the static IP address of your printer. |
| IPv6 : Enable IPv6 <ul style="list-style-type: none"> • On* • Off | Enable IPv6 in the printer. |




| MENU ITEM | DESCRIPTION |
|--|---|
| IPv6 : Enable DHCPv6 <ul style="list-style-type: none"> Off* On | Enable DHCPv6 in the printer. |
| IPv6 : Stateless Address Autoconfiguration <ul style="list-style-type: none"> Off On* | Set the network adapter to accept the automatic IPv6 address configuration entries provided by a router. |
| IPv6 DNS Address | Specify the DNS server address. |
| IPv6 : Address Prefix <ul style="list-style-type: none"> 0–128 (64*) | Specify the address prefix. |
| IPv6 All IPv6 Addresses | Show all IPv6 addresses. |
| IPv6 All IPv6 Router Addresses | Show all IPv6 router addresses. |
| Network Address <ul style="list-style-type: none"> UAA LAA | Show the printer Media Access Control (MAC) addresses: Locally Administered Address (LAA) and Universally Administered Address (UAA).  Note: You can change the printer LAA manually. |
| PCL SmartSwitch <ul style="list-style-type: none"> On* Off | Set the printer to switch automatically to PCL emulation when a print job requires it, regardless of the default printer language.  Note: If PCL SmartSwitch is off, then the printer does not examine incoming data and uses the default printer language specified in the Setup menu. |
| Energy Efficient Ethernet <ul style="list-style-type: none"> Auto* On Off | Reduce power consumption when the printer does not receive data from the Ethernet network. |
|  Note: An asterisk (*) next to a value indicates the factory default setting. | |


TCP/IP



Note: This menu appears only in network printers or printers attached to print servers.

| MENU ITEM | DESCRIPTION |
|--|--|
| Set Hostname | Set the current TCP/IP host name. |
| Domain Name | Set the domain name.  Note: This menu item appears only in the Embedded Web Server. |
| Allow DHCP/BOOTP to update NTP server • On* • Off | Allow the DHCP and BOOTP clients to update the NTP settings of the printer. |
| Zero Configuration Name | Specify a service name for the zero configuration network.  Note: This menu item appears only in the Embedded Web Server. |
| Enable Auto IP • On* • Off | Assign an IP address automatically. |
| DNS Address | Specify the current Domain Name System (DNS) server address. |
| Backup DNS | Specify the backup DNS server addresses. |
| Backup DNS 2 | |
| Backup DNS 3 | |
| Domain Search Order | Specify a list of domain names to locate the printer and its resources that reside in different domains on the network.  Note: This menu item appears only in the Embedded Web Server. |
| Enable DDNS • Off* • On | Update the Dynamic DNS settings. |
| DDNS TTL | Specify the current DDNS settings. |
| Default TTL | |
| DDNS Refresh Time | |
| Enable mDNS • On* • Off | Update multicast DNS settings. |
| WINS Address | Specify a server address for Windows Internet Name Service (WINS). |
| Enable BOOTP | Allow the BOOTP to assign a printer IP address. |

| MENU ITEM | DESCRIPTION |
|---|--|
| <ul style="list-style-type: none"> • Off* • On | |
| Restricted Server List | Specify an IP address for the TCP connections. <ul style="list-style-type: none"> • This menu item appears only in the Embedded Web Server. • Use a comma to separate each IP address. • You can add up to 50 IP addresses. |
| Restricted Server List Options <ul style="list-style-type: none"> • Block All Ports* • Block Printing Only • Block Printing and HTTP Only | Specify how the IP addresses in the list can access the printer functionality. <p> Note: This menu item appears only in the Embedded Web Server.</p> |
| MTU | Specify a maximum transmission unit (MTU) parameter for the TCP connections. |
| Raw Print Port 1–65535 (9100*) | Specify a raw port number for printers connected on a network. |
| Outbound Traffic Maximum Speed <ul style="list-style-type: none"> • Disabled* • Enabled | Enable the printer maximum transfer rate. |
| Kilobits/second | If you select On for Outbound Traffic Maximum Speed , the Kilobits/second field appears. Select a Range between 100–1000000. |
| TLS Support | From the Embedded Web Server, go to Settings > Network/Ports > TCP/IP . Enhance printer privacy and data integrity. <p> Note: The TLS settings pertain to the Embedded Web Server only. They do not pertain to clients using TLS. For more information, refer to the <i>Embedded Web Server Administrator Guide</i>.</p> <p> Note: TLSv1.3 is supported by default, and cannot be disabled. Deselecting the other TLS settings will force the EWS to use TLSv1.3 only.</p> |
| Enable TLSv1.0 <ul style="list-style-type: none"> • On* • Off | Set the Enable TLSv1.0 protocol settings. |
| Enable TLSv1.1 <ul style="list-style-type: none"> • On* • Off | Set the Enable TLSv1.1 protocol settings. |


| MENU ITEM | DESCRIPTION |
|--|--|
| Enable TLSv1.2 <ul style="list-style-type: none"> • On • Off | Set the Enable TLSv1.2 protocol settings. |
| SSL Cipher List | Specify the cipher algorithms to use for the SSL or the TLS connections. |
| TLSv1.3 SSL Cipher List | TLS_AES_256_GCM_SHA384:TLS_AES_128_GCM_SHA256 |
| TCP /IP Port Access [Port Names x] <ul style="list-style-type: none"> • On • Off | Lists all of the Ports available and their status. |
|  Note: An asterisk (*) next to a value indicates the factory default setting. | |

SNMP



Note: This menu appears only in network printers or printers that are attached to print servers.

| MENU ITEM | DESCRIPTION |
|---|---|
| <p>SNMP Versions 1 and 2c</p> <ul style="list-style-type: none"> • Enabled <ul style="list-style-type: none"> – Off – On* • Allow SNMP Set <ul style="list-style-type: none"> – Off – On* • Enable PPM MIB <ul style="list-style-type: none"> – Off – On* <p>SNMP Community</p> | <p>Configure Simple Network Management Protocol (SNMP) versions 1 and 2c to install print drivers and applications.</p> |
| <p>SNMP Version 3</p> <ul style="list-style-type: none"> • Enabled <ul style="list-style-type: none"> – Off – On* • Context Name • Set Read/Write Credentials <ul style="list-style-type: none"> – User Name – Authentication Password – Privacy Password • Set Read-only Credentials <ul style="list-style-type: none"> – User Name – Authentication Password – Privacy Password • Authentication Hash <ul style="list-style-type: none"> – MD5 – SHA1* • Minimum Authentication Level <ul style="list-style-type: none"> – No Authentication, No Privacy – Authentication, No Privacy – Authentication, Privacy* • Privacy Algorithm <ul style="list-style-type: none"> – DES | <p>Configure SNMP version 3 to install and update the printer security.</p> |

| MENU ITEM | DESCRIPTION |
|--|-------------|
| – AES-128* | |
|  Note: An asterisk (*) next to a value indicates the factory default setting. | |

IPSEC



Note: This menu appears only in network printers or printers that are attached to print servers.

| MENU ITEM | DESCRIPTION |
|--|---|
| Enable IPsec Off* On | Enable Internet Protocol Security (IPsec). |
| Base Configuration Default* Compatibility Secure | Set the IPsec base configuration. This menu item appears only when Enable IPsec is set to On. |
| DH (Diffie-Hellman) Group Proposal modp2048 (14)* modp3072 (15) modp4096 (16) modp6144 (17) | Set the IPsec encryption. This menu item appears only when Base Configuration is set to Compatibility. |
| Proposed Encryption Method | Specify an encryption method. This menu item appears only when Base Configuration is set to Compatibility. |
| Proposed Authentication Method | Specify an authentication method. This menu item appears only when Base Configuration is set to Compatibility. |
| IKE SA Lifetime (Hours) | Specify the IKE SA expiry period. This menu item appears only when Base Configuration is set to Secure. |
| IPsec SA Lifetime (Hours) | Specify the IPsec SA expiry period. This menu item appears only when Base Configuration is set to Secure. |
| IPsec Device Certificate | Specify an IPsec certificate. |

| MENU ITEM | DESCRIPTION |
|---|---|
| | This menu item appears only when Base Configuration is set to Compatibility or Secure. |
| Pre-Shared Key Authenticated Connections Host [x] Address Key | Configure the authenticated connections of the printer. These menu items appear only when Enable IPsec is set to On. |
| Certificate Authenticated Connections Host [x] Address[/subnet] Address[/subnet] | |

802.1X



Note: This menu appears only in network printers or printers that are attached to print servers.



| MENU ITEM | DESCRIPTION |
|--|---|
| Active Off* On | Let the printer join networks that require authentication before allowing access. |
| Note: An asterisk (*) next to a value indicates the factory default setting. | |

LPD CONFIGURATION





Note: This menu appears only in network printers or printers that are attached to print servers.


| MENU ITEM | DESCRIPTION |
|---|--|
| LPD Timeout 0–65535 seconds (90*) | Set the time-out value to stop the Line Printer Daemon (LPD) server from waiting indefinitely for hung or invalid print jobs. |
| LPD Banner Page Off* On | Print a banner page for all LPD print jobs. Note: A banner page is the first page of a print job used as a separator of print jobs and to identify the originator of the print job request. |
| LPD Trailer Page Off* On | Print a trailer page for all LPD print jobs. Note: A trailer page is the last page of a print job. |

| MENU ITEM | DESCRIPTION |
|--|---|
| LPD Carriage Return Conversion Off* On | Enable carriage return conversion.  Note: Carriage return is a mechanism that commands the printer to move the position of the cursor to the first position on the same line. |
|  Note: An asterisk (*) next to a value indicates the factory default setting. | |



HTTP/FTP SETTINGS

 Note: This menu appears only in network printers or printers that are attached to print servers.

| MENU ITEM | DESCRIPTION |
|---|---|
| Enable HTTP Server Off On* | Access the Embedded Web Server to monitor and manage the printer. |
| Enable HTTPS Off On* | Configure the Hypertext Transfer Protocol Secure (HTTPS) settings. |
| Force HTTPS Connections Off* On | Force the printer to use the HTTPS connections. |
| Enable FTP/TFTP Off On* | Send files using FTP. |
| HTTP Proxy IP Address FTP Proxy IP Address HTTP Default IP Port 1–65535 (80*) HTTPS Device Certificate FTP Default IP Port 1–65535 (21*) | Configure the HTTP and FTP server settings.  Note: This feature is available only in some printer models. |
| Timeout for HTTP/FTP Requests 1–299 (30*) | Specify the amount of time before the server connection stops. |


| MENU ITEM | DESCRIPTION |
|--|--|
| Retries for HTTP/FTP Requests 1–299 (3*) | Set the number of retries to connect to the HTTP/FTP server. |
|  Note: An asterisk (*) next to a value indicates the factory default setting. | |

USB

| MENU ITEM | DESCRIPTION |
|--|---|
| PCL SmartSwitch Off On* | Set the printer to switch to PCL emulation when a print job received through a USB port requires it, regardless of the default printer language.  Note: If PCL SmartSwitch is off, then the printer does not examine incoming data and uses the default printer language specified in the Setup menu. |
| Enable USB Port Enable* Disable | Enable the standard USB port. |
|  Note: An asterisk (*) next to a value indicates the factory default setting. | |

RESTRICT EXTERNAL NETWORK ACCESS

| MENU ITEM | DESCRIPTION |
|---|--|
| Restrict external network access Off* On | Restrict access to network sites. |
| External network address | Specify the network addresses with restricted access. |
| E-mail address for notification | Specify an e-mail address to send a notification of logged events. |
| Ping frequency 1–300 (10*) | Specify the network query interval in seconds. |

| MENU ITEM | DESCRIPTION |
|--|---|
| Subject | Specify the subject and message of the notification e-mail. |
| Message | |
|  Note: An asterisk (*) next to a value indicates the factory default setting. | |

UNIVERSAL PRINT




Universal Print is a cloud-based print protocol that provides a simple and secure print solution for Microsoft® 365 users. Universal Print allows administrators to manage printers without the need for on-premises print servers. Universal Print enables users to access cloud printers without the need for print drivers.

You can use the Universal Print page to register your Xerox® device for Universal Print.

Prerequisites

- Microsoft Azure AD Account
- Windows 10 Client version 1903 or higher

| MENU ITEM | DESCRIPTION |
|---------------------|--|
| Status | Device is not currently registered with Universal Print. |
| Registration | User can use the Universal print page to register the Xerox® device for Universal Print. |
| Printer Name | The Default printer name appears. User can also update the Xerox® printer name. |

| MENU ITEM | DESCRIPTION |
|---|--|
| Register | <p>To register, do the following steps:</p> <ol style="list-style-type: none"> 1 Go to Settings > Network/Ports > Universal Print, then click Register. The Registration process authenticates the device with Microsoft® Azure® Active Directory. 2 The Register Device window appears. To copy the registration code, click Copy, then click the link https://microsoft.com/devicelogin. <p> Note: The registration code expires after 15 minutes. The registration process needs to be completed before the code expires.</p> <ol style="list-style-type: none"> 3 A Microsoft-managed webpage opens. Do the following steps: <ol style="list-style-type: none"> a Paste the registration code into the code field in the Enter code window, then click Next. b Select the appropriate Microsoft® account in the Pick an account window. <p> Note: For registration, select an available Microsoft® account. The selected account is used solely to establish a trusted connection for the device with the Universal Print service. After registration, Universal Print does not use the account again.</p> <ol style="list-style-type: none"> 4 A Xerox Universal Print window appears. Click Continue and close the window. |
| <p> Note: For more information, refer to the <i>Embedded Web Server Administrator Guide</i>.</p> | |

| MENU ITEM | DESCRIPTION |
|---------------------|--|
| Status | Device is online and registered with Universal Print. |
| Registration | User can use the Universal print page to deregister the Xerox® device for Universal Print. |
| Printer Name | Registered printer name appears. |
| Deregister | Use this function to deregister the device from the Universal Print Service. |

Additional information for Universal Print

To add a Printer from Windows Server

1. Go to **Settings > Printer & Scanners**, then click **Add a printer or scanner**.
2. Select the printer from the printer list, then click **Add device**. If the printer does not appear in the list, do the following steps:
 - a. Go to **Search for printers in my organization**.
 - b. Type the registered name on the text field, and click **Search**. Once the printer appears on the list, click **Add Device**.

Use printer menus



Note: Windows 11 supports PIN-protected printing. For example, to protect your print, you can use a 4-digit PIN between 0 and 9.

Security

LOGIN METHODS

Public

| MENU ITEM | DESCRIPTION |
|--|---|
| Manage Permissions <ul style="list-style-type: none"> • Function Access <ul style="list-style-type: none"> – Held Jobs Access – Cancel Jobs at the Device – Change Language – Internet Printing Protocol (IPP) – B/W Print – Network Folder - Scan | Control access to the printer functions. |
| Manage Permissions <ul style="list-style-type: none"> • Administrative Menus <ul style="list-style-type: none"> – Security Menu – Network/Ports Menu – Paper Menu – Reports Menu – Function Configuration Menus – Supplies Menu – SE Menu – Device Menu | Control access to the printer menus. |
| Manage Permissions <ul style="list-style-type: none"> • Device Management <ul style="list-style-type: none"> – Remote Management – Firmware Updates – Import / Export All Settings – Out of Service Erase – Embedded Web Server Access | Control access to the printer management options. |


Local Accounts

| MENU ITEM | DESCRIPTION |
|--|---|
| Add User <ul style="list-style-type: none"> • User Name/Password • User Name • Password • PIN | Create local accounts to manage access to the printer functions. |
| Manage Groups/Permissions <ul style="list-style-type: none"> • Add Group <ul style="list-style-type: none"> – Import Access Controls <ul style="list-style-type: none"> – Function Access – Administrative Menus – Device Management • All Users <ul style="list-style-type: none"> – Import Access Controls <ul style="list-style-type: none"> – Function Access – Administrative Menus – Device Management • Admin <ul style="list-style-type: none"> – Function Access – Administrative Menus – Device Management | Control group or user access to the printer functions, applications, and security settings. |

CERTIFICATE MANAGEMENT


| MENU ITEM | MENU ITEM |
|---|--|
| Configure Certificate Defaults <ul style="list-style-type: none"> • Common Name • Organization Name • Unit Name • Country/Region • Province Name • City Name • Subject Alternate Name | Set the default values for generated certificates. |
| Device Certificates | Generate, delete, or view device certificates. |
| Manage CA Certificates | Load, delete, or view Certificate Authority (CA) certificates. |

LOGIN RESTRICTIONS


| MENU ITEM | DESCRIPTION |
|--|---|
| Login failures 1–10 (3*) | Specify the number of failed login attempts before the user gets locked out. |
| Failure time frame 1–60 minutes (5*) | Specify the time frame between failed login attempts before the user gets locked out. |
| Lockout time 1–60 minutes (5*) | Specify the lockout duration. |
| Web Login Timeout 1–120 minutes (10*) | Specify the delay for a remote login before the user is logged off automatically. |
|  Note: An asterisk (*) next to a value indicates the factory default setting. | |

CONFIDENTIAL PRINT SETUP


| MENU ITEM | DESCRIPTION |
|--|---|
| Max Invalid PIN 2–10 | Set the number of times an invalid PIN can be entered. <ul style="list-style-type: none"> • A value of zero turns off this setting. • When the limit is reached, the print jobs for that user name and PIN are deleted. |
| Confidential Job Expiration <ul style="list-style-type: none"> • Off* • 1 Hour • 4 Hours • 24 Hours • 1 Week | Set the expiration time for confidential print jobs. <ul style="list-style-type: none"> • If this menu item is changed while confidential print jobs reside in the printer memory, then the expiration time for those print jobs does not change to the new default value. • If the printer is turned off, then all confidential jobs held in the printer memory are deleted. |
| Repeat Job Expiration <ul style="list-style-type: none"> • Off* • 1 Hour • 4 Hours • 24 Hours • 1 Week | Set the expiration time for a print job that you want to repeat. |
| Verify Job Expiration <ul style="list-style-type: none"> • Off* • 1 Hour • 4 Hours • 24 Hours | Set the expiration time that the printer prints a copy for the user to examine its quality, before printing the remaining copies. |

| MENU ITEM | DESCRIPTION |
|--|---|
| <ul style="list-style-type: none"> 1 Week | |
| Reserve Job Expiration <ul style="list-style-type: none"> Off* 1 Hour 4 Hours 24 Hours 1 Week | Set the expiration time that the printer stores print jobs for printing later. |
| Require All Jobs to be Held <ul style="list-style-type: none"> Off* On | Set the printer to hold all print jobs. |
| Keep duplicate documents <ul style="list-style-type: none"> Off* On | Set the printer to print other documents with the same file name without overwriting any of the print jobs. |
|  Note: An asterisk (*) next to a value indicates the factory default setting. | |



ERASE TEMPORARY DATA FILES

| MENU ITEM | DESCRIPTION |
|--|--|
| Stored in onboard memory <ul style="list-style-type: none"> Off* On | Delete all files stored on the printer memory. |
|  Note: An asterisk (*) next to a value indicates the factory default setting. | |

SOLUTIONS LDAP SETTINGS

| USE | TO |
|--|--|
| Follow LDAP Referrals Off* On | Search the different servers in the domain for the logged-in user account. |
| LDAP Certificate Verification No* Yes | Enable verification of LDAP certificates. |
|  Note: An asterisk (*) next to a value indicates the factory default setting. | |

MISCELLANEOUS

| MENU ITEM | DESCRIPTION |
|--|---|
| Print Permission <ul style="list-style-type: none"> • Off* • On | Allow the user to print. |
| Default Print Permission Login | Shows the default permission used for the user to print.  Note: This setting shows only when one or more Login Methods are created. |
| Security Reset Jumper <ul style="list-style-type: none"> • Enable “Guest” access* • No Effect | Specify user access to the printer. <ul style="list-style-type: none"> • The jumper is located beside a lock icon on the controller board. • Enable “Guest” access gives anyone access to all aspects of the printer. • No Effect may make access to the printer impossible when the required security information is unavailable. |
| Minimum Password Length 0–32 | Specify the password length. |
|  Note: An asterisk (*) next to a value indicates the factory default setting. | |

Reports

MENU SETTINGS PAGE

| MENU ITEM | DESCRIPTION |
|--------------------|---|
| Menu Settings Page | Print a report that contains the printer menus. |



DEVICE

| MENU ITEM | DESCRIPTION |
|--------------------|--|
| Device Information | Print a report that contains information about the printer. |
| Device Statistics | Print a report about printer usage and supply status. |
| Profile List | Print a list of profiles that are stored in the printer. |
| Asset Report | Print a report that contains the printer serial number and model name. |

PRINT

| MENU ITEM | DESCRIPTION |
|--------------------------|--|
| Print Fonts PCL Fonts | Print samples and information about the fonts that are available in each printer language. |

NETWORK

| MENU ITEM | DESCRIPTION |
|--------------------------------|---|
| Network Setup Page | Print a page that shows the configured network and wireless settings on the printer.  Note: This menu item appears only in network printers or printers connected to print servers. |
| Wi-Fi Direct Connected Clients | Print a page that shows the list of devices that are connected to the printer using Wi-Fi Direct.  Note: This menu item appears only when Enable Wi-Fi Direct is set to On. |

Supplies Plan

PLAN ACTIVATION

| MENU ITEM | DESCRIPTION |
|--|--|
| <ul style="list-style-type: none"> Sequence Number Device Serial Number Activation Code | <p>It describes the details of the activation process for the purchased Supplies plan. Contact your Xerox representative to get a Supplies Activation Code.</p> <p>Subscription Service plans are not offered in all geographic locations</p> <p>For more information about Xerox®supplies and service plans, contact your Xerox representative.</p> |

PLAN CONVERSION

| MENU ITEM | DESCRIPTION |
|--|---|
| <ul style="list-style-type: none"> Current Plan Device Serial Number Total Impressions Conversion Code | <p>It describes the details of the conversion process for the existing Supplies plan. Contact your Xerox representative to get a Supplies Conversion Code.</p> <p>Subscription Service plans are not offered in all geographic locations</p> <p>For more information about Xerox®supplies and service plans, contact your Xerox representative.</p> |

SUBSCRIPTION SERVICE

| MENU ITEM | DESCRIPTION |
|--|---|
| <ul style="list-style-type: none"> Status | It indicates the subscription status. |
| <ul style="list-style-type: none"> Check Subscription | <p>To activate a Subscription Service Plan, do the following:</p> <ol style="list-style-type: none"> Go to Settings > Supplies Plan > Subscription Service. For Subscription Service, click Check Subscription, then follow the directions provided by your Xerox representative. |

Use printer menus

Troubleshooting

| MENU ITEM | DESCRIPTION |
|---------------------------------|---|
| Print Quality Test Pages | Print sample pages to identify and correct print quality defects. |

Maintain the Printer

This chapter contains:

| | |
|---|-----|
| Checking the Status of Supplies..... | 104 |
| Configuring Supply Notifications..... | 105 |
| Setting Up E-mail Alerts | 106 |
| Viewing Reports..... | 107 |
| Ordering Supplies..... | 108 |
| Replacing Supplies | 109 |
| Cleaning the Printer..... | 113 |
| Saving Energy and Paper | 114 |
| Moving the Printer to Another Location..... | 115 |

Checking the Status of Supplies

1. From the control panel, navigate to: **Settings > Reports > OK > Device > OK > Device Statistics > OK.**
2. From the Supply Information section of the pages printed, check the status of supplies.

Configuring Supply Notifications

1. Open a web browser, and then type the printer IP address in the address field.
 - View the printer IP address on the printer home screen. The IP address appears as four sets of numbers separated by periods, such as 123.123.123.123.
 - If you are using a proxy server, then temporarily disable it to load the webpage correctly.
2. Click **Settings > OK > Device > OK > Notifications > OK**.
3. From the Supplies menu, click **Custom Supply Notifications**.
4. Select a notification for each supply item.
5. Apply the changes.

Setting Up E-mail Alerts

Configure the printer to send e-mail alerts when supplies are low, when paper must be changed or added, or when there is a paper jam.

1. Open a web browser, and then type the printer IP address in the address field.
 - View the printer IP address on the printer home screen. The IP address appears as four sets of numbers separated by periods, such as 123.123.123.123.
 - If you are using a proxy server, then temporarily disable it to load the web page correctly.
2. Click **Settings > Device > Notifications > E-mail Alert Setup**, and then configure the settings.



Note: For more information on SMTP settings, contact your e-mail provider.

3. Click **Setup E-mail Lists and Alerts**, and then configure the settings.
4. Apply the changes.

Viewing Reports

1. From the control panel, navigate to: **Settings > OK > Reports > OK**.
2. Select the report that you want to view, and then press **OK**.

Ordering Supplies

To view and order supplies for your printer, go to <https://www.xerox.com/supplies>, then enter your product in the search field.



Note: All life estimates for printer supplies assume printing on letter or A4-size plain paper.



Warning: Failure to maintain optimum printer performance or to replace supplies can cause damage to your printer.

USING GENUINE XEROX SUPPLIES

Your Xerox printer is designed to function best with genuine Xerox supplies. Use of third-party supplies can affect the performance, reliability, or life of the printer and its imaging components. It can also affect warranty coverage. Damage caused by the use of third-party supplies is not covered by the warranty.

All life indicators are designed to function with Xerox supplies and can deliver unpredictable results if third-party supplies are used. Imaging component usage beyond the intended life can damage your Xerox printer or associated components.




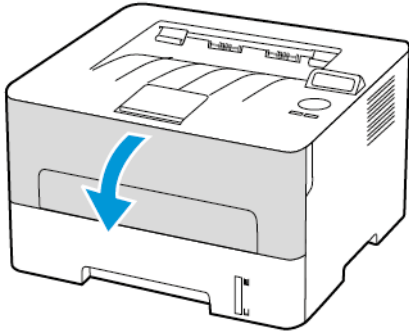
Warning: Supplies without Return Program agreement terms can be reset and remanufactured. However, the manufacturer's warranty does not cover any damage caused by non-genuine supplies. Resetting counters on the supply without proper remanufacturing can cause damage to your printer. After resetting the supply counter, your printer may display an error indicating the presence of the reset item.

Replacing Supplies

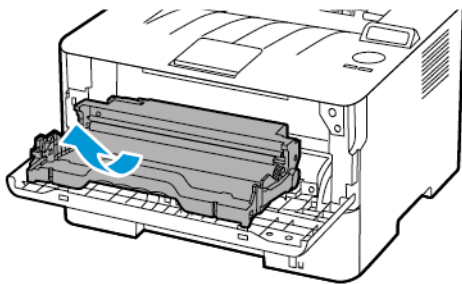
REPLACING THE TONER CARTRIDGE

1. Open the front door.

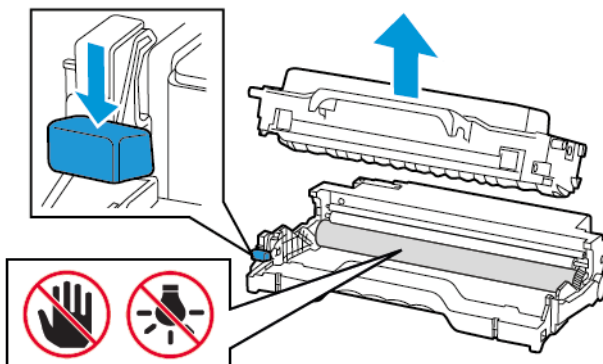
 **Warning:** To prevent damage from electrostatic discharge, touch any exposed metal frame of the printer before accessing or touching interior areas of the printer.



2. Remove the imaging unit.



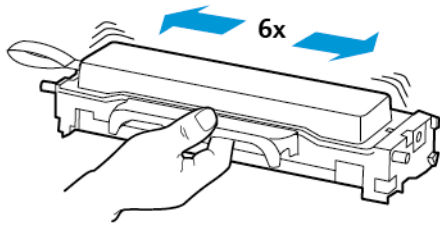
3. Remove the used toner cartridge from the imaging unit.



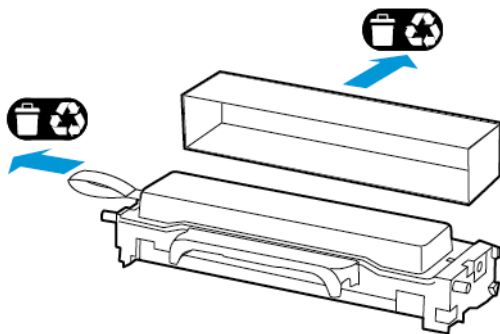
4. Unpack the new toner cartridge.

Maintain the Printer

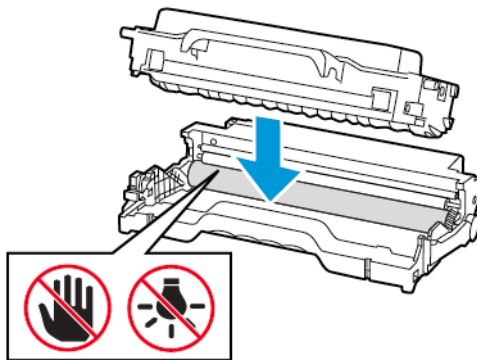
5. Shake the toner cartridge to redistribute the toner.



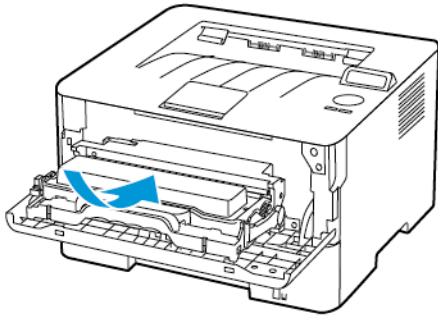
6. Remove the seal, and then remove the cover.



7. Insert the new toner cartridge into the imaging unit.




8. Insert the imaging unit.

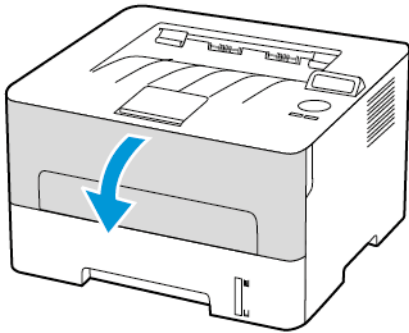


9. Close the door.

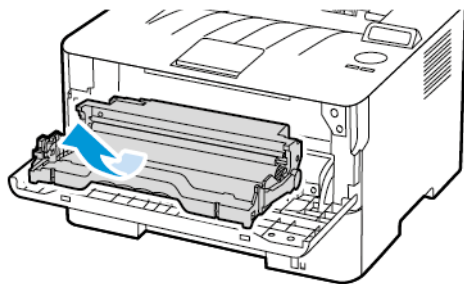
REPLACING THE IMAGING UNIT

1. Open the front door.

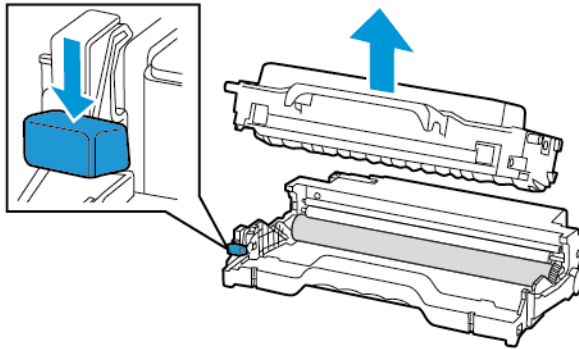
 **Warning:** To prevent damage from electrostatic discharge, touch any exposed metal frame of the printer before accessing or touching interior areas of the printer.




2. Remove the used imaging unit.




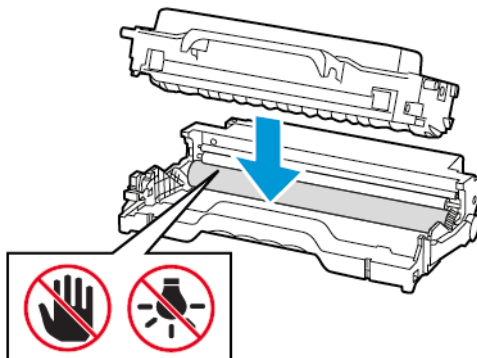
3. Remove the toner cartridge from the used imaging unit.



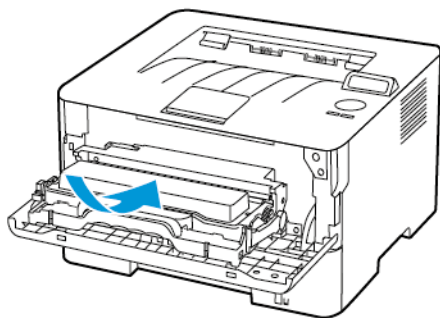
4. Unpack the new imaging unit, and then insert the toner cartridge.

 **Warning:** Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems.

 **Warning:** Do not touch the photoconductor drum. Doing so may affect the quality of future print jobs.



5. Insert the new imaging unit.



6. Close the door.

Cleaning the Printer



CAUTION—SHOCK HAZARD: To avoid the risk of electrical shock when cleaning the exterior of the printer, unplug the power cord from the electrical outlet and disconnect all cables from the printer before proceeding.

- Perform this task after every few months.
 - Damage to the printer caused by improper handling is not covered by the printer warranty.
1. Turn off the printer, and then unplug the power cord from the electrical outlet.
 2. Remove paper from the standard output tray.
 3. Remove any dust, lint, and pieces of paper around the printer using a soft brush or vacuum.
 4. Wipe the outside of the printer with a damp, soft, lint-free cloth.
 - Do not use household cleaners or detergents, as they may damage the finish of the printer.
 - Make sure that all areas of the printer are dry after cleaning.
 5. Connect the power cord to the electrical outlet, and then turn on the printer.



CAUTION—POTENTIAL INJURY: To avoid the risk of fire or electrical shock, connect the power cord to an appropriately rated and properly grounded electrical outlet that is near the product and easily accessible.

Saving Energy and Paper

CONFIGURING POWER SAVE MODE SETTINGS

Sleep Mode

1. From the control panel, navigate to: **Settings > OK > Device > OK > Power Management > OK > Timeouts > OK > Sleep Mode > OK**
2. Enter the amount of time that the printer stays idle before it enters Sleep mode.

Hibernate Mode

1. From the control panel, navigate to: **Settings > OK > Device > OK > Power Management > OK > Timeouts > OK > Hibernate Mode > OK**
2. Select the amount of time before the printer enters Hibernate mode.
 - Make sure to wake the printer from Hibernate mode before sending a print job.
 - To wake the printer from Hibernate mode, press the power button.
 - The Embedded Web Server is disabled when the printer is in Hibernate mode.

CONSERVING SUPPLIES


- Print on both sides of the paper.





Note: Two-sided printing is the default setting in the print driver.

- Print multiple pages on a single sheet of paper.
- Use the preview feature to see how the document looks like before printing it.
- Print one copy of the document to check its content and format for accuracy.

Moving the Printer to Another Location

 **CAUTION—POTENTIAL INJURY:** If the printer weight is greater than 20kg (44lb), then it may require two or more people to lift it safely.

 **CAUTION—POTENTIAL INJURY:** To avoid the risk of fire or electrical shock, use only the power cord provided with this product or the manufacturer's authorized replacement.

 **CAUTION—POTENTIAL INJURY:** When moving the printer, follow these guidelines to avoid personal injury or printer damage:

- Make sure that all doors and trays are closed.
- Turn off the printer, and then unplug the power cord from the electrical outlet.
- Disconnect all cords and cables from the printer.
- If the printer has separate floor-standing optional trays or output options attached to it, then disconnect them before moving the printer.
- If the printer has a caster base, then carefully roll it to the new location. Use caution when passing over thresholds and breaks in flooring.
- If the printer does not have a caster base but is configured with optional trays or output options, then remove the output options and lift the printer off the trays. Do not try to lift the printer and any options at the same time.
- Always use the handholds on the printer to lift it.
- Any cart used to move the printer must have a surface able to support the full footprint of the printer.
- Any cart used to move the hardware options must have a surface able to support the dimensions of the options.
- Keep the printer in an upright position.
- Avoid severe jarring movements.
- Make sure that your fingers are not under the printer when you set it down.
- Make sure that there is adequate clearance around the printer.

 Note: Damage to the printer caused by improper moving is not covered by the printer warranty.

Troubleshoot a problem

This chapter contains:

| | |
|------------------------------------|-----|
| Print Quality Problems..... | 118 |
| Printing Problems..... | 119 |
| The Printer Is Not Responding..... | 157 |
| Network Connection Problems..... | 159 |
| Issues with Supplies..... | 162 |
| Clearing Jams..... | 163 |
| Paper Feed Problems | 171 |
| Contacting Customer Support | 175 |

Print Quality Problems

Find the the print quality problem you are having, and then click the link below it to read problem-solving steps.

- [Blank or White Pages](#)
- [Dark Print](#)
- [Fine Lines Are Not Printed Correctly](#)
- [Folded or Wrinkled Paper](#)
- [Gray Background](#)
- [Horizontal Light Bands](#)
- [Incorrect Margins](#)
- [Light Print](#)
- [Mottled Print and Dots](#)
- [Paper curl](#)
- [Print Crooked or Skewed](#)
- [Repeating Defects](#)
- [Solid Black Pages](#)
- [Text or Images Cut Off](#)
- [Toner Easily Rubs Off](#)
- [Vertical Dark Bands](#)
- [Vertical Dark Lines or Streaks](#)
- [Vertical Dark Streaks with Print Missing](#)
- [Vertical White Lines](#)

Printing Problems

PRINT QUALITY IS POOR

Blank or White Pages



Note: Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**. For non-touch-screen printer models, press **OK** to navigate through the settings.

| ACTION | YES | NO |
|--|----------------------|-------------------------------|
| <p>Step 1</p> <p>a. Check if the printer is using a genuine and supported Xerox toner cartridge.</p> <p>If the cartridge is not supported, then install a supported one.</p> <p>b. Print the document.</p> <p>Is the printer printing blank or white pages?</p> | <p>Go to step 2.</p> | <p>The problem is solved.</p> |
| <p>Step 2</p> <p>a. Remove the imaging unit.</p> <p>Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems.</p> <p>Do not touch the photoconductor drum under the imaging unit. Doing so may affect the quality of future print jobs.</p> <p>b. Check the imaging unit for signs of damage.</p> | <p>Go to step 3.</p> | <p>The problem is solved.</p> |

| ACTION | YES | NO |
|---|--|-------------------------------|
| <p>Make sure that the photoconductor drum contact is not bent or out of place.</p> <p>c. Firmly shake the imaging unit to redistribute the toner.</p> <p>d. Insert the imaging unit.</p> <p>e. Print the document.</p> <p>Is the printer printing blank or white pages?</p> | | |
| <p>Step 3</p> <p>Replace the toner cartridge.</p> <p>Is the printer printing blank or white pages?</p> | <p>Go to step 4.</p> | <p>The problem is solved.</p> |
| <p>Step 4</p> <p>Replace the imaging unit.</p> <p>Is the printer printing blank or white pages?</p> | <p>Refer to Contacting Customer Support.</p> | <p>The problem is solved.</p> |

Dark Print




Note: Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**. For non-touch-screen printer models, press **OK** to navigate through the settings.

| ACTION | YES | NO |
|---|----------------------|-------------------------------|
| <p>Step 1</p> <p>a. Check if the printer is using a genuine and supported Xerox toner cartridge.</p> <p>If the cartridge is not supported, then install a supported one.</p> <p>b. Print the document.</p> <p>Is the print dark?</p> | <p>Go to step 2.</p> | <p>The problem is solved.</p> |
| <p>Step 2</p> <p>a. Turn off the printer, wait for about 10 seconds, and then turn on the printer.</p> <p>b. Reduce toner darkness. From the control panel, navigate to: Settings > Print > Quality > Toner Darkness</p> <p>c. Print the document.</p> <p>Is the print dark?</p> | <p>Go to step 3.</p> | <p>The problem is solved.</p> |
| <p>Step 3</p> <p>a. Depending on your operating system, specify the paper type from the Printing Preferences or Print dialog.</p> <ul style="list-style-type: none"> • Make sure that the setting matches the paper loaded. • You can also change the setting on the printer control panel. Navigate to Settings > Paper > Tray Configuration > Paper Size/Type. <p>b. Print the document.</p> <p>Is the print dark?</p> | <p>Go to step 4.</p> | <p>The problem is solved.</p> |
| <p>Step 4</p> <p>Check if the paper has texture or rough finishes.</p> <p>Are you printing on textured or rough paper?</p> | <p>Go to step 5.</p> | <p>Go to step 6.</p> |
| <p>Step 5</p> | <p>Go to step 6.</p> | <p>The problem is solved.</p> |

| ACTION | YES | NO |
|---|--|------------------------|
| <p>a. Replace textured paper with plain paper.</p> <p>b. Print the document.</p> <p>Is the print dark?</p> | | |
| <p>Step 6</p> <p>a. Load paper from a fresh package.</p> <p>Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you are ready to use it.</p> <p>b. Print the document.</p> <p>Is the print dark?</p> | Go to step 7. | The problem is solved. |
| <p>Step 7</p> <p>a. Remove, and then insert the imaging unit.</p> <p>Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems.</p> <p>Do not touch the photoconductor drum under the imaging unit. Doing so may affect the quality of future print jobs.</p> <p>b. Print the document.</p> <p>Is the print dark?</p> | Go to step 8. | The problem is solved. |
| <p>Step 8</p> <p>a. Replace the imaging unit.</p> <p>b. Print the document.</p> <p>Is the print dark?</p> | Refer to Contacting Customer Support . | The problem is solved. |

Fine Lines Are Not Printed Correctly



 Note: Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**. For non-touch-screen printer models, press **OK** to navigate through the settings.

| ACTION | YES | NO |
|--|---|-------------------------------|
| <p>Step 1</p> <p>a. Check if the printer is using a genuine and supported Xerox toner cartridge.</p> <p>If the cartridge is not supported, then install a supported one.</p> <p>b. Print the document.</p> <p>Are fine lines not printed correctly?</p> | <p>Go to step 2.</p> | <p>The problem is solved.</p> |
| <p>Step 2</p> <p>a. Increase toner darkness.</p> <p>From the control panel, navigate to:</p> <p>Settings > Print > Quality > Toner Darkness</p> <p>b. Print the document.</p> <p>Are fine lines not printed correctly?</p> | <p>Refer to Contacting Customer Support.</p> | <p>The problem is solved.</p> |

Troubleshoot a problem

Folded or Wrinkled Paper



Note: Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**. For non-touch-screen printer models, press **OK** to navigate through the settings.

| ACTION | YES | NO |
|--|--|-------------------------------|
| <p>Step 1</p> <p>a. Check if the printer is using a genuine and supported Xerox toner cartridge.</p> <p>If the cartridge is not supported, then install a supported one.</p> <p>b. Print the document.</p> <p>Is the paper folded or wrinkled?</p> | <p>Go to step 2.</p> | <p>The problem is solved.</p> |
| <p>Step 2</p> <p>a. Load paper from a fresh package.</p> <p>Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you are ready to use it.</p> <p>b. Print the document.</p> <p>Is the paper folded or wrinkled?</p> | <p>Go to step 3.</p> | <p>The problem is solved.</p> |
| <p>Step 3</p> <p>a. Depending on your operating system, specify the paper type from the Printing Preferences or Print dialog.</p> <ul style="list-style-type: none"> • Make sure that the setting matches the paper loaded. • You can also change the setting from the printer control panel. Navigate to Settings > Paper > Tray Configuration > Paper Size/Type <p>b. Print the document.</p> <p>Is the paper folded or wrinkled?</p> | <p>Refer to Contacting Customer Support.</p> | <p>The problem is solved.</p> |

Gray Background



Note: Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**. For non-touch-screen printer models, press **OK** to navigate through the settings.

| ACTION | YES | NO |
|---|----------------------|-------------------------------|
| <p>Step 1</p> <p>a. Turn off the printer, wait for 10 seconds, and then turn on the printer.</p> <p>b. Decrease toner darkness.</p> <p>From the control panel, navigate to: Settings > Print > Quality > Toner Darkness.</p> <p>c. Print the document.</p> <p>Does gray background appear on prints?</p> | <p>Go to step 2.</p> | <p>The problem is solved.</p> |
| <p>Step 2</p> <p>a. Check if the printer is using a genuine and supported Xerox toner cartridge.</p> <p>If the toner cartridge is not supported, then install a supported one.</p> <p>b. Print the document.</p> <p>Does gray background appear on prints?</p> | <p>Go to step 3.</p> | <p>The problem is solved.</p> |
| <p>Step 3</p> <p>a. Depending on your operating system, specify the paper type from the Printing Preferences or Print dialog.</p> <ul style="list-style-type: none"> Make sure that the setting matches the paper loaded. | <p>Go to step 4.</p> | <p>The problem is solved.</p> |

| ACTION | YES | NO |
|---|--|------------------------|
| <ul style="list-style-type: none"> You can also change the setting from the printer control panel. Navigate to Settings > Paper > Tray Configuration > Paper Size/Type. <p>b. Print the document.</p> <p>Does gray background appear on prints?</p> | | |
| <p>Step 4</p> <p>a. Remove, and then insert the imaging unit.</p> <p>Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems.</p> <p>Do not touch the photoconductor drum under the imaging unit. Doing so may affect the quality of future print jobs.</p> <p>b. Print the document.</p> <p>Does gray background appear on prints?</p> | Go to step 5. | The problem is solved. |
| <p>Step 5</p> <p>a. Update the printer firmware. For more information, see Updating Software.</p> <p>b. Print the document.</p> <p>Does gray background appear on prints?</p> | Go to step 6. | The problem is solved. |
| <p>Step 6</p> <p>a. Replace the imaging unit.</p> <p>b. Print the document.</p> <p>Does gray background appear on prints?</p> | Refer to Contacting Customer Support . | The problem is solved. |


Incorrect Margins



| ACTION | YES | NO |
|--|-------------------------------|--|
| <p>Step 1</p> <p>a. Adjust the paper guides to the correct position for the paper loaded.</p> <p>b. Print the document.</p> <p>Are the margins correct?</p> | <p>The problem is solved.</p> | <p>Go to step 2.</p> |
| <p>Step 2</p> <p>a. Set the paper size.</p> <p>From the control panel, navigate to: Settings > Paper > Tray Configuration > Paper Size/Type</p> <p>b. Print the document.</p> <p>Are the margins correct?</p> | <p>The problem is solved.</p> | <p>Go to step 3.</p> |
| <p>Step 3</p> <p>a. Depending on your operating system, specify the paper size from the Printing Preferences or Print dialog.</p> <p>Make sure that the setting matches the paper loaded.</p> <p>b. Print the document.</p> <p>Are the margins correct?</p> | <p>The problem is solved.</p> | <p>Refer to Contacting Customer Support.</p> |

Light Print



 Note: Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**. For non-touch-screen printer models, press **OK** to navigate through the settings.

| ACTION | YES | NO |
|--|----------------------|-------------------------------|
| <p>Step 1</p> <p>a. Check if the printer is using a genuine and supported Xerox toner cartridge.</p> <p>If the cartridge is not supported, then install a supported one.</p> <p>b. Print the document.</p> <p>Is the print light?</p> | <p>Go to step 2.</p> | <p>The problem is solved.</p> |
| <p>Step 2</p> <p>a. Turn off the printer, wait for about 10 seconds, and then turn on the printer.</p> <p>b. Increase toner darkness.</p> <p>From the control panel, navigate to Settings > Print > Quality > Toner Darkness</p> <p>c. Print the document.</p> <p>Is the print light?</p> | <p>Go to step 3.</p> | <p>The problem is solved.</p> |
| <p>Step 3</p> <p>a. Depending on your operating system, specify the paper type from the Printing Preferences or Print dialog.</p> <ul style="list-style-type: none"> • Make sure that the setting matches the paper loaded. • You can also change the setting on the printer control panel. Navigate to Settings | <p>Go to step 4.</p> | <p>The problem is solved.</p> |

| ACTION | YES | NO |
|--|----------------------|-------------------------------|
| <p>> Paper > Tray Configuration > Paper Size/Type.</p> <p>b. Print the document.</p> <p>Is the print light?</p> | | |
| <p>Step 4</p> <p>a. Depending on your operating system, specify the print resolution from the Printing Preferences or Print dialog.</p> <p>b. Set the resolution to 600 dpi.</p> <p>c. Print the document.</p> <p>Is the print light?</p> | <p>Go to step 5.</p> | <p>The problem is solved.</p> |
| <p>Step 5</p> <p>a. Remove the imaging unit.</p> <p>Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light can cause print quality problems.</p> <p>Do not touch the photoconductor drum under the imaging unit. Doing so may affect the quality of future print jobs.</p> <p>b. Firmly shake the imaging unit to redistribute the toner.</p> <p>c. Insert the imaging unit.</p> <p>d. Turn off the printer, wait for 10 seconds, and then turn on the printer.</p> <p>e. Print the document.</p> <p>Is the print light?</p> | <p>Go to step 6.</p> | <p>The problem is solved.</p> |

| ACTION | YES | NO |
|--|--|--|
| <p>Step 6</p> <p>a. Check the status of the toner cartridge.</p> <p>From the control panel, navigate to Settings > Reports > Device > Device Statistics.</p> <p>b. From the Supply Information section of the pages printed, check the status of the toner cartridge.</p> <p>Is the toner cartridge near end of life?</p> | <p>Go to step 7.</p> | <p>Refer to Contacting Customer Support.</p> |
| <p>Step 7</p> <p>a. Replace the toner cartridge.</p> <p>b. Print the document.</p> <p>Is the print light?</p> | <p>Refer to Contacting Customer Support.</p> | <p>The problem is solved.</p> |

Mottled Print and Dots




Note: Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**. For non-touch-screen printer models, press **OK** to navigate through the settings.

| ACTION | YES | NO |
|---|--|--|
| <p>Step 1</p> <p>a. Check if the printer is using a genuine and supported Xerox toner cartridge.</p> <p>If the cartridge is not supported, then install a supported one.</p> <p>b. Print the document.</p> <p>Is the print mottled?</p> | <p>Go to step 2.</p> | <p>The problem is solved.</p> |
| <p>Step 2</p> <p>Check the printer for leaked toner contamination.</p> <p>Is the printer free of leaked toner?</p> | <p>Go to step 3.</p> | <p>Refer to Contacting Customer Support.</p> |
| <p>Step 3</p> <p>a. Check the status of the imaging unit.</p> <p>From the control panel, navigate to Settings > Reports > Device > Device Statistics.</p> <p>b. From the Supply Information section of the pages printed, check the status of the imaging unit.</p> <p>Is the imaging unit near end of life?</p> | <p>Go to step 4.</p> | <p>Refer to Contacting Customer Support.</p> |
| <p>Step 4</p> <p>a. Replace the imaging unit.</p> <p>b. Print the document.</p> <p>Is the print mottled?</p> | <p>Refer to Contacting Customer Support.</p> | <p>The problem is solved.</p> |

Paper curl



 Note: Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**. For non-touch-screen printer models, press **OK** to navigate through the settings.

| ACTION | YES | NO |
|---|----------------------|-------------------------------|
| <p>Step 1</p> <p>a. Check if the paper loaded is supported.</p> <p>If paper is not supported, then load a supported paper.</p> <p>b. Print the document.</p> <p>Is the paper curled?</p> | <p>Go to step 2.</p> | <p>The problem is solved.</p> |
| <p>Step 2</p> <p>a. Check if the printer is using a genuine and supported Xerox toner cartridge.</p> <p>If the cartridge is not supported, then install a supported one.</p> <p>b. Print the document.</p> <p>Is the paper curled?</p> | <p>Go to step 3.</p> | <p>The problem is solved.</p> |
| <p>Step 3</p> <p>a. Adjust the guides in the tray to the correct position for the paper loaded.</p> <p>b. Print the document.</p> <p>Is the paper curled?</p> | <p>Go to step 4.</p> | <p>The problem is solved.</p> |
| <p>Step 4</p> <p>a. Depending on your operating system, specify the paper size and paper type from the Printing Preferences or Print dialog.</p> | <p>Go to step 5.</p> | <p>The problem is solved.</p> |

| ACTION | YES | NO |
|---|--|-------------------------------|
| <ul style="list-style-type: none"> Make sure that the settings match the paper loaded. You can also change the setting on the printer control panel. Navigate to Settings > Paper > Tray Configuration > Paper Size/Type. <p>b. Print the document.</p> <p>Is the paper curled?</p> | | |
| <p>Step 5</p> <p>a. Remove paper, flip it over, and then reload paper.</p> <p>b. Print the document.</p> <p>Is the paper curled?</p> | <p>Go to step 6.</p> | <p>The problem is solved.</p> |
| <p>Step 6</p> <p>a. Load paper from a fresh package.</p> <p>Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you are ready to use it.</p> <p>b. Print the document.</p> <p>Is the paper curled?</p> | <p>Refer to Contacting Customer Support.</p> | <p>The problem is solved.</p> |

Print Crooked or Skewed



Note: Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**. For non-touch-screen printer models, press **OK** to navigate through the settings.

| ACTION | YES | NO |
|--|--|-------------------------------|
| <p>Step 1</p> <p>a. Adjust the guides in the tray to the correct position for the paper loaded.</p> <p>b. Print the document.</p> <p>Is the print crooked or skewed?</p> | <p>Go to step 2.</p> | <p>The problem is solved.</p> |
| <p>Step 2</p> <p>a. Load paper from a fresh package.</p> <p>Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you are ready to use it.</p> <p>b. Print the document.</p> <p>Is the print crooked or skewed?</p> | <p>Go to step 3.</p> | <p>The problem is solved.</p> |
| <p>Step 3</p> <p>a. Check if the paper loaded is supported.</p> <p>If paper is not supported, then load a supported paper.</p> <p>b. Print the document.</p> <p>Is the print crooked or skewed?</p> | <p>Refer to Contacting Customer Support.</p> | <p>The problem is solved.</p> |
| <p>Step 4</p> <p>a. For two-sided printing, check if the paper size setting in the duplex unit is set correctly.</p> <p>Letter, legal, Oficio, or folio must be set to Letter.</p> <p>b. Print the document.</p> <p>Is the print crooked or skewed?</p> | <p>Refer to Contacting Customer Support.</p> | <p>The problem is solved.</p> |

Solid Black Pages



Note: Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**. For non-touch-screen printer models, press **OK** to navigate through the settings.

| ACTION | YES | NO |
|---|----------------------|-------------------------------|
| <p>Step 1</p> <p>a. Check if the printer is using a genuine and supported Xerox toner cartridge.</p> <p>If the toner cartridge is not supported, then install a supported one.</p> <p>b. Print the document.</p> <p>Is the printer printing solid black pages?</p> | <p>Go to step 2.</p> | <p>The problem is solved.</p> |
| <p>Step 2</p> <p>a. Remove, and then insert the imaging unit.</p> <p>Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems.</p> <p>Do not touch the photoconductor drum under the imaging unit. Doing so may affect the quality of future print jobs.</p> <p>b. Print the document.</p> <p>Is the printer printing solid black pages?</p> | <p>Go to step 3.</p> | <p>The problem is solved.</p> |

| ACTION | YES | NO |
|---|--|-------------------------------|
| <p>Step 3</p> <p>Check the imaging unit for signs of damage.</p> <p>Make sure that the photoconductor drum contact is not bent or out of place.</p> <p>Is the imaging unit free from damage?</p> | <p>Refer to Contacting Customer Support.</p> | <p>Go to step 4.</p> |
| <p>Step 4</p> <p>a. Replace the imaging unit.</p> <p>b. Print the document.</p> <p>Is the printer printing solid black pages?</p> | <p>Refer to Contacting Customer Support.</p> | <p>The problem is solved.</p> |

Text or Images Cut Off




Note: Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**. For non-touch-screen printer models, press **OK** to navigate through the settings.

| ACTION | YES | NO |
|--|--|-------------------------------|
| <p>Step 1</p> <p>a. Check if the printer is using a genuine and supported Xerox toner cartridge.</p> <p>If the toner cartridge is not supported, then install a supported one.</p> <p>b. Print the document.</p> <p>Are text or images cut off?</p> | <p>Go to step 2.</p> | <p>The problem is solved.</p> |
| <p>Step 2</p> <p>a. Remove, and then insert the imaging unit.</p> <p>Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems.</p> <p>Do not touch the photoconductor drum under the imaging unit. Doing so may affect the quality of future print jobs.</p> <p>b. Print the document.</p> <p>Are text or images cut off?</p> | <p>Go to step 3.</p> | <p>The problem is solved.</p> |
| <p>Step 3</p> <p>a. Replace the imaging unit.</p> <p>b. Print the document.</p> <p>Are text or images cut off?</p> | <p>Refer to Contacting Customer Support.</p> | <p>The problem is solved.</p> |

Toner Easily Rubs Off



 Note: Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**. For non-touch-screen printer models, press **OK** to navigate through the settings.

| ACTION | YES | NO |
|---|---|-------------------------------|
| <p>Step 1</p> <p>a. Check if the printer is using a genuine and supported Xerox toner cartridge.</p> <p>If the toner cartridge is not supported, then install a supported one.</p> <p>b. Print the document.</p> <p>Does toner easily rub off?</p> | <p>Go to step 2.</p> | <p>The problem is solved.</p> |
| <p>Step 2</p> <p>a. Depending on your operating system, specify the paper type from the Printing Preferences or Print dialog.</p> <ul style="list-style-type: none"> • Make sure that the setting matches the paper loaded. • You can also change the setting on the printer control panel. Navigate to Settings > Paper > Tray Configuration > Paper Size/Type. <p>b. Print the document.</p> <p>Does toner easily rub off?</p> | <p>Refer to Contacting Customer Support.</p> | <p>The problem is solved.</p> |

Troubleshoot a problem

Horizontal Light Bands



Note: Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**. For non-touch-screen printer models, press **OK** to navigate through the settings.

| ACTION | YES | NO |
|--|--|-------------------------------|
| <p>Step 1</p> <p>a. Check if the printer is using a genuine and supported Xerox toner cartridge.</p> <p>If the cartridge is not supported, then install a supported one.</p> <p>b. Print the document.</p> <p>Do horizontal light bands appear on prints?</p> | <p>Go to step 2.</p> | <p>The problem is solved.</p> |
| <p>Step 2</p> <p>a. Remove, and then insert the imaging unit.</p> <p>Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems.</p> <p>Do not touch the photoconductor drum under the imaging unit. Doing so may affect the quality of future print jobs.</p> <p>b. Print the document.</p> <p>Do horizontal light bands appear on prints?</p> | <p>Go to step 3.</p> | <p>The problem is solved.</p> |
| <p>Step 3</p> <p>a. Replace the imaging unit.</p> <p>b. Print the document.</p> <p>Do horizontal light bands appear on prints?</p> | <p>Refer to Contacting Customer Support.</p> | <p>The problem is solved.</p> |

Vertical Light Bands



Note: Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**. For non-touch-screen printer models, press **OK** to navigate through the settings.

| ACTION | YES | NO |
|---|---|-------------------------------|
| <p>Step 1</p> <p>a. Check if the printer is using a genuine and supported Xerox toner cartridge.</p> <p>If the cartridge is not supported, then install a supported one.</p> <p>b. Print the document.</p> <p>Do vertical light bands appear on prints?</p> | <p>Go to step 2.</p> | <p>The problem is solved.</p> |
| <p>Step 2</p> <p>a. Check the status of the toner cartridge.</p> <p>From the control panel, navigate to Settings > Reports > Device > Device Statistics.</p> <p>b. From the Supply Information section of the pages printed, check the status of the toner cartridge.</p> <p>Do vertical light bands appear on prints?</p> | <p>Go to step 3.</p> | <p>The problem is solved.</p> |
| <p>Step 3</p> <p>a. Replace the toner cartridge.</p> <p>b. Print the document.</p> <p>Do vertical light bands appear on prints?</p> | <p>Refer to Contacting Customer Support.</p> | <p>The problem is solved.</p> |

Vertical White Lines



Note: Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**. For non-touch-screen printer models, press **OK** to navigate through the settings.

| ACTION | YES | NO |
|--|--|-------------------------------|
| <p>Step 1</p> <p>a. Check if the printer is using a genuine and supported Xerox toner cartridge.</p> <p>If the cartridge is not supported, then install a supported one.</p> <p>b. Print the document.</p> <p>Do vertical white lines appear on prints?</p> | <p>Go to step 2.</p> | <p>The problem is solved.</p> |
| <p>Step 2</p> <p>a. Depending on your operating system, specify the paper type from the Printing Preferences or Print dialog.</p> <ul style="list-style-type: none"> • Make sure that the setting matches the paper loaded. • You can also change the setting on the printer control panel. Navigate to Settings > Paper > Tray Configuration > Paper Size/Type. <p>b. Print the document.</p> <p>Do vertical white lines appear on prints?</p> | <p>Refer to Contacting Customer Support.</p> | <p>The problem is solved.</p> |

Troubleshoot a problem

Vertical Dark Bands



Note: Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**. For non-touch-screen printer models, press **OK** to navigate through the settings.

| ACTION | YES | NO |
|---|--|-------------------------------|
| <p>Step 1</p> <p>a. Check if the printer is using a genuine and supported Xerox toner cartridge.</p> <p>If the toner cartridge is not supported, then install a supported one.</p> <p>b. Print the document.</p> <p>Do vertical dark bands appear on prints?</p> | <p>Go to step 2.</p> | <p>The problem is solved.</p> |
| <p>Step 2</p> <p>a. Remove, and then insert the imaging unit.</p> <p>Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems.</p> <p>Do not touch the photoconductor drum under the imaging unit. Doing so may affect the quality of future print jobs.</p> <p>b. Print the document.</p> <p>Do vertical dark bands appear on prints?</p> | <p>Go to step 3.</p> | <p>The problem is solved.</p> |
| <p>Step 3</p> <p>a. Check if a bright light enters the right side of the printer, and move the printer if necessary.</p> <p>b. Print the document.</p> <p>Do vertical dark bands appear on prints?</p> | <p>Refer to Contacting Customer Support.</p> | <p>The problem is solved.</p> |

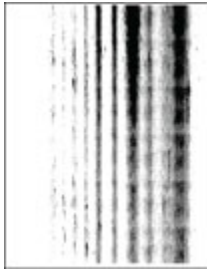
Vertical Dark Lines or Streaks



Note: Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**. For non-touch-screen printer models, press **OK** to navigate through the settings.

| ACTION | YES | NO |
|---|--|-------------------------------|
| <p>Step 1</p> <p>a. Check if the printer is using a genuine and supported Xerox toner cartridge.</p> <p>If the toner cartridge is not supported, then install a supported one.</p> <p>b. Print the document.</p> <p>Do vertical dark lines or streaks appear on prints?</p> | <p>Go to step 2.</p> | <p>The problem is solved.</p> |
| <p>Step 2</p> <p>a. Remove, and then reinstall the imaging unit.</p> <p>Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light can cause print quality problems.</p> <p>Do not touch the photoconductor drum under the imaging unit. Doing so may affect the quality of future print jobs.</p> <p>b. Print the document.</p> <p>Do vertical dark lines or streaks appear on prints?</p> | <p>Go to step 3.</p> | <p>The problem is solved.</p> |
| <p>Step 3</p> <p>a. Replace the imaging unit.</p> <p>b. Print the document.</p> <p>Do vertical dark lines or streaks appear on prints?</p> | <p>Refer to Contacting Customer Support.</p> | <p>The problem is solved.</p> |

Vertical Dark Streaks with Print Missing



Note: Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**. For non-touch-screen printer models, press **OK** to navigate through the settings.

| ACTION | YES | NO |
|---|--|-------------------------------|
| <p>Step 1</p> <p>a. Remove, and then insert the imaging unit.</p> <p>Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems.</p> <p>Do not touch the photoconductor drum under the imaging unit. Doing so may affect the quality of future print jobs.</p> <p>b. Print the document.</p> <p>Do vertical dark streaks with missing images appear on prints?</p> | <p>Go to step 2.</p> | <p>The problem is solved.</p> |
| <p>Step 2</p> <p>a. Check if the printer is using a genuine and supported Xerox toner cartridge.</p> <p>If the toner cartridge is not supported, then install a supported one.</p> <p>b. Print the document.</p> <p>Do vertical dark streaks with missing images appear on prints?</p> | <p>Refer to Contacting Customer Support.</p> | <p>The problem is solved.</p> |

Repeating Defects



Note: Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**. For non-touch-screen printer models, press **OK** to navigate through the settings.

| ACTION | YES | NO |
|--|--|--|
| <p>Step 1</p> <p>Using the Print Quality Test Pages, check if the distance between the repeating defects is equal to any of the following:</p> <p>Imaging unit</p> <ul style="list-style-type: none"> • 75.40 mm (2.97 in.) • 34.70 mm (1.37 in.) • 23.9 mm (0.94 in.) <p>Toner cartridge</p> <ul style="list-style-type: none"> • 35.70 mm (1.41 in.) • 36.80 mm (1.45 in.) <p>Transfer roller</p> <ul style="list-style-type: none"> • 44 mm (1.73 in.) <p>Fuser</p> <ul style="list-style-type: none"> • 78.1 mm (3.07 in.) • 75.4 mm (2.97 in.) <p>Does the distance between the repeating defects match any of the measurements?</p> | <p>Go to step 2.</p> | <p>Take note of the distance, then refer to Contacting Customer Support.</p> |
| <p>Step 2</p> <p>a. Replace the supply item that matches the repeating defects distance.</p> <p>If the supply item is a transfer roller or fuser, then refer to Contacting Customer Support.</p> <p>b. Print the document.</p> <p>Do the repeating defects appear?</p> | <p>Refer to Contacting Customer Support.</p> | <p>The problem is solved.</p> |

PRINT JOBS DO NOT PRINT

| ACTION | YES | NO |
|--|-------------------------------|---|
| <p>Step 1</p> <p>a. From the document you are trying to print, open the Print dialog, and then check if you have selected the correct printer.</p> <p>b. Print the document.</p> <p>Is the document printed?</p> | <p>The problem is solved.</p> | <p>Go to step 2.</p> |
| <p>Step 2</p> <p>a. Check if the printer is on.</p> <p>b. Resolve any error messages that appear on the display.</p> <p>c. Print the document.</p> <p>Is the document printed?</p> | <p>The problem is solved.</p> | <p>Go to step 3.</p> |
| <p>Step 3</p> <p>a. Check if the ports are working and if the cables are securely connected to the computer and the printer.</p> <p>For more information, see the setup documentation that came with the printer.</p> <p>b. Print the document.</p> <p>Is the document printed?</p> | <p>The problem is solved.</p> | <p>Go to step 4.</p> |
| <p>Step 4</p> <p>a. Turn off the printer, wait for about 10 seconds, and then turn on the printer.</p> <p>b. Print the document.</p> <p>Is the document printed?</p> | <p>The problem is solved.</p> | <p>Go to step 5.</p> |
| <p>Step 5</p> <p>a. Remove, and then reinstall the print driver.</p> <p>b. Print the document.</p> <p>Is the document printed?</p> | <p>The problem is solved.</p> | <p>Refer to Contacting Customer Support.</p> |

SLOW PRINTING

| ACTION | YES | NO |
|--|----------------------|-------------------------------|
| <p>Step 1</p> <p>Make sure that the printer cable is securely connected to the printer and to the computer, print server, or other network device.</p> <p>Is the printer printing slow?</p> | <p>Go to step 2.</p> | <p>The problem is solved.</p> |
| <p>Step 2</p> <p>a. Make sure that the printer is not in Quiet Mode.</p> <p>From the control panel, navigate to: Settings > Device > OK > Maintenance > OK > Config Menu > OK > Device Operations > OK > Quiet Mode > OK.</p> <p>b. Print the document.</p> <p>Is the printer printing slow?</p> | <p>Go to step 3.</p> | <p>The problem is solved.</p> |
| <p>Step 3</p> <p>a. Depending on your operating system, specify the print resolution from the Printing Preferences or Print dialog.</p> <p>b. Set the resolution to 600 dpi.</p> <p>c. Print the document.</p> <p>Is the printer printing slow?</p> | <p>Go to step 4.</p> | <p>The problem is solved.</p> |
| <p>Step 4</p> <p>a. From the control panel, navigate to: Settings > Print > OK > Quality > OK > Print Resolution > OK.</p> <p>b. Set the resolution to 600 dpi.</p> <p>c. Print the document.</p> <p>Is the printer printing slow?</p> | <p>Go to step 5.</p> | <p>The problem is solved.</p> |
| <p>Step 5</p> <p>a. Depending on your operating system, specify the paper type setting from the Printing Preferences or Print dialog.</p> | <p>Go to step 6.</p> | <p>The problem is solved.</p> |

| ACTION | YES | NO |
|--|----------------------|-------------------------------|
| <ul style="list-style-type: none"> • Make sure that the setting matches the paper loaded. • You can also change the setting on the printer control panel. Navigate to Settings > Paper > Tray Configuration > Paper Size/Type. • Heavier paper prints more slowly. • Paper narrower than letter, A4, and legal may print more slowly. <p>b. Print the document.</p> <p>Is the printer printing slow?</p> | | |
| <p>Step 6</p> <p>a. Make sure that the printer settings for texture and weight match the paper being loaded.</p> <p>From the control panel, navigate to: Settings > Paper > OK > Media Configuration > OK > Media Types > OK.</p> <p>Rough paper textures and heavy paper weights may print more slowly.</p> <p>b. Print the document.</p> <p>Is the printer printing slow?</p> | <p>Go to step 7.</p> | <p>The problem is solved.</p> |

| ACTION | YES | NO |
|---|--|-------------------------------|
| <p>Step 7</p> <p>Remove held jobs.</p> <p>Is the printer printing slow?</p> | <p>Go to step 8.</p> | <p>The problem is solved.</p> |
| <p>Step 8</p> <p>a. Make sure that the printer is not overheating.</p> <ul style="list-style-type: none"> • Allow the printer to cool down after a long print job. • Observe the recommended ambient temperature for the printer. For more information, see Selecting a Location for the Printer. <p>b. Print the document.</p> <p>Is the printer printing slow?</p> | <p>Refer to Contacting Customer Support.</p> | <p>The problem is solved.</p> |

JOB PRINTS FROM THE WRONG TRAY OR ON THE WRONG PAPER


| ACTION | YES | NO |
|--|-------------------------------|--|
| <p>Step 1</p> <p>a. Check if you are printing on the correct paper.</p> <p>b. Print the document.</p> <p>Is the document printed on the correct paper?</p> | <p>Go to step 2.</p> | <p>Load the correct paper size and paper type.</p> |
| <p>Step 2</p> <p>a. Depending on your operating system, specify the paper size and paper type from the Printing Preferences or Print dialog.</p> <p>You can also change the settings on the printer control panel. Navigate to: Settings > Paper > Tray Configuration > Paper Size/Type.</p> <p>b. Make sure that the settings match the paper loaded.</p> <p>c. Print the document.</p> <p>Is the document printed on the correct paper?</p> | <p>The problem is solved.</p> | <p>Refer to Contacting Customer Support.</p> |

CONFIDENTIAL AND OTHER HELD DOCUMENTS DO NOT PRINT

| ACTION | YES | NO |
|---|-------------------------------|----------------------|
| <p>Step 1</p> <p>a. From the control panel, check if the documents appear in the Held Jobs list.</p> <p>If the documents are not listed, then print the documents using the Print and Hold options.</p> <p>b. Print the documents.</p> <p>Are the documents printed?</p> | <p>The problem is solved.</p> | <p>Go to step 2.</p> |
| <p>Step 2</p> <p>The print job may contain a formatting error or invalid data.</p> | <p>The problem is solved.</p> | <p>Go to step 3.</p> |

| ACTION | YES | NO |
|--|-------------------------------|--|
| <p>Delete the print job, and then send it again.</p> <p>Are the documents printed?</p> | | |
| <p>Step 3</p> <p>If you are printing from the Internet, then the printer may be reading the multiple job titles as duplicates.</p> <p>For Windows users</p> <ol style="list-style-type: none"> Open the Printing Preferences dialog. From the Print and Hold tab, click Use Print and Hold, and then click Keep duplicate documents. Enter a PIN, and then save the changes. Send the print job. <p>For Macintosh users</p> <ol style="list-style-type: none"> Save and name each job differently. Send the job individually. <p>Are the documents printed?</p> | <p>The problem is solved.</p> | <p>Go to step 4.</p> |
| <p>Step 4</p> <ol style="list-style-type: none"> Delete some held jobs to free up printer memory. Print the documents. <p>Are the documents printed?</p> | <p>The problem is solved.</p> | <p>Refer to Contacting Customer Support.</p> |

The Printer Is Not Responding

| ACTION | YES | NO |
|---|--|--|
| <p>Step 1</p> <p>Check if the power cord is connected to the electrical outlet.</p> <div data-bbox="204 472 589 842" style="border: 1px solid black; padding: 5px;">  <p>CAUTION— POTENTIAL INJURY: To avoid the risk of fire or electrical shock, connect the power cord to an appropriately rated and properly grounded electrical outlet that is near the product and easily accessible.</p> </div> <p>Is the printer responding?</p> | <p>The problem is solved.</p> | <p>Go to step 2.</p> |
| <p>Step 2</p> <p>Check if the electrical outlet is turned off by a switch or breaker.</p> <p>Is the electrical outlet turned off by a switch or breaker?</p> | <p>Turn on the switch or reset the breaker.</p> | <p>Go to step 3.</p> |
| <p>Step 3</p> <p>Check if the printer is on.</p> <p>Is the printer on?</p> | <p>Go to step 4.</p> | <p>Turn on the printer.</p> |
| <p>Step 4</p> <p>Check if the printer is in Sleep or Hibernate mode.</p> <p>Is the printer in Sleep or Hibernate mode?</p> | <p>Press the power button to wake the printer.</p> | <p>Go to step 5.</p> |
| <p>Step 5</p> <p>Check if the cables connecting the printer and the computer are inserted to the correct ports.</p> <p>Are the cables inserted to the correct ports?</p> | <p>Go to step 6.</p> | <p>Insert the cables to the correct ports.</p> |

Troubleshoot a problem

| ACTION | YES | NO |
|---|------------------------|--|
| Step 6 Install the correct print driver. Is the printer responding? | The problem is solved. | Go to step 7. |
| Step 7 Turn off the printer, wait for about 10 seconds, and then turn on the printer. Is the printer responding? | The problem is solved. | Refer to Contacting Customer Support . |

Network Connection Problems

CANNOT OPEN EMBEDDED WEB SERVER

| ACTION | YES | NO |
|---|----------------------|--|
| <p>Step 1</p> <p>Check if the printer is on.</p> <p>Is the printer on?</p> | <p>Go to step 2.</p> | <p>Turn on the printer.</p> |
| <p>Step 2</p> <p>Make sure that the printer IP address is correct.</p> <ul style="list-style-type: none"> • View the IP address on the home screen. • An IP address appears as four sets of numbers separated by periods, such as 123.123.123.123. <p>Is the printer IP address correct?</p> | <p>Go to step 3.</p> | <p>Type the correct printer IP address in the address field.</p> |
| <p>Step 3</p> <p>Check if you are using a supported browser:</p> <ul style="list-style-type: none"> • Internet Explorer version 11 or later • Microsoft Edge • Safari version 6 or later • Google Chrome™ version 32 or later • Mozilla Firefox version 24 or later <p>Is your browser supported?</p> | <p>Go to step 4.</p> | <p>Install a supported browser.</p> |
| <p>Step 4</p> <p>Check if the network connection is working.</p> <p>Is the network connection working?</p> | <p>Go to step 5.</p> | <p>Contact your administrator.</p> |
| <p>Step 5</p> <p>Make sure that the cable connections to the printer and print server are secure. For more information, see the documentation</p> | <p>Go to step 6.</p> | <p>Secure the cable connections.</p> |

| ACTION | YES | NO |
|--|------------------------|--|
| that came with the printer. Are the cable connections secure? | | |
| Step 6 Check if the web proxy servers are disabled. Are the web proxy servers disabled? | Go to step 7. | Contact your administrator. |
| Step 7 Access the Embedded Web Server. Did the Embedded Web Server open? | The problem is solved. | Refer to Contacting Customer Support . |

CANNOT CONNECT THE PRINTER TO THE WI-FI NETWORK

| ACTION | YES | NO |
|--|------------------------|---------------|
| Step 1 Make sure that Active Adapter is set to Auto. From the control panel, navigate to: Settings > OK > Network/Ports > OK > Network Overview > OK > Active Adapter > OK > Auto > OK. Can the printer connect to the Wi-Fi network? | The problem is solved. | Go to step 2. |
| Step 2 Check if the correct Wi-Fi network is selected. Some routers may share the default SSID. Are you connecting to the correct Wi-Fi network? | Go to step 4. | Go to step 3. |
| Step 3 Connect to the correct Wi-Fi network. For more information, see Connecting the Printer to a Wi-Fi Network . Can the printer connect to the Wi-Fi network? | The problem is solved. | Go to step 4. |

| ACTION | YES | NO |
|---|-------------------------------|--|
| <p>Step 4</p> <p>Check the wireless security mode.</p> <p>From the control panel, navigate to Settings > OK > Network/Ports > OK > Wireless > OK > Wireless Security Mode > OK.</p> <p>Is the correct wireless security mode selected?</p> | <p>Go to step 6.</p> | <p>Go to step 5.</p> |
| <p>Step 5</p> <p>Select the correct wireless security mode.</p> <p>Can the printer connect to the Wi-Fi network?</p> | <p>The problem is solved.</p> | <p>Go to step 6.</p> |
| <p>Step 6</p> <p>Make sure that you entered the correct network password.</p> <p>Take note of the spaces, numbers, and capitalization in the password.</p> <p>Can the printer connect to the Wi-Fi network?</p> | <p>The problem is solved.</p> | <p>Refer to Contacting Customer Support.</p> |

Issues with Supplies

REPLACE CARTRIDGE, PRINTER REGION MISMATCH

To correct this problem, purchase a cartridge with the correct region that matches the printer region, or purchase a worldwide cartridge.

- The first number in the message after 42 indicates the region of the printer.
- The second number in the message after 42 indicates the region of the cartridge.

Table 8.1 Printer and Toner Cartridge Regions

| REGION | NUMERIC CODE |
|---|--------------|
| Worldwide or Undefined region | 0 |
| North America (United States, Canada) | 1 |
| European Economic Area, Western Europe, Nordic countries, Switzerland | 2 |
| Asia Pacific | 3 |
| Latin America | 4 |
| Rest of Europe, Middle East, Africa | 5 |
| Australia, New Zealand | 6 |
| Invalid region | 9 |



Note: To find the region settings of the printer and toner cartridge, print the print quality test pages. From the control panel, navigate to: **Settings > Troubleshooting > Print Quality Test Pages**.

NON-XEROX SUPPLIES

The printer has detected a non-Xerox supply installed in the printer.

Your Xerox printer is designed to function best with genuine Xerox supplies. Use of third-party supplies can affect the performance, reliability, or life of the printer and its imaging components.

All life indicators are designed to function with Xerox supplies and can deliver unpredictable results if third-party supplies are used. Imaging component usage beyond the intended life may damage your Xerox printer or associated components.



Warning: Use of third-party supplies or parts can affect warranty coverage. Damage caused by the use of third-party supplies or parts may not be covered by the warranty.

To accept any and all of these risks and to proceed with the use of non-genuine supplies in your printer, press and hold X and OK simultaneously for 15 seconds.

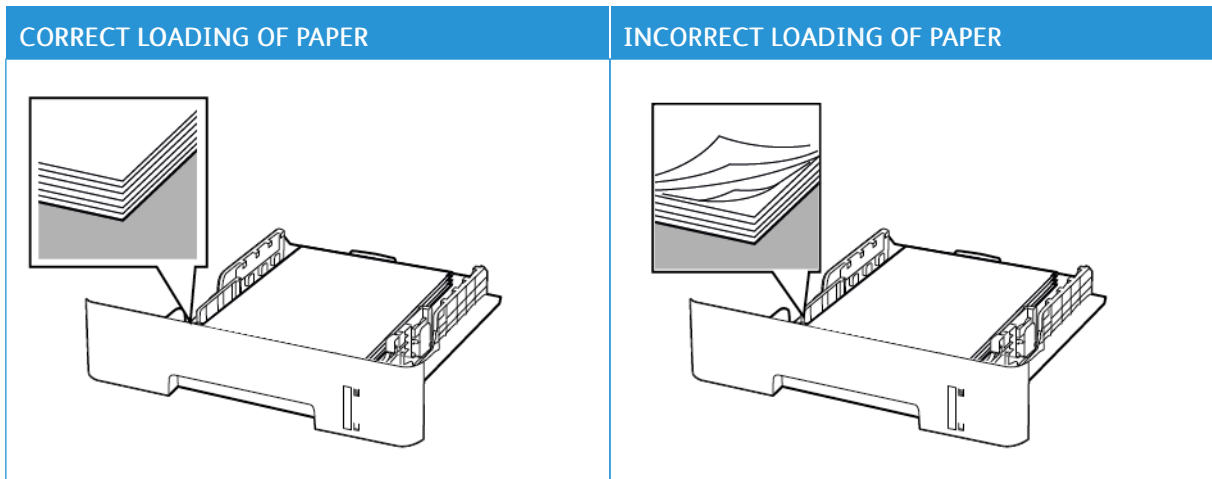
If you do not want to accept these risks, then remove the third-party supply or part from your printer and install a genuine Xerox supply or part. For more information, refer to [Using Genuine Xerox Supplies](#).

Clearing Jams

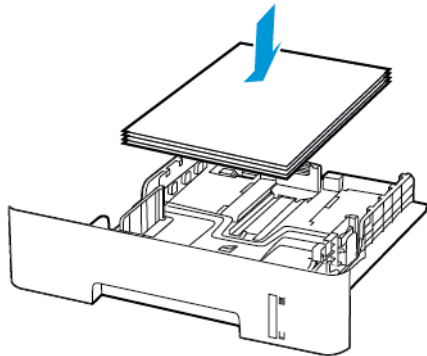
AVOIDING JAMS

Load Paper Properly

- Make sure that the paper lies flat in the tray.



- Do not load or remove a tray while the printer is printing.
- Do not load too much paper. Make sure that the stack height is below the maximum paper fill indicator.
- Do not slide paper into the tray. Load paper as shown in the illustration.



- Make sure that the paper guides are positioned correctly and are not pressing tightly against the paper or envelopes.
- For two-sided printing on A4-size paper, make sure that the paper size setting in the duplex unit is set to A4.
- For two-sided printing on letter-, legal-, Oficio-, or folio-size paper, make sure that the paper size setting in the duplex unit is set to Letter.
- Push the tray firmly into the printer after loading paper.

Use Recommended Paper

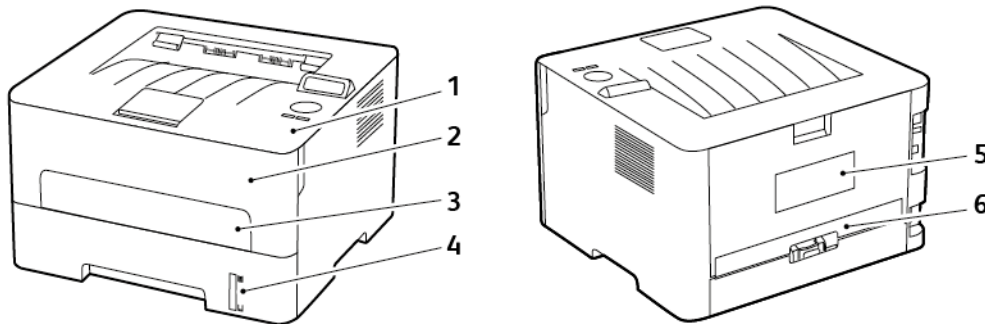
- Use only recommended paper or specialty media.
- Do not load paper that is wrinkled, creased, damp, bent, or curled.
- Flex, fan, and align the paper edges before loading.



- Do not use paper that has been cut or trimmed by hand.
- Do not mix paper sizes, weights, or types in the same tray.
- Make sure that the paper size and type are set correctly on the computer or printer control panel.
- Store paper according to manufacturer recommendations.

IDENTIFYING JAM LOCATIONS

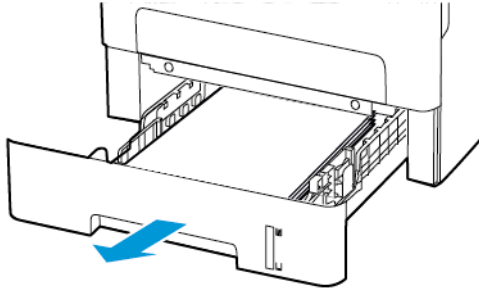
- When Jam Assist is set to On, the printer flushes blank pages or pages with partial prints after a jammed page has been cleared. Check your printed output for blank pages.
- When Jam Recovery is set to On or Auto, the printer reprints jammed pages.




1. Standard output tray
2. Front door
3. Manual feeder
4. Standard 250-sheet tray
5. Rear door
6. Duplex unit

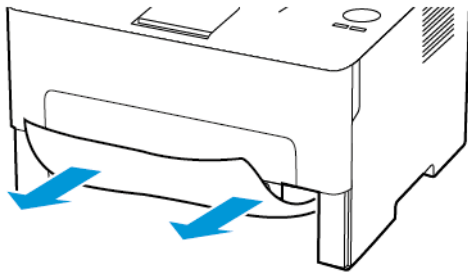
PAPER JAM IN THE TRAY

1. Remove the tray.



2. Remove the jammed paper.


 Note: Make sure that all paper fragments are removed.

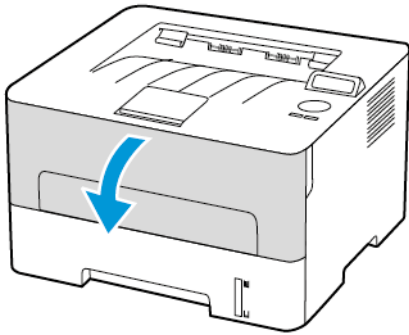


3. Insert the tray.

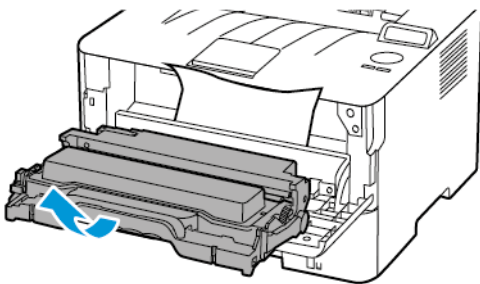
PAPER JAM IN THE FRONT DOOR


1. Open the front door.


 **Warning:** To prevent damage from electrostatic discharge, touch any exposed metal frame of the printer before accessing or touching interior areas of the printer.

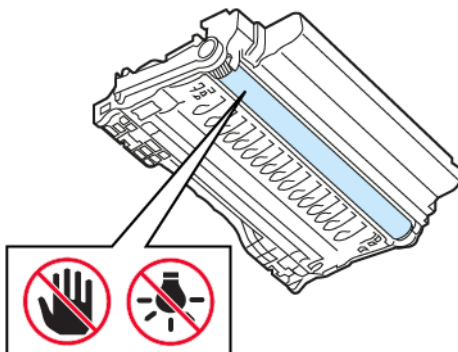


2. Remove the imaging unit.



 **Warning:** Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems.

 **Warning:** Do not touch the photoconductor drum. Doing so may affect the quality of future print jobs.



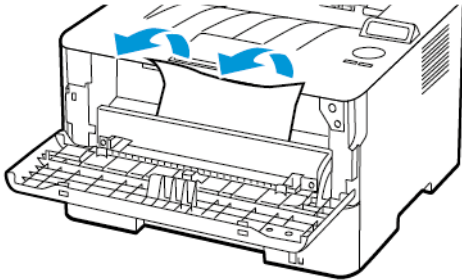
3. Remove the jammed paper.



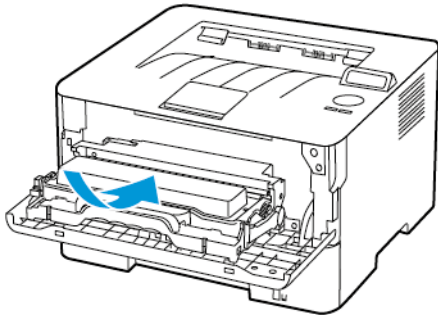
CAUTION—HOT SURFACE: The inside of the printer might be hot. To reduce the risk of injury from a hot component, allow the surface to cool before touching it.



Note: Make sure that all paper fragments are removed.



4. Insert the imaging unit.



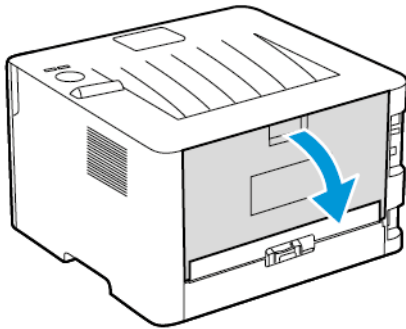
5. Close the door.

PAPER JAM IN THE REAR DOOR

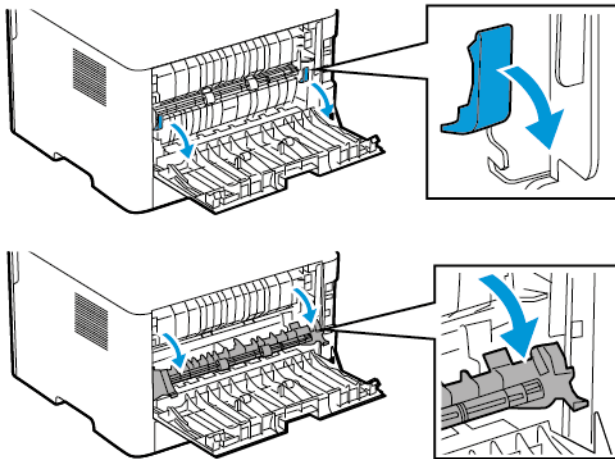
1. Open the rear door.



CAUTION—HOT SURFACE: The inside of the printer might be hot. To reduce the risk of injury from a hot component, allow the surface to cool before touching it.



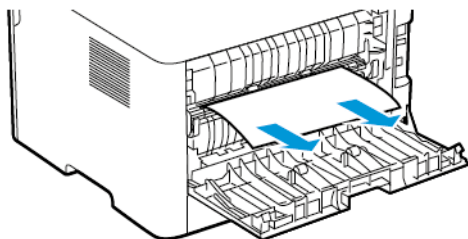
2. Open the fuser access door.



3. Remove the jammed paper.



Note: Make sure that all paper fragments are removed.



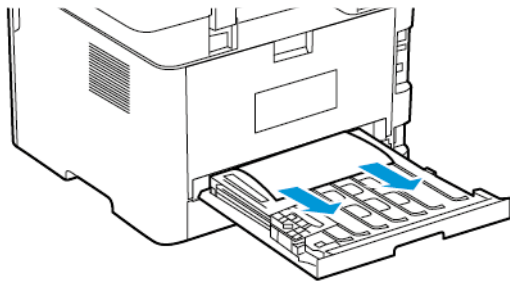
4. Close the fuser access door.
5. Close the rear door.

PAPER JAM IN THE DUPLEX UNIT

1. Pull out the duplex unit, and then remove the jammed paper.



Warning: To prevent damage from electrostatic discharge, touch any exposed metal frame of the printer before accessing or touching interior areas of the printer.



Note: Make sure that all paper fragments are removed.

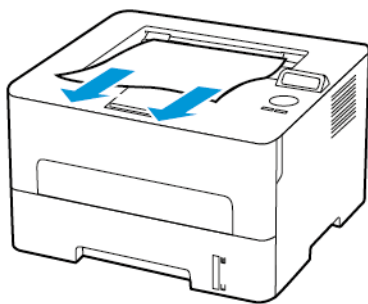
2. Insert the duplex unit.

PAPER JAM IN THE STANDARD OUTPUT TRAY

Remove the jammed paper.



Note: Make sure that all paper fragments are removed.



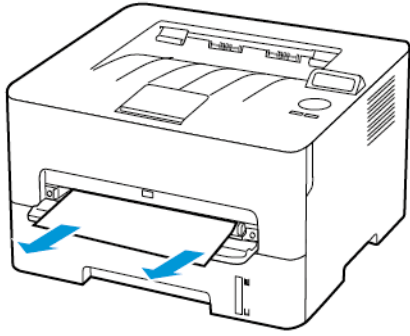
PAPER JAM IN THE MANUAL FEEDER

Remove the jammed paper.



Note: Make sure that all paper fragments are removed.

Troubleshoot a problem



Paper Feed Problems

ENVELOPE SEALS WHEN PRINTING

| ACTION | YES | NO |
|--|--|-------------------------------|
| <p>Step 1</p> <p>a. Use an envelope that has been stored in a dry environment.</p> <p>Printing on envelopes with high moisture content can seal the flaps.</p> <p>b. Send the print job.</p> <p>Does the envelope seal when printing?</p> | <p>Go to step 2.</p> | <p>The problem is solved.</p> |
| <p>Step 2</p> <p>a. Make sure that paper type is set to Envelope.</p> <p>From the control panel, navigate to:</p> <p>Settings > Paper > Tray Configuration > Paper Size/Type</p> <p>b. Send the print job.</p> <p>Does the envelope seal when printing?</p> | <p>Refer to Contacting Customer Support.</p> | <p>The problem is solved.</p> |

COLLATED PRINTING DOES NOT WORK

| ACTION | YES | NO |
|--|-------------------------------|--|
| <p>Step 1</p> <p>a. From the control panel, navigate to: Settings > Print > OK > Layout > OK > Collate > OK > On [1,2,1,2,1,2] > OK</p> <p>b. Print the document.</p> <p>Is the document collated correctly?</p> | <p>The problem is solved.</p> | <p>Go to step 2.</p> |
| <p>Step 2</p> <p>a. From the document that you are trying to print, open the Print dialog, and then select Collate</p> <p>b. Print the document.</p> <p>Is the document collated correctly?</p> | <p>The problem is solved.</p> | <p>Go to step 3.</p> |
| <p>Step 3</p> <p>a. Reduce the number of pages to print.</p> <p>b. Print the document.</p> <p>Are the pages collated correctly?</p> | <p>The problem is solved.</p> | <p>Refer to Contacting Customer Support.</p> |

PAPER FREQUENTLY JAMS

| ACTION | YES | NO |
|---|--|-------------------------------|
| <p>Step 1</p> <ol style="list-style-type: none"> a. Remove the tray. b. Check if paper is loaded correctly. <ul style="list-style-type: none"> • Make sure that the paper guides are positioned correctly. • Make sure that the stack height is below the maximum paper fill indicator. • Make sure to print on recommended paper size and type. c. Insert the tray. d. Print the document. <p>Do paper jams occur frequently?</p> | <p>Go to step 2.</p> | <p>The problem is solved.</p> |
| <p>Step 2</p> <ol style="list-style-type: none"> a. From the control panel, navigate to: Settings > Paper > Tray Configuration > Paper Size/Type b. Set the correct paper size and type. c. Print the document. <p>Do paper jams occur frequently?</p> | <p>Go to step 3.</p> | <p>The problem is solved.</p> |
| <p>Step 3</p> <ol style="list-style-type: none"> a. Load paper from a fresh package. <p>Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you are ready to use it.</p> <ol style="list-style-type: none"> b. Print the document. <p>Do paper jams occur frequently?</p> | <p>Refer to Contacting Customer Support.</p> | <p>The problem is solved.</p> |

JAMMED PAGES ARE NOT REPRINTED

| ACTION | YES | NO |
|--|------------------------|--|
| a. From the control panel, navigate to: Settings > Device > OK > Notifications > OK > Jam Content Recovery > OK > Jam Recovery > OK b. Select On or Auto , and then press OK . Are the jammed pages reprinted? | The problem is solved. | Refer to Contacting Customer Support . |

Contacting Customer Support

To access the Customer Support Center phone numbers, go to <https://www.xerox.com/office/worldcontacts>. Before contacting customer support, make sure to have the following information:

- Printer problem
- Error message
- Printer model type and serial number

To access customer support, search through the Knowledgebase, browse through user documentation, or download printer software, go to <https://support.xerox.com>, and enter your product into the Search field.

Troubleshoot a problem

Regulatory Information

This appendix contains:

Basic Regulations 178
Material Safety Data Sheets 184

Basic Regulations

NOISE EMISSION LEVELS

The following measurements were made in accordance with ISO 7779 and reported in conformance with ISO 9296.

 Note: Some modes may not apply to your product.

| 1-METER AVERAGE SOUND PRESSURE, DBA | |
|-------------------------------------|--------------------------------|
| Printing | One-sided: 53 Two-sided: 50 |
| Ready | 16 |

STATIC SENSITIVITY NOTICE



This symbol identifies static-sensitive parts. Do not touch the areas near these symbols without first touching a metal surface in an area away from the symbol.

To prevent damage from electrostatic discharge when performing maintenance tasks, such as clearing paper jams or replacing supplies, touch any exposed metal frame of the printer before accessing or touching interior areas of the printer, even if the symbol is not present.

ENERGY STAR



Any Xerox product bearing the ENERGY STAR emblem on the product or on a start-up screen is certified to comply with Environmental Protection Agency (EPA) ENERGY STAR requirements as of the date of manufacture.

TEMPERATURE INFORMATION

| | |
|---|--|
| Ambient operating temperature | 10 to 32.2°C (50 to 90°F) |
| Shipping temperature | -40 to 43.3°C (-40 to 110°F) |
| Storage temperature and relative humidity | -40 to 43.3°C (-40 to 110°F) 8 to 80% RH |

INFORMACIÓN DE LA ENERGÍA DE MÉXICO

- Consumo de energía en operación: 460 Wh
- Consumo de energía en modo de espera: 0.1 Wh

- Cantidad de producto por unidad de energía consumida: 4.15 páginas/Wh

LASER NOTICE

The printer is certified in the U.S. to conform to the requirements of DHHS 21 CFR, Chapter I, Subchapter J for Class I (1) laser products, and elsewhere is certified as a Class I laser product conforming to the requirements of IEC 60825-1: 2014.

Class I laser products are not considered to be hazardous. The laser system and printer are designed so there is never any human access to laser radiation above a Class I level during normal operation, user maintenance, or prescribed service conditions. The printer has a non-serviceable printhead assembly that contains a laser with the following specifications:

- Class: IIIb (3b) AlGaAs
- Nominal output power (milliwatts): 15
- Wavelength (nanometers): 775–800

POWER

Product Power Consumption

The following table documents the power consumption characteristics of the product.

 Note: Some modes may not apply to your product.

| MODE | DESCRIPTION | POWER CONSUMPTION (WATTS) |
|------------|---|---------------------------|
| Printing | The product is generating hard-copy output from electronic inputs. | 460 |
| Ready | The product is waiting for a print job. | 4.0 |
| Sleep Mode | The product is in a high-level energy-saving mode. | 1.2 |
| Hibernate | The product is in a low-level energy-saving mode. | N/A |
| Off | The product is plugged into an electrical outlet, but the power switch is turned off. | 0.1 |

The power consumption levels listed in the previous table represent time-averaged measurements. Instantaneous power draws may be substantially higher than the average.

Sleep Mode

This product is designed with an energy-saving mode called Sleep Mode. The Sleep Mode saves energy by lowering power consumption during extended periods of inactivity. The Sleep Mode is automatically engaged after this product is not used for a specified period of time, called the Sleep Mode Timeout.

 Note: Factory default Sleep Mode Timeout for this product is 15 minutes.

By using the configuration menus, the Sleep Mode Timeout can be modified between 1 minute and 120 minutes. If the print speed is less than or equal to 30 pages per minute, then you can set the timeout only up to 60 minutes. Setting the Sleep Mode Timeout to a low value reduces energy consumption, but may increase the response time of the product. Setting the Sleep Mode Timeout to a high value maintains a fast response, but uses more energy.

Hibernate Mode

This product is designed with an ultra-low power operating mode called Hibernate mode. When operating in Hibernate Mode, all other systems and devices are powered down safely.

The Hibernate mode can be entered in any of the following methods:

- Using the Hibernate Timeout
- Using the Schedule Power modes



Note: Factory default Hibernate Timeout for this product in all countries or regions is 3 days.

The amount of time the printer waits after a job is printed before it enters Hibernate mode can be modified between one hour and one month.

Off Mode

If this product has an off mode which still consumes a small amount of power, then to completely stop product power consumption, disconnect the power supply cord from the electrical outlet.

Total Energy Usage

It is sometimes helpful to estimate the total product energy usage. Since power consumption claims are provided in power units of Watts, the power consumption should be multiplied by the time the product spends in each mode in order to calculate energy usage. The total product energy usage is the sum of each mode's energy usage.

REGULATORY NOTICES FOR WIRELESS PRODUCTS

This section contains regulatory information that applies only to wireless models.

If in doubt as to whether your model is a wireless model, go to <http://support.xerox.com>.

Modular Component Notice

Wireless models contain modular components. To determine which modular components are installed in your particular product, refer to the labeling on your actual product.

Exposure to Radio Frequency Radiation

The radiated output power of this device is far below the radio frequency exposure limits of the FCC and other regulatory agencies. A minimum separation of 20 cm (8 inches) must be maintained between the antenna and any persons for this device to satisfy the RF exposure requirements of the FCC and other regulatory agencies.

Innovation, Science and Economic Development Canada

This device complies with Innovation, Science and Economic Development Canada license-exempt RSS standards. Operation is subject to the following two conditions:

1. This device may not cause interference, and
2. This device must accept any interference, including interference that may cause undesired operation of the device.

Innovation, Sciences et Développement économique Canada

Cet appareil est conforme aux normes RSS exemptes de licence d'Innovation, Sciences et Développement économique Canada. Son fonctionnement est soumis aux deux conditions suivantes:

1. Cet appareil ne doit pas causer d'interférences et
2. Il doit accepter toutes les interférences, y compris les celles qui peuvent entraîner un fonctionnement indésirable.

European Union and European Economic Area Compliance



The CE mark applied to this product indicates compliance to applicable EU Directives. The full text of the EU Declaration of Conformity is located at <https://www.xerox.com/en-us/about/ehs>.

EU and Other Countries Statement of Radio Transmitter Operational Frequency Bands and Maximum RF Power

This radio product transmits in either the 2.4GHz (2.412–2.472 GHz in the EU) or 5GHz (5.15–5.35, 5.47–5.725 in the EU) bands. The maximum transmitter EIRP power output, including antenna gain, is ≤ 20 dBm for both bands.

FEDERAL COMMUNICATIONS COMMISSION (FCC) COMPLIANCE INFORMATION STATEMENT

This product has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired operation.

The FCC Class B limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult your point of purchase or service representative for additional suggestions.

The manufacturer is not responsible for radio or television interference caused by using other than recommended cables or by unauthorized changes or modifications to this equipment. Unauthorized changes or modifications could void the user's authority to operate this equipment.



Note: To assure compliance with FCC regulations on electromagnetic interference for a Class B computing device, use a properly shielded and grounded cable. Use of a substitute cable not properly shielded and grounded may result in a violation of FCC regulations.

For more information on Environment, Health, and Safety in relation to this Xerox product and supplies, contact the following:

Web address: <https://www.xerox.com/en-us/about/ehs>

Call (US and Canada only): 1-800-ASK-XEROX (1-800-275-9376)

Email: EHS-Europe@xerox.com

INNOVATION, SCIENCE AND ECONOMIC DEVELOPMENT CANADA COMPLIANCE STATEMENT

This Class B digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Standard ICES-003.

Avis de conformité aux normes de l'Innovation, Sciences et Développement économique Canada

Cet appareil numérique de classe B est conforme aux exigences de la norme canadienne relative aux équipements pouvant causer des interférences NMB-003.

GERMANY

Blendschutz

Das Gerät ist nicht für die Benutzung im unmittelbaren Gesichtsfeld am Bildschirmarbeitsplatz vorgesehen. Um störende Reflexionen am Bildschirmarbeitsplatz zu vermeiden, darf dieses Produkt nicht im unmittelbaren Gesichtsfeld platziert werden.

Importeur

Xerox GmbH

Hellersbergstraße 2-4

41460 Neuss

Deutschland

TURKEY ROHS REGULATION

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

"EEE yönetmeliğine uygundur."

UKRAINE ROHS COMPLIANCE

Обладнання відповідає вимогам Технічного регламенту щодо обмеження використання деяких небезпечних речовин в електричному та електронному обладнанні, затвердженого постановою Кабінету Міністрів України від 3 грудня 2008 № 1057.

(The equipment complies with requirements of the Technical Regulation, approved by the Resolution of Cabinet of Ministry of Ukraine as of December 3, 2008, in terms of restrictions for the use of certain dangerous substances in electrical and electronic equipment.)

Material Safety Data Sheets

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

- Web Address: <https://safetysheets.business.xerox.com/en-us/>
- United States and Canada: 1-800-ASK-XEROX (1-800-275-9376)
- Other markets, send an email request to EHS-Europe@xerox.com

Recycling and Disposal

This appendix contains:

| | |
|---|-----|
| Product Disposal and Recycling..... | 186 |
| North America..... | 187 |
| Xerox Green World Alliance..... | 188 |
| Waste from Electrical and Electronic Equipment (WEEE) Directive | 189 |

Product Disposal and Recycling

Do not dispose of the printer or supplies in the same manner as normal household waste. Consult your local authorities for disposal and recycling options.

North America

Xerox operates an equipment take-back and reuse and recycle program. Contact your Xerox representative (1-800-ASK-XEROX) to determine if this Xerox product is part of the program. For more information about Xerox environmental programs, go to <https://www.xerox.com/en-us/about/ehs>.

Xerox Green World Alliance

The Xerox Green World Alliance Program allows you to return qualified supplies to Xerox for reuse or recycling. One hundred percent of the empty cartridges returned to Xerox are either reused or de-manufactured for recycling. The boxes used to return the cartridges are also recycled.

To return Xerox cartridges for reuse or recycling, do the following:

1. Go to <https://www.xerox.com/office/recycle>.
2. Click **Recycling**.
3. Select an option for return.

Waste from Electrical and Electronic Equipment (WEEE) Directive



The WEEE logo signifies specific recycling programs and procedures for electronic products in countries of the European Union. We encourage the recycling of our products.

If you have further questions about recycling options, contact your local sales office.

INDIA E-WASTE NOTICE



This product including components, consumables, parts and spares complies with the “India E-Waste Rules” and prohibits use of lead, mercury, hexavalent chromium, polybrominated biphenyls or polybrominated diphenyl ethers in concentrations exceeding 0.1 % by weight and 0.01 % by weight for cadmium, except for the exemption set in the Rule.

