

Xerox[®] C240, C2432, C300

Color Printers

User's Guide

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Safety information

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1. Safety information

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 caution 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.

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's authorized replacement.
	CAUTION—POTENTIAL INJURY Do not use this product with extension cords, multioutlet power strips, multioutlet 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 Only a Lexmark Inline Surge Protector that is properly connected between the printer and the power cord provided with the printer may be used with this product. The use of non-Lexmark surge protection devices 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 20 kg (44 lb), 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—POTENTIAL INJURY**

This product uses a laser. Use of controls or adjustments or performance of procedures other than those specified in the *User's Guide* may result in hazardous radiation exposure.

**CAUTION—POTENTIAL INJURY**

Do not use aerosol cleaners. Aerosol cleaners can cause explosions or fires when used on electromechanical equipment.

**CAUTION—POTENTIAL INJURY**

When handling cartridges, for example toner cartridges, avoid skin and eye contact. Eye contact with toner can cause irritation and inflammation. Do not attempt to disassemble the cartridge, which can increase the risk of skin or eye contact.

This product is designed, tested, and approved to meet strict global safety standards with the use of specific manufacturer's 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.

SAVE THESE INSTRUCTIONS.

Learn about the printer

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- Finding the printer serial number 12
- Printer configurations..... 13
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- Adding applications to the home screen 14
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2. Learn about the printer

Finding information about the printer

What are you looking for?	Find it here
Initial setup instructions	See the setup documentation that came with the printer.
• Printer software • Print or fax driver • Printer firmware • Utility	Go to www.support.xerox.com .
• Interactive <i>User's Guide</i> • How-to videos	Go to www.support.xerox.com and search for your printer model.
• Documentation • Live chat support • Email support • Voice support	Go to www.support.xerox.com.  Note: Select your country or region, and then select your product to view the appropriate support site. Support contact information for your country or region can be found on the website or on the printed warranty that came with the printer. Have the following information ready when you contact customer support: • Place and date of purchase • Machine type and serial number For more information, see Finding the printer serial number on page 12.

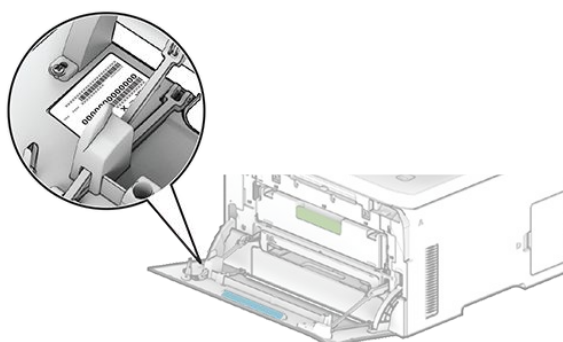
What are you looking for?	Find it here
• Safety information • Regulatory information • Warranty information • Environmental information	Warranty information varies by country or region: • In the U.S.—See the Statement of Limited Warranty included with the printer, or go to www.support.xerox.com. • In other countries and regions—See the printed warranty that came with the printer. <i>Safety, Regulatory, Recycling, and Disposal Reference Guide</i>—See the documentation that came with the printer or go to www.support.xerox.com.
Xerox product environment, health, safety, and sustainability information: • Carbon footprint • Circular economy • Chemical management • Health and safety	Go to https://www.xerox.com/en-us/about/ehs. For country- or region-specific packaging information, go to https://www.xerox.com/en-us/about/ehs/reduce-waste/packaging-and-sorting.

Finding the printer serial number

1. Open the front door, and then firmly push it down until it clicks into place.

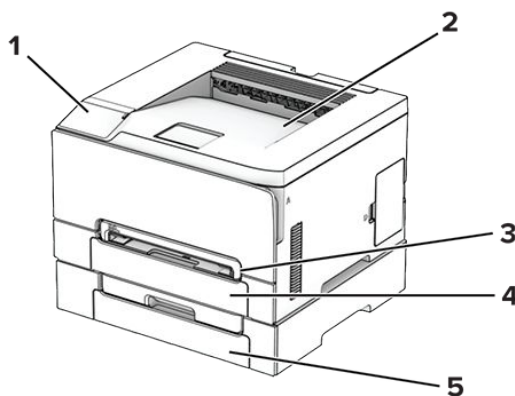


2. Locate the printer serial number behind the front door.



 **Note:** The serial number is 9, 10, or 13 digits long. Look for **SN** or **XSN** on the label.

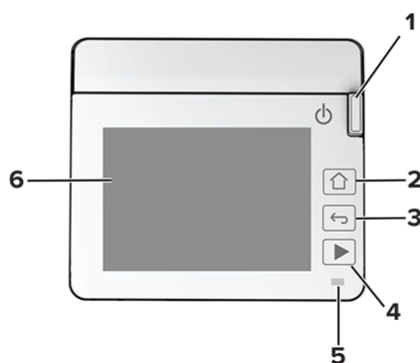
Printer configurations



1	Control panel
2	Standard bin
3	Manual feeder
4	Standard 250-sheet tray
5	Optional 250-sheet tray

 **Note:** Supported only in certain printer models.

Using the control panel



Control panel part		Function
1	Power button	- Turn on or turn off the printer.  Note: To turn off the printer, press and hold the power button for five seconds. - Set the printer to sleep mode. - Wake the printer from sleep or hibernate mode.
2	Home button	Go to the home screen.
3	Back button	Return to the previous screen.
4	Start button	Start a job, depending on which mode is selected.
5	Indicator light	Check the status of the printer. For more information, see Colors of the indicator light on page 14 .
6	Display	- View printer messages and supply status. - Set up and operate the printer.

Adding applications to the home screen

- From the control panel, navigate to **Settings** › **Device** › **Visible Home Screen Icons**.
- Select an application, and then select **Display**.

Changing the language of the on-screen keyboard

- From the control panel, navigate to **Settings** › **Device** › **Preferences** › **Keyboard** › **Keyboard Type**.
- Select a language.

Colors of the indicator light

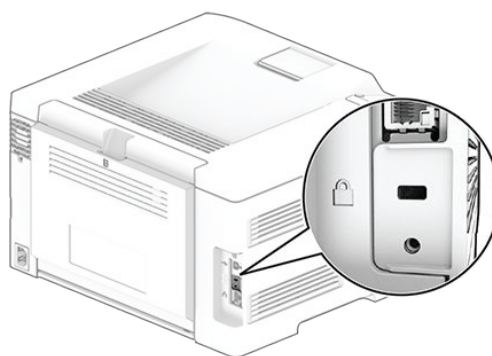
Color of the indicator light	Printer status
Off	The printer is off.
Solid blue	The printer is ready.
Blinking blue	The printer is printing or processing data.
Blinking red	The printer requires user intervention.

Color of the indicator light	Printer status
Solid amber	The printer is in sleep mode.
Blinking amber	The printer is in deep sleep or hibernate mode.
Alternating between blue and blinking red	The printer is not responding or showing anything on the display. For more information, see Indicator light is alternating between blue and blinking red on page 223.

Locating the security slot

 **Note:** This feature is available only in certain printer models.

The printer is equipped with a security lock feature. Attach a security lock compatible with most laptop computers in the location shown to secure the printer in place.



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.
- Do not use coated papers unless they are specifically designed for electrophotographic printing.

For more information on recommended paper, see the following:

- Recommended Media List (United States): <https://www.xeroxpaperusa.com/resources/recommended-media-list>
- Recommended Media List (Europe): <https://www.xerox.co.uk/en-gb/printer-supplies/recommended-printer-papers-and-specialty-media>

PAPER CHARACTERISTICS

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

Weight

Trays can feed paper of varying weights. Paper lighter than 60 gsm (16 lb-bond) may not be stiff enough to feed properly, and may cause jams. For more information, see [Supported paper weights on page 21](#).

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 the paper in its original wrapper until you use it. Exposure of paper to moisture changes can degrade its performance.

Before printing, store paper in its original wrapper for 24 to 48 hours. The environment in which the paper is stored must be the same as the printer. 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*, which runs the length of the paper or *grain short*, which runs the width of the paper. For recommended grain direction, see [Supported paper weights on page 21](#).

Fiber content

Most high-quality xerographic paper is made from 100 percent 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 that are used to make copies without carbon paper. They are 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 (± 0.09 in.). For example, optical character recognition (OCR) forms.

Sometimes, registration can be adjusted with a software app to print successfully on these forms.

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

USING RECYCLED PAPER

Xerox works to reduce the environmental impact of paper by providing customers choices when it comes to printing. One way we achieve this is by testing products to ensure recycled paper may be used—specifically, papers made with 30 %, 50 %, and 100 % post-consumer recycled content. While no official standard exists for office equipment use of paper, Xerox uses European Standard EN 12281 as a minimum properties standard. To ensure breadth of testing, test paper includes 100 % recycled papers from North America, Europe, and Asia, and tests are conducted at 8–80 % relative humidity. Testing includes duplex printing. Office paper using renewable, recycled, or chlorine-free content may all be used.

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 to 24°C (65 to 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.

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 the 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.

SUPPORTED PAPER SIZES

 **Note:** The optional 250-sheet tray is supported only in certain printer models.

Paper size	Standard or optional 250-sheet tray	Manual feeder	Two-sided printing
A4 210 x 297 mm (8.27 x 11.7 in.)	✓	✓	✓
A5 Portrait (Short-edge feed) ¹ 148 x 210 mm (5.83 x 8.27 in.)	✓	✓	X
A5 Landscape (Long-edge feed) ² 210 x 148 mm (8.27 x 5.83 in.)	✓	✓	X
JIS B5 182 x 257 mm (7.17 x 10.1 in.)	✓	✓	X
A6 105 x 148 mm (4.13 x 5.83 in.)	✓	✓	X
1/3 A4 95 x 210 mm (3.7 x 8.3 in.)	✓ ³	✓ ³	X
Statement 139.7 x 215.9 mm (5.5 x 8.5 in.)	✓	✓	X
Letter 215.9 x 279.4 mm (8.5 x 11 in.)	✓	✓	✓
Folio 215.9 x 330.2 mm (8.5 x 13 in.)	✓	✓	✓
Oficio (Mexico) 215.9 x 340.4 mm (8.5 x 13.4 in.)	✓	✓	✓
Legal 215.9 x 355.6 mm (8.5 x 14 in.)	✓	✓	✓

Paper size	Standard or optional 250-sheet tray	Manual feeder	Two-sided printing
Executive 184.2 x 266.7 mm (7.25 x 10.5 in.)	✓	✓	X
Hagaki 100 x 148 mm (3.94 x 5.83 in.)	✓	✓	X
7 3/4 Envelope 98.4 x 190.5 mm (3.875 x 7.5 in.)	✓	✓	X
9 Envelope 98.4 x 225.4 mm (3.875 x 8.9 in.)	✓	✓	X
10 Envelope 104.8 x 241.3 mm (4.12 x 9.5 in.)	✓	✓	X
DL Envelope 110 x 220 mm (4.33 x 8.66 in.)	✓	✓	X
C5 Envelope 162 x 229 mm (6.38 x 9.01 in.)	✓	✓	X
B5 Envelope 176 x 250 mm (6.93 x 9.84 in.)	✓	✓	X
Monarch 98.425 x 190.5 mm (3.875 x 7.5 in.)	✓	✓	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
Universal	✓ ^{4,6}	✓ ^{4,6}	✓ ⁵

SUPPORTED PAPER TYPES

 **Note:** The optional 250-sheet tray is supported only in certain printer models.

Paper type	Standard or optional 250-sheet tray	Manual feeder	Two-sided printing
Plain paper	✓	✓	✓
Card stock	✓	✓	X
Transparencies	X	X	X
Recycled	✓	✓	✓
Glossy	✓	✓	✓
Heavy Glossy	✓	✓	✓
Labels	✓	✓	X
Vinyl Labels	X	X	X
Bond	✓	✓	✓
Envelope	✓	✓	X
Rough Envelope	✓	✓	X
Letterhead	✓	✓	✓
Preprinted	✓	✓	✓
Colored Paper	✓	✓	✓
Light Paper	✓	✓	✓
Heavy Paper	✓	✓	✓
Rough Cotton	✓	✓	✓
Custom Type	✓	✓	✓

¹ When running on short-edge feed, A5 is treated as narrow paper.

² The default support is long-edge feed.

³ Feeding performance may vary and should be evaluated on a case-by-case basis to ensure optimal functionality.

⁴ Support paper sizes ranging from 94 x 148 mm (3.7 x 5.83 in.) to 215.9 x 355.6 mm (8.5 x 14 in.).

⁵ Support paper sizes ranging from 210 x 279 mm (8.27 x 11 in.) to 215.9 x 355.6 mm (8.5 x 14 in.).

⁶ Feeding performance for widths smaller than 98 mm or 3.86 in. may vary and should be evaluated on a case-by-case basis to ensure optimal functionality.

SUPPORTED PAPER WEIGHTS



- The optional 250-sheet tray is supported only in certain printer models.
- For Hagaki and A6, the manual feeder can support up to 209 gsm. Heavier weight must be tested for acceptability.

Standard 250-sheet tray	Manual feeder	Two-sided printing	Optional 250-sheet tray
60–162 gsm (16–43 lb-bond)	60–200 gsm (16–53 lb-bond)	60–105 gsm (16–28 lb-bond)	60–200 gsm (16–53 lb-bond)

Set up, install, and configure

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- Printer ports and socket..... 24
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- Configuring apps and solutions..... 38
- Loading paper and specialty media..... 40
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3. Set up, install, and configure

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.

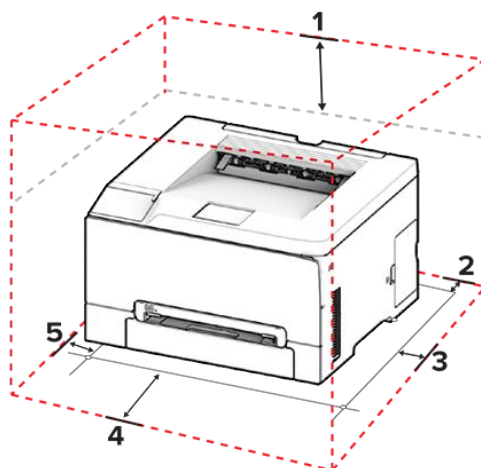
**CAUTION—SHOCK HAZARD**

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	15.6 to 32.2°C (60 to 90°F)

- Allow the following recommended amount of space around the printer for proper ventilation:



1	Top	101 mm (4 in.)
2	Rear	102 mm (4 in.)
3	Right side	76 mm (3 in.)
4	Front	76 mm (3 in.)
5	Left side	76 mm (3 in.)

Printer ports and socket



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.



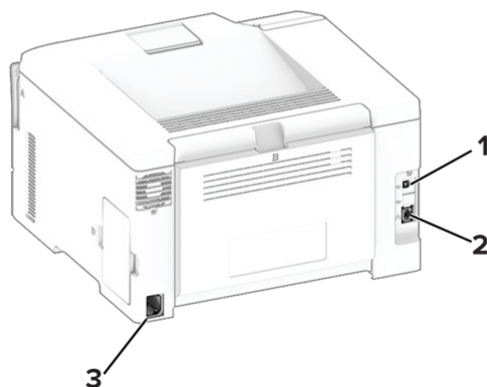
CAUTION—POTENTIAL INJURY

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—Potential Damage

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.



	Printer port	Function
1	USB printer port	Connect the printer to a computer.
2	Ethernet port	Connect the printer to a network.
3	Power cord socket	Connect the printer to a properly grounded electrical outlet.

Xerox Easy Assist (XEA)

XEROX® EASY ASSIST (XEA)

The Xerox Easy Assist app lets you manage your printer from your mobile device. With the app, you can:

- Set up your new printer quickly.
- Manage printer settings and configuration.
- View supply alerts and order supplies.
- Get live troubleshooting support.

To install the Xerox Easy Assist app, scan the QR code or search for the app in the Apple App Store or Google Play Store. There are two types of XEA QR codes:

- **QR Code to acquire the XEA app**—Scan this QR Code with your mobile device to install the Xerox Easy Assist app for the first time. You can find the QR Code on the printer packaging or in the *Setup Sheet* that came with the printer.
- **QR Code to connect your mobile device to the printer**—Use this QR Code to set up a wireless connection between your mobile device and the printer (for example, Wi-Fi Direct). On printers with a touchscreen interface, you can find this QR Code on the control panel during the Install Wizard. The QR Code contains all the information needed to connect your mobile device and printer without entering any technical details. To connect, scan the QR Code using the Xerox Easy Assist app. For more information, see [Connecting Xerox Easy Assist app to already installed printers on page 28](#).

If the printer has network connection, you can connect to the XEA app in your mobile device by typing the IP address of the printer.

Primary features of the Xerox Easy Assist app:

- **Set up a new printer**

If you have the QR Code or IP Address, you can set up a new Xerox printer using the Xerox Easy Assist app. On the My Printers screen, tap **Add**, then select **Set Up Your New Printer** and follow the app instructions.

For more information, see [Adding multiple printers to the Xerox Easy Assist app on page 29](#).

- **Alerts**

The app notifies you of printer errors or issues. To view the error details, tap the  icon.

- **Printer status**

Displays printer information such as readiness, toner level, and tray status. For more information, tap the

 **Printer** icon. To reorder toner, select the  icon, and then tap **Reorder**.

- **Order supplies**

Order parts and supplies through the app. If toner is low, tap **Supplies**. You can add your own supplier if not listed:

1. Tap **Add Supplier** when prompted.
2. Enter details in **Device Settings › Supplier Profile**
3. After setup, tap **Buy** to visit the supplier web page.

Xerox Retail Store is the default supplier. You can also view the **Supplies Plan** and **Supplies Log** in the **Order Supplies** page.

- **Print**

Print directly from the app. Select your printer, tap **Print**, choose the document, and confirm.

- **Device settings**

You can view and edit printer settings in the **Device Settings** tab. If you did not set a password during setup, you must create one to access or modify settings. The **Device Settings** tab includes:

- **About**
- **Language**
- **Wi-Fi Setup**
- **Measurements**
- **Date & Time**
- **Sound**
- **Power Saver**
- **Supplier Profile**
- **Admin Password**

- **Support center**

Use the **Support Center** in the Xerox Easy Assist app to request help and find solutions for printer-related issues. Available services include:

- **Printer's Website**—Select your printer, and then navigate to **Support Center › Printer's Website** to view full printer configuration and access the printer web page. The **Additional Printer Settings** page also includes **Share Link** to email the printer IP address and other details.
- **Chat**—Select your printer, and then navigate to **Support Center › Chat** to connect with a Xerox Support chatbot.
- **Support Website**—Select your printer, and then navigate to **Support Center › Support Website** to access the official website for product support and resources.
- **Print Driver**—Select your printer, and then navigate to **Support Center › Print Driver** to download print drivers. Enter your email in the **Email** field, tap **+** to add it, and the app sends a Quick Link for driver installation.
- **Print Test Page**—Select your printer, and then navigate to **Support Center › Print Test Page** to print a test page and confirm settings.
- **Product Registration**—Select your printer, and then navigate to **Support Center › Product Registration** to access the registration webpage for your printer.
- **Sustainability**—Select your printer, and then navigate to **Support Center › Sustainability** to access **Xerox Sustainability Efforts**, including waste management, health and safety data, and other initiatives.
- **Remove a printer**

To remove a printer from the Xerox Easy Assist app, select the printer, and then tap the printer icon. At the bottom of Printer Status, tap **Remove From My Printers**.

PRIOR TO INSTALLING THE PRINTER: INITIAL SET UP WITH THE XEROX EASY ASSIST APP

To complete the initial setup and install the Xerox Easy Assist app for the first time, do the following:

1. Turn on the printer.
2. Select your display language and country or region, and then select **Next**.
3. Select **Use Phone**.
4. Select **Download**, and then scan the QR code on the control panel using your mobile device.
5. Install the app on your mobile device.
6. Select **Next Get Connected**, and then select **Show QR Code**.
7. Open the app and accept the Privacy Statement and End-User License Agreement (EULA) by checking both boxes. Tap **Continue**.



Note: The Xerox Easy Assist app provides instructions for unpacking your printer. To watch an unpacking video, scan the QR code on the packaging. You can also refer to the setup sheet that came with your printer.

8. To add a new printer on the app, navigate to **Add Printer › Set Up Your New Printer**.
9. Select your printer model from the list.
10. Tap **I've unboxed my printer**.
11. Tap **Scan QR Code**, and then tap **I'm ready to scan**.
12. Scan the QR code on the printer control panel.
13. The Wi-Fi Direct Name of the printer appears. Tap **Connect**.

14. Tap **Continue to printer setup**.
15. Using the Xerox Easy Assist app, configure the general settings.
16. To complete the initial setup in the app, enter the required printer information, and then tap **Complete Setup**.

After completing the setup, you can use the Xerox Easy Assist app to:

- Add another printer
- Check printer status
- Order supplies
- Download print and scan drivers
- Print
- Access troubleshooting support
- Access the printer website or Embedded Web Server
- View Environment, Health, and Safety information
- Remove a printer from the XEA app My Printers list

For more information on the Xerox Easy Assist app features, see [Xerox Easy Assist \(XEA\) on page 25](#).

CONNECTING XEROX EASY ASSIST APP TO ALREADY INSTALLED PRINTERS

To use the Xerox Easy Assist (XEA) app for a printer that is already installed and connected to your network, you can connect through QR code or IP address.

Before you begin, make sure that the printer and mobile device are connected to the same network.

Connecting through QR Code

1. Download the Xerox Easy Assist (XEA) app from the Apple App Store or Google Play Store.
2. Tap **Add Printer**, and then tap **Connect to an Existing Printer**.
3. The app searches for printers on your network. To connect through QR Code, tap **Skip**, and then select your printer model from the list of valid printers.
4. Tap **Scan QR code**, and then tap **I'm Ready to Scan**.



5. On the printer control panel, select .
6. From the Control Center, select **Xerox Easy Assist**.
7. Select **Show QR Code**.
8. Scan the QR Code using the XEA app and follow the on-screen instructions.

Connecting through IP address

1. Download the Xerox Easy Assist (XEA) app from the Apple App Store or Google Play Store.
2. Tap **Add Printer**, and then tap **Connect to an Existing Printer**.

3. The app searches for printers on your network. To connect through QR Code, tap **Skip**, and then select your printer model from the list of valid printers.
4. Tap **Enter IP Address**, and then tap **Enter IP Address**.
 **Note:** You can find the IP address at the top of the printer display.
5. Enter the IP Address, tap **OK**, and then follow the on-screen instructions.

ADDING MULTIPLE PRINTERS TO THE XEROX EASY ASSIST APP

If your printer is already set up on your network and the initial setup is complete, you can add additional printers to the My Printers list in the XEA app. The app lets you view printer status, install drivers, and access Chatbot support. To add printers on the same network:

1. Open the XEA app on your mobile device.

2. Tap , and then tap **My Printers**.

3. Tap **Add**.

4. Select **Connect to Existing Printer**. You can add a printer using any of the following methods:
 - **QR Code**

Use the XEA app scanner to scan the printer QR code. Tap **Scan QR Code** in the app. For more information, see [Connecting Xerox Easy Assist app to already installed printers on page 28](#).

- **IP Address**

Add the printer manually by entering its IP address. Tap **IP Address**, enter the printer IP address, then tap **OK**. For more information, see [Connecting Xerox Easy Assist app to already installed printers on page 28](#).

- **Finding the Nearby Network Printers**

When your mobile device is connected to the same wireless or wired network as the printer, the app automatically searches for printers.

- If the app finds the printer, you can select it and add it directly.
- If the app does not find the printer, you can still add it manually using the IP address.

 **Note:** If the printer and mobile device fail to communicate, ensure both are connected to the same network.

Configuring the email SMTP settings

Configure the Simple Mail Transfer Protocol (SMTP) settings to send printer notifications through email. The settings vary with each service provider. For more information, see [Email service providers](#).

Before you begin, make sure that the printer is connected to a network and the network is connected to the Internet.

USING THE EMBEDDED WEB SERVER

1. Open a web browser, and then type the printer IP address in the address field.

Notes

- You can find the IP address at the top of the printer display.
- Make sure that the printer and computer are connected to the same network.

2. Click **Settings** › **Device** › **Notifications** › **Email Alerts Setup** › **Email Setup**.
3. Configure the email settings. For more information, see [Email service providers](#).

Notes

- For email service providers that are not on the list, contact your provider and ask for the settings.
- For Microsoft 365 or Outlook Live email service provider, you must register your printer to OAuth 2.0 Authentication. For more information, see [Setting up OAuth 2.0 Authentication for Email Server using the Embedded Web Server](#).

4. Click **Save**.

SETTING UP OAUTH 2.0 AUTHENTICATION FOR EMAIL SERVER USING THE EMBEDDED WEB SERVER

1. Open a web browser, and then type the printer IP address in the address field.

Notes

- You can find the IP address at the top of the printer display.
- Make sure that the printer and computer are connected to the same network.

2. Click **Settings** › **Device** › **Notifications** › **Email Alerts Setup** › **Email Setup**.
3. Click **Set Up OAuth 2 for Email Server**, and then click **Register**.
4. Go to <https://microsoft.com/devicelogin>.
5. Enter the code that was generated in the Embedded Web Server.
6. Log in to your Outlook account.
7. Follow the on-screen instructions.

EMAIL SERVICE PROVIDERS

Use the following table to determine the SMTP settings of your service provider.

Notes

- If you encounter errors using the settings provided, then contact your service provider.
- If your service provider is not listed, then contact your provider.

- AOL Mail
- Comcast Mail
- Gmail
- iCloud Mail
- Mail.com
- NetEase Mail (mail.126.com)
- NetEase Mail (mail.163.com)
- NetEase Mail (mail.yeah.net)
- Outlook Live or Microsoft 365
- QQ Mail
- Sina Mail
- Sohu Mail
- Yahoo! Mail
- Zoho Mail

AOL Mail

Setting	Value
Primary SMTP Gateway	smtp.aol.com
Primary SMTP Gateway Port	587
Use SSL/TLS	Required
Require Trusted Certificate	Disabled
Reply Address	Your email address
SMTP Server Authentication	Login / Plain
Device-Initiated Email	Use Device SMTP Credentials
Device UserID	Your email address
Device Password	App password  Note: To create an app password, go to the AOL Account Security page, log in to your account, and then click Generate app password .

Comcast Mail

Setting	Value
Primary SMTP Gateway	smtp.comcast.net
Primary SMTP Gateway Port	587
Use SSL/TLS	Required

Setting	Value
Require Trusted Certificate	Disabled
Reply Address	Your email address
SMTP Server Authentication	Login / Plain
Device-Initiated Email	Use Device SMTP Credentials
Device UserID	Your email address
Device Password	Account password

Gmail™

 **Note:** Make sure that two-step verification is enabled on your Google account. To enable two-step verification, go to the [Google Account Security](#) page, log in to your account, and then from the **Security & sign-in** section, enable **2-Step Verification**.

Setting	Value
Primary SMTP Gateway	smtp.gmail.com
Primary SMTP Gateway Port	587
Use SSL/TLS	Required
Require Trusted Certificate	Disabled
Reply Address	Your email address
SMTP Server Authentication	Login / Plain
Device-Initiated Email	Use Device SMTP Credentials
Device UserID	Your email address
Device Password	App password  Notes - To create an app password, go to https://myaccount.google.com/apppasswords. "App passwords" is available only if two-step verification is enabled.

iCloud Mail

 **Note:** Make sure that two-step verification is enabled on your account.

Setting	Value
Primary SMTP Gateway	smtp.mail.me.com
Primary SMTP Gateway Port	587

Setting	Value
Use SSL/TLS	Required
Require Trusted Certificate	Disabled
Reply Address	Your email address
SMTP Server Authentication	Login / Plain
Device-Initiated Email	Use Device SMTP Credentials
Device UserID	Your email address
Device Password	App password  Note: To create an app password, go to the iCloud Account Management page, log in to your account, and then from the Security section, click Generate Password .

Mail.com

Setting	Value
Primary SMTP Gateway	smtp.mail.com
Primary SMTP Gateway Port	587
Use SSL/TLS	Required
Require Trusted Certificate	Disabled
Reply Address	Your email address
SMTP Server Authentication	Login / Plain
Device-Initiated Email	Use Device SMTP Credentials
Device UserID	Your email address
Device Password	Account password

NetEase Mail (mail.126.com)

 **Note:** Make sure that the SMTP service is enabled on your account. To enable the service, from the NetEase Mail home page, click **Settings** › **POP3/SMTP/IMAP**, and then enable either **IMAP/SMTP service** or **POP3/SMTP service**.

Setting	Value
Primary SMTP Gateway	smtp.126.com
Primary SMTP Gateway Port	465
Use SSL/TLS	Required
Require Trusted Certificate	Disabled

Setting	Value
Reply Address	Your email address
SMTP Server Authentication	Login / Plain
Device-Initiated Email	Use Device SMTP Credentials
Device UserID	Your email address
Device Password	Authorization password  Note: The authorization password is provided when IMAP/SMTP service or POP3/SMTP service is enabled.

NetEase Mail (mail.163.com)

 **Note:** Make sure that the SMTP service is enabled on your account. To enable the service, from the NetEase Mail home page, click **Settings** › **POP3/SMTP/IMAP**, and then enable either **IMAP/SMTP service** or **POP3/SMTP service**.

Setting	Value
Primary SMTP Gateway	smtp.163.com
Primary SMTP Gateway Port	465
Use SSL/TLS	Required
Require Trusted Certificate	Disabled
Reply Address	Your email address
SMTP Server Authentication	Login / Plain
Device-Initiated Email	Use Device SMTP Credentials
Device UserID	Your email address
Device Password	Authorization password  Note: The authorization password is provided when IMAP/SMTP service or POP3/SMTP service is enabled.

NetEase Mail (mail.yeah.net)

 **Note:** Make sure that the SMTP service is enabled on your account. To enable the service, from the NetEase Mail home page, click **Settings** › **POP3/SMTP/IMAP**, and then enable either **IMAP/SMTP service** or **POP3/SMTP service**.

Setting	Value
Primary SMTP Gateway	smtp.yeah.net
Primary SMTP Gateway Port	465

Setting	Value
Use SSL/TLS	Required
Require Trusted Certificate	Disabled
Reply Address	Your email address
SMTP Server Authentication	Login / Plain
Device-Initiated Email	Use Device SMTP Credentials
Device UserID	Your email address
Device Password	Authorization password  Note: The authorization password is provided when IMAP/SMTP service or POP3/SMTP service is enabled.

Outlook Live or Microsoft 365

Setting	Value (OAuth2.0 Authentication)
Primary SMTP Gateway	smtp.office365.com
Primary SMTP Gateway Port	587
Use SSL/TLS	Required
Require Trusted Certificate	Disabled
Reply Address	The email address used to register OAuth 2.0 Authentication
SMTP Server Authentication	OAuth2.0
User-Initiated Email	Use Device SMTP Credentials
Device-Initiated Email	Use Device SMTP Credentials
Device UserID	N/A
Device Password	N/A

 **Note:** For more setup options for business using Microsoft 365, go to the [Microsoft 365 help page](#).

QQ Mail

 **Note:** Make sure that the SMTP service is enabled on your account. To enable the service, from the QQ Mail home page, click **Settings** › **Account**, and then from the POP3/IMAP/SMTP/Exchange/CardDAV/CalDAV Service section, enable either **POP3/SMTP service** or **IMAP/SMTP service**.

Setting	Value
Primary SMTP Gateway	smtp.qq.com
Primary SMTP Gateway Port	587

Setting	Value
Use SSL/TLS	Required
Require Trusted Certificate	Disabled
Reply Address	Your email address
SMTP Server Authentication	Login / Plain
Device-Initiated Email	Use Device SMTP Credentials
Device UserID	Your email address
Device Password	Authorization code  Note: To generate an authorization code, from the QQ Mail home page, click Settings > Account . From the POP3/IMAP/SMTP/Exchange/CardDAV/CalDAV Service section, click Generate authorization code .

Sina Mail

 **Note:** Make sure that the POP3/SMTP service is enabled on your account. To enable the service, from the Sina Mail home page, click **Settings > More settings > User-end POP/IMAP/SMTP**, and then enable POP3/SMTP service.

Setting	Value
Primary SMTP Gateway	smtp.sina.com
Primary SMTP Gateway Port	587
Use SSL/TLS	Required
Require Trusted Certificate	Disabled
Reply Address	Your email address
SMTP Server Authentication	Login / Plain
Device-Initiated Email	Use Device SMTP Credentials
Device UserID	Your email address
Device Password	Authorization code  Note: To create an authorization code, from the email home page, click Settings > More settings > User-end POP/IMAP/SMTP , and then enable Authorization code status .

Sohu Mail

 **Note:** Make sure that the SMTP service is enabled on your account. To enable the service, from the Sohu Mail home page, click **Options > Settings > POP3/SMTP/IMAP**, and then enable either **IMAP/SMTP service** or **POP3/SMTP service**.

Setting	Value
Primary SMTP Gateway	smtp.sohu.com
Primary SMTP Gateway Port	465
Use SSL/TLS	Required
Require Trusted Certificate	Disabled
Reply Address	Your email address
SMTP Server Authentication	Login / Plain
Device-Initiated Email	Use Device SMTP Credentials
Device UserID	Your email address
Device Password	Independent password  Note: The independent password is provided when IMAP/SMTP service or POP3/SMTP service is enabled.

Yahoo! Mail

Setting	Value
Primary SMTP Gateway	smtp.mail.yahoo.com
Primary SMTP Gateway Port	587
Use SSL/TLS	Required
Require Trusted Certificate	Disabled
Reply Address	Your email address
SMTP Server Authentication	Login / Plain
Device-Initiated Email	Use Device SMTP Credentials
Device UserID	Your email address
Device Password	App password  Note: To create an app password, go to the Yahoo Account Security page, log in to your account, and then click Generate app password .

Zoho Mail

Setting	Value
Primary SMTP Gateway	smtp.zoho.com
Primary SMTP Gateway Port	587

Setting	Value
Use SSL/TLS	Required
Require Trusted Certificate	Disabled
Reply Address	Your email address
SMTP Server Authentication	Login / Plain
Device-Initiated Email	Use Device SMTP Credentials
Device UserID	Your email address
Device Password	Account password or app password  Notes • For accounts with two-step verification disabled, use your account password. • For accounts with two-step verification enabled, use an app password. To create an app password, go to the Zoho Mail Account Security page, log in to your account, and then from the Application-Specific Passwords section, click Generate New Password.

Configuring apps and solutions

CONFIGURING BOOKMARKS

Creating bookmarks

1. Open a web browser, and then type the printer IP address in the address field.

Notes

- You can find the IP address at the top of the printer display.
 - Make sure that the printer and computer are connected to the same network.
2. Click **Bookmarks** > **Add Bookmark**, and then type a bookmark name.
 3. Select an **Address** protocol type, and then do one of the following:
 - For HTTP and HTTPS, type the URL that you want to bookmark.
 - For HTTPS, make sure to use the host name instead of the IP address. For example, type **mywebsite.com/sample.pdf** instead of typing **123.123.123.123/sample.pdf**. Make sure that the host name also matches the Common Name (CN) value in the server certificate. For more information on obtaining the CN value in the server certificate, see the help information for your web browser.

- For FTP, type the FTP address. For example, **myServer/myDirectory**. Enter the FTP port number. Port 21 is the default port for sending commands.
- For SMB, type the network folder address. For example, **myServer/myShare/myFile.pdf**. Type the network domain name.
- If necessary, select the **Authentication** type for FTP and SMB.

Notes

- The application supports the following file types: PDF, JPEG, and TIFF. Other file types such as DOCX and XLSX are supported in certain printer models.
- To limit access to the bookmark, enter a PIN.

4. Click **Save**.

Creating folders

1. Open a web browser, and then type the printer IP address in the address field.

Notes

- You can find the IP address at the top of the printer display.
- Make sure that the printer and computer are connected to the same network.

2. Navigate to **Bookmarks › Add Folder**, and then type a folder name.

Note: To limit access to the folder, enter a PIN.

3. Click **Save**.

CREATING A CLOUD CONNECTOR PROFILE

1. From the control panel, select **Cloud Connector**.

2. Select a cloud service provider.

3. Select **Create** or .

4. Type a unique profile name, and then select **Done**.

Note: We recommend creating a PIN to protect the profile.

5. Take note of the authorization code.

Note: The authorization code is valid only for 24 hours.

6. Open a web browser, and then go to <https://lexmark.cloud-connect.co>.
7. Select **Next**, and then enter the authorization code.
8. Select **Connect**, and then accept the Terms of Use.
9. Log in to your cloud service provider account.

10. Grant permissions.



Note: To complete the authorization process, open the profile within 72 hours.

Loading paper and specialty media

SETTING THE PAPER SIZE AND TYPE

1. From the control panel, navigate to **Settings** > **Paper** > **Tray Configuration** > **Paper Size/Type**.
2. Select a paper source.
3. Set the paper size and type.

SETTING THE PAPER WEIGHT AND TEXTURE

1. From the control panel, navigate to **Settings** > **Paper** > **Media Configuration** > **Media Type Setup**.
2. Select the paper type, and then adjust the **Weight** and **Texture** settings.



Note: Check the ream packaging to confirm the weight of the paper loaded.

Use the following table for reference. The table lists the recommended settings for paper weight, texture, and other print parameters.



Note: Paper type and paper weight support vary by printer model. For more information, see [Supported paper types on page 20](#) and [Supported paper weights on page 21](#).

Printer settings					
Paper weight specs	Paper type	Paper weight	Paper texture	Fuser temperature	Toner transfer setting
60–74 gsm (16–20-lb bond)	Plain Paper	Light	Smooth	Light paper low	Light weight, Copy/Office
60–74 gsm (16–20-lb bond)	Plain Paper	Light	Normal	Light paper normal	Light weight, Copy/Office
60–74 gsm (16–20-lb bond)	Plain Paper	Light	Rough	Light paper high	Light weight, Copy/Office
74–90 gsm (20–24-lb bond)	Plain Paper	Normal	Smooth	Plain paper low	Normal weight, Copy/Office
74–90 gsm (20–24-lb bond)	Plain Paper	Normal	Normal	Plain paper normal	Normal weight, Copy/Office

Printer settings					
Paper weight specs	Paper type	Paper weight	Paper texture	Fuser temperature	Toner transfer setting
74–90 gsm (20–24-lb bond)	Plain Paper	Normal	Rough	Plain paper high	Normal weight, Copy/Office
90–120 gsm (24–32-lb bond)	Plain Paper	Heavy	Smooth	Heavy paper low	Heavyweight, Premium
90–120 gsm (24–32-lb bond)	Plain Paper	Heavy	Normal	Heavy paper normal	Heavyweight, Premium
90–120 gsm (24–32-lb bond)	Plain Paper	Heavy	Rough	Heavy paper high	Heavyweight, Premium
60–74 gsm Cotton (16–20-lb bond)	Rough/Cotton	Light	Rough	Heavy paper normal	Up to 25 % cotton
74–90 gsm Cotton (20–24-lb bond)	Rough/Cotton	Normal	Rough	Heavy paper normal	Up to 25 % cotton
90–120 gsm Cotton (24–32-lb bond)	Rough/Cotton	Heavy	Rough	Heavy paper normal	100 % cotton
105–165 gsm Coated (39–60-lb cover)	Glossy	Light	Smooth	Light paper normal	High gloss/ Glossy
105–165 gsm Coated (39–60-lb cover)	Glossy	Light	Normal	Light paper normal	High gloss/ Glossy
105–165 gsm Coated (39–60-lb cover)	Glossy	Light	Rough	Light paper normal	High gloss/ Glossy
165–220 gsm Coated (60–80-lb cover)	Glossy	Normal	Smooth	Light paper high	High gloss/ Glossy
165–220 gsm Coated (60–80-lb cover)	Glossy	Normal	Normal	Light paper high	High gloss/ Glossy
165–220 gsm Coated (60–80-lb cover)	Glossy	Normal	Rough	Light paper high	High gloss/ Glossy

Printer settings					
Paper weight specs	Paper type	Paper weight	Paper texture	Fuser temperature	Toner transfer setting
220–300 gsm Coated (80–110-lb cover)	Glossy	Heavy	Smooth	Heavy paper high	High gloss/ Glossy
220–300 gsm Coated (80–110-lb cover)	Glossy	Heavy	Normal	Heavy paper high	High gloss/ Glossy
220–300 gsm Coated (80–110-lb cover)	Glossy	Heavy	Rough	Heavy paper high	High gloss/ Glossy
120–160 gsm (66–90-lb index)	Card Stock	Light	Smooth	Heavy paper low	Card Stock
120–160 gsm (66–90-lb index)	Card Stock	Light	Normal	Heavy paper low	Card stock
120–160 gsm (66–90-lb index)	Card Stock	Light	Rough	Heavy paper low	Card stock
160–220 gsm (90–120-lb index)	Card Stock	Normal	Smooth	Heavy paper normal	Card stock
160–220 gsm (90–120-lb index)	Card Stock	Normal	Normal	Heavy paper normal	Card stock
160–220 gsm (90–120-lb index)	Card Stock	Normal	Rough	Heavy paper normal	Card stock
220–300 gsm (120–166-lb index)	Card Stock	Heavy	Smooth	Heavy paper high	Card stock
220–300 gsm (120–166-lb index)	Card Stock	Heavy	Normal	Heavy paper high	Card stock
220–300 gsm (120–166-lb index)	Card Stock	Heavy	Rough	Heavy paper high	Card stock
80–130 gsm	Label	Light	Smooth	Heavy paper low	Paper label

Printer settings					
Paper weight specs	Paper type	Paper weight	Paper texture	Fuser temperature	Toner transfer setting
80–130 gsm	Label	Light	Normal	Heavy paper low	Paper label
80–130 gsm	Label	Light	Rough	Heavy paper low	Paper label
130–180 gsm	Label	Normal	Smooth	Heavy paper normal	Paper label
130–180 gsm	Label	Normal	Normal	Heavy paper normal	Paper label
130–180 gsm	Label	Normal	Rough	Heavy paper normal	Paper label
180–230 gsm	Label	Heavy	Smooth	Heavy paper high	Paper label
180–230 gsm	Label	Heavy	Normal	Heavy paper high	Paper label
180–230 gsm	Label	Heavy	Rough	Heavy paper high	Paper label
160–180 gsm	Vinyl Label	Light	Smooth	Heavy paper low	Vinyl label
160–180 gsm	Vinyl Label	Light	Normal	Heavy paper low	Vinyl label
160–180 gsm	Vinyl Label	Light	Rough	Heavy paper low	Vinyl label
180–220 gsm	Vinyl Label	Normal	Smooth	Heavy paper normal	Vinyl label
180–220 gsm	Vinyl Label	Normal	Normal	Heavy paper normal	Vinyl label
180–220 gsm	Vinyl Label	Normal	Rough	Heavy paper normal	Vinyl label
220–300 gsm	Vinyl Label	Heavy	Smooth	Heavy paper high	Vinyl label
220–300 gsm	Vinyl Label	Heavy	Normal	Heavy paper high	Vinyl label
220–300 gsm	Vinyl Label	Heavy	Rough	Heavy paper high	Vinyl label
52–75 gsm (14-lb bond)	Envelope	Light	Smooth	Plain paper low	Envelope

Printer settings					
Paper weight specs	Paper type	Paper weight	Paper texture	Fuser temperature	Toner transfer setting
52–75 gsm (14-lb bond)	Envelope	Light	Normal	Plain paper low	Envelope
52–75 gsm (14-lb bond)	Envelope	Light	Rough	Plain paper low	Envelope
75–90 gsm (20-lb bond)	Envelope	Normal	Smooth	Heavy paper low	Envelope
75–90 gsm (20-lb bond)	Envelope	Normal	Normal	Heavy paper low	Envelope
75–90 gsm (20-lb bond)	Envelope	Normal	Rough	Heavy paper low	Envelope
> 90 gsm (24-lb bond)	Envelope	Heavy	Smooth	Heavy paper normal	Envelope
> 90 gsm (24-lb bond)	Envelope	Heavy	Normal	Heavy paper normal	Envelope
> 90 gsm (24-lb bond)	Envelope	Heavy	Rough	Heavy paper normal	Envelope

Notes

- Light Paper uses the same transfer and fuser settings as Plain Paper–Light, based on the selected texture.
- Letterhead, Preprinted, Colored Paper, Bond, and Recycled use the same transfer and fuser settings as Plain Paper–Normal, based on the selected texture.
- Heavy Paper has the same transfer and fuser settings as Plain Paper–Heavy, based on the selected texture.
- Toner transfer is the process of placing the toner on the paper.
- Fusing is the process of melting and fixing the toner to the paper.

CONFIGURING UNIVERSAL PAPER SETTINGS

The **Universal Setup** menu lets you set the width and height of a paper size that is not preset in the printer.

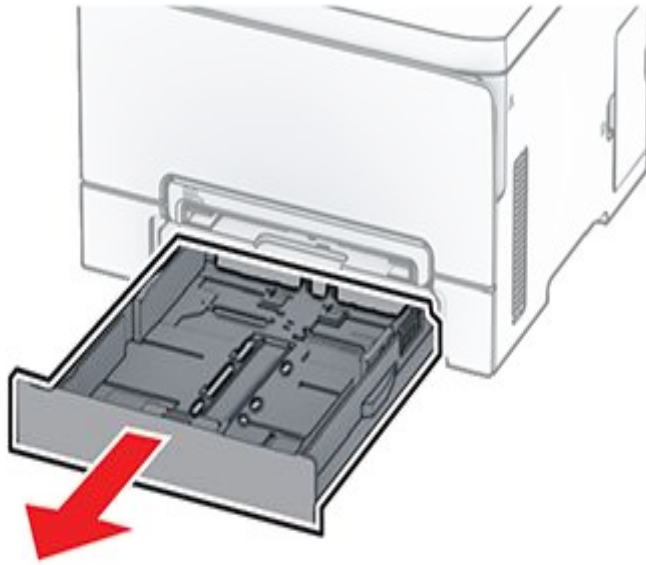
1. From the control panel, navigate to **Settings** › **Paper** › **Media Configuration** › **Universal Setup**.
2. Select **All Input Trays**, and then configure the settings for the paper size that you want to customize.

LOADING TRAYS

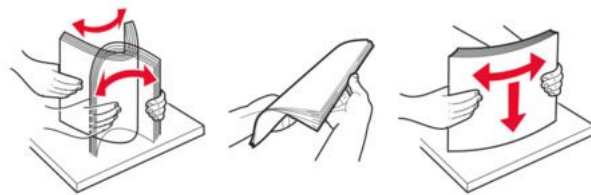
1. Remove the tray.



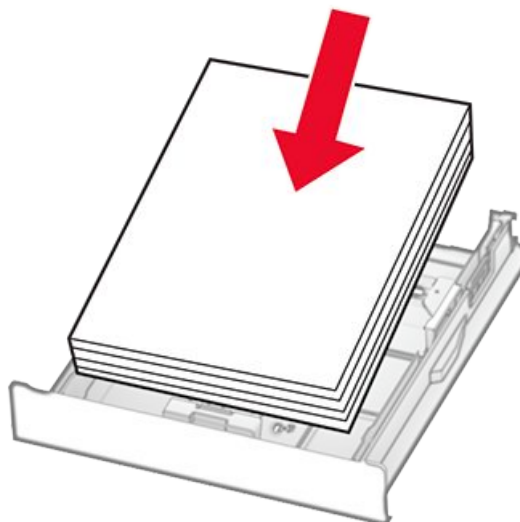
Note: To avoid paper jams, do not remove trays while the printer is busy.



2. Flex, fan, and align the paper edges before loading.

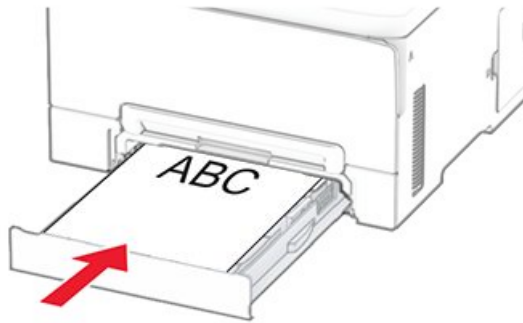


3. Load the paper stack with the printable side face up.

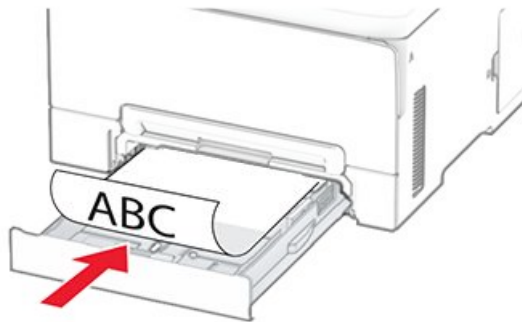


 Notes

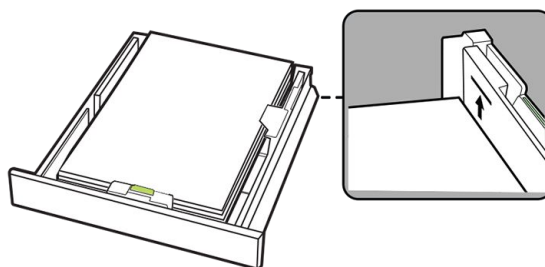
- Load letterhead face up with the header toward the back of the tray for one-sided printing.



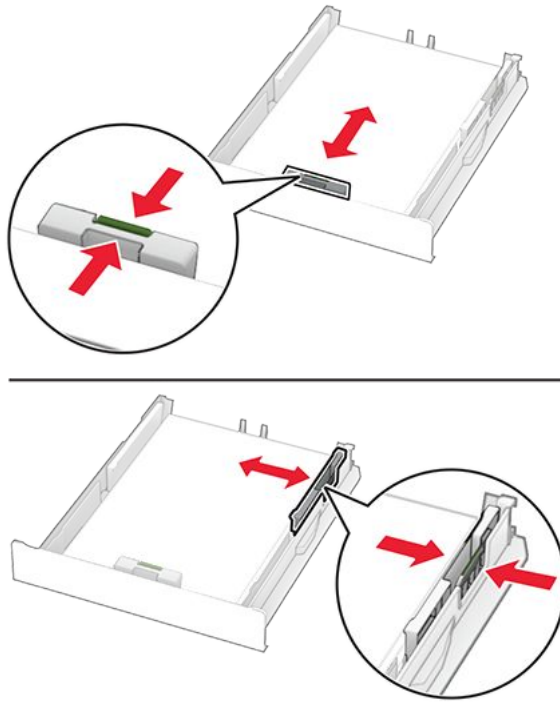
- Load letterhead face down with the header toward the front of the tray for two-sided printing.



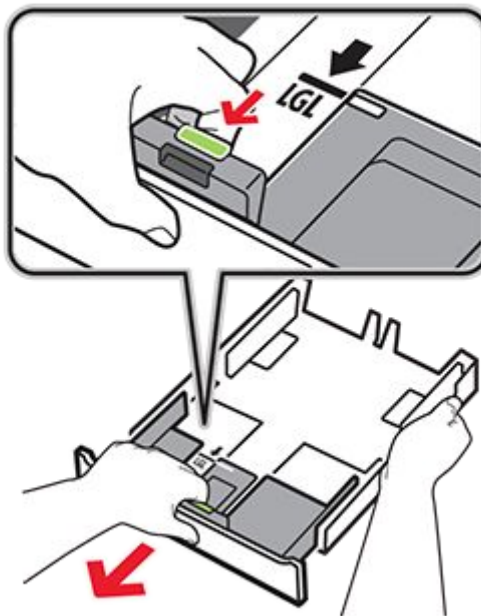
- Do not slide paper into the tray.
- To avoid paper jams, make sure that the stack height is below the maximum fill line.



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



 **Note:** When loading paper longer than A4, such as folio or legal, hold the side of the tray, and then press and pull the front guide to extend it.



5. Insert the tray.

 **Note:** The tray does not fully close when paper longer than A4 is loaded.

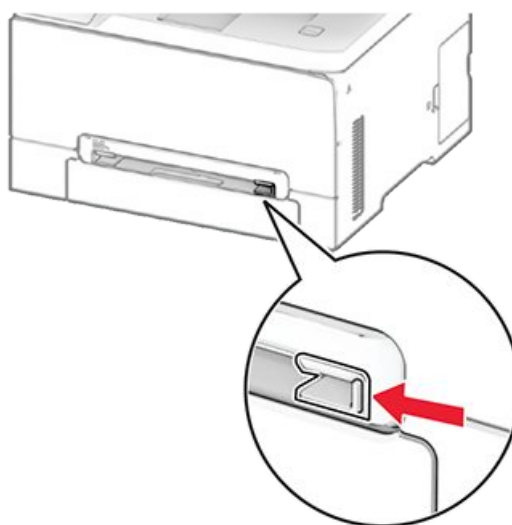
If necessary, set the paper size and paper type from the control panel to match the paper loaded. For more information, see [Setting the paper size and type on page 40](#).

LOADING THE MANUAL FEEDER

Notes

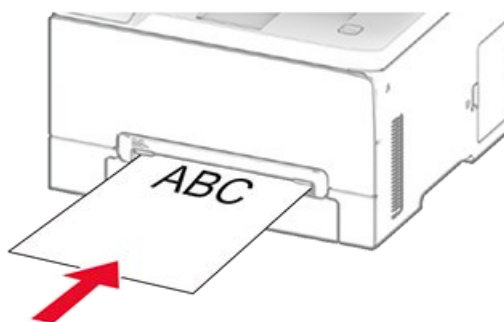
- Do not load the manual feeder until all previous print jobs are complete and the printer has returned to Ready.
- Load only one sheet at a time into the manual feeder.
- If you load a sheet into the manual feeder, the printer will print that sheet next.

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

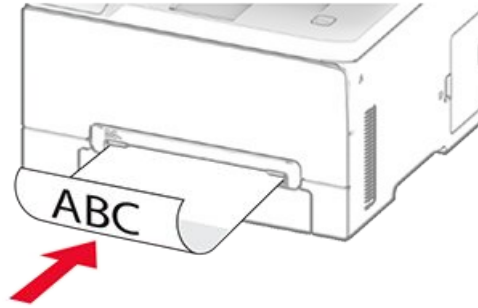


2. Load a sheet of paper with the printable side face up.

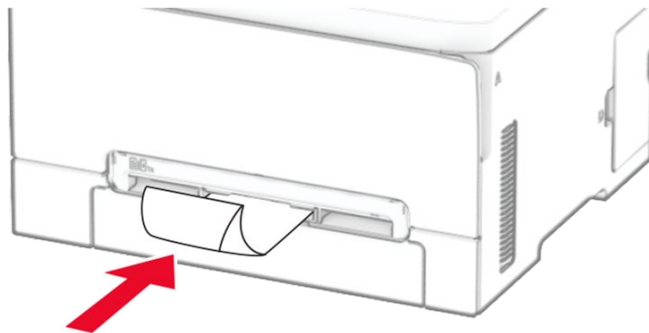
- For one-sided printing, load letterhead with the printable side face up and the top edge entering the printer first.



- For two-sided printing, load letterhead with the printable side face down and the top edge entering the printer last.



- Load envelope with the flap side down and against the right side of the paper guide.



3. Feed the paper until its leading edge gets pulled in.

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

LINKING TRAYS

1. From the control panel, navigate to **Settings** › **Paper** › **Tray Configuration** › **Paper Size/Type**.
2. Select the trays that you want to link, and then set the paper size and paper type.

 **Notes**

- Make sure the trays are loaded with the same paper size and paper type.
 - Make sure the paper in each tray is loaded in the same direction.
3. Return to the control panel, and then navigate to **Settings** › **Device** › **Maintenance** › **Configuration Menu** › **Tray Configuration**.
 4. Set **Tray Linking** to **Automatic**.

To unlink the trays, make sure that no trays have the same paper size and paper type settings.

 Warning—Potential Damage

The temperature of the fuser varies according to the specified paper type. To avoid printing issues, match the paper type setting in the printer with the paper loaded in the tray.

Installing and updating software, drivers, and firmware

DOWNLOADING THE PRINTER SOFTWARE

The printer software may include the print, fax, and scan drivers. Before installing the printer software, verify that the printer is plugged in, powered on, connected correctly, and has a valid IP address.

 Notes

- You can find the IP address at the top of the printer display.
- Make sure that the printer and computer are connected to the same network.
- Download the latest drivers from www.support.xerox.com.

After installing the print driver software, you can set printing preferences and default driver settings.

Printing settings, such as banner pages and Page Description Language options, are configured through the Embedded Web Server. To change these settings, contact your system administrator or see the *Embedded Web Server Administrator's Guide* at www.support.xerox.com.

Supported operating systems

- Windows 11, Windows Server 2016, Windows Server 2019, Windows Server 2022, and Windows Server 2025
- Macintosh OS version 14 and later
- UNIX and Linux—Your printer supports connection to various UNIX platforms through the network interface

INSTALLING THE PRINT DRIVER FOR A WINDOWS NETWORK PRINTER

1. Go to www.support.xerox.com.
2. In the **Find a product** field, enter your printer model, and then click **Drivers & Downloads**.
3. In the **Xerox Smart Start – Driver Installer** section, select the checkbox for **I agree to the Terms and Conditions**.
4. Click **Download**.
5. When the download completes, double-click **XeroxSmartStart_(version).exe**.
6. Accept the License Agreement by clicking **Agree**.
7. From the list of discovered printers, select your printer.

If your printer is not listed, then do the following:

- a. Click **Don't See Your Printer?**
- b. Enter the printer IP address, and then click **Advanced Search**.

- c. Configure the settings, and then click **Install**.
8. Click **Advanced Install**.
9. Click **Install**.

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 at the rear of the printer.



Note: Make sure the USB port is enabled. For more information, see [Enabling the USB port on page 211](#).

2. Connect the A end of the cable to the USB port on the computer.
3. If the Windows Found New Hardware Wizard appears, click **Cancel**.
4. Go to www.support.xerox.com.
5. In the **Find a product** field, enter your printer model, and then click **Drivers & Downloads**.
6. Find Xerox Smart Start, and then click **Agree** to accept the license agreement.
7. Click **Download**.
8. When the download completes, double-click **XeroxSmartStart_(version).exe**.
9. Accept the License Agreement by clicking **Agree**.
10. Select your printer, and then click **Quick Install**.

A confirmation message appears when installation is successful.

11. Click **Done**.

INSTALLING THE DRIVERS AND UTILITIES FOR MACINTOSH OS (MACOS)

1. Go to www.support.xerox.com.
2. In the **Find a product** field, enter your printer model, and then click **Drivers & Downloads**.
3. Select your Macintosh operating system, and then click **Apply filters**.
4. Agree to the terms and conditions and download the driver.
5. Open the Downloads folder, and then double-click the downloaded .dmg file.
6. In the installer window, double-click the driver installer package (.pkg).
7. Click **Continue**.
8. Review the license agreement, click **Continue**, and then click **Agree**.
9. Click **Install** to begin the installation.
10. If prompted, enter the administrator name and password, and then click **Install Software**.
11. From the list of discovered printers, select your printer, and then click **Continue**.

If your printer does not appear in the list, do the following:

- a. Click **Don't See Your Printer?**
- b. Type the printer IP address.

- c. Select your printer and click **Continue**.



Note: If your printer is not detected, then make sure it is powered on and the Ethernet or USB cable is securely connected.

12. Click **Continue**, and then click **Close**.

INSTALLING PRINT DRIVERS AND UTILITIES FOR UNIX AND LINUX PRINTING

To enable network printing, UNIX-based printing uses LPD/LPR port 515 or TCP/IP to port 9100. Xerox printers can support both protocols. For more information on installing print drivers and utilities for UNIX and Linux, go to www.support.xerox.com.

Xerox® Print Manager

Xerox® Printer Manager is an application that helps you manage and print to multiple printers in UNIX and Linux environments.

With Xerox® Print Manager, you can:

- Check the status of and configure network-connected printers.
- Set up printers on your network and monitor their operation.
- Perform maintenance checks and view supplies status any time.
- Ensure a consistent look and feel across different UNIX and Linux operating systems.

Installing Xerox® Print Manager

Before you begin, make sure that you have admin privileges.

1. Download the appropriate package for your operating system from www.support.xerox.com. Available files include:
 - XeroxOSDPkg-AIXpowerpc-x.xx.xxx.xxxx.rpm to support IBM PowerPC family
 - XeroxOSDPkg-HPUXia64-x.xx.xxx.xxxx.depot.gz to support HP Itanium workstations
 - XeroxOfficev5Pkg-Linux686-x.xx.xxx.xxxx.rpm to support RPM-based 32-bit Linux environments
 - XeroxOfficev5Pkg-Linux686-x.xx.xxx.xxxx.deb to support Debian-based 32-bit Linux environments
 - XeroxOfficev5Pkg-Linuxx86_64-x.xx.xxx.xxxx.rpm to support RPM-based 64-bit Linux environments
 - XeroxOfficev5Pkg-Linuxx86_64-x.xx.xxx.xxxx.deb to support Debian-based 64-bit Linux environments
 - XeroxOSDPkg-SunOSi386-x.xx.xxx.xxxx.pkg.gz to support Sun Solaris x86 systems
 - XeroxOSDPkg-SunOSSparc-x.xx.xxx.xxxx.pkg.gz to support Sun Solaris SPARC systems
2. To install the custom print driver, log in as root, and then type the appropriate command for your operating system:
 - AIX

```
rpm -U XeroxOSDPkg-AIXpowerpc-x.xx.xxx.xxxx.rpm
```
 - HPUX

```
swinstall -s Xerox0SDPkg-HPUXia64-x.xx.xxx.xxxx.depot.gz \*
```

- Solaris, x86 based

```
pkgadd -d Xerox0SDPkg-Sun0Si386-x.xx.xxx.xxxx.pkg
```

- Solaris, SPARC based

```
pkgadd -d Xerox0SDPkg-Sun0Ssparc-x.xx.xxx.xxxx.pkg
```

The installation creates a Xerox directory in `/opt/Xerox/prtsys`.

3. To install the Xerox® Office Standard Driver on Linux, log in as root, and then type the appropriate command for your operating system:

- Linux, RPM based

```
rpm -U XeroxOfficev5Pkg-Linuxia686-x.xx.xxx.xxxx.rpm
```

- Linux, Debian based

```
dpkg -i XeroxOfficev5Pkg-Linuxia686-x.xx.xxx.xxxx.deb
```

The installation creates a XeroxOffice directory in `/opt/XeroxOffice/prtsys`.

Launching Xerox® Print Manager

1. Open a command window on your computer. At the prompt, log in as root, and then type `xerxofficeprtmgr`.
2. Press **Enter** or **Return**.

ADDING PRINTERS TO A COMPUTER

Adding a printer to a computer using the Xerox® Print and Scan Experience app

1. Open the **Xerox® Print and Scan Experience** app.

If you do not have the app, then do the following:

- a. Go to www.xerox.com and search for **Xerox Print and Scan Experience**.
- b. Click **Print and Scan Experience App for Windows 10 and 11 and macOS - Xerox**.
- c. Click **Download now** and choose a location for the file.
- d. Download the application.
- e. Run the installer.

Follow the on-screen instructions. Your computer must have internet access for the installer to work.

2. Click **Add printer**.

If your printer is not listed, then do the following:

- a. Click **Don't See Your Printer?**
- b. Type the printer IP address.

3. Click **Install**.

Adding a printer as a TCP/IP device

Before you begin, do one of the following:

- Connect the printer and computer to the same network, either Wi-Fi or Ethernet. For more information on Wi-Fi setup, see [Connecting the printer to a Wi-Fi network on page 64](#).
- Enable **Wi-Fi Direct**. From the control panel, navigate to **Settings** › **Network/Ports** › **Wi-Fi Direct** › **Enable Wi-Fi Direct**.

Using Xerox Smart Start - Driver Installer

1. Go to www.support.xerox.com.
2. In the **Find a product** field, enter your printer model, and then click **Drivers & Downloads**.
3. In the **Xerox Smart Start – Driver Installer** section, select the checkbox for **I agree to the Terms and Conditions**.
4. Click **Download**.
5. When the download completes, double-click **XeroxSmartStart_(version).exe**.
6. Accept the License Agreement by clicking **Agree**.
7. From the list of discovered printers, select your printer.

If your printer is not listed, then do the following:

- a. Click **Don't See Your Printer?**
 - b. Enter the printer IP address, and then click **Advanced Search**.
 - c. Configure the settings, and then click **Install**.
8. Click **Advanced Install**.
 9. Click **Install**.

Adding a printer to a Windows computer as an IPP device

1. Open **Printers & scanners**.
2. Click **Add device**.

If the printer that you want to add is not listed, then do the following:

- a. Click **Add a new device manually**.
- b. In the **Add Printer** window select **Add a printer using an IP address or hostname**, and then click **Next**.
- c. In **Device type**, select **IPP Device**.
- d. In the **Hostname or IP address** field, type the printer IP address, and then click **Next**.



- You can find the IP address at the top of the printer display.
 - Make sure the printer and computer are connected to the same network.
- e. Click **Finish**.

Adding a printer as a Web Service on Devices

Web Services on Devices (WSD) lets you discover and access remote devices and their services across a network. WSD supports device discovery, control, and use.

Adding a WSD Printer using the Add Device Wizard

1. Open **Printers and scanners**.
2. Click **Add a Device**.
3. From the list of available devices, select your printer, and then click **Next**.



Note: If your printer is not listed, then click **Cancel**. To add the printer manually, use its IP address.

4. Click **Close**.

Adding a printer to a Mac computer

Using AirPrint

1. Open **Printers & Scanners**.
2. Click **Add Printer, Scanner, or Fax**, and then select a printer.



Notes

- If you want custom printing features, then install the macOS Print Driver Installer. For more information, see [Downloading the printer software on page 50](#).
 - If the macOS Print Driver Installer is already installed, then do the following:
 - a. In the **Use** menu, choose **Select Software**, and then choose the macOS Print Driver.
 - b. Click **OK**.
3. Click **Add**.



Note: Depending on your printer model, a dialog may appear asking you to add a Fax printer.

Adding the printer by specifying the IP address

1. From the computer Applications folder or from the dock, open **System Preferences**.
2. Click **Printers & Scanners**.
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**.

EXPORTING A CONFIGURATION FILE

Exporting a configuration file lets you save the current settings of your printer to a file, which you can use as a backup or apply to another printer.

1. Open a web browser, and then type the printer IP address in the address field.



- You can find the IP address at the top of the printer display.
- Make sure that the printer and computer are connected to the same network.

2. In the Embedded Web Server, click **Export Configuration**.

3. Select a configuration to export.



Note: Depending on the configuration that you selected, the files are exported in either ZIP or CSV format.

IMPORTING A CONFIGURATION FILE

Importing a configuration file lets you apply previously saved settings to your printer. This is useful when restoring a backup or setting up another printer with the same configuration.

1. Open a web browser, and then type the printer IP address in the address field.



- You can find the IP address at the top of the printer display.
- Make sure that the printer and computer are connected to the same network.

2. In the Embedded Web Server, click **Import Configuration**.

3. Browse to the location where the file is saved.



Note: Depending on the configuration that you selected, the files are saved in either ZIP or CSV format.

4. Click **Import**.

PRINTER FIRMWARE INSTRUCTIONS

Checking the printer firmware version

Using the Embedded Web Server

1. Open a web browser, and then type the printer IP address in the address field.



- You can find the IP address at the top of the printer display.
- Make sure that the printer and computer are connected to the same network.

2. Click **Reports** › **Device** › **Device Information**.

3. Look for **Base**.



Note: The firmware version appears as sets of letters and numbers separated by periods. For example, ABCDE.123.123.

Using the control panel

1. From the control panel, navigate to **Settings** › **Device** › **About this Printer**.

2. Look for **Firmware Version**.



Note: The firmware version appears as sets of letters and numbers separated by periods. For example, ABCDE.123.123.

Downloading the printer firmware



Note: Download the firmware only if you plan to update it using the Embedded Web Server with a firmware flash file or a flash drive.

1. Go to www.support.xerox.com.
2. In the **Find a product** field, enter the printer model.
3. Go to **Drivers & Downloads**.
4. In the **Category** menu, select **Firmware**, and then click **Apply Filters**.
5. Select **I agree to the Terms and Conditions**.
6. Click **Download**.

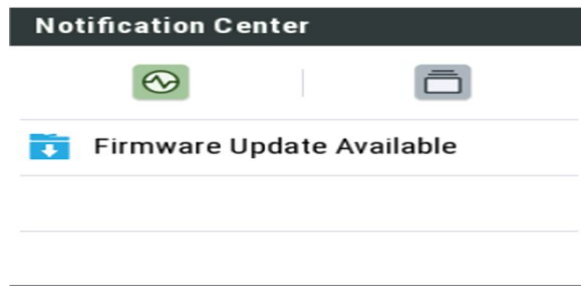
Updating firmware

Updating the firmware using the control panel

Keeping your printer firmware updated helps it run efficiently and securely. Firmware updates can improve performance, add new features, fix firmware or hardware issues, and enhance the security of your printer and network.

Using Notification Center

1. From the home screen, select the notification icon to go to the Notification Center screen.
2. Select **Firmware update available**.



3. Select **Install now**.



The printer restarts automatically after the update.

Using the Settings menu

1. From the control panel, navigate to **Settings** > **Device**.
2. Depending on your printer model, do either of the following:
 - Select **Firmware Update** > **Check for updates**.
 - Select **Update firmware** > **Check for updates now**.
3. If an update is available, then select **Install now**.

The printer restarts automatically after the update.

Updating the firmware using the Embedded Web Server

Keeping your printer firmware up-to-date helps it run efficiently and securely. Firmware updates can improve performance, add new features, fix firmware or hardware issues, and enhance the security of your printer and network.

Using the update button

1. Open a web browser, and then type the printer IP address in the address field.



- You can find the IP address at the top of the printer display.
- Make sure that the printer and computer are connected to the same network.

2. Click **Device**.
3. Depending on your printer model, do either of the following:
 - Select **Firmware Update** › **Check for updates**.
 - Select **Update firmware** › **Check for updates now**.
4. If an update is available, then select **Install now**.

The printer restarts automatically after the update.

Using the firmware flash file (.fls)

Before you begin, make sure that:

- The printer and computer are connected to the same network.
- You have downloaded the firmware file (.fls). For more information, see [Downloading the printer firmware on page 57](#).

1. Open a web browser, and then type the printer IP address in the address field.



You can find the IP address at the top of the printer display.

2. Click **Device**.
3. Click **Firmware Update**.
4. In the **Update Firmware from File** section, click **Browse**.
5. Search, and then select the **.fls** file.
6. Click **Upload**.

The printer restarts automatically after the update.

Installing hardware options

AVAILABLE INTERNAL OPTIONS

- Intelligent storage drive



Note: Supported only in certain printer models.

- Fonts
 - Simplified Chinese
 - Traditional Chinese
 - Japanese
 - Korean
 - Arabic
- Licensed features
 - IPDS
 - Bar Code
- Formsmerge support
- PRESCRIBE support

INSTALLING OPTIONAL TRAYS



Note: Optional trays are available only in certain printer models.



CAUTION—SHOCK HAZARD

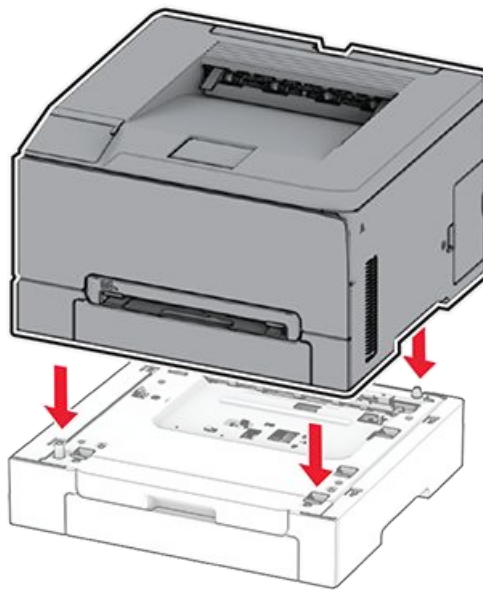
To avoid the risk of electrical shock, if you are accessing the controller board or installing optional hardware or memory devices sometime after setting up the printer, then turn the printer off, and unplug the power cord from the electrical outlet before continuing. If you have any other devices attached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

1. Turn off the printer.
2. Unplug the power cord from the electrical outlet, and then from the printer.
3. Unpack the optional tray, and then remove all packing material.
4. Align the printer with the optional tray, and then lower the printer into place.



CAUTION—POTENTIAL INJURY

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



5. Connect the power cord to the printer, and then to the 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.

6. Turn on the printer.

INSTALLING THE INTELLIGENT STORAGE DRIVE



Note: The intelligent storage drive is available only in certain printer models.



CAUTION—SHOCK HAZARD

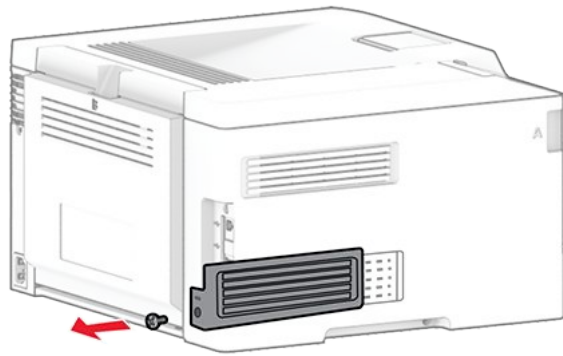
To avoid the risk of electrical shock, if you are accessing the controller board or installing optional hardware or memory devices sometime after setting up the printer, then turn the printer off, and unplug the power cord from the electrical outlet before continuing. If you have any other devices attached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

1. Turn off the printer.
2. Unplug the power cord from the electrical outlet, and then from the printer.
3. Using a flat-head screwdriver, open the controller board access cover.



Warning—Potential Damage

Controller board electronic components are easily damaged by static electricity. Touch a metal surface on the printer before touching any controller board components or connectors.

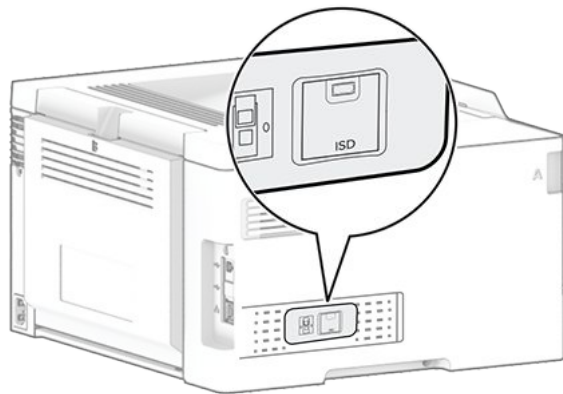


4. Unpack the intelligent storage drive (ISD).

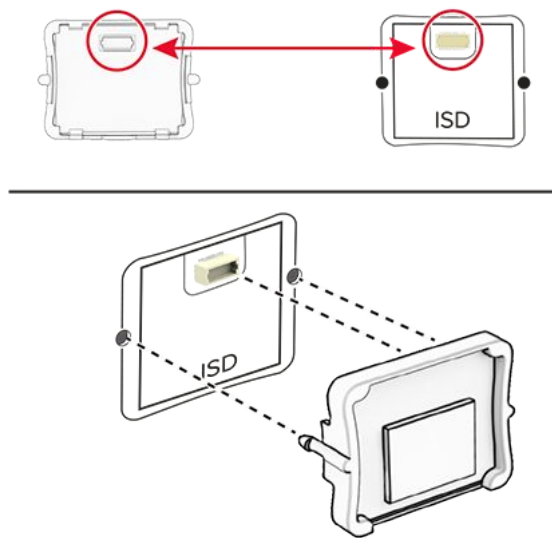
 Warning—Potential Damage

Avoid touching the connection points along the edge of the storage drive.

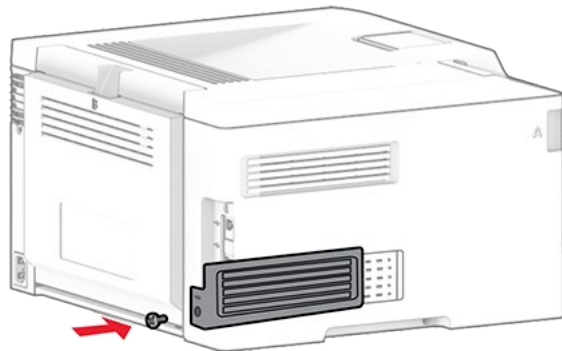
5. Locate the ISD connector.



6. Insert the ISD to its connector.



7. Close the controller board access cover, and then install the screw.



8. Connect the power cord to the printer, and then to the 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.

9. Turn on the printer.

Networking

CONNECTING THE PRINTER TO A WI-FI NETWORK

Before you begin, make sure that:

- **Active Adapter** is set to **Auto**. From the control panel, navigate to **Settings** › **Network/Ports** › **Network Overview** › **Active Adapter**.
 - The Ethernet cable is not connected to the printer.
1. From the control panel, navigate to **Settings** › **Network/Ports** › **Wireless** › **Setup On Printer Panel** › **Choose Network**.
 2. Select a Wi-Fi network, and then type the network password.

 **Note:** For printers with built-in Wi-Fi capability, a prompt for setting up the Wi-Fi network appears during initial setup.

CONFIGURING WI-FI DIRECT

Wi-Fi Direct® lets devices connect directly without using an access point (wireless router).

1. From the control panel, navigate to **Settings** › **Network/Ports** › **Wi-Fi Direct**.
2. Configure the settings.
 - **Enable Wi-Fi Direct**—Allow the printer to broadcast its Wi-Fi Direct network.
 - **Wi-Fi Direct Name**—Set a name for the network.
 - **Wi-Fi Direct Password**—Set a password for a secure peer-to-peer connection.
 - **Show Password on Setup Page**—Show the password on the Network Setup Page.
 - **Preferred Channel Number**—Choose the preferred channel of the Wi-Fi Direct network.
 - **Group Owner IP Address**—Assign the IP address of the group owner.
 - **Auto-Accept Push Button Requests**—Let the printer accept connection requests automatically.

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

 **Note:** To find the Wi-Fi Direct password without showing it on the printer display, print the **Network Setup Page**. From the control panel, navigate to **Settings** › **Reports** › **Network** › **Network Setup Page**.

CONNECTING A MOBILE DEVICE TO THE PRINTER USING WI-FI DIRECT

Before connecting your mobile device, make sure that **Wi-Fi Direct** has been configured. For more information, see [Configuring Wi-Fi Direct on page 64](#).

Using the Wi-Fi Direct menu

 **Note:** These instructions apply only to mobile devices running on the Android™ platform.

1. On your mobile device, open the **Wi-Fi** menu.
2. Enable **Wi-Fi**, and then tap .
3. Tap **Wi-Fi Direct**.
4. Select the printer Wi-Fi Direct name.
5. Confirm the connection on the printer control panel.

Using the Wi-Fi menu

1. On your mobile device, open the **Wi-Fi** menu.
2. Enable **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.

DEACTIVATING THE WI-FI NETWORK

1. From the control panel, navigate to **Settings** › **Network/Ports** › **Network Overview** › **Active Adapter** › **Standard Network**.
2. Select **Yes** to restart the printer.

CHECKING THE PRINTER CONNECTIVITY

1. Print the **Network Setup Page** report. From the control panel, navigate to **Settings** › **Reports** › **Network** › **Network Setup Page**.
2. In the **Network Overview** section, check if **Card Status** is connected.

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

Secure the printer

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4. Secure the printer

Erasing printer memory

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

To erase nonvolatile memory, device and network settings, security settings, and embedded solutions, do the following:

1. From the control panel, navigate to **Settings** › **Device** › **Maintenance** › **Out of Service Erase**.
2. Select **Sanitize all information on nonvolatile memory**, and then select **OK**.
3. Select **Start initial setup wizard** or **Leave printer offline**, and then select **OK**.
4. Start the process.



Note: This process deletes the encryption key used to protect user data, making the data unrecoverable.

Erasing data from a storage drive

1. From the control panel, navigate to **Settings** › **Device** › **Maintenance** › **Out of Service Erase**.
2. Depending on the storage drive installed on your printer, do either of the following:
 - For hard disk, select **Sanitize all information on hard disk**, select **OK**, and then select a method to erase data.



Note: The process to sanitize the hard disk can take from several minutes to more than an hour, making the printer unavailable for other tasks.

- For intelligent storage drive, select **Erase Intelligent Storage Drive**, and then select **OK**.

Restoring factory default settings

Restoring the printer to its factory default settings resets all customized configurations and settings to their original state.

USING THE CONTROL PANEL

1. From the control panel, navigate to **Settings** › **Device** › **Restore Factory Defaults**.
2. Select the settings that you want to restore.
 - **Restore printer settings**
 - **Restore network settings**
3. Select **Restore**.
4. Select **Start**.

The printer restarts automatically after the reset is completed.

USING THE EMBEDDED WEB SERVER

1. Open a web browser, and then type the printer IP address in the address field.



- You can find the IP address at the top of the printer display.
- Make sure that the printer and computer are connected to the same network.

2. Click **Settings** › **Device** › **Restore Factory Defaults**.

3. Select the settings that you want to restore.

- **Restore printer settings**
- **Restore network settings**
- **Restore fax settings**
- **Restore app settings**



- This setting is supported only in certain printer models.
- When this setting is selected, all apps that are not preinstalled on the printer are removed.

4. Click **Start**.

The printer restarts automatically after the reset is completed.

Statement of Volatility

Type of memory	Description
Volatile memory	The printer uses standard random access memory (RAM) to buffer temporarily user data during simple print and copy jobs.
Nonvolatile memory	The printer may use two forms of nonvolatile memory: EEPROM and NAND (flash memory). Both types store the operating system, printer settings, and network information. They also store scanner and bookmark settings and embedded solutions.
Hard disk	Some printers may have a hard disk drive installed. The printer hard disk is designed for printer-specific functionality. The hard disk lets the printer retain buffered user data from complex print jobs, form data, and font data.
Intelligent storage drive (ISD)	Some printers may have an ISD installed. ISD uses nonvolatile flash memory to store user data from complex print jobs, form data, and font data.

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

- The printer is decommissioned.

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

 **Note:** To dispose a hard disk or ISD, follow the policies and procedures of your organization.

Print

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5. Print

Printing from a computer

USING THE XEROX[®] PRINT AND SCAN EXPERIENCE APP

1. Open the Xerox[®] Print and Scan Experience app.
2. Select a printer, and then click **Print**.
3. In the File Explorer or Finder window, select a file, and then click **Open**.
4. Configure the print settings, and then click **Print**.

USING WINDOWS APPS

If you are printing from Word, PowerPoint, or Adobe Acrobat™, do the following:

1. Click **File** or **Menu** > **Print** or press **Ctrl + P**.
2. In the Print dialog, select a printer, and then click **Printer Properties** or **Properties**.
3. Configure the settings, and then click **OK**.
4. Click **Print**.

If you are printing from a web browser, do the following:

1. Click the **Settings** menu (the three dots in the upper-right corner) or press **Ctrl + P**.
2. In the Print dialog, depending on your browser, do either of the following:
 - Select a printer, and then click **Print using system dialog**.
 - Select a printer, click **More settings**, and then click **Print using system dialog**.
3. In the system dialog, click **More settings**.
4. Configure the settings, and then click **OK**.
5. Click **Print**.

USING AIRPRINT

If you are printing from Preview, Safari, Word, or PowerPoint, do the following:

1. Click **File** > **Print** or press **command + P**.
2. In the Print dialog, select a printer, and then configure the print settings.
3. Click **Print**.

If you are printing from a browser other than Safari, do the following:

1. Click **File** > **Print** or press **command + P**.
2. In the Adobe Print dialog, at the lower-left corner, click **Printer**.
3. In the Print dialog, select a printer, and then configure the print settings.

4. Click **Print** to return to the Adobe Print dialog, and then click **Print** to send the print job.

If you are printing from a browser other than Safari, do the following:

1. Click **File** > **Print** or press **command + P**.
2. In the Print dialog, depending on your browser, do either of the following:
 - Click **Print using system dialog**.
 - Click **More settings**, and then click **Print using system dialog**.
3. In the system dialog, select a printer, and then configure the print settings.
4. Click **Print**.

Printing from a mobile device

PRINTING FROM A MOBILE DEVICE USING XEROX® EASY ASSIST APP

 **Note:** Before printing, make sure the Xerox® Easy Assist app is already installed. For more information, see [Xerox Easy Assist \(XEA\) on page 25](#).

1. On your mobile device, open the Xerox® Easy Assist app, and then select **Print**.
2. Select a document from the file manager and adjust the print settings if needed.
3. Tap **Print**.

PRINTING FROM A MOBILE DEVICE USING MOPRIA™ PRINT SERVICE

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

Before printing, ensure the following:

- Mopria Print Service is installed from the Google Play™ store and enabled.
- The mobile device and the printer are connected to the same network.
- Wi-Fi Direct is enabled on both the mobile device and the printer.
- The printer is added in the Mopria Print Service.

1. On your mobile device, open a compatible application or select a document from the file manager.

2. Tap  > **Print**.

3. Select a printer and adjust the settings if needed.

4. Tap .

PRINTING FROM A MOBILE DEVICE USING AIRPRINT

AirPrint lets you print directly from Apple devices to an AirPrint-certified printer.

 **Note:** Make sure the Apple device and the printer are connected to the same network. If multiple wireless hubs exist, both devices must be on the same subnet.

1. On your mobile device, open a compatible application or select a document from the file manager.
2. Tap  › **Print**.
3. Select a printer and adjust the settings if needed.
4. Print the document.

PRINTING FROM A MOBILE DEVICE USING WI-FI DIRECT®

Use this feature to print documents to a 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 using Wi-Fi Direct on page 64](#).

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  › **Print**.
- Tap  › **Print**.
- Tap  › **Print**.

3. Select a printer and adjust the settings if needed.
4. Print the document.

Managing secure or confidential print jobs

CONFIGURING HELD JOBS

1. From the control panel, navigate to **Settings** › **Security** › **Held Jobs Setup**.

 **Note:** A held job is either **Confidential**, **Repeat**, **Reserve**, or **Verify**.

2. Configure the settings.

Setting	Submenu item	Description
Require All Jobs to be Held	N/A	Hold all print jobs.

Setting	Submenu item	Description
Keep Duplicate Documents	N/A	Keep all documents with the same file name.
Confidential Jobs	Max Invalid PIN	Set the maximum number of invalid PIN attempts.  Note: When the limit is reached, the print jobs for that username are deleted.
	Job Expiration	Set the expiration time for confidential held jobs before they are automatically deleted from the printer memory or intelligent storage drive.
	Keep Held Jobs	Keep confidential held jobs.
Repeat Job	Job Expiration	Set the expiration time for repeat print jobs.
	Keep Held Jobs	Keep repeat print jobs.
Verify Job	Job Expiration	Set the expiration time for printing a copy of a job to check its quality before printing the remaining copies.
	Keep Held Jobs	Keep verify print jobs.

CREATING A SECURE PRINT JOB

Notes

- Download and install the Xerox® Print and Scan Experience app before proceeding. For more information, see [Downloading the printer software on page 50](#).
- Held jobs may get deleted before they expire or without any intervention if memory resources become low. If your printer supports a storage drive, then install an intelligent storage drive to increase storage for held jobs.

Using the Xerox® Print and Scan Experience app

1. Open the Xerox® Print and Scan Experience app.
2. Select a printer, and then click **Print**.
3. In the File Explorer or Finder window, select a file, and then click **Open**.
4. Enable **Secure Print (Confidential)**, enter a 4- to 10-digit PIN, and then click **Done**.
5. Click **Print**.

Using Windows apps

If you are printing from Word, PowerPoint, or Adobe Acrobat™, do the following:

1. Click **File** or **Menu > Print** or press **Ctrl + P**.
2. In the Print dialog, select a printer, and then click **Printer Properties** or **Properties**.
3. Enable **Secure Print (Confidential)**.
4. Enter a 4- to 10-digit PIN, and then click **Done**.
5. Click **Print**.

If you are printing from a web browser, do the following:

1. Click the **Settings** menu (the three dots in the upper-right corner) or press **Ctrl + P**.
2. In the Print dialog, depending on your browser, do either of the following:
 - Select a printer, and then click **Print using system dialog**.
 - Select a printer, click **More settings**, and then click **Print using system dialog**.
3. In the system dialog, click **More settings**.
4. Enable **Secure Print (Confidential)**.
5. Enter a 4- to 10-digit PIN, and then click **Done**.
6. Click **Print**.

Using Macintosh apps

1. With a document open, choose **File > Print**.
2. Select a printer.
3. In the **Print Job Security** menu, enable **Print with PIN**, and then enter a four-digit PIN.
4. Click **Print**.
5. From the printer control panel, release the print job.
 - a. Select **Held jobs**, and then select the computer name.
 - b. Select **Confidential**, and then enter the PIN.
 - c. Select the print job, and then select **Print**.

PRINTING A SECURE OR CONFIDENTIAL PRINT JOB

 **Note:** These instructions apply only if you have already created a secure or confidential print job. For more information, see [Creating a secure print job on page 74](#).

1. From the control panel, select **Held Jobs**.
2. Select your username, and then select **Confidential**.
3. Enter your PIN, and then select **OK**.
4. Select a print job, and then select **Print**.

Releasing print jobs from Lexmark Cloud Services

 **Note:** These instructions apply only to users whose organization has a Lexmark Cloud Services subscription.

1. From the control panel, select **Cloud Print Release**.
2. To release the print job, do either of the following:
 - For enabled automatic print release, log in, and then select **OK**
 - Log in, select **OK**, and then select a print job.

Printing from a Cloud Connector profile

1. From the control panel, select **Cloud Connector**.
2. Select a cloud service provider, and then select a profile.

 **Note:** For more information on creating a Cloud Connector profile, see [Creating a Cloud Connector profile on page 39](#).

3. Select **Print**, and then select a file.

 **Note:** Make sure to select a supported file.

4. Select .

Printing a font sample list

1. From the control panel, navigate to **Settings › Reports › Print › Print Fonts**.
2. Select the font type.

Canceling a print job

1. From the control panel, select **Job Queue**.
2. Select **Print**, and then select a job to cancel.

 **Note:** If a document is already printing, select **Cancel job** in the lower-right corner of the display to stop printing.

Adjusting toner darkness

1. From the control panel, navigate to **Settings › Print › Quality**.

2. Adjust the setting for **Toner Darkness**.

Printer menus

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6. Printer menus

Menu map

Device	• Preferences • Eco-Mode • Remote Control Panel • Notifications • Power Management • Share Data with Xerox	• Restore Factory Defaults • Maintenance • Visible Home Screen Icons • Firmware Update • About this Printer
Print	• Layout • Setup • Quality • Job Accounting	• PDF • PostScript • PCL • Image
Paper	• Tray Configuration	• Media Configuration
Network/Ports	• Network Overview • Wireless • Wi-Fi Direct • Mobile Services Management • Ethernet • TCP/IP • SNMP	• IPSec • 802.1x • LPD Configuration • HTTP/FTP Settings • ThinPrint • USB • Restrict external network access
Security	• Login methods ¹ • Security Audit Log • Login Restrictions • Held Jobs Setup	• Encryption • Erase Temporary Data Files • Solutions LDAP Settings • Miscellaneous

Cloud Services	• Cloud Connector • Cloud Print Release	• Cloud Services Enrollment
Reports	• Menu Settings Page • Device • Print	• Network
Troubleshooting	Print Quality Test Pages	
Supplies Plan	Plan Activation	Plan Conversion

¹ Appears only in the Embedded Web Server.

Device

PREFERENCES

 **Note:** An asterisk (*) next to a value indicates the factory default setting.

Menu item	Submenu item	Settings	Description
Display Language	N/A	[List of languages]	Set the language of the text that appears on the display.
Country/Region	N/A	[List of countries or regions]	Identify the country or region where the printer is configured to operate.
Run initial setup	N/A	No* Yes	Run the setup wizard.
Keyboard	Keyboard Type	[List of languages]	Select a language as a keyboard type.  Note: All the Keyboard Type values may not appear or may require special hardware to appear.
Displayed information	Display Text 1	None	Specify the information to appear on the home screen.
		IP Address*	
		Hostname	
		Contact Name	
		Location	

Menu item	Submenu item	Settings	Description
		Date/Time	
		mDNS/DDNS Service Name	
		Zero Configuration Name	
		Custom Text 1	
		Custom Text 2	
		Model Name	
	Display Text 2	None*	
		IP Address	
		Hostname	
		Contact Name	
		Location	
		Date/Time	
		mDNS/DDNS Service Name	
		Zero Configuration Name	
		Custom Text 1	
		Custom Text 2	
		Model Name	
	Custom Text 1	The setting is user-defined.	
	Custom Text 2	The setting is user-defined.	

Menu item	Submenu item	Settings	Description
Date and Time	Configure	Current Date and Time	Configure the printer date and time and network time protocol.  Notes • MM-DD-YYYY is the U.S. factory default setting. DD-MM-YYYY is the international factory default setting. • UTC (GMT) Offset, DST Start, DST End, and DST Offset appear only when Time Zone is set to (UTC+user) Custom. • Key ID and Password appear only when Enable Authentication is set to MD5 key.
		Manually Set Date and Time	
		Date Format (MM-DD-YYYY*)	
		Time Format (24 hour clock*)	
		Time Zone	
	Network Time Protocol	Enable NTP (On*)	
		NTP Server	
		Enable Authentication (None*)	
Paper Sizes	N/A	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 Brightness	N/A	20–100 % (100*)	Adjust the brightness of the display.
Screen Timeout	N/A	5 to 300 seconds (60*)	Set the idle time in seconds before the display shows the home screen, or before the printer logs out a user account automatically.

ECO-MODE

 **Note:** An asterisk (*) next to a value indicates the factory default setting.

Menu item	Submenu item	Settings	Description
Print	Sides	1-Sided 2-Sided*	Specify whether to print on one side or both sides of the paper.

Menu item	Submenu item	Settings	Description
	Pages per Side	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	Specify the number of pages to print on one side of a sheet of paper.
	Toner Darkness	Light Normal* Dark	Determine the lightness or darkness of text images.

REMOTE CONTROL PANEL



Note: An asterisk (*) next to a value indicates the factory default setting.

Menu item	Settings	Description
External VNC Connection	Don't Allow* Allow	Allow external Virtual Network Computing (VNC) client connections to the remote control panel.
Authentication Type	None* Standard Authentication	Set the authentication type for VNC client access.
VNC Password	The setting is user-defined.	Specify the password for VNC client access.  Note: This menu item appears only if Authentication Type is set to Standard Authentication .

NOTIFICATIONS



Note: An asterisk (*) next to a value indicates the factory default setting.

Menu item	Submenu item	Settings	Description
Supplies	Show Supply Estimates	Show estimates* Do not show estimates	Show the estimated supply status.
Email Alerts Setup	Primary SMTP Gateway	The setting is user-defined.	Enter the IP address or hostname of the primary SMTP server.
	Primary SMTP Gateway Port	1 to 65535 (25*)	Enter the port number of the primary SMTP server.
	Secondary SMTP Gateway	The setting is user-defined.	Enter the IP address or hostname of the secondary SMTP server.
	Secondary SMTP Gateway Port	1 to 65535 (25*)	Enter the port number of the secondary SMTP server.
	SMTP Timeout	5 to 30 (30*)	Specify the time that the SMTP server waits before it stops trying to send an email.
	Reply Address	The setting is user-defined.	Specify a reply address for emails.
	Always use SMTP default Reply Address	Off* On	Use the default reply address in the SMTP server.
	Use SSL/TLS	Disabled* Negotiate Required	Specify whether to use SSL/TLS for communication with the SMTP server.
	Require Trusted Certificate	On* Off	Require a trusted certificate when connecting to the SMTP server.
	SMTP Server Authentication	No authentication required* Login /Plain NTLM CRAM-MD5 Kerberos 5 OAuth 2.0	Set the authentication type for the SMTP server.
	Device-Initiated Email	None* Use Device SMTP Credentials	Set whether credentials are required for device-initiated emails.

Menu item	Submenu item	Settings	Description
	User-Initiated Email	None* Use Device SMTP Credentials Use Session User ID and Password Use Session Email address and Password Prompt user	Set whether credentials are required for user-initiated emails.
	Use Active Directory Device Credentials	On Off*	Enable the use of Active Directory credentials and group designations for SMTP authentication.
	Device Userid	The setting is user-defined.	Enter the user ID to log in to the SMTP server.
	Device Password	The setting is user-defined.	Enter the password to log in to the SMTP server.
	Kerberos 5 Realm	The setting is user-defined.	Enter the Kerberos realm name required for certain authentication types. The realm is typically the uppercase domain name used by the Kerberos authentication system (for example, EXAMPLE.COM).  Note: This setting is necessary when configuring Kerberos-based authentication for secure access.
	NTLM Domain	The setting is user-defined.	Enter the domain name required for NTLM (NT LAN Manager) authentication.  Note: This setting is used when the printer needs to authenticate users against a Windows domain using NTLM protocol.
	Disable "SMTP server not set up" error	On Off*	Disable the SMTP setup error message.
Error Prevention	Jam Assist	Off On*	Set the printer to check for jammed paper automatically.

Menu item	Submenu item	Settings	Description
	Auto Continue	Disabled Enabled*	Let the printer automatically resume processing or printing after clearing certain conditions.
	Auto Continue Time	5* to 255	 Notes - When set to On, the default setting is 5 seconds. Auto Continue Time is available only in certain printer models.
	Auto Reboot	Auto Reboot (Reboot always*)	Set when the printer restarts after an error.
		Max Auto Reboots (2*)	Set the maximum number of automatic reboots allowed.
		Auto Reboot Window (720*)	Set the average uptime (in minutes) before a reboot is allowed.  Notes - If the average uptime is greater than this number, then a reboot is allowed. - If the average uptime is less than this number, then the printer stops and shows the service error screen.
		Auto Reboot Counter	Show the number of automatic reboots that the printer has performed.
	Display Short Paper Error	On Auto-clear*	Show a message when a short paper error occurs.  Note: Short paper refers to the size of the paper loaded.
	Page Protect	Off* On	Process the entire page in memory before printing.
Jam Content Recovery	Jam Recovery	Off On Auto*	Reprint pages after a paper jam.

POWER MANAGEMENT

 **Note:** An asterisk (*) next to a value indicates the factory default setting.

Menu item	Submenu item	Settings	Description
Sleep Mode Profile	Print from Sleep Mode	Stay awake after printing Enter Sleep Mode after printing*	Set the printer to stay in Ready mode or return to Sleep mode after printing.
	Touch to Wake from Deep Sleep	Disabled Enabled*	
Timeouts	Sleep Mode	1 to 54 (15*)	Set the idle time in minutes before the printer begins operating in Sleep mode.
	Hibernate Timeout	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.
	Hibernate Timeout on Connection	Hibernate Do Not Hibernate*	Set Hibernate Timeout to turn off the printer while an active Ethernet connection exists.

SHARE DATA WITH XEROX

 **Note:** An asterisk (*) next to a value indicates the factory default setting.

Menu item	Settings	Description
Share Data with Xerox	Yes No*	Send printer usage and performance information to Xerox®.

Menu item	Settings	Description
Share Data Send Time	Start Time Stop Time	Select the time window for data collection and transmission.  Note: Share Data Send Time appears only when you select Yes in Share Data with Xerox .

RESTORE FACTORY DEFAULTS

Menu item	Settings	Description
Restore Settings	Restore all settings Restore printer settings Restore network settings Restore app settings	Restore the printer factory default settings.

MAINTENANCE

Configuration Menu

 **Note:** An asterisk (*) next to a value indicates the factory default setting.

Menu item	Submenu item	Settings	Description
USB Configuration	USB PnP	1* 2	Change the USB driver mode of the printer to improve its compatibility with a personal computer.
	USB Speed	Full Auto*	Set the USB port to run at full speed and disable its high-speed capabilities.
Tray Configuration	Tray Linking	Off Automatic	Set the printer to link the trays that have the same paper type and paper size settings.  Notes • Tray Configuration is available only in certain printer models. • For printers with a standard tray, the default setting is Off. For printers with an optional tray, the default setting is Automatic.

Menu item	Submenu item	Settings	Description
	Show Tray Insert Message	Off Only for unknown sizes* Always	Display a message to select paper size and type after inserting the tray.
	A5 Loading	Short Edge Long Edge*	Specify the page orientation when loading A5 paper size.
	Paper Prompts	Auto* Manual Paper	Set the paper source that the user fills when a prompt to load paper appears.
	Envelope Prompts	Auto* Manual Envelope	Set the paper source that the user fills when a prompt to load envelope appears.
	Action for Prompts	Prompt user* Continue Use current	Set the printer to resolve paper- or envelope-related change prompts.
	Multiple Universal Sizes	On Off*	Set the tray to support multiple universal paper sizes.  Note: Multiple Universal Sizes is available only in certain printer models.
Reports	Menu Settings Page Event Log Event Log Summary	N/A	Print reports about printer menu settings, status, and event logs.
Supply Usage And Counters	Clear Supply Usage History	Start	Reset the supply usage history to the factory shipped level.
	Fuser Reset	Start	Reset the counter after installing a new supply item or maintenance kit.
	ITM Reset	Start	
	Reset Black Cartridge Counter	Start	
	Reset Cyan Cartridge Counter	Start	
	Reset Magenta Cartridge Counter	Start	

Menu item	Submenu item	Settings	Description
	Reset Yellow Cartridge Counter	Start	
	Reset Maintenance Counter	Start	
	Tiered Coverage Ranges	Tiered Coverage Metrics (Show*)	Show the Tiered Coverage Billing section on the Device Statistics report.
Printer Emulations	PPDS Emulation	Off* On	Set the printer to recognize and use the PPDS emulation data stream.
	PS Emulation	On* Off	Set the printer to recognize and use the PS emulation data stream.
	Enable Prescribe	On Off*	Activate the PRESCRIBE printer language.
	Emulator Security	Page Timeout (60*)	Set the page timeout during emulation.
		Reset Emulator After Job (Off*)	Reset the emulator after a print job.
		Disable Printer Message Access (On*)	Disable access to the printer message during emulation.
Print Configuration	Black Only Mode	Off* On	Print color content in grayscale.
	Color Trapping	Off 1 2* 3 4 5	Enhance the printed output to compensate for misregistration in the printer.
	Font Sharpening	0 to 150 (24*)	Set a text point-size value below which the high-frequency screens are used when printing font data. For example, if the value is 24, then all fonts sized 24 points or less use the high-frequency screens.

Menu item	Submenu item	Settings	Description
Device Operations	Quiet Mode	On Off*	Set the printer to operate in Quiet Mode.  Note: Enabling this setting slows down the printer performance.
	Safe Mode	Off* On	Set the printer to operate in a special mode, in which it attempts to continue offering as much functionality as possible, despite known issues. For example, when set to On, and the duplex motor is nonfunctional, the printer performs one-sided printing of the documents even if the job is two-sided printing.  Note: This menu item is available only in certain printer models.
	Clear Custom Status	Start	Erase user-defined strings for the Default or Alternate custom messages.
	Clear All Remotely-Installed Messages	Start	Erase messages that were remotely installed.  Note: This menu item is available only in certain printer models.
	Automatically Display Error Screens	On* Off	Show existing error messages on the display after the printer remains inactive on the home screen for a length of time equal to the Screen Timeout setting.
	Service Nonvolatile Memory	Encryption Status	Show the encryption status of the storage drive.
Toner patch sensor setup	Calibration frequency preference	Disabled Fewest adjustments Fewer adjustments Normal* Better accuracy Best accuracy	Set the default calibration frequency.

Menu item	Submenu item	Settings	Description
	Full calibration	Start	Run the full color calibration.
	TPS Information Page	Print TPS Information Page	Print a diagnostic page that contains toner patch sensor calibration.

Out of Service Erase

Menu item	Submenu item	Settings	Description
Out of Service Erase	Memory Last Sanitized:	The setting is a read-only information.	Show when the printer memory was last erased.
	ISD last erased	The setting is a read-only information.	Show when the intelligent storage drive (ISD) was last erased.  Notes • This menu item is available only in certain printer models. • This menu item appears only when an ISD is installed.
	Sanitize all information on nonvolatile memory	Erase all printer and network settings Erase all shortcuts and shortcut settings	Clear all information on nonvolatile memory.
	Erase Intelligent Storage Drive	Erase	Clear all information on the ISD.  Notes • This menu item is available only in certain printer models. • This menu item appears only when an ISD is installed.

VISIBLE HOME SCREEN ICONS

Menu	Setting	Description
Status/Supplies	Do not display Display*	Specify which icons to show on the home screen.  Note: Bookmarks are available only in certain printer models.
Job Queue	Do not display Display*	
Change Language	Do not display Display*	
Bookmarks	Do not display* Display	
Held Jobs	Do not display Display*	

FIRMWARE UPDATE

 **Note:** An asterisk (*) next to a value indicates the factory default setting.

Menu item	Submenu Item	Settings	Description
Installed Version	N/A	The setting is a read-only information.	Show the current firmware version installed on the printer.
Date Installed	N/A	The setting is a read-only information.	Shows the date when the firmware was installed on the printer.
Check for updates	N/A	N/A	Let the printer check for firmware updates.
Update Firmware from Server	Auto Update	Disabled* Check Only Check and Install	Configure when firmware is updated and limits the download speed of the update.

Menu item	Submenu Item	Settings	Description
	Scheduled Day	Sunday Monday Tuesday* Wednesday Thursday Friday Saturday Daily	Set the day and time for firmware updates.  Note: This menu item only appears when Check Only is selected.
	Scheduled Time	The setting is user-defined.	

ABOUT THIS PRINTER

Menu item	Description
Xerox Asset Tag	Specify the identity of the printer.
Customer Asset Tag	Show the serial number of the printer.
Printer Location	Specify the printer location.
Contact	Specify the contact information for the printer.
Firmware Version	Show the firmware version installed on the printer.
Engine	Show the engine number of the printer.
Serial Number	Show the serial number of the printer.
Send Logs	Send printer log information to Xerox.

Print

LAYOUT

 **Note:** An asterisk (*) next to a value indicates the factory default setting.

Menu item	Settings	Description
Sides	1-Sided 2-Sided *	Specify whether to print on one side or two sides of the paper.

Menu item	Settings	Description
Flip Style	Long Edge* Short Edge	Specify whether the short edge or the long edge of the paper flips when performing two-sided printing.
Blank Pages	Print Do Not Print*	Print blank pages that are included in a print job.
Collate	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	None* Between Copies Between Jobs Between Pages	Insert blank separator sheets when printing.
Separator Sheet Source	Tray [x]	Specify the paper source for the separator sheet.
Pages per Side	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 pages on one side of a sheet of paper.
Pages per Side Ordering	Horizontal* Reverse Horizontal Vertical Reverse Vertical	Specify the positioning of multiple-page side when using the Pages per Side menu.  Note: The positioning depends on the number of page images and their page orientation.
Pages per Side Orientation	Auto* Landscape Portrait	Specify the orientation of a multiple-page side when using the Pages per Side menu.
Pages per Side Border	None* Solid	Print a border around each page when using the Pages per Side menu.
Copies	1 to 9999 (1*)	Specify the number of copies for each print job.

Menu item	Settings	Description
Print Area	Normal* Fit to page Whole Page	Set the printable area on a sheet of paper.

SETUP



Note: An asterisk (*) next to a value indicates the factory default setting.

Menu item	Settings	Description
Printer Language	PCL Emulation PS Emulation*	Set the printer language.  Note: Setting a printer language default does not prevent a software program from sending print jobs that use another printer language.
Job Waiting	Off* On	Preserve print jobs requiring supplies so that jobs not requiring the missing supplies can print.  Note: This menu item appears only when a storage drive is installed.
Job Hold Timeout	0 to 255 (30*)	Set the time in seconds that the printer waits for user intervention before it holds jobs that require unavailable resources.  Note: This menu item appears only when a storage drive is installed.
Printer Usage	Max Speed Max Yield*	Determine how the printer utilizes the toner during printing.  Notes - When set to Max Yield, the color print cartridges slow down or stop while printing groups of black-only pages. - When set to Max Speed, the color print cartridges always run while printing, whether color or black pages are being printed.
Download Target	RAM* Flash Disk	Specify where to save all permanent resources that have been downloaded to the printer.  Note: This menu item appears only when a storage drive is installed.

Menu item	Settings	Description
Resource Save	On Off*	Determine what the printer does with downloaded resources, such as fonts and macros, when it receives a job that requires more than the available memory.  Notes - When set to Off, the printer retains downloaded resources only until memory is needed. Resources associated with the inactive printer language are deleted. - When set to On, the printer preserves all the permanent downloaded resources across all language switches. When necessary, the printer shows memory full messages instead of deleting permanent resources.
Print All Order	Alphabetical* Newest First Oldest First	Specify the order in which held and confidential jobs are printed when Print All is selected.
Automatic Deletion of Suspended Print Jobs	Off* On	Set the printer to cancel automatically the queued print jobs that are interrupted by errors such as paper jams and missing supplies.

QUALITY

 **Note:** An asterisk (*) next to a value indicates the factory default setting.

Menu item	Submenu item	Settings	Description
Print Mode	N/A	Black and White Color*	Set the printer to print either in color or black and white.
Print Resolution	N/A	Standard*	Set the resolution for the printed output.  Note: Standard provides high-quality output at maximum speed
Toner Darkness	N/A	Light Normal* Dark	Determine the lightness or darkness of text images.
Halftone	N/A	Normal* Detail	Enhance the printed output to have smoother lines with sharper edges.

Menu item	Submenu item	Settings	Description
RGB Brightness	N/A	-6 to 6 (0*)	Adjust the brightness, contrast, and saturation for color output.
RGB Contrast	N/A	0 to 5 (0*)	 Note: This setting does not affect files where CMYK color specifications are used.
RGB Saturation	N/A	0 to 5 (0*)	
Advanced Imaging	Color Balance	Cyan (0*)	Adjust the amount of toner that is used for each color.
		Magenta (0*)	
		Yellow (0*)	
		Black (0*)	
	Reset Defaults		Reset all color settings to their default values.
	Color Correction	Off	Modify the color settings that are used to print documents.  Notes • Off—Sets the printer to receive the color correction from the software. • Auto—Sets the printer to apply different color profiles to each object on the printed page. • Manual—Allows the customization of the RGB or CMYK color conversions applied to each object on the printed page.
		Auto*	
		Manual	
	Color Adjust	Color Adjust	Calibrate the printer to adjust color variations in the printed output.

JOB ACCOUNTING

 **Note:** An asterisk (*) next to a value indicates the factory default setting.

Menu item	Settings	Description
Job Accounting	Off* On	Set the printer to create a log of the print jobs that it receives.
Accounting Log Frequency	Daily Weekly Monthly*	Specify how often the printer creates a log file.

Menu item	Settings	Description
Log Action at End of Frequency	None* Email Current Log Email & Delete Current Log Post Current Log Post & Delete Current Log	Specify how the printer responds when the frequency threshold expires.  Note: The value defined in Accounting Log Frequency determines when this action is triggered.
Log Near Full Level	On* (5MB) Off	Specify the maximum size of the log file before the printer executes the Log Action at Near Full .  Note: This menu item appears only when a storage drive is installed.
Log Action at Near Full	None* Email Current Log Email & Delete Current Log Email & Delete Oldest Log Post Current Log Post & Delete Current Log Post & Delete Oldest Log Delete Current Log Delete Oldest Log Delete All But Current Delete All Logs	Specify how the printer responds when a storage drive is nearly full.  Note: The value defined in Log Near Full Level determines when this action is triggered.

Menu item	Settings	Description
Log Action at Full	None* Email & Delete Current Log Email & Delete Oldest Log Post & Delete Current Log Post & Delete Oldest Log Delete Current Log Delete Oldest Log Delete All But Current Delete All Logs	Specify how the printer responds when a storage drive usage reaches the maximum limit (100MB).
URL to Post Log	The setting is user-defined.	Specify where the printer posts job accounting logs.
Email Address to Send Logs	The setting is user-defined.	Specify the email address to which the printer sends job accounting logs.
Log File Prefix	The setting is user-defined.	Specify the prefix for the log files.  Note: The current host name defined in the TCP/IP menu is used as the default log file prefix.

PDF

 **Note:** An asterisk (*) next to a value indicates the factory default setting.

Menu item	Settings	Description
Scale To Fit	Yes No *	Scale the page content to fit the selected paper size.
Annotations	Print Do Not Print*	Specify whether to print annotations in the PDF.
Print PDF Error	On* Off	Enable the printing of PDF error.

POSTSCRIPT

 **Note:** An asterisk (*) next to a value indicates the factory default setting.

Menu item	Settings	Description
Print PS Error	On Off *	Print a page that describes the PostScript® emulation error.  Note: When an error occurs, processing of the job stops, the printer prints an error message, and the rest of the print job is flushed.
Minimum Line Width	1 to 30 (2*)	Set the minimum stroke width.  Note: Jobs printed in Standard use half the value.
Lock PS Startup Mode	On* Off	Disable the SysStart file.  Notes • The default setting varies depending on your printer model. • Enabling the SysStart file exposes your printer or network to a security risk.
Image Smoothing	On Off*	Enhance the contrast and sharpness of low-resolution images.  Note: This setting has no effect on images with a resolution of 300 dpi or higher.
Font Priority	Resident* Flash/Disk	Establish the font search order.  Notes • Resident—Sets the printer to search its memory for the requested font before searching the storage drive. • Flash/Disk—Sets the printer to search the storage drive for the requested font before searching the printer memory. • This menu item appears only when a storage drive is installed.
Wait Timeout	Disabled Enabled*	Enable the printer to wait for more data before canceling a print job.  Note: When set to On , 40 seconds is the factory default setting.
Wait Timeout Time	15 to 65535 (40*)	Set the time in seconds for the printer to wait for more data before canceling a print job.  Note: This menu item appears only when Wait Timeout is enabled.

PCL



An asterisk (*) next to a value indicates the factory default setting.

Menu item	Settings	Description
Scale To Fit	Off* On	Scale the page content to fit the selected paper size.
Font Source	Resident* All Flash Font Card	Select the source which contains the default font selection  Note: Flash and Font Card appear only when an intelligent storage drive (ISD) is installed.
Font Name	[List of available fonts] (Courier*)	Select a font from the specified font source.
Symbol Set	[List of available symbol set] (12U PC-850*)	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 to 100.00 (10.00*)	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	Portrait* Landscape Reverse Portrait Reverse Landscape	Specify the orientation of text and graphics on the page.
Lines per Page	1 to 255	Specify the number of lines of text for each page printed through the PCL® emulation data stream.  Notes • 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.

Menu item	Settings	Description
PCL5 Minimum Line Width	1 to 30 (2*)	Set the initial minimum stroke width.
PCLXL Minimum Line Width	1 to 30 (2*)	
A4 Width	198 mm* 203 mm	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	On Off*	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	On Off *	Set the printer to perform a line feed after a carriage return control command.
Tray Renumber	Assign Tray [x] Assign Manual Paper Assign Manual Envelope	Configure the printer to work with a different print driver or custom application that uses a different set of source assignments to request a given paper source.
	View Factory Defaults	Show the factory default value assigned for each paper source.
	Restore Defaults	Restore the tray renumber values to their factory defaults.
Print Timeout	Disabled Enabled*	Set the printer to end a print job after it has been idle for the specified amount of time in seconds.  Note: Print Timeout Time appears only when Print Timeout is enabled.
Print Timeout Time	1 to 255 (90*)	

IMAGE

 **Note:** An asterisk (*) next to a value indicates the factory default setting.

Menu item	Settings	Description
Auto Fit	On Off*	Select the best available paper size and orientation setting for an image.  Note: When set to On , this menu item overrides the scaling and orientation settings for the image.

Menu item	Settings	Description
Invert	Off* On	Invert bitonal monochrome images.  Note: This menu item does not apply to GIF or JPEG image formats.
Scaling	Best Fit* Anchor Top Left Anchor Center Fit Height/Width Fit Height Fit Width	Adjust the image to fit the printable area.  Note: When Auto Fit is set to On , Scaling is automatically set to Best Fit .
Orientation	Portrait* Landscape Reverse Portrait Reverse Landscape	Specify the orientation of text and graphics on the page.

Paper

TRAY CONFIGURATION

 **Note:** An asterisk (*) next to a value indicates the factory default setting.

Menu item	Submenu item	Settings	Description
Default Source	N/A	Tray [x] (1*) Manual Paper Manual Envelope	Set the default paper source for all print jobs.
Paper Size/Type	Tray [x] (1*) Manual Paper Manual Envelope	Size Type	Specify the paper size or paper type loaded in each paper source.

Menu item	Submenu item	Settings	Description
Substitute Size	N/A	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.  Notes • Off—Prompts the user to load the required paper size. • All Listed—Allows all available substitutions.

MEDIA CONFIGURATION

 **Note:** An asterisk (*) next to a value indicates the factory default setting.

Menu item	Submenu item	Settings	Description
Units of Measure	N/A	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.
Universal Setup	All Input Trays	Portrait Width	Set the portrait width of the universal paper.
		Portrait Height	Set the portrait height of the universal paper.
		Feed Direction (Short 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.
Media Type Setup	[List of paper types]	Texture Weight Loading	Specify the texture, weight, and orientation of the paper.  Note: Depending on the paper type, Loading shows either 1 or 2 sided printing or 1 sided printing only .

Network/Ports

NETWORK OVERVIEW

 **Note:** An asterisk (*) next to a value indicates the factory default setting.

Menu item	Settings	Description
Active Adapter	Auto* Standard Network Wireless	Specify the type of the network connection.  Note: Wireless is available only in printers connected to a wireless network.
Network Status	The setting is a read-only information.	Show the connectivity status of the printer network.
Display Network Status on Printer	Off On*	Show the network status on the display.
Speed, Duplex	The setting is a read-only information.	Show the speed of the currently active network card.
IPv4	The setting is a read-only information.	Show the IPv4 address.
All IPv6 Addresses	The setting is a read-only information.	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	Disabled Enabled*	Set the time before the printer cancels a network print job.
Network Job Timeout Time	10 to 255 seconds (90*)	Specify the timeout value (in seconds) when the Network Job Timeout setting is enabled.  Note: This feature is available only in certain printer models.
Banner Page	Off* On	Print a banner page.
Enable Network Connections	Enable* Disable	Enable the printer to connect to a network.
Enable LLDP	Off* On	Show the network status on the home screen.

WIRELESS

Notes

- This menu is available only in printers connected to a Wi-Fi network or printers that have a wireless print server.
- An asterisk (*) next to a value indicates the factory default setting.

Menu item	Submenu item	Settings	Description
Setup On Printer Panel	N/A	[List of available wireless networks]	Determine the wireless network that the printer connects to.  Note: This menu item appears as Wireless Connection Setup in the Embedded Web Server.
	Manually Add	Network Name Network Mode (Infrastructure*) Wireless Security Mode (Disabled*)	Manually enter a network name and network type.
Wi-Fi Protected Setup	Start Push Button Method Start PIN Method	N/A	Establish a wireless network and enable network security.  Notes • 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.
Compatibility	N/A	802.11b/g/n (2.4GHz) 802.11a/b/g/n/ac (2.4GHz/5GHz)* 802.11a/n/ac (5GHz)	Specify the wireless standard for the wireless network.

Menu item	Submenu item	Settings	Description
Wireless Security Mode	N/A	Disabled WPA2/WPA-Personal WPA2-Personal WPA2/WPA3-Personal* WPA3-Personal 802.1x - RADIUS	Set the security mode for connecting the printer to Wi-Fi devices.
WPA2/WPA Personal	N/A	AES	Enable Wi-Fi security through Wi-Fi Protected Access™ (WPA™).  Note: This menu item appears only when Wireless Security Mode is set to WPA2/WPA-Personal .
Set PSK	N/A	The setting is user-defined.	Set the password for a secure Wi-Fi connection.  Note: This menu item appears only if Wireless Security Mode is set to any of the following: • WPA2/WPA-Personal • WPA2-Personal • WPA2/WPA3-Personal • WPA3-Personal
WPA2-Personal	N/A	AES*	Enable wireless security through WPA2™.  Note: This menu item appears only if Wireless Security Mode is set to WPA2-Personal .
802.1x Encryption Mode	N/A	WPA+ WPA2* WPA2 + PMF	Enable wireless security through 802.1x standard.  Notes • This menu item appears only when Wireless Security Mode is set to 802.1x - RADIUS. • 802.1x - RADIUS can be configured only from the Embedded Web Server.

Menu item	Submenu item	Settings	Description
IPv4	Enable IPv4	On* Off	Enable and configure the IPv4 settings in the printer.
	Enable DHCP	On* Off	
	Set Static IP Address	IP Address Netmask Gateway	
IPv6	Enable IPv6	On* Off	Enable and configure the IPv6 settings in the printer.
	Enable DHCPv6	On Off*	
	Stateless Address Autoconfiguration	Off On*	
	IPv6 Address Generation Mode	EUI64* Stable Privacy Random	
	DNS Server Address	The setting is user-defined.	
	Manually Assigned IPv6 Address	The setting is user-defined.	
	Manually Assigned IPv6 Router	The setting is user-defined.	
	Address Prefix	The setting is user-defined.	
	All IPv6 Addresses	The setting is user-defined.	
	All IPv6 Router Addresses	The setting is user-defined.	
Network Address	UAA LAA	The setting is a read-only information.	View the network addresses.

Menu item	Submenu item	Settings	Description
PCL SmartSwitch	N/A	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 set to Off, then the printer does not examine incoming data and uses the default printer language specified in the Setup menu.
PS SmartSwitch	N/A	On* Off*	Set the printer to switch automatically to PS emulation when a print job requires it, regardless of the default printer language.  Note: If PS SmartSwitch is set to Off, then the printer does not examine incoming data and uses the default printer language specified in the Setup menu.
Job Buffering	N/A	On Off*	Temporarily store print jobs in the storage drive before printing.  Note: This menu item appears only when a storage drive is installed.
Mac Binary PS	N/A	Auto* On Off	Set the printer to process Macintosh binary PostScript print jobs.  Notes • On—Processes raw binary PostScript emulation print jobs. • Off—Filters print jobs using the standard protocol.

WI-FI DIRECT

 **Note:** An asterisk (*) next to a value indicates the factory default setting.

Menu item	Settings	Description
Enable Wi-Fi Direct	On Off*	Set the printer to connect directly to Wi-Fi devices.
Wi-Fi Direct Name	The setting is user-defined.	Specify the name of the Wi-Fi Direct network.
Wi-Fi Direct Password	The setting is user-defined.	Set the password to authenticate and validate users on a Wi-Fi connection.

Menu item	Settings	Description
Show Password on Setup Page	Off* On	Show the Wi-Fi Direct Password on the Network Setup Page .
Preferred Channel Number	1 to 11 Auto*	Set the preferred channel of the Wi-Fi network.
Group Owner IP Address	The setting is user-defined.	Specify the IP address of the group owner.
Auto-Accept Push Button Requests	Off* On	Accept requests to connect to the network automatically.  Note: Accepting clients automatically is not secure.

MOBILE SERVICES MANAGEMENT

 **Note:** An asterisk (*) next to a value indicates the factory default setting.

Menu item	Settings	Description
Enable IPP Print	On* Off	Enable a network printer to print jobs using Internet Printing Protocol (IPP).
Enable IPP Over USB	On* Off	Enable a USB printer to print jobs using IPP.  Note: IPP is normally designed for network printers.
Enable Mopria Discovery	On* Off	Enable mobile devices to discover a Mopria™ certified printer.
Enable Mopria Beacon	On* Off	Enable Mopria-compatible mobile devices to detect the printer for wireless printing.

ETHERNET

 **Note:** An asterisk (*) next to a value indicates the factory default setting.

Menu item	Submenu item	Settings	Description
Network Speed	N/A	The setting is a read-only information	Show the speed of an active network adapter.
IPv4	Enable IPv4	On* Off	Configure the IPv4 settings.  Note: The settings are user-defined.

Menu item	Submenu item	Settings	Description
	Enable DHCP	On* Off	
	Set Static IP Address	IP Address Netmask Gateway	
IPv6	Enable IPv6	Off On*	Configure the IPv6 settings.
	Enable DHCPv6	Off* On	
	Stateless Address Autoconfiguration	Off On*	
	IPv6 Address Generation Mode	EUI64 Stable Privacy* Random	
	DNS Address	The setting is user-defined.	
	Manually Assigned IPv6 Address	The setting is user-defined.	
	Manually Assigned IPv6 Router	The setting is user-defined.	
	Address Prefix	0 to 128 (64*)	
	All IPv6 Addresses	The setting is user-defined.	
	All IPv6 Router Addresses	The setting is user-defined.	
Network Address	UAA LAA	The setting is a read-only information.	Specify the network address.

Menu item	Submenu item	Settings	Description
PCL SmartSwitch	N/A	Off On*	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.
PS SmartSwitch	N/A	On* Off*	Set the printer to switch automatically to PS emulation when a print job requires it, regardless of the default printer language.  Note: If PS SmartSwitch is off, then the printer does not examine incoming data and uses the default printer language specified in the Setup menu.
Mac Binary PS	N/A	Auto* On Off	Set the printer to process Macintosh binary PostScript print jobs.  Notes • Auto—Processes print jobs from computers using either Windows or Macintosh operating systems. • Off—Filters PostScript emulation print jobs using the standard protocol.
Energy Efficient Ethernet	N/A	Off On Auto*	Reduce power consumption when the printer does not receive data from the Ethernet network.

TCP/IP



Note:

An asterisk (*) next to a value indicates the factory default setting.

Menu item	Settings	Description
Set Hostname	The setting is user-defined.	Set the current TCP/IP host name.
Domain Name	The setting is user-defined.	Set the domain name.

Menu item	Settings	Description
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	The setting is user-defined.	Specify a service name for the zero configuration network.
Enable Auto IP	On* Off	Assign an IP address automatically.
DNS Address	The setting is user-defined.	Specify the current Domain Name System (DNS) server address.
Backup DNS	The setting is user-defined.	Specify the backup DNS server addresses.
Backup DNS 2		
Backup DNS 3		
Domain Search Order	The setting is user-defined.	Specify a list of domain names to locate the printer and its resources that reside in different domains on the network.
Enable DDNS	Off * On	Update the Dynamic DNS settings.
DDNS TTL	300 to 31536000 (3600*)	Specify the current DDNS settings.
Default TTL	5 to 254 (254*)	
DDNS Refresh Time	300 to 31536000 (604800*)	
Enable mDNS	On* Off	Update multicast DNS settings.
WINS Address	The setting is user-defined.	Specify a server address for Windows Internet Name Service (WINS).
Enable BOOTP	Off* On	Allow the BOOTP to assign a printer IP address.
MTU	256 to 1500 Ethernet (1500*)	Specify a maximum transmission unit (MTU) parameter for the TCP connections.
Raw Print Port	1 to 65535 (9100*)	Specify a raw port number for printers connected on a network.
Outbound Traffic Maximum Speed	Disabled* Enabled	Enable the printer maximum transfer rate.

Menu item	Settings	Description
TLS Support	Enable TLSv1.0 (Off*) Enable TLSv1.1 (Off*) Enable TLSv1.2 (On*)	Enable or disable the specified TLS protocol version.  Note: TLSv1.3 is supported by default and cannot be disabled.
SSL Cipher List	The setting is user-defined.	Specify the cipher algorithms to use for the SSL or the TLS connections.
TLSv1.3 SSL Cipher List		

SNMP

 **Note:** An asterisk (*) next to a value indicates the factory default setting.

Menu item	Submenu Item	Settings	Description
SNMP Versions 1 and 2c	Enabled	Off On*	Configure Simple Network Management Protocol (SNMP) versions 1 and 2c to install print drivers and applications.
	Allow SNMP Set	Off On*	
	Enable PPM MIB	Off On*	
	GET SNMP Community	The setting is user-defined.	
	SET SNMP Community		
SNMP Version 3	Enabled	Off On*	Enable SNMP version 3 to install and update the printer security.
	Context Name	The setting is user-defined.	Enter the context name.
	Set Read/Write Credentials	Username Authentication Password Privacy Password	Enter the read and write credentials for SNMP version 3 .
	Set Read-only Credentials	Username Authentication Password Privacy Password	Enter the read-only credentials for SNMP version 3 .

Menu item	Submenu Item	Settings	Description
	Authentication Hash	MD5 SHA1* SHA2	Set the applicable authentication hash.
	Minimum Authentication Level	No Authentication, No Privacy Authentication, No Privacy Authentication, Privacy*	Set the applicable minimum authentication level.
	Privacy Algorithm	DES AES-128* AES-192 AES-256	Set the applicable privacy algorithm.
Other Settings	Operating Mode	Xerox* Legacy Lexmark	Choose how the printer communicates through SNMP based on compatibility requirements.

IPSEC



Note: An asterisk (*) next to a value indicates the factory default setting.

Menu item	Settings	Description
Enable IPsec	Off* On	Enable Internet Protocol Security (IPSec).
Base Configuration	Default* Compatibility Secure	Set the IPsec base configuration.  Note: 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 base configuration.  Note: This menu item appears only when Base Configuration is set to Compatibility .
Proposed Encryption Method	3DES AES*	Set the encryption method.  Note: This menu item appears only when Base Configuration is set to Compatibility .

Menu item	Settings	Description
Proposed Authentication Method	SHA1 SHA256* SHA512	Set the authentication method.  Note: This menu item appears only when Base Configuration is set to Compatibility .
IKE SA Lifetime (Hours)	1 2 4 8 24*	Specify the IKE SA expiry period.  Note: This menu item appears only when Base Configuration is set to Secure .
IPSec SA Lifetime (Hours)	1 2 4 8* 24	Specify the IPSec SA expiry period.  Note: This menu item appears only when Base Configuration is set to Secure .
IPSec Device Certificate	default*	Specify an IPSec certificate.  Note: This menu item appears only when Enable IPSec is set to On .
Pre-Shared Key Authenticated Connections	Host [x]	Configure the authenticated connections of the printer.  Note: These menu items appear only when Enable IPSec is set to On .
Certificate Authenticated Connections	Host [x] Address[/subnet]	

802.1X

 **Note:** An asterisk (*) next to a value indicates the factory default setting.

Menu item	Submenu Items	Settings	Description
Active	N/A	Off* On	Let the printer join networks that require authentication before allowing access.
802.1x Authentication	Device Login Name	The setting is user-defined.	Specify the unique login name.
	Device Login Password	The setting is user-defined.	Specify the unique password.

Menu item	Submenu Items	Settings	Description
	Validate Server Certificate	On* Off	Enable this option to require verification of the security certificate on the authenticating server.
	Enable Event Logging	On Off*	Enable the printer to record connection logs.
	802.1x Device Certificate	default*	Select the digital certificate that you want to use.  Note: If only one certificate is installed, then default is the only option that appears.
Authentication Mechanism	EAP - MD5	On* Off	Enable the Extensible Authentication Protocol (EAP) MD5 framework.
	EAP - MSCHAPv2	On* Off	Enable the EAP Microsoft Challenge Handshake Authentication Protocol (MSCHAP) version 2 authentication method.
	LEAP	On* Off	Enable Lightweight Extensible Authentication Protocol (LEAP), a modified version of MSCHAP.
	PEAP	On* Off	Enable Protected Extensible Authentication Protocol (PEAP), a method that provides more secure authentication for 802.11 WLANs. PEAP supports 802.1x port access control.
	EAP - TLS	On* Off	Enable EAP Transport Layer Security (TLS), a protocol in which the client and server authenticate each other using digital certificates.
	EAP - TTLS	On* Off	Enable EAP tunneled Transport Layer Security (TLS), a protocol similar to EAP_TLS except that only the server has a certificate to authenticate itself to the client first.

Menu item	Submenu Items	Settings	Description
	TTLS Authentication Method	CHAP MSCHAP MSCHAPv2* PAP	Select which EAP TTLS method to use for your device.

LPD CONFIGURATION

 **Note:** An asterisk (*) next to a value indicates the factory default setting.

Menu item	Settings	Description
LPD Timeout	0 to 65535 seconds (90*)	Set the timeout 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.
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.

HTTP/FTP SETTINGS

 **Note:** An asterisk (*) next to a value indicates the factory default setting.

Menu item	Submenu Item	Settings	Description
Proxy	HTTP Proxy IP Address	The setting is user-defined.	Configure the HTTP server settings.
	HTTP Default IP Port		Configure the HTTP default IP port address.  Note: The factory default port for HTTP is 80.
	FTP Proxy IP Address		Configure the FTP settings.

Menu item	Submenu Item	Settings	Description
	FTP Default IP Port		Configure the FTP default IP port address.  Note: The factory default port for HTTP is 21.
	Authentication	None Auto* Basic Digest NTLM	Specify the authentication credentials.
	Username	The setting is user-defined.	Specify the unique username.
	Password		Specify the unique password.
	Local Domains		Specify domain names for HTTP and FTP servers.
Other Settings	Enable HTTP Server	On* Off	Access the Embedded Web Server to monitor and manage the printer.
	Enable HTTPS	On* Off	Enable Hypertext Transfer Protocol Secure (HTTPS) to encrypt data transferring to and from the print server.
	Force HTTPS Connections	On Off*	Force the printer to use HTTPS connections.
	Enable FTP/TFTP	On* Off	Send files using FTP/TFTP.
	HTTPS Device Certificate	default*	View the HTTP device certificate used on the printer.
	Timeout for HTTP/FTP Requests	1 to 299 seconds (30*)	Specify the amount of time before the server connection stops.
	Retries for HTTP/FTP Requests	1 to 299 seconds (3*)	Set the number of retries to connect to the HTTP/FTP server.

THINPRINT

 **Note:** An asterisk (*) next to a value indicates the factory default setting.

Menu item	Settings	Description
Enable ThinPrint	Off* On	Print using ThinPrint.
Port Number	4000 to 4999 (4000*)	Set the port number for the ThinPrint server.  Note: This menu item can only be configured when Enable ThinPrint is set to On .
Bandwidth (bits/sec)	100 to 1000000 (0*)	Set the speed to transmit data in a ThinPrint environment.  Note: This menu item can only be configured when Enable ThinPrint is set to On .
Packet Size (kbytes)	0 to 64000 (0*)	Set the packet size for data transmission.  Note: This menu item can only be configured when Enable ThinPrint is set to On .

USB

 **Note:** An asterisk (*) next to a value indicates the factory default setting.

Menu item	Settings	Description
PCL SmartSwitch	On* Off	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: When this setting is disabled, the printer does not examine incoming data and uses the default printer language specified in the Setup menu.
PS SmartSwitch	On* Off	Set the printer to switch to PostScript emulation when a print job received through a USB port requires it, regardless of the default printer language.  Note: When this setting is disabled, the printer does not examine incoming data and uses the default printer language specified in the Setup menu.
Job Buffering	Off* On	Temporarily store jobs on the storage drive before printing.  Note: This menu item appears only when a storage drive is installed.

Menu item	Settings	Description
Mac Binary PS	Auto* On Off	Set the printer to process Macintosh binary PostScript emulation print jobs.  Notes • Auto—Processes print jobs from computers using either Windows or Macintosh operating systems. • Off—Filters PostScript emulation print jobs using the standard protocol.
Enable USB Port	Enable* Disable	Enable the rear USB port.

RESTRICT EXTERNAL NETWORK ACCESS

 **Note:** An asterisk (*) next to a value indicates the factory default setting.

Menu item	Settings	Description
Restrict external network access	Off* On	Restrict access to network sites.
External network address	The setting is user-defined.	Specify the network addresses with restricted access.  Note: This menu item can only be configured when Restrict external network access is set to On .
Email address for notification		Specify an email address to send a notification of logged events.  Note: This menu item can only be configured when Restrict external network access is set to On .
Ping frequency	1 to 300 (10*)	Specify the network query interval in seconds.  Note: This menu item can only be configured when Restrict external network access is set to On .
Subject	The setting is user-defined.	Specify the subject and message of the notification email.  Note: This menu item can only be configured when Restrict external network access is set to On .
Message		

Security

SECURITY AUDIT LOG

 **Note:** An asterisk (*) next to a value indicates the factory default setting.

Menu item	Settings	Description
Enable Audit	Off On*	Set the printer to record the events in the secure audit log and remote syslog.
Enable Remote Syslog	Off* On	Set the printer to send audit logs to a remote server.
Remote Syslog Server	The setting is user-defined.	Specify the remote syslog server.
Remote Syslog Port	1 to 65535 (514*)	Specify the port over which the printer sends logged events to a remote server.
Remote Syslog Method	Normal UDP* Stunnel	Identify the protocol that the printer uses to transmit logged events to a remote server.

Menu item	Settings	Description
Remote Syslog Facility	0 - Kernel Messages	Specify a Facility value that the printer uses when sending log events to the remote syslog server.
	1 - User-Level Messages	
	2 - Mail System	
	3 - System Daemons	
	4 - Security/ Authorization Messages*	
	5 - Messages Generated Internally by Syslogd	
	6 - Line Printer Subsystem	
	7 - Network News Subsystem	
	8 - UUCP Subsystem	
	9 - Clock Daemon	
	10 - Security/ Authorization Messages	
	11 - FTP Daemon	
	12 - NTP Subsystem	
	13 - Log Audit	
	14 - Log Alert	
	15 - Clock Daemon	
	16 - Local Use 0 (local0)	
	17- Local Use 1 (local1)	
	18 - Local Use 2 (local2)	
	19 - Local Use 3 (local3)	
	20 - Local Use 4 (local4)	
	21 - Local Use 5 (local5)	

Menu item	Settings	Description
	22 - Local Use 6 (local6) 23 - Local Use 7 (local7)	
Severity of Events to Log	0 - Emergency 1 - Alert 2 - Critical 3 - Error 4 - Warning* 5 - Notice 6 - Informational 7 - Debug	Select the minimum severity level of system events to record. The printer logs events at the chosen level and all more severe levels. For example, if you select 4 – Warning, the printer logs Warnings, Errors, Critical, Alert, and Emergency events.
Remote Syslog Non-Logged Events	Off* On	Set the printer to send any applicable events.
Admin's Email Address	The setting is user-defined.	Specify the email address of the printer administrator who is notified of certain log events.
Email Log Cleared Alert	Off* On	Set the printer to send an email to the administrator every time a log is deleted.
Email Log Wrapped Alert	Off* On	Set the printer to send the administrator an email when log entries are wrapping.
Log Full Behavior	Wrap Over Oldest Entries* Email Log Then Delete All Entries	Determine how the printer resolves log storage issues when the log fills its allotted memory.
Email % Full Alert	Off* On	Set the printer to send the administrator an email when the log fills its allotted memory.
% Full Alert Level	1 to 99 (90*)	Determine if the space occupied by the log equals or exceeds the value of the full alert level.
Email Log Exported Alert	Off* On	Send an email notification to the administrator when a log is exported.
Email Log Settings Changed Alert	Off* On	Set the printer to send an email to the administrator when the value of the Enable Audit menu is changed.

Menu item	Settings	Description
Log Line Endings	LF (\n)* CR (\r) CRLF (\r\n)	Determine how the printer handles line endings in the log file, depending on the operating system that the file is parsed or viewed.
Digitally Sign Exports	Off* On	Set the printer to sign exported security logs automatically.
Clear Log	Clear	Delete all audit logs.
Export Log	Syslog (RFC 5424) Syslog (RFC 3164) CSV	Export logs from the printer or flash drive.

LOGIN RESTRICTIONS



Note: An asterisk (*) next to a value indicates the factory default setting.

Menu item	Settings	Description
Login failures	1 to 10 (3*)	Specify the number of failed login attempts before the user is locked out.
Failure time frame	1 to 60 minutes (5*)	Specify the time frame that failed login attempts are allowed before the user is locked out.
Lockout time	1 to 60 minutes (5*)	Specify the amount of time where no logins are allowed.
Web Login Timeout	1 to 120 minutes (10*)	Specify the amount of time that a remote interface such as a web page can remain idle before the user is logged off automatically.

HELD JOBS SETUP



Note: An asterisk (*) next to a value indicates the factory default setting.

Menu item	Submenu items	Settings	Description
Require All Jobs to be Held	N/A	Off* On	Hold all print jobs in the queue instead of printing immediately.
Keep Duplicate Documents	N/A	Off* On	Store multiple copies of the same document in the Held Jobs queue.

Menu item	Submenu items	Settings	Description
Confidential Jobs	Max Invalid PIN	2 to 10 (0*)	Set the maximum number of incorrect PIN entry attempts allowed for confidential print jobs.  Notes • A value of 0 turns this feature off. • When the limit is reached, all print jobs associated with that username are deleted.
	Job Expiration	Off* 1 Hour 4 Hours 24 Hours 72 Hours 1 Week	Set an individual expiration time for each type of held job before the printer deletes it automatically from memory.  Notes • If the expiration time setting is changed while confidential print jobs reside on the printer memory or intelligent storage drive (ISD), 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.
	Keep Held Jobs	Off* Only after printing Only after reboot After printing and reboot	Set the printer to keep all held jobs.  Note: Certain settings are available only when an ISD is installed, which is also required to keep held jobs after a reboot.

Menu item	Submenu items	Settings	Description
Repeat Jobs	Job Expiration	Off* 1 Hour 4 Hours 24 Hours 72 Hours 1 Week	Set an individual expiration time for each type of held job before the printer deletes it automatically from memory.  Notes • If the expiration time setting is changed while confidential print jobs reside on the printer memory or ISD, 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.
	Keep Held Jobs	Off Only after printing* Only after reboot After printing and reboot	Set the printer to keep held jobs.  Note: Certain settings are available only when an ISD is installed, which is also required to keep held jobs after a reboot.
Reserve Jobs	Job Expiration	Off* 1 Hour 4 Hours 24 Hours 72 Hours 1 Week	Set an individual expiration time for each type of held job before the printer deletes it automatically from memory.  Notes • If the expiration time setting is changed while confidential print jobs reside on the printer memory or ISD, 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.

Menu item	Submenu items	Settings	Description
	Keep Held Jobs	Off Only after printing* Only after reboot After printing and reboot	Set the printer to keep all held jobs.  Note: Certain settings are available only when an ISD is installed, which is also required to keep held jobs after a reboot.
Verify Jobs	Job Expiration	Off* 1 Hour 4 Hours 24 Hours 72 Hours 1 Week	Set an individual expiration time for each type of held job before the printer deletes it automatically from memory.  Notes • If the expiration time setting is changed while confidential print jobs reside on the printer memory or ISD, 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.
	Keep Held Jobs	Off* Only after printing Only after reboot After printing and reboot	Set the printer to keep all held jobs.  Note: Certain settings are available only when an ISD is installed, which is also required to keep held jobs after a reboot.

ENCRYPTION

Menu item	Settings	Description
Internal Storage	The setting is a read-only information.	Show the encryption status of the internal storage.
Intelligent Storage Drive	The setting is a read-only information.	Show the encryption status of the intelligent storage drive (ISD).  Note: This menu item appears only when an ISD is installed.

ERASE TEMPORARY DATA FILES

 **Note:** An asterisk (*) next to a value indicates the factory default setting.

Menu item	Settings	Description
Stored in onboard memory	Off* On	Set the printer to erase all the data of a job from its memory after the job is finished.

SOLUTIONS LDAP SETTINGS

 **Note:** An asterisk (*) next to a value indicates the factory default setting.

Menu item	Settings	Description
Follow LDAP Referrals	Off* On	Search the different servers in the domain for the logged-in user account.
LDAP Certificate Verification	Yes No*	Enable verification of LDAP certificates.  Note: Restart the printer for the changes to take effect.

MISCELLANEOUS

 **Note:** An asterisk (*) next to a value indicates the factory default setting.

Menu item	Settings	Description
Protected Features	Show* Hide	Show all the features that Function Access Control (FAC) protects regardless of the security permission that the user has.  Note: Hide displays only FAC-protected features that the user has access
Print Permission	Off* On	Require the user to log in before printing.
Default Print Permission Login	Username/Password* Username	Set the default login for Print Permission .

Menu item	Settings	Description
Security Reset Jumper	Enable "Guest" access* No Effect	Specify user access to the printer.  Notes • 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.
Reset Device Modes	Allow with FAC Allow* Don't Allow	Allow the printer mode to be reset.
Use Intelligent Storage Drive for User Data	Off On*	Enable the intelligent storage drive to store user data.
Minimum Password Length	0 to 32 (8*)	Specify the minimum password length that is used for internal accounts such as Password and Username/Password accounts.
Enable Password/PIN Reveal	On* Off	Show the password or personal identification number.
Allow Encryption of Service Nonvolatile Memory	Off* On	Enable the encryption of service nonvolatile memory in your device.  Note: This menu item appears only if Encrypt Service Nonvolatile Memory is disabled.

Cloud Services

CLOUD CONNECTOR

Menu item	Submenu item	Setting	Description
Enable/ Disable Connectors	Box	On*	Enable a cloud storage provider.
	Dropbox	Off	
	Google Drive		
	OneDrive		

CLOUD PRINT RELEASE

 **Note:** This menu is available only in certain printer models.

Menu item	Settings	Description
Server Address	The setting is user-defined.	Specify the address of the cloud server.
Client ID	The setting is user-defined.	Specify the organization-specific client ID.
Client Secret	The setting is user-defined.	Specify the organization-specific client secret.

CLOUD SERVICES ENROLLMENT



Note: An asterisk (*) next to a value indicates the factory default setting.

Menu item	Settings	Description
View More Information	The setting is a read-only information.	View more information on the usage of Lexmark Cloud Services.
Enable communication with Lexmark Cloud Services	Off* On	Enable the printer to communicate with Lexmark Cloud Services.
View Current Status	The setting is a read-only information.	View the connection status between the printer and Lexmark Cloud Services.

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 supply status, paper count, job information, and more.
Profile List	Print a list of profiles that are stored in the printer.
Asset Report	Print a diagnostic tool for print problems.  Note: To avoid clipping the content, print the report on Letter- or A4-size paper.

PRINT

Menu item	Settings	Description
Print Fonts	PCL Fonts PS Fonts	Print samples and information about the fonts that are available in each printer language.
Print Demo	Demo Page	Print a sample page with text and graphics that help you check print quality, such as colors, sharpness, and alignment.  Notes • To avoid clipping the content, print the page on Letter- or A4-size paper. • This menu item appears only when the printer has a demo page installed.
Print Directory	The setting is user-defined	Print a list of the resources stored in the printer storage.

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 .

Troubleshooting

Menu item	Description
Print Quality Test Pages	Print sample pages to identify and correct print quality defects.

Supplies Plan

PLAN ACTIVATION

 **Note:** An asterisk (*) next to a value indicates the factory default setting.

Menu item	Settings	Description
Sequence Number	The setting is a read-only information.	Show the unique number associated with your printer supplies plan.  Note: This number is used to generate and validate the correct supplies plan activation code.
Device Serial Number		Show the Xerox Serial Number associated with the printer supplies plan.  Note: This number, along with the printer serial number and plan information, is used to generate or validate the correct supplies plan activation code.
Activation Code	The setting is user-defined.	Enter a Plan Activation Code to activate the supplies plan associated with your printer.  Note: The code is provided by your Xerox representative.
Activate Plan	N/A	Activate the supplies plan associated with your printer.

PLAN CONVERSION

 **Note:** An asterisk (*) next to a value indicates the factory default setting.

Menu item	Settings	Description
Current Plan	The setting is a read-only information.	Show the supplies plan that is currently active on the printer.
Device Serial Number		Show the Xerox Serial Number associated with the printer supplies plan.  Note: This number, along with the printer serial number and plan information, is used to generate or validate the correct supplies plan activation code.
Total Impressions		Show the total number of pages the printer has produced.
Conversion Code	The setting is user-defined.	Enter a Plan Conversion Code to update or correct the supplies plan if issues occur after the initial activation.

Menu item	Settings	Description
Convert Plan	N/A	Update the supplies plan associated with your printer.

Maintain the printer

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7. Maintain the printer

Checking the status of parts and supplies

1. From the upper-right corner of the control panel, select .
2. Select .
3. View the status of the printer parts and supplies.

Configuring supply notifications

1. Open a web browser, and then type the printer IP address in the address field.



- You can find the IP address at the top of the printer display.
 - Make sure that the printer and computer are connected to the same network.
2. Click **Settings** › **Device** › **Notifications**.
 3. Click **Custom Supply Notifications**.
 4. Select a notification for each supply item.
 5. Apply the changes.

Setting up email alerts

Email alerts let you set up a mail server so the printer can automatically send messages to a group of email addresses when certain events happen. For more information on SMTP settings, see [Configuring the email SMTP settings on page 29](#).

1. Open a web browser, and then type the printer IP address in the address field.



- You can find the IP address at the top of the printer display.
 - Make sure that the printer and computer are connected to the same network.
2. Click **Settings** › **Device** › **Notifications**.
 3. Click **Email Alerts Setup**.
 4. Click **Setup Email Lists and Alerts**, and then do the following:
 - Specify the email addresses that you want to send the alerts to.
 - Specify the subject of the email alert.
 - Specify the printer events that you want to send.

5. Click **Save**.

Printing printer reports and logs

Printer reports show the printer status, toner levels, number of pages printed or scanned, and any errors.

1. From the control panel, navigate to **Settings › Reports**.
2. Select the report or log that you want to print.

Menu Settings Page—Show the current printer preferences, settings, and configurations.

Device

- **Device Information**—Show printer information such as serial number, installed memory, and page count.
- **Device Statistics**—Show printer information such as supply status, total printed sheets, and printer job information.
- **Profiles List**—Show a list of profiles or shortcuts that are stored in the printer.
- **Asset Report**— Show printer information such as color and mono print counts, IP address, and firmware levels.

Print

- **Print Fonts**—Show the fonts that are available in each printer language.
- **Print Demo**—Show the demo files that are available in the firmware or intelligent storage drive (ISD)
- **Print Directory**—Show the resources that are stored on the ISD.



Note: This report appears only when an ISD is installed.

Network

- **Network Setup Page**—Show the configured network and wireless settings on the printer.



Note: This report appears only in network printers and printers connected to print servers.

- **Wi-Fi Direct Connected Clients**—Show the list of devices that are connected to the printer using Wi-Fi Direct.



Note: This report appears only when **Enable Wi-Fi Direct** is set to **On**.

Ordering parts and supplies

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—Potential Damage

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.

ORDERING A PRINT CARTRIDGE

Cartridge part numbers may change. To check the latest part numbers, go to www.xerox.com/supplies.

Notes

- The estimated cartridge yield is based on the ISO/IEC 19798 standard.
- Extremely low print coverage for extended periods of time may negatively affect actual yield.
- All life estimates for printer supplies assume printing on Letter- or A4-size plain paper.

Warning—Potential Damage

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

Return Program print cartridges

Xerox® C240, Xerox® C300

Item	United States, Canada, Australia, New Zealand, Puerto Rico	European Union, Iceland, Liechtenstein, Norway, Switzerland, United Kingdom	Rest of Asia Pacific	Latin America and Mexico	Rest of Europe, Middle East, Africa	People's Republic of China
Cyan	006R05052	006R05056	006R05060	006R05064	006R05068	006R05239
Magenta	006R05053	006R05057	006R05061	006R05065	006R05069	006R05240
Yellow	006R05054	006R05058	006R05062	006R05066	006R05070	006R05241
Black	006R05051	006R05055	006R05059	006R05063	006R05067	006R05242

High Yield Return Program print cartridges

Xerox® C240, Xerox® C300

Item	United States, Canada, Australia, New Zealand, Puerto Rico	European Union, Iceland, Liechtenstein, Norway, Switzerland, United Kingdom	Rest of Asia Pacific	Latin America and Mexico	Rest of Europe, Middle East, Africa	People's Republic of China
Cyan	006R05072	006R05076	006R05080	006R05084	006R05088	006R05243
Magenta	006R05073	006R05077	006R05081	006R05085	006R05089	006R05244
Yellow	006R05074	006R05078	006R05082	006R05086	006R05090	006R05245
Black	006R05071	006R05075	006R05079	006R05083	006R05087	006R05246

Extra High Yield Return Program print cartridges

Xerox® C300

Item	United States, Canada, Australia, New Zealand, Puerto Rico	European Union, Iceland, Liechtenstein, Norway, Switzerland, United Kingdom	Rest of Asia Pacific	Latin America and Mexico	Rest of Europe, Middle East, Africa	People's Republic of China
Cyan	006R05092	006R05096	006R05101	006R05105	006R05109	006R05247
Magenta	006R05093	006R05097	006R05102	006R05106	006R05110	006R05248
Yellow	006R05094	006R05098	006R05103	006R05107	006R05111	006R05249
Black	006R05091	006R05095	006R05100	006R05104	006R05108	006R05250

ORDERING THE WASTE TONER BOTTLE

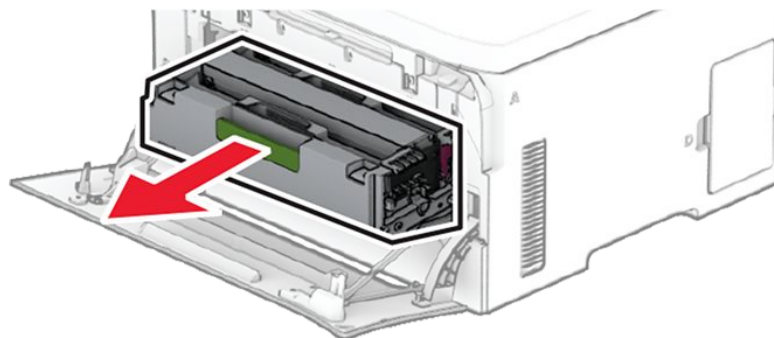
Item	Worldwide
Waste toner bottle	008R08165

Replacing parts and supplies

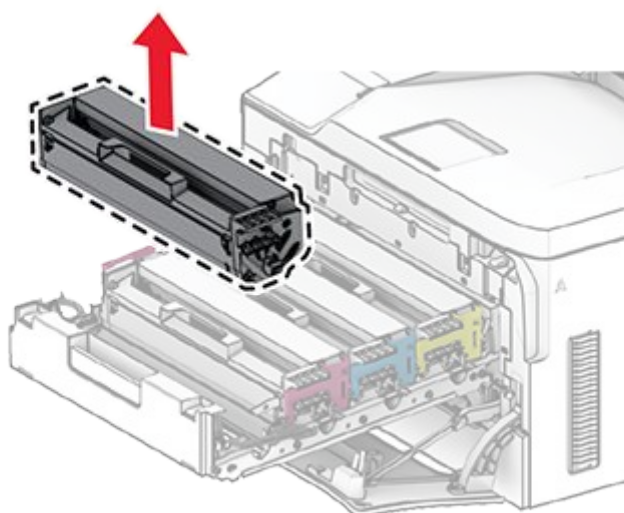
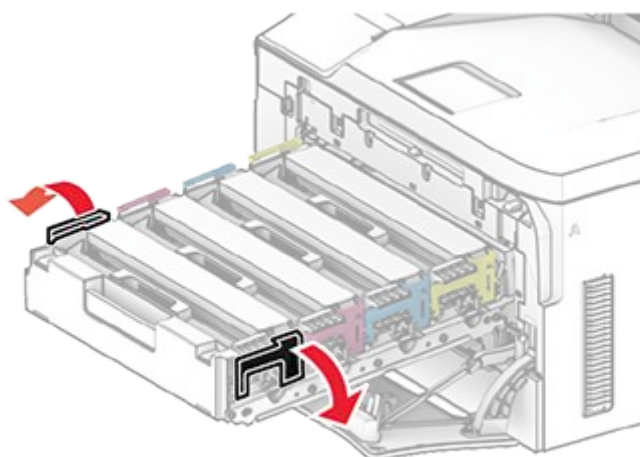
REPLACING A PRINT CARTRIDGE

 **Note:** If the tray is extended, then remove it before replacing a cartridge.

1. Open the front door, and then firmly push it down.
2. Pull out the print cartridge tray.



3. Remove the used print cartridge.



4. Unpack the new print cartridge.

 Warning—Potential Damage

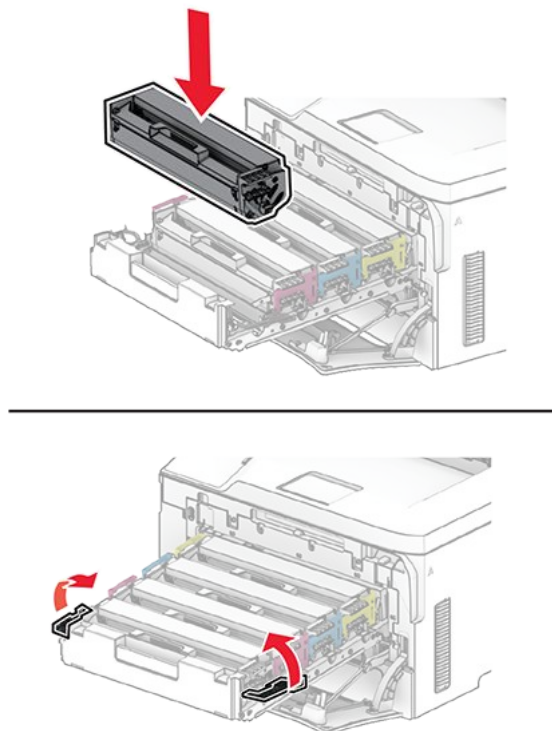
Do not expose the underside of the print cartridge to direct light. Extended exposure to light may cause print quality problems.

 Warning—Potential Damage

Do not touch the underside of the print cartridge. Doing so may affect the quality of future print jobs.



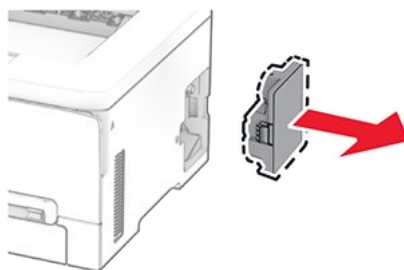
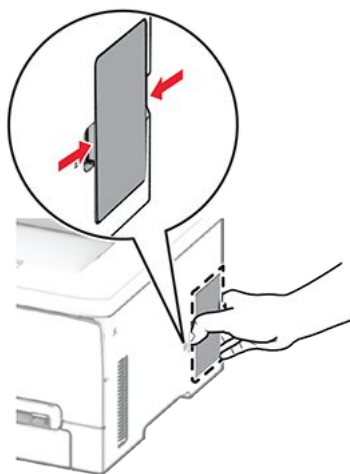
5. Insert the new print cartridge.



6. Insert the print cartridge tray, and then close the door.

REPLACING THE WASTE TONER BOTTLE

1. Remove the used waste toner bottle.



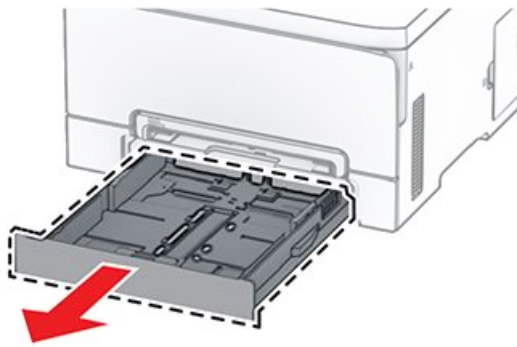
Note: To avoid spilling the toner, place the bottle in an upright position.

2. Unpack the new waste toner bottle.
3. Insert the new waste toner bottle.

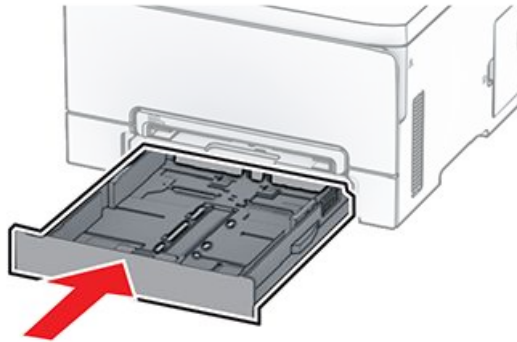


REPLACING THE TRAY INSERT

1. Remove the used tray insert.

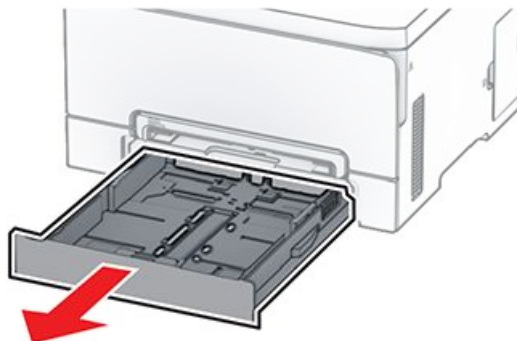


2. Unpack the new tray insert.
3. Insert the new tray insert.

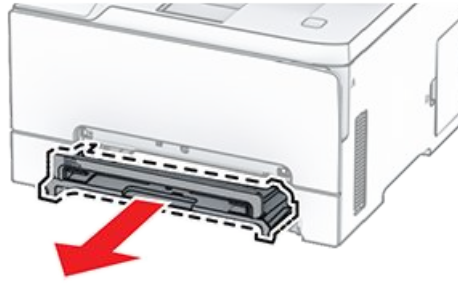


REPLACING THE MANUAL FEEDER

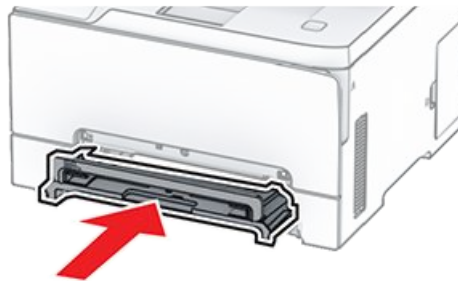
1. Remove the tray.



2. Remove the used manual feeder.



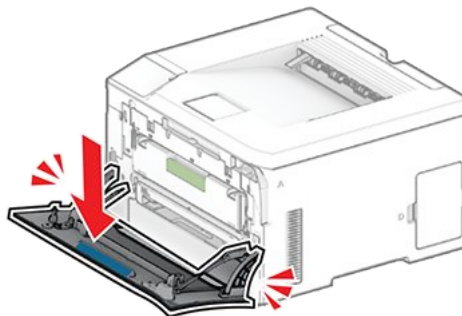
3. Unpack the new manual feeder.
4. Insert the new manual feeder.



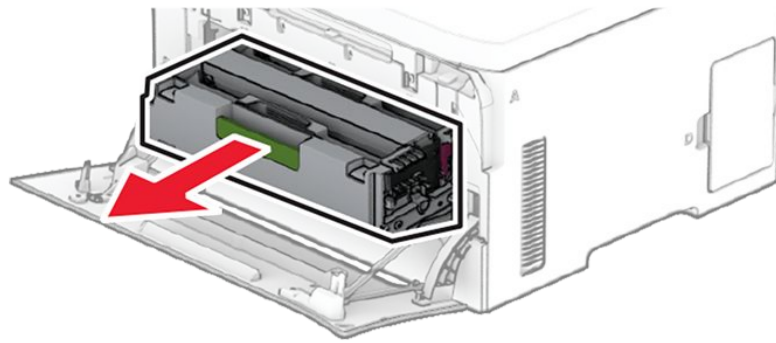
5. Insert the tray.

REPLACING THE PICK TIRES

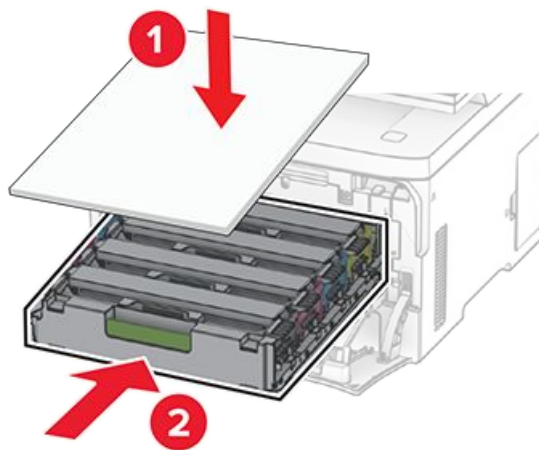
1. Turn off the printer.
2. Unplug the power cord from the electrical outlet, and then from the printer.
3. Open the front door, and then firmly push it down.



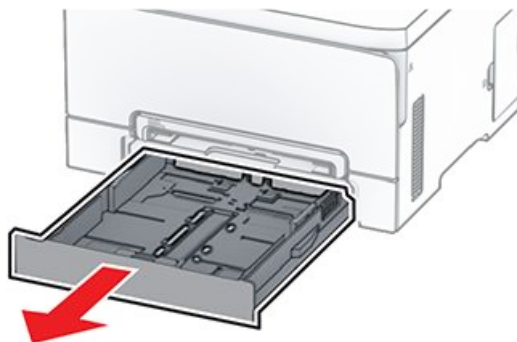
4. Pull out the print cartridge tray.



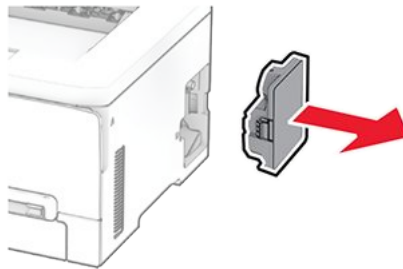
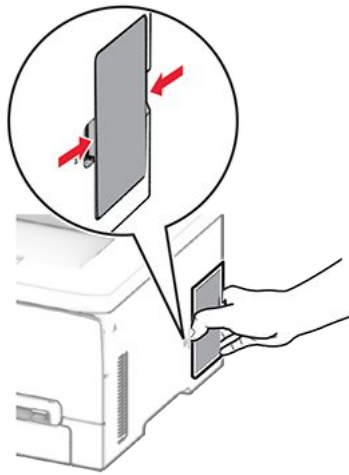
5. To avoid stray toner contamination, place a sheet of paper on the top of the print cartridge tray, and then insert the print cartridge tray.



6. Close the front door.
7. Remove the tray.



8. Remove the waste toner bottle.

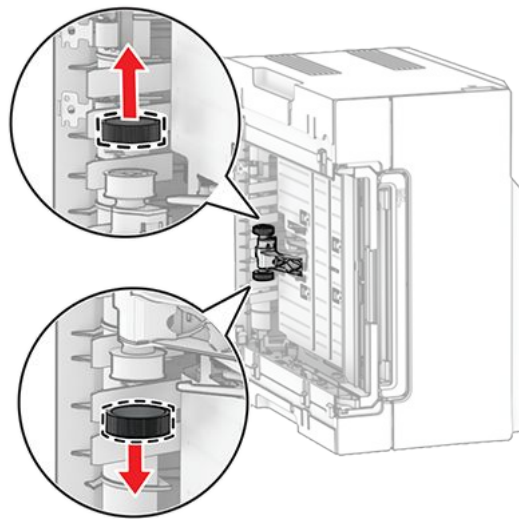
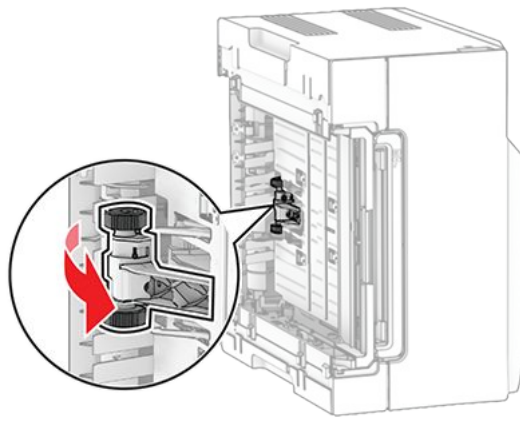


 **Note:** To avoid spilling the toner, place the bottle in an upright position.

9. Position the printer on its side.



10. Remove the used pick tires.

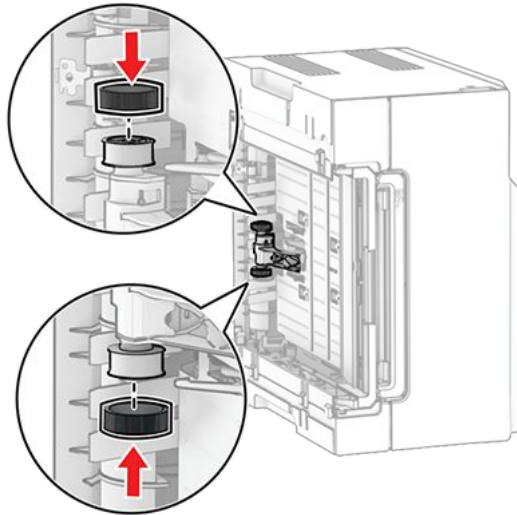


11. Unpack the new pick tires.

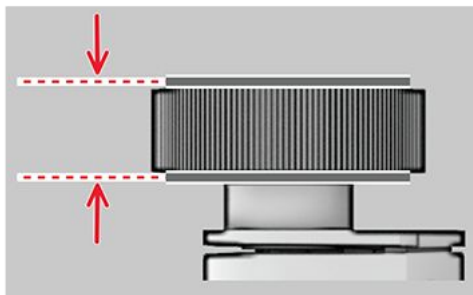


Note: To avoid contamination, make sure that your hands are clean.

12. Insert the new pick tires.



 **Note:** Make sure that the pick tire is properly inserted into the pick roller.



13. Return the printer to its original position, and then insert the waste toner bottle.
14. Insert the tray.
15. Open the front door, and then firmly push it down.
16. Pull out the print cartridge tray.
17. Remove the paper, and then insert the print cartridge tray.
18. Close the front door.
19. Connect the power cord to the printer, and then to the 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.

20. Turn on the printer.

RESETTING THE SUPPLY USAGE COUNTERS

1. From the control panel, navigate to **Settings** › **Device** › **Maintenance** › **Configuration Menu** › **Supply Usage And Counters**.
2. Select the counter that you want to reset.

Cleaning printer parts

CLEANING THE EXTERIOR OF THE PRINTER

Regular maintenance of your printer is essential to ensure its longevity and optimal performance. When cleaning the printer, take the necessary precautions to avoid damage. 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.



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.

2. Remove paper from the standard bin, the trays, and the multipurpose feeder or manual feeder.
3. Using a soft brush, remove any dust, lint, and pieces of paper around the printer.
4. Using a damp, soft, lint-free cloth, wipe the following areas:
 - Control panel
 - Standard bin
 - Trays
 - Multipurpose feeder or manual feeder
 - Front, sides, and rear of the printer



Warning—Potential Damage

- To avoid damaging the finish of the printer, do not use household cleaners or detergents.
 - Do not use aerosol cleaners, as they may cause explosions or fires when used on electromechanical equipment.
5. Make sure that all areas of the printer are dry after cleaning.
 6. Connect the power cord to the electrical outlet, and then turn on the printer.

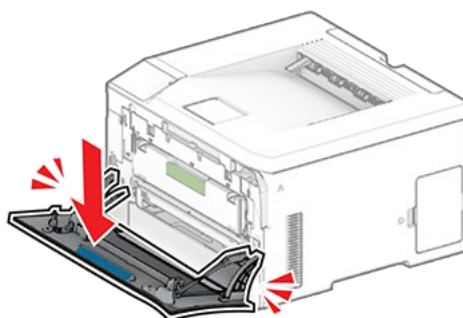


CAUTION—POTENTIAL INJURY

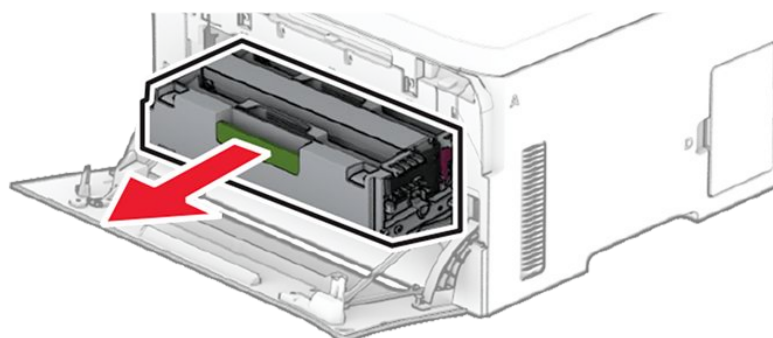
To avoid the risk of fire or electrical shock, connect the power cord to an appropriately rated and properly grounded electrical outlet that is near the product and easily accessible.

CLEANING THE PICK TIRES

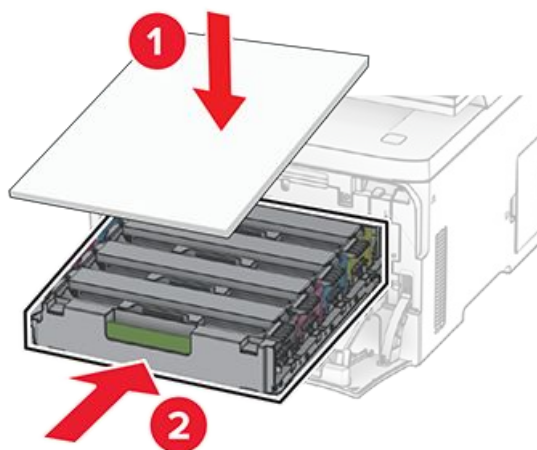
1. Turn off the printer.
2. Unplug the power cord from the electrical outlet, and then from the printer.
3. Open the front door, and then firmly push it down.



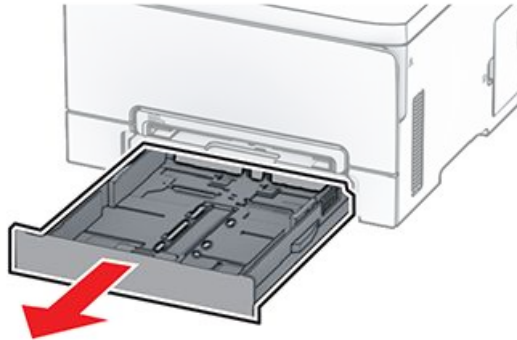
4. Pull out the print cartridge tray.



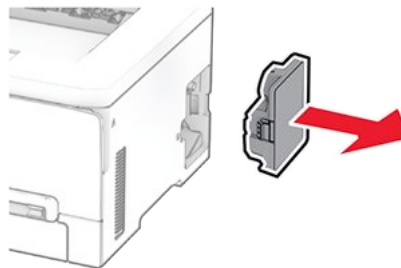
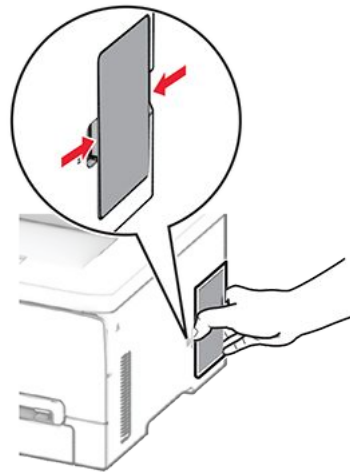
5. To avoid stray toner contamination, place a sheet of paper on top of the print cartridge tray, and then insert the print cartridge tray.



6. Close the front door.
7. Remove the tray.

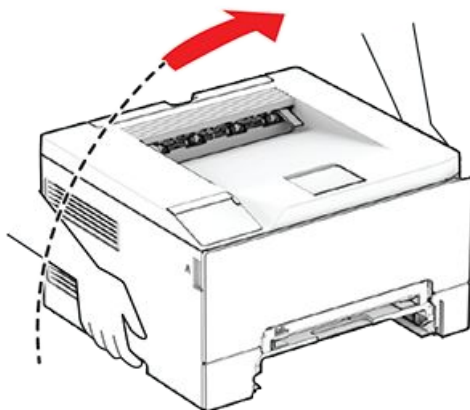


8. Remove the waste toner bottle.

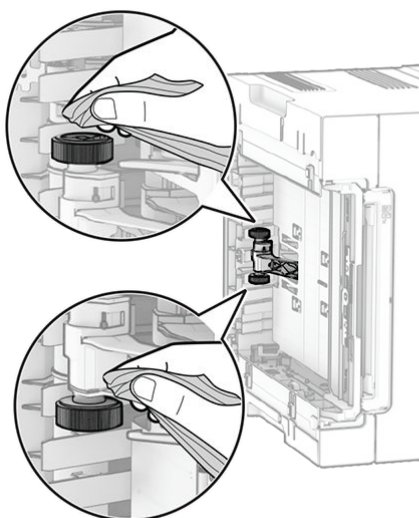


 **Note:** To avoid spilling the toner, place the bottle in an upright position.

9. Position the printer on its side.



10. Apply isopropyl alcohol to a soft, lint-free cloth, and then wipe the pick tires.



11. Return the printer to its original position, and then insert the waste toner bottle.
12. Insert the tray.
13. Open the front door, and then firmly push it down.
14. Pull out the print cartridge tray.
15. Remove the paper, and then insert the print cartridge tray.
16. Close the front door.
17. Connect the power cord to the printer, and then to the electrical outlet.



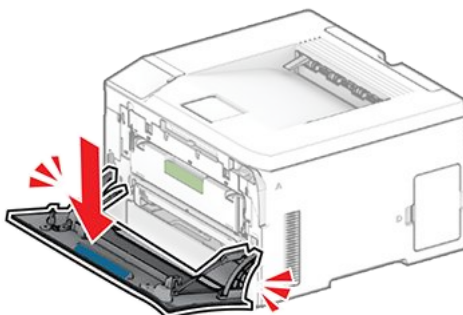
CAUTION—POTENTIAL INJURY

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.

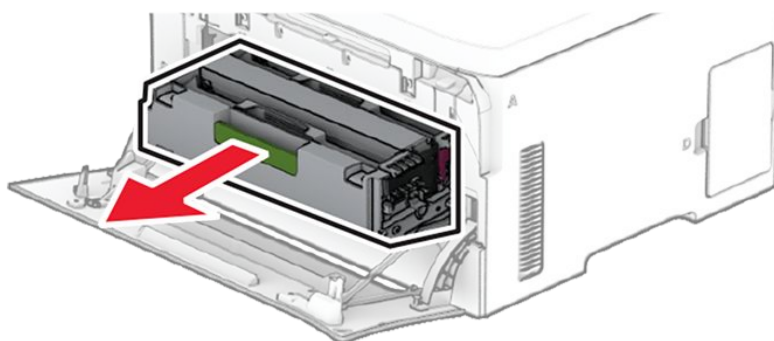
18. Turn on the printer.

CLEANING THE PRINT CARTRIDGE CONTACTS

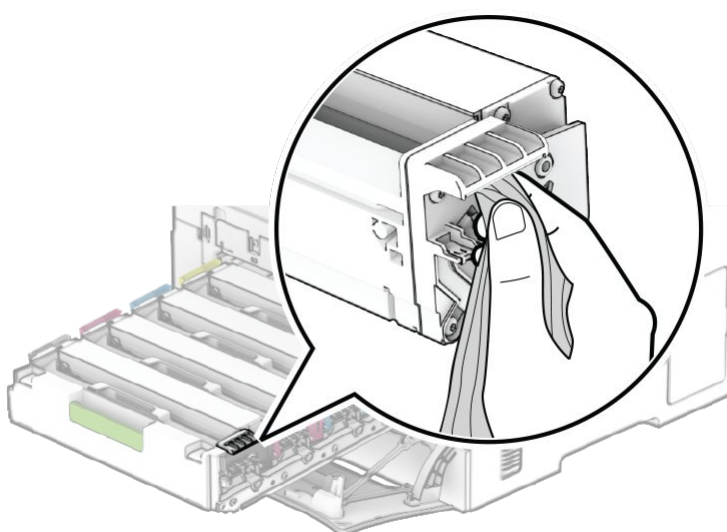
1. Open the front door, and then firmly push it down.



2. Pull out the print cartridge tray.



3. Using a dry, soft, lint-free cloth, wipe the gold contacts in all the print cartridges.



4. Insert the print cartridge tray, and then close the door.

Saving energy and paper

CONFIGURING THE POWER SAVE MODE SETTINGS

Sleep mode

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

Hibernate mode

1. From the control panel, navigate to **Settings** › **Device** › **Power Management** › **Timeouts** › **Hibernate Timeout**.
2. Set the amount of time that the printer stays idle before it enters Hibernate mode.



Notes

- For **Hibernate Timeout** to work, set **Hibernate Timeout on Connection** to **Hibernate**.
- The Embedded Web Server is disabled when the printer is in Hibernate mode.

ADJUSTING THE BRIGHTNESS OF THE DISPLAY

1. From the control panel, navigate to **Settings** › **Device** › **Preferences**.
2. In the **Screen Brightness** menu, adjust the setting.

CONSERVING SUPPLIES

- Print on both sides of the paper.



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

- 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 20 kg (44 lb), 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 issues	158
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Printing problems.....	209
Connectivity problems.....	210
Hardware options problems.....	211
Issues with supplies.....	212
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Contacting customer support.....	227

8. Troubleshoot a problem

Print quality issues

BEST PRACTICES FOR MAINTAINING PRINT QUALITY

- Use only genuine print cartridges, toner cartridges, and fusers instead of third-party supplies.
- Use the correct paper type and size. Identify the recommended printable side of the paper before loading. Match the printer settings to the paper loaded.
- Choose high-quality paper made for laser printers and copiers. Use paper from an unopened package. Old paper absorbs moisture due to high humidity.
- Keep the default print settings unless changing them is necessary.
- If an issue occurs, perform a manual Color Adjust before printing. Otherwise, let the printer adjust colors automatically when needed.
- Keep the imaging unit, imaging kit, or cartridge in its packaging until ready for use to minimize light exposure.
- Avoid touching the photoconductor drum or transfer belt and minimize its exposure to light.
- Place the printer on a flat, sturdy, and stable surface and within its temperature and humidity specifications.
- Plug the printer directly into an appropriately rated and properly grounded electrical outlet, not a power strip or surge protector.

Factors that affect print quality output

- Software used to send the file
 - Different programs, such as PowerPoint, Adobe, Edge, handle color differently. For example, Microsoft Office often uses RGB, while Adobe sends CMYK.
- Printer firmware used
 - Use the latest firmware version for best results.
- Print driver selection
 - Use the latest driver selection for best results.
 - Avoid outdated third-party drivers.
- Operating system (OS)
 - Print output can vary by OS. For example, Windows, macOS, Linux, Android.
- Print job complexity
 - Long or complex jobs may impact print or copy quality.
 - If issues occur, send smaller jobs or allow the printer to cool.
- Information technology policies of the company or organization

- Policies may override user settings. For example, force black-and-white printing and enable the toner saver setting.
- Component life
 - Replaceable printer components, such as cartridges or imaging units, that have reached the end of their rated life can affect print or copy quality.
- Color differences between the computer screen and actual print
 - Monitors use RGB while printers use CMYK. Colors may not match exactly.

PRINT QUALITY ISSUES GUIDE

To prevent or resolve common print quality problems, see [Best practices for maintaining print quality on page 158](#).

Look for the image that matches your print quality issue. Click the link to see the troubleshooting steps.

Missing print

- Blank page
- Partially blank page

Examples:

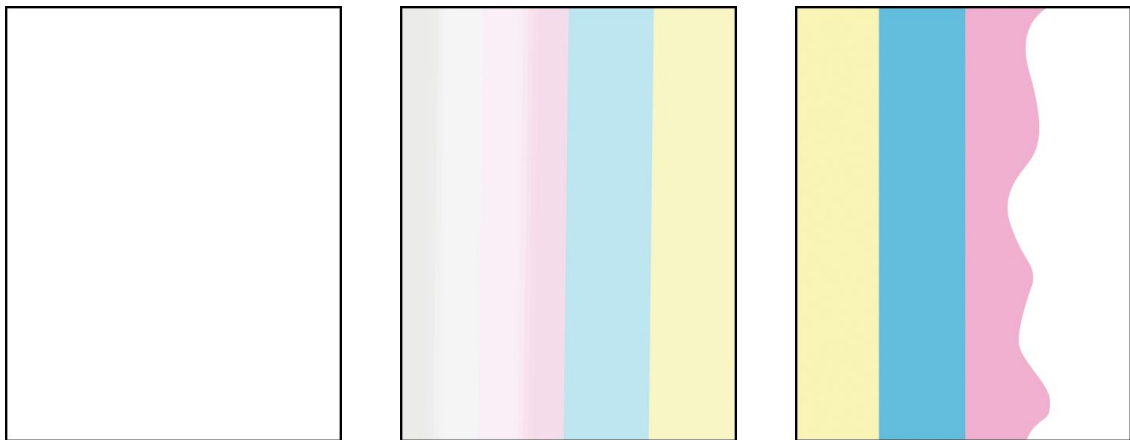
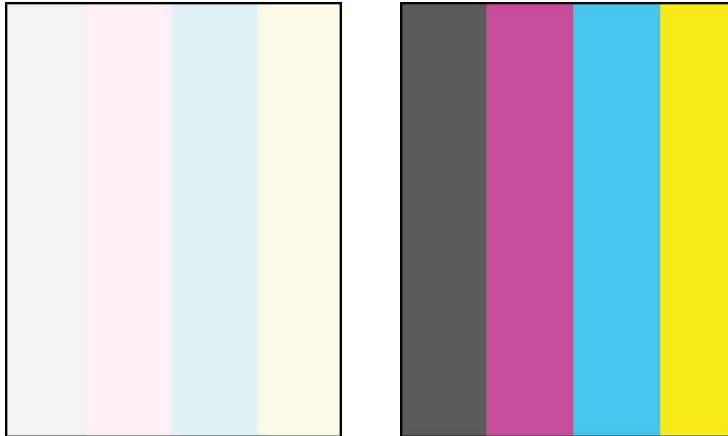


Image is too light or too dark

- Light print
- Faded print
- Dark print

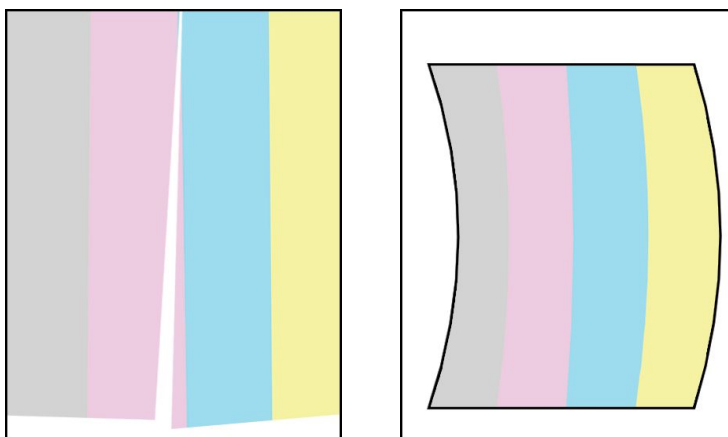
Examples:



Folded, wrinkled, or curled paper

- Folded paper
- Wrinkled paper
- Curled paper

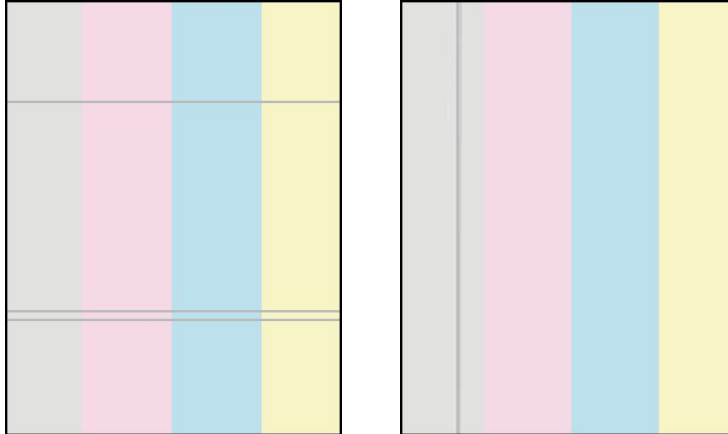
Examples:



Dark vertical or horizontal lines

- Black lines
- Dark streaks
- Dark bands

Examples:



Light vertical or horizontal lines

- White lines
- Line streaks
- Light bands

Examples:



Repeating defects

- Repetitive marks
- Ghosting
- Identical marks at fixed intervals

Examples:

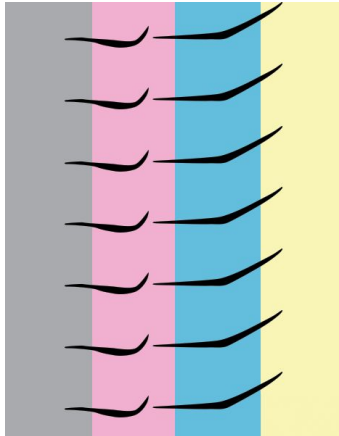
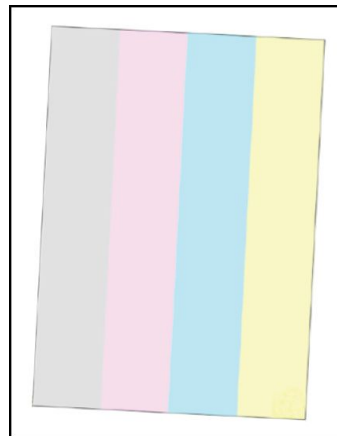
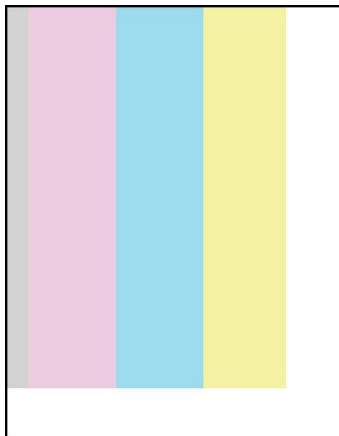


Image is not correctly placed on page

- Incorrect margins
- Skewed print
- Tilted page

Examples:



Solid black or color pages

- Full page black or color print
- Blackout print

Example:



Compressed images appear on prints

- Stretched image
- Distorted print

Example:



Fuzzy or blurry print

- Poor print resolution
- Low print sharpness

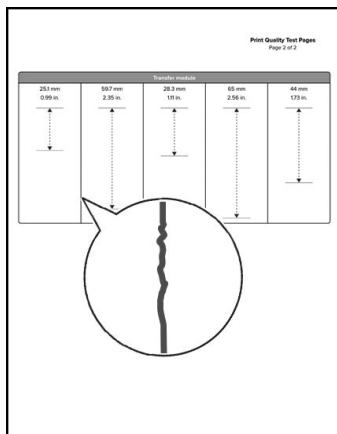
Example:



Wiggly, wavy or distorted lines

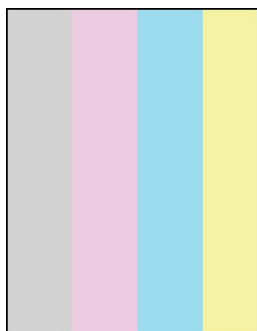
- Warped lines
- Rippling lines

Example:

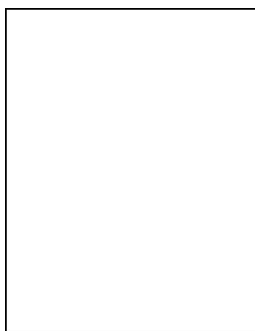


MISSING PRINT

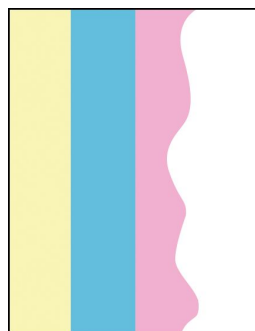
Expected print output



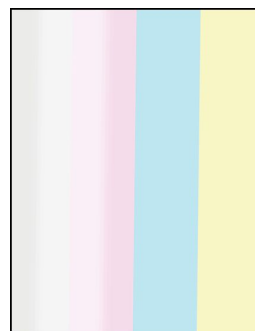
Defective print output



Defective print output



Defective print output



Issue description

The printed page is completely blank or contains sections where content is partially missing.

Troubleshooting steps

1. Print the **Print Quality Test Pages**, and then check if the defect on the test pages matches the defect shown in this topic. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**.

If the defect does not match the image shown in this topic, then see [Print quality issues guide on page 159](#) and look for the image that matches the defect.



Note: Check the source file and print driver settings to make sure that they are not causing the issue.

2. Make sure that the printer is using a genuine and supported Xerox print cartridge. For more information, go to <https://www.xerox.com/en-us/printer-supplies/toner-cartridge-authentication>. If the print cartridge is not a genuine Xerox supply, then contact your supplier.



Warning—Potential Damage

Use of third-party supplies or parts can affect warranty coverage. Damage caused by using third-party supplies or parts may not be covered by the warranty. For more information, see [Non-Xerox supply](#).

3. Check the toner darkness setting. From the control panel, navigate to **Settings > Print > Quality > Toner Darkness**.



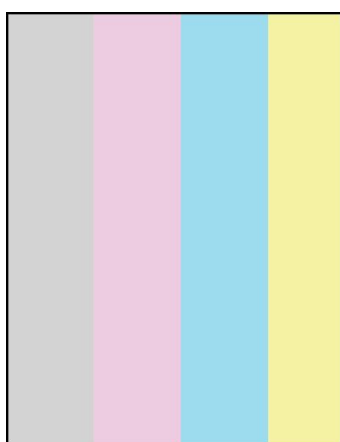
Notes

- If the print is too dark, then set the value to **Light** and print again.
 - If the print is too light, then set the value to **Dark** and print again.
 - Change the value back to **Normal** if there are no significant changes in the printed page.
4. Initiate the color adjust process. From the control panel, navigate to **Settings > Print > Quality > Advanced Imaging > Color Adjust**.
-  **Note:** The color adjust process takes about one minute to complete.
5. If your color print is only printing black, then do the following:

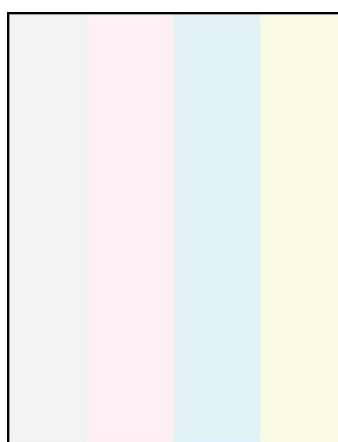
- a. Check if black only mode is enabled. From the control panel, navigate to **Settings > Print > Quality > Print Mode**. If the setting is **Black and White**, then change it to **Color**.
 - b. Check the print driver settings. Make sure that the driver is not set to print in black and white. With a document open, click **File > Print > Properties**. In the dialog box, click **Color Printing**. If **Xerox Black and White** is enabled, then change it to **Color**.
6. Check the print cartridge tray for improper installation.
- If the print quality issue is occurring in black, then remove and reinstall the black print cartridge.
 - If the print quality issue is occurring in cyan, magenta, or yellow, then remove and reinstall the respective print cartridges.

IMAGE IS TOO LIGHT OR TOO DARK

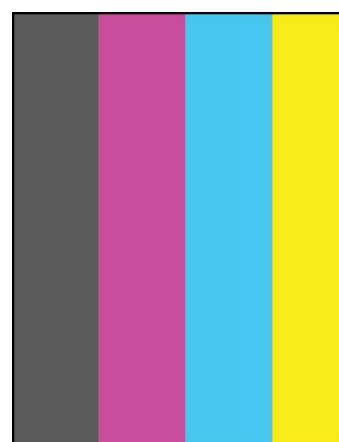
Expected print output



Defective print output



Defective print output



Issue description

The printed output is significantly lighter or darker than expected, text and images appear faded or overly dark. In some cases, fine details are lost due to excessive darkness or insufficient contrast.

Troubleshooting steps

1. Print the **Print Quality Test Pages**, and then check if the defect on the test pages matches the defect shown in this topic. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**.

If the defect does not match the image shown in this topic, then see [Print quality issues guide on page 159](#) and look for the image that matches the defect.



Note: Check the source file and print driver settings to make sure that they are not causing the issue.

2. Make sure that the printer is using a genuine and supported Xerox print cartridge. For more information, go to <https://www.xerox.com/en-us/printer-supplies/toner-cartridge-authentication>. If the print cartridge is not a genuine Xerox supply, then contact your supplier.

Warning—Potential Damage

Use of third-party supplies or parts can affect warranty coverage. Damage caused by using third-party supplies or parts may not be covered by the warranty. For more information, see [Non-Xerox supply](#).

3. Check the toner darkness setting. From the control panel, navigate to **Settings › Print › Quality › Toner Darkness**.

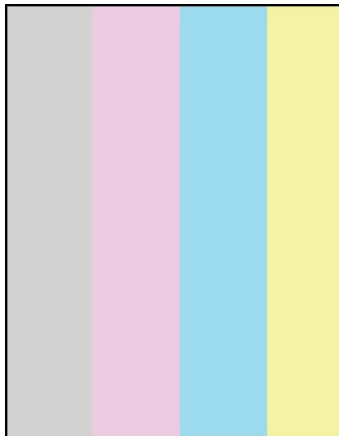
Notes

- If the print is too light, then set the value to **Dark** and print again.
 - Change the value back to **Normal** if there are no significant changes in the printed page.
4. Make sure that Color Saver is turned off. From the control panel, navigate to **Settings › Print › Quality › Color Saver**.
 5. Initiate the color adjust process. From the control panel, navigate to **Settings › Print › Quality › Advanced Imaging › Color Adjust**.

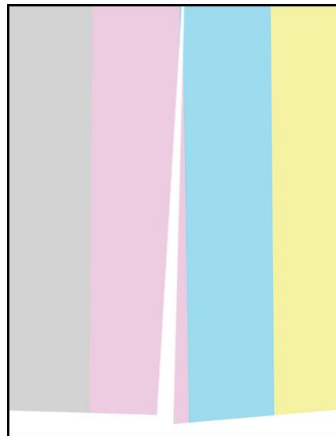
 **Note:** The color adjust process takes about one minute to complete.

FOLDED, WRINKLED, OR CURLED PAPER

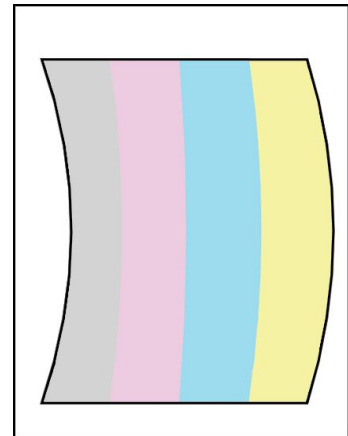
Expected print output



Defective print output



Defective print output



Issue description

The printed pages have folds, wrinkles, or curled edges.

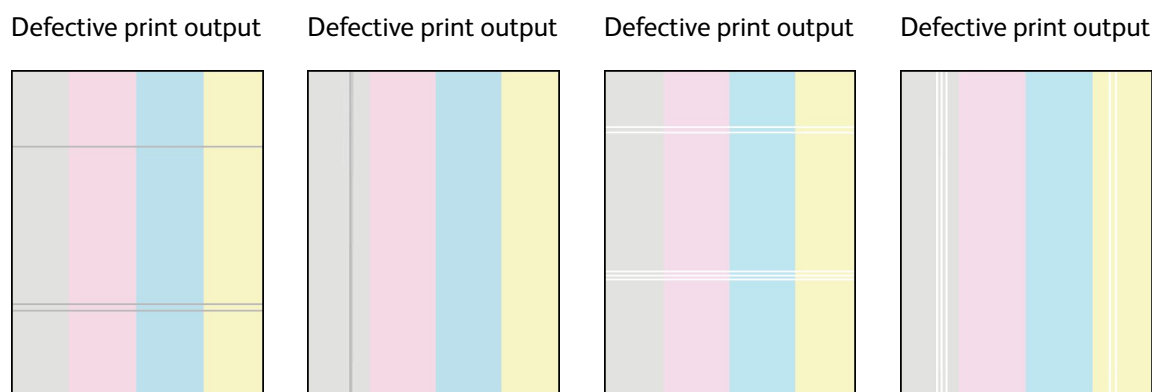
Folded, wrinkled, or curled paper is usually caused by a mismatch in printer settings or paper with excessive or uneven moisture.

Troubleshooting steps

1. Make sure that the paper is loaded properly in the tray and the guides are adjusted to match the size of the paper loaded. Make sure that the stack height is below the maximum fill line. For more information, see [Loading trays](#).
2. Check the paper loaded for the following:

- The paper matches the paper size and type set in the printer. For more information, see [Setting the paper size and type on page 40](#).
 - The paper size, paper type, and paper weight loaded are supported. For more information, see [Supported paper sizes on page 18](#), [Supported paper types on page 20](#), and [Supported paper weights on page 21](#).
3. Remove paper from the tray, and then fan, flip, and reload it. For more information, see [Loading trays](#).
 4. Make sure that the paper loaded is from a fresh package.

VERTICAL OR HORIZONTAL LINES



Issue description

The printed page shows unwanted vertical or horizontal lines across the page, resulting in streaks or banding that affect image clarity.

Troubleshooting steps

1. Print the **Print Quality Test Pages**, and then check if the defect on the test pages matches the defect shown in this topic. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**.

If the defect does not match the image shown in this topic, then see [Print quality issues guide on page 159](#) and look for the image that matches the defect.

 **Note:** Check the source file and print driver settings to make sure that they are not causing the issue.

2. Make sure that the printer is using a genuine and supported Xerox print cartridge. For more information, go to <https://www.xerox.com/en-us/printer-supplies/toner-cartridge-authentication>. If the print cartridge is not a genuine Xerox supply, then contact your supplier.

 **Warning—Potential Damage**

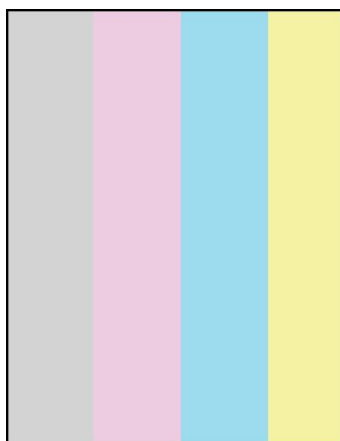
Use of third-party supplies or parts can affect warranty coverage. Damage caused by using third-party supplies or parts may not be covered by the warranty. For more information, see [Non-Xerox supply](#).

3. Check the print cartridge tray for improper installation.
 - If the print quality issue is occurring in black, then remove and reinstall the black print cartridge.

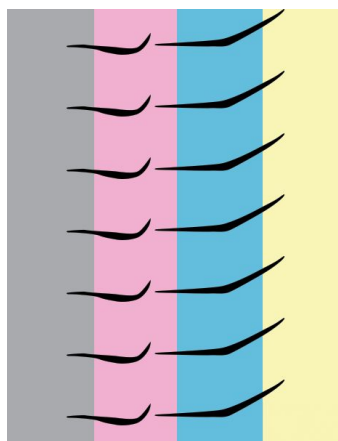
- If the print quality issue is occurring in cyan, magenta, or yellow, then remove and reinstall the respective print cartridges.

REPEATING DEFECTS

Expected print output



Defective print output



Issue description

The printed page shows the same mark or spot appearing over and over at equal distances down the page.

Troubleshooting steps

1. Print the **Print Quality Test Pages**, and then check if the defect on the test pages matches the defect shown in this topic. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**.

If the defect does not match the image shown in this topic, then see [Print quality issues guide on page 159](#) and look for the image that matches the defect.

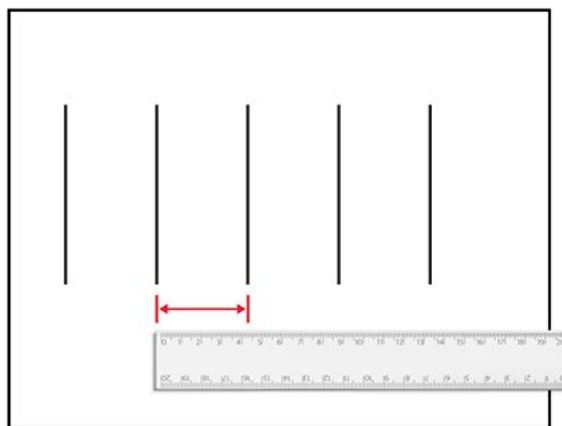
 **Note:** Check the source file and print driver settings to make sure that they are not causing the issue.

2. Make sure that the printer is using a genuine and supported Xerox print cartridge. For more information, go to <https://www.xerox.com/en-us/printer-supplies/toner-cartridge-authentication>. If the print cartridge is not a genuine Xerox supply, then contact your supplier.

 **Warning—Potential Damage**

Use of third-party supplies or parts can affect warranty coverage. Damage caused by using third-party supplies or parts may not be covered by the warranty. For more information, see [Non-Xerox supply](#).

3. Measure the distance between the repeating defects using a ruler. If the distances are small, marking the first defect and the second defect with a pencil or pen will make them easier to measure.

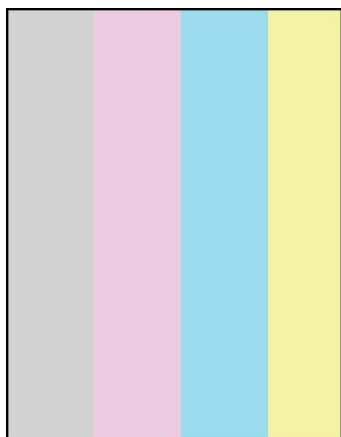


4. Match the distance between the repeating defects to its corresponding replaceable part. Refer to the following table to determine which part to replace.

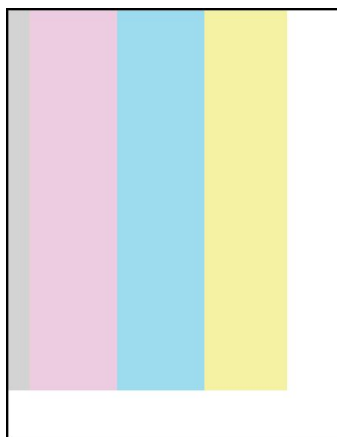
Distance	Action
25.7 mm (1.01 in.) 35.3 mm (1.39 in.) 75.6 mm (2.98 in.) 26.7 mm (1.05 in.)	◦ If the defect occurs in black, then replace the black print cartridge. ◦ If the defect occurs in cyan, magenta, or yellow, then replace the specific print cartridge where the issue occurs.
56.5 mm (2.22 in.)	Replace the fuser.  Note: Only an authorized service technician can replace this part. Contact customer support .
25.1 mm (0.99 in.) 59.7 mm (2.35 in.) 28.3 mm (1.11 in.) 65.0 mm (2.56 in.) 44.0 mm (1.73 in.)	Replace the transfer module.  Note: Only an authorized service technician can replace this part. Contact customer support .

IMAGE IS NOT CORRECTLY PLACED ON PAGE

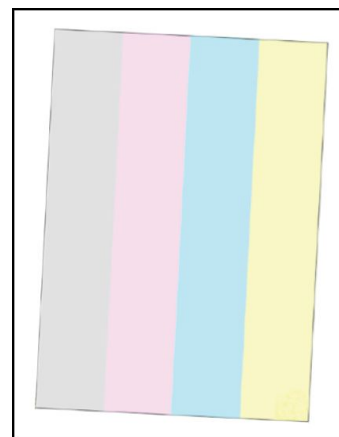
Expected print output



Defective print output



Defective print output



Issue description

Printed pages are not straight or properly aligned. Margins may be wrong, and the content can look tilted, shifted to one side, or even cut off.

Troubleshooting steps

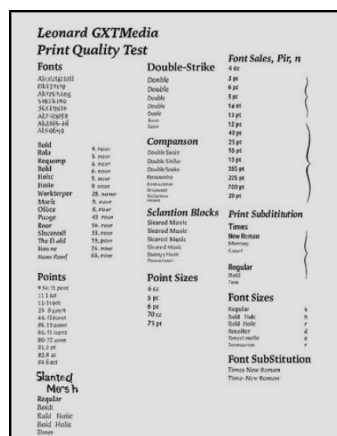
1. Make sure that the paper is loaded properly in the tray and the guides are adjusted to match the size of the paper loaded. Make sure that the stack height is below the maximum fill line. For more information, see [Loading trays](#).
2. Make sure that the tray is installed properly and free from obstructions and damage. Verify that the side guides can move freely and are not broken. If there are signs of damage, then contact [customer support](#).
3. Remove paper from the tray, and then fan, flip, and reload it. For more information, see [Loading trays](#).
4. Check the paper loaded for the following:
 - The paper matches the paper size and type set in the printer. For more information, see [Setting the paper size and type on page 40](#).
 - The paper size, paper type, and paper weight loaded are supported. For more information, see [Supported paper sizes on page 18](#), [Supported paper types on page 20](#), and [Supported paper weights on page 21](#).
5. Make sure that the margin, paper size, and other settings in the original document match the print driver and printer settings.

GRAY OR LIGHT BACKGROUND

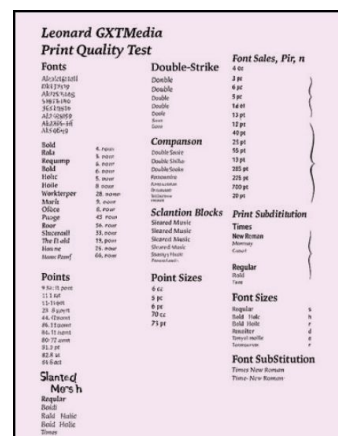
Expected print output



Defective print output



Defective print output



Issue description

The printed page has a light to medium gray tint or shaded background that covers the entire sheet or a large portion of it.

Troubleshooting steps

1. If the printer has been used continuously, allow it to cool down for several minutes, then check if the issue is resolved.
2. Print the **Print Quality Test Pages**, and then check if the defect on the test pages matches the defect shown in this topic. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**.

If the defect does not match the image shown in this topic, then see [Print quality issues guide on page 159](#) and look for the image that matches the defect.

 **Note:** Check the source file and print driver settings to make sure that they are not causing the issue.

3. Check the paper loaded for the following:
 - The paper matches the paper size and type set in the printer. For more information, see [Setting the paper size and type on page 40](#).
 - The paper size, paper type, and paper weight loaded are supported. For more information, see [Supported paper sizes on page 18](#), [Supported paper types on page 20](#), and [Supported paper weights on page 21](#).
4. Make sure that the printer is using a genuine and supported Xerox print cartridge. For more information, go to <https://www.xerox.com/en-us/printer-supplies/toner-cartridge-authentication>. If the print cartridge is not a genuine Xerox supply, then contact your supplier.

Warning—Potential Damage

Use of third-party supplies or parts can affect warranty coverage. Damage caused by using third-party supplies or parts may not be covered by the warranty. For more information, see [Non-Xerox supply](#).

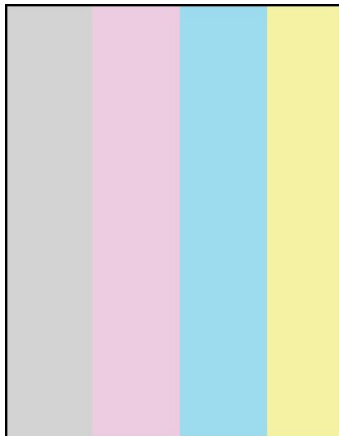
5. Check the toner darkness setting. From the control panel, navigate to **Settings > Print > Quality > Toner Darkness**.

Notes

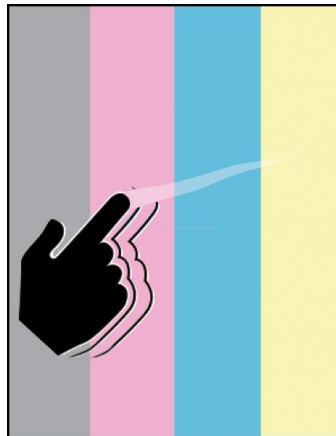
- If the print is too dark, then set the value to **Light** and print again.
 - If the print is too light, then set the value to **Dark** and print again.
 - Change the value back to **Normal** if there are no significant changes in the printed page.
6. Initiate the color adjust process. From the control panel, navigate to **Settings › Print › Quality › Advanced Imaging › Color Adjust**.
-  **Note:** The color adjust process takes about one minute to complete.
7. Check the print cartridge tray for improper installation.
- If the print quality issue is occurring in black, then remove and reinstall the black print cartridge.
 - If the print quality issue is occurring in cyan, magenta, or yellow, then remove and reinstall the respective print cartridges.

TONER EASILY RUBS OFF

Expected print output



Defective print output



Issue description

Printed text or images can be wiped or rubbed off the page easily, leaving smudges or blank spots.

If the toner is rubbing off too easily, then the printer setting likely does not match the paper you are using.

Troubleshooting steps

1. Check the paper loaded for the following:
 - The paper matches the paper size and type set in the printer. For more information, see [Setting the paper size and type on page 40](#).
 - The paper size, paper type, and paper weight loaded are supported. For more information, see [Supported paper sizes on page 18](#), [Supported paper types on page 20](#), and [Supported paper weights on page 21](#).

2. Print the **Print Quality Test Pages**, and then check if the defect on the test pages matches the defect shown in this topic. From the control panel, navigate to **Settings › Troubleshooting › Print Quality Test Pages**.

If the defect does not match the image shown in this topic, then see [Print quality issues guide on page 159](#) and look for the image that matches the defect.



Note: Check the source file and print driver settings to make sure that they are not causing the issue.

3. Make sure that the printer is using a genuine and supported Xerox print cartridge. For more information, go to <https://www.xerox.com/en-us/printer-supplies/toner-cartridge-authentication>. If the print cartridge is not a genuine Xerox supply, then contact your supplier.



Warning—Potential Damage

Use of third-party supplies or parts can affect warranty coverage. Damage caused by using third-party supplies or parts may not be covered by the warranty. For more information, see [Non-Xerox supply](#).

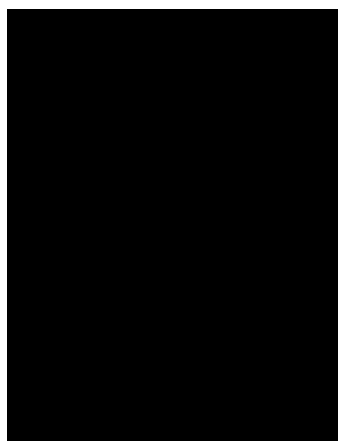
4. Remove paper from the tray, and then fan, flip, and reload it. For more information, see [Loading trays](#).

SOLID BLACK OR COLOR PAGES

Expected print output



Defective print output



Defective print output



Issue description

The printed page comes out fully black or colored with no visible text or images.

Troubleshooting steps

1. Print the **Print Quality Test Pages**, and then check if the defect on the test pages matches the defect shown in this topic. From the control panel, navigate to **Settings › Troubleshooting › Print Quality Test Pages**.

If the defect does not match the image shown in this topic, then see [Print quality issues guide on page 159](#) and look for the image that matches the defect.



Note: Check the source file and print driver settings to make sure that they are not causing the issue.

2. Make sure that the printer is using a genuine and supported Xerox print cartridge. For more information, go to <https://www.xerox.com/en-us/printer-supplies/toner-cartridge-authentication>. If the print cartridge is not a genuine Xerox supply, then contact your supplier.

Warning—Potential Damage

Use of third-party supplies or parts can affect warranty coverage. Damage caused by using third-party supplies or parts may not be covered by the warranty. For more information, see [Non-Xerox supply](#).

3. Check the print cartridge tray for improper installation.
 - If the print quality issue is occurring in black, then remove and reinstall the black print cartridge.
 - If the print quality issue is occurring in cyan, magenta, or yellow, then remove and reinstall the respective print cartridges.

COMPRESSED IMAGES ON PRINTS

Expected print output



Defective print output



Issue description

Some images on the printed page look squished or compressed, making them appear smaller or distorted compared to their original shape.

Troubleshooting steps

1. Print the **Print Quality Test Pages**, and then check if the defect on the test pages matches the defect shown in this topic. From the control panel, navigate to **Settings** › **Troubleshooting** › **Print Quality Test Pages**.

If the defect does not match the image shown in this topic, then see [Print quality issues guide on page 159](#) and look for the image that matches the defect.

 **Note:** Check the source file and print driver settings to make sure that they are not causing the issue.

2. Check the paper loaded for the following:
 - The paper matches the paper size and type set in the printer. For more information, see [Setting the paper size and type on page 40](#).

- The paper size, paper type, and paper weight loaded are supported. For more information, see [Supported paper sizes on page 18](#), [Supported paper types on page 20](#), and [Supported paper weights on page 21](#).
3. Make sure that the printer is using a genuine and supported Xerox print cartridge. For more information, go to <https://www.xerox.com/en-us/printer-supplies/toner-cartridge-authentication>. If the print cartridge is not a genuine Xerox supply, then contact your supplier.

Warning—Potential Damage

Use of third-party supplies or parts can affect warranty coverage. Damage caused by using third-party supplies or parts may not be covered by the warranty. For more information, see [Non-Xerox supply](#).

4. Check the print cartridge tray for improper installation.
 - If the print quality issue is occurring in black, then remove and reinstall the black print cartridge.
 - If the print quality issue is occurring in cyan, magenta, or yellow, then remove and reinstall the respective print cartridges.

FUZZY OR BLURRY PRINT

Expected print output



Defective print output



Issue description

Printed text or images look unclear, smudged, or out of focus instead of sharp and crisp. This makes the output hard to read or gives graphics a fuzzy appearance.

Troubleshooting steps

1. Print the **Print Quality Test Pages**, and then check if the defect on the test pages matches the defect shown in this topic. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**.

If the defect does not match the image shown in this topic, then see [Print quality issues guide on page 159](#) and look for the image that matches the defect.

 **Note:** Check the source file and print driver settings to make sure that they are not causing the issue.

2. Check the paper loaded for the following:

- The paper matches the paper size and type set in the printer. For more information, see [Setting the paper size and type on page 40](#).
 - The paper size, paper type, and paper weight loaded are supported. For more information, see [Supported paper sizes on page 18](#), [Supported paper types on page 20](#), and [Supported paper weights on page 21](#).
3. Make sure that the paper loaded is from a fresh package.
 4. Make sure that the printer is using a genuine and supported Xerox print cartridge. For more information, go to <https://www.xerox.com/en-us/printer-supplies/toner-cartridge-authentication>. If the print cartridge is not a genuine Xerox supply, then contact your supplier.

Warning—Potential Damage

Use of third-party supplies or parts can affect warranty coverage. Damage caused by using third-party supplies or parts may not be covered by the warranty. For more information, see [Non-Xerox supply](#).

5. Check the toner darkness setting. From the control panel, navigate to **Settings › Print › Quality › Toner Darkness**.

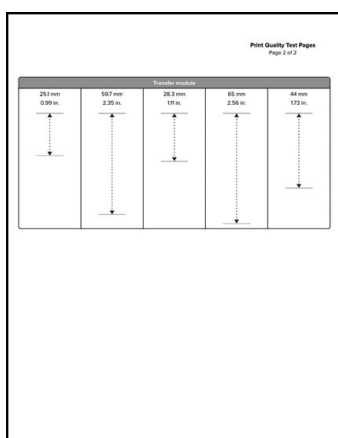
Notes

- If the print is too dark, then set the value to **Light** and print again.
 - If the print is too light, then set the value to **Dark** and print again.
 - Change the value back to **Normal** if there are no significant changes in the printed page.
6. Initiate the color adjust process. From the control panel, navigate to **Settings › Print › Quality › Advanced Imaging › Color Adjust**.

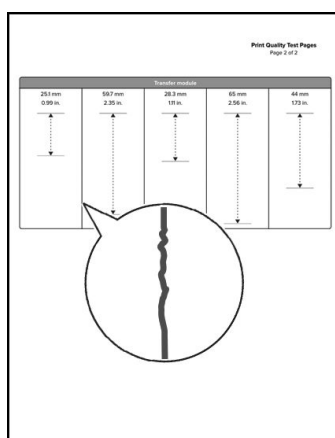
 **Note:** The color adjust process takes about one minute to complete.

WIGGLY, WAVY, OR DISTORTED LINES AND TEXT

Expected print output



Defective print output



Issue description

The printed page shows lines or text that appear wavy, uneven, or distorted instead of straight and sharp.

Troubleshooting steps

1. Print the **Print Quality Test Pages**, and then check if the defect on the test pages matches the defect shown in this topic. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**.

If the defect does not match the image shown in this topic, then see [Print quality issues guide on page 159](#) and look for the image that matches the defect.



Note: Check the source file and print driver settings to make sure that they are not causing the issue.

Printer error codes

INTERVENTION REQUIRED ERROR CODES

Error codes	Error message	Solution
3.01	The standard bin is full.	Remove the paper from the bin, and then select Continue job .
8.01, 8.02	Close door [x].	Keep the indicated door closed unless performing maintenance.
8.12, 8.13	Close tray [x] and door [x]	Keep the indicated door and tray closed unless performing maintenance.
9.00	Printer restarted.	Reprint any jobs which did not finish printing before the reboot.
11.11, 11.21, 11.31	Load [source].	For more information, see the Loading error in trays on page 220 .
11.12, 11.22, 11.32	Load [source].	
11.81	Load [source].	For more information, see the Loading error in the manual feeder on page 220 .
11.82	Load [source].	
12.11, 12.21, 12.31	Change paper in [source].	For more information, see the Loading error in trays on page 220 .
12.12, 12.22, 12.32	Change paper in [source].	
12.81	Change paper in [source].	For more information, see the Loading error in the manual feeder on page 220 .
12.82	Change paper in [source].	
24.04	Paper too small.	For more information, see Paper size mismatch (two-sided printing) on page 221 .
34.00	Paper too short.	For more information, see Insufficient paper size for print on page 221 .

Error codes	Error message	Solution
37.01	Low memory.	For more information, see Insufficient memory on page 223 .
37.03	Low memory.	For more information, see Insufficient memory on page 223 .
38.01	Memory full.	For more information, see Insufficient memory on page 223 .
39.01, 39.02	Page is too complex.	For more information, see Insufficient memory on page 223 .
50.00	PPDS font error.	Install the PPDS font indicated in the print job, and then select Dismiss to let the printer search for the substitute font.
52.00	Not enough free space in flash memory for resources.	Try one or more of the following: • Select Dismiss to clear the message and continue printing. • Delete fonts, macros, and other data stored in the flash memory.  Note: Downloaded fonts and macros that are not previously stored in the flash memory are deleted. • Install a storage drive.
71.40	Printer's time is incorrect.	Set printer date and time. 1. From the control panel, navigate to Settings › Device › Preferences › Country/Region. 2. Select your country or region. 3. From the control panel, navigate to Settings › Device › Preferences › Date and Time › Configure › Manually Set Date and Time. 4. Set the date and time.

SUPPLY ERROR CODES

Error codes	Error message	Solution
29.40, 29.41, 29.42, 29.43, 29.49	Remove cartridge packaging.	For more information, see Print cartridge smart chip error on page 212 .

Error codes	Error message	Solution
31.40A, 31.40A-H, 31.40B-H, 31.41A, 31.41A-H, 31.41B-H, 31.42A, 31.42A-H, 31.42B-H, 31.43A, 31.43A-H, 31.43B-H	[Color] cartridge problem.	For more information, see Print cartridge smart chip error on page 212 .
32.40B, 32.40C, 32.40D, 32.40F, 32.41B, 32.41C, 32.41D, 32.41F, 32.42B, 32.42C, 32.42D, 32.42F, 32.43B, 32.43C, 32.43D, 32.43F	[Color] cartridge problem.	For more information, see Unsupported print cartridge error on page 213 .
32.40A, 32.40E, 32.41A, 32.41E, 32.42A, 32.42E, 32.43A, 32.43E	Unauthorized [color] cartridge.	For more information, see Unsupported print cartridge error on page 213 .
32.40J, 32.41J, 32.42J, 32.43J	[Color] cartridge problem.	For more information, see Print cartridge supplies plan mismatch .
33.40, 33.41, 33.42, 33.43	Refilled regular [color] cartridge.	For more information, see Unsupported print cartridge error on page 213 .
42.yy	[Color] cartridge region mismatch.	For more information, see Print cartridge and printer region mismatch on page 215 .
82.00, 82.02, 82.09	Waste toner bottle nearly full.	For more information, see Nearly full or full waste toner bottle on page 216 .
82.12, 82.13, 82.19, 82.20, 82.22, 82.23, 82.29, 82.30, 82.32, 82.33, 82.39, 82.40, 82.42, 82.49	Replace the waste toner bottle.	
88.00, 88.01, 88.02, 88.09	[Color] cartridge is nearly low.	For more information, see Low or end-of-life print cartridge on page 218 .
88.10c, 88.13c, 88.19c, 88.10k, 88.13k, 88.19k, 88.10m, 88.13m, 88.19m, 88.10y, 88.13y, 88.19y	[Color] cartridge is low.	
88.20c, 88.23c, 88.29c, 88.20k, 88.23k, 88.29k, 88.20m, 88.23m, 88.29m, 88.20y, 88.23y, 88.29y	[Color] cartridge is very low.	

Error codes	Error message	Solution
88.30c, 88.33c, 88.39c, 88.30k, 88.33k, 88.39k, 88.30m, 88.33m, 88.39m, 88.30y, 88.33y, 88.39y	Replace [color] cartridge.	For more information, see Low or end-of-life print cartridge on page 218 .
88.40, 88.41, 88.42, 88.48	Replace [color] cartridge.	

PAPER JAM ERROR CODES

Error codes	Error message	Solution
200.05	Paper jam.	For more information, see 200.05 Paper jam in tray 1 from the manual feeder on page 199 .
200.06	Paper jam.	For more information, see 200.06 Paper jam in the manual feeder on page 198 .
200.15, 200.25, 200.35	Paper jam.	For more information, see 200.x5 Paper jam in tray 1 or paper jam in doors B and E from tray [x] on page 200 .
200.16	Paper jam.	For more information, see 200.16 Paper jam in tray 1 .
200.23, 200.33	Paper jam.	For more information, see 200.x3 Paper jam in the optional tray on page 201 .
200.91	Paper jam.	For more information, see 200.91 Paper jam in tray 1 on page 200 .
202.03	Paper jam.	For more information, see 202.03 Paper jam in door B from the manual feeder on page 201 .
202.04	Paper jam.	For more information, see 202.04 Paper jam in door B from the manual feeder on page 202 .
202.05	Paper jam.	For more information, see 202.05 Paper jam in door B from the manual feeder on page 202 .
202.13, 202.23, 202.33	Paper jam.	For more information, see 202.x3 Paper jam in door B from tray [x] on page 203 .
202.14, 202.24, 202.25, 202.34	Paper jam.	For more information, see 202.x4 Paper jam in door B from tray [x] on page 203 .
202.15, 202.25, 202.35	Paper jam.	For more information, see 202.x5 Paper jam in door B from tray [x] on page 204 .

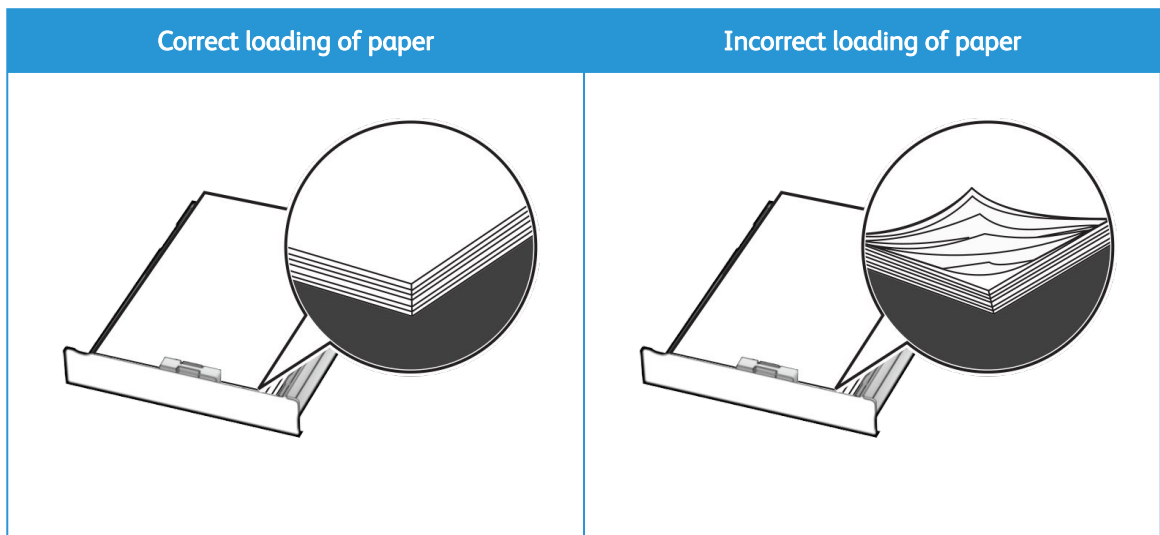
Error codes	Error message	Solution
232.03, 232.13, 232.23, 232.33	Paper jam.	For more information, see 232.x3 Paper jam in door B from the manual feeder or tray [x] on page 205.
232.05, 232.15, 232.25, 232.35	Paper jam.	For more information, see 232.x5 Paper jam in door B from the manual feeder or tray [x] on page 205.
241.91	Paper jam.	For more information, see 241.91 Paper jam in the manual feeder on page 199.
242.25, 242.35	Paper jam.	For more information, see 242.x5 Paper jam in doors B and E from tray [x] on page 206.
242.33	Paper jam.	For more information, see 242.33 Paper jam in door E from tray 3 on page 206.
242.92	Paper jam.	For more information, see 242.91 Paper jam in doors B and E from tray 2 on page 207.
243.35	Paper jam.	For more information, see 243.35 Paper jam in door B from tray 3 on page 208.
243.91	Paper jam.	For more information, see 243.91 Paper jam in door E from tray 3 on page 208.
242.74, 242.75, 242.84, 242.85	Paper loading error.	For more information, see Loading trays.
243.74, 243.75, 243.84, 243.85	Paper loading error.	

Paper jams

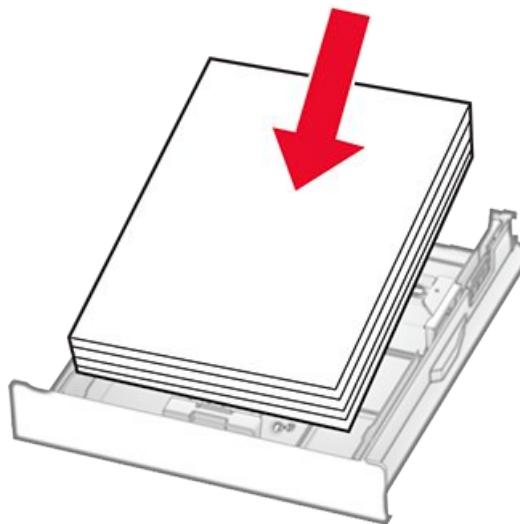
AVOIDING JAMS

Load paper properly

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



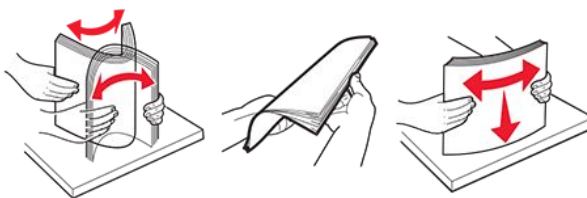
- Do not load or remove a tray while the printer is printing.
- Do not load too much paper. Make sure that the stack height is below the maximum fill line.
- Do not slide paper into the tray. Load paper as shown in the illustration.



- Make sure that the paper guides are positioned correctly and are not pressing tightly against the paper or envelopes.
- Push the tray firmly into the printer after loading paper.

Use recommended paper

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

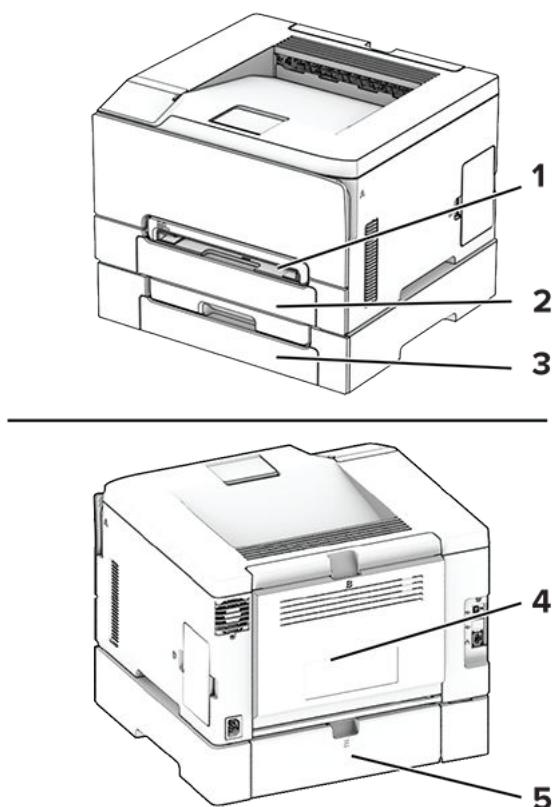


- Do not use paper that has been cut or trimmed by hand.
- Do not mix paper sizes, weights, or types in the same tray.
- Make sure that the paper size and type are set correctly on the computer or printer control panel.
- Store paper according to manufacturer recommendations.

IDENTIFYING JAM LOCATIONS

Notes

- 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.



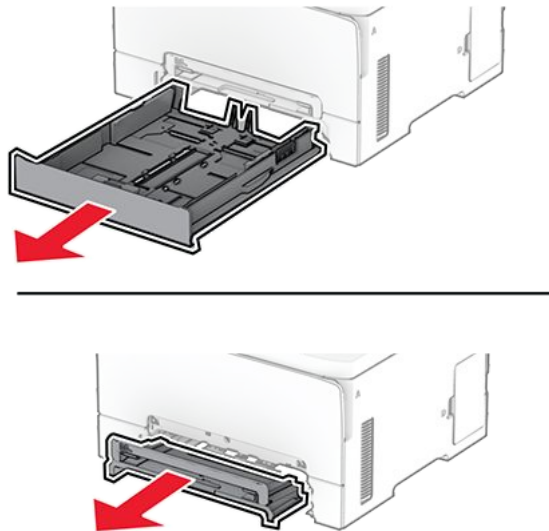
Jam locations	
1	Manual feeder
2	Standard tray
3	Optional tray

Jam locations	
4	Door B
5	Door E

CLEARING JAMS

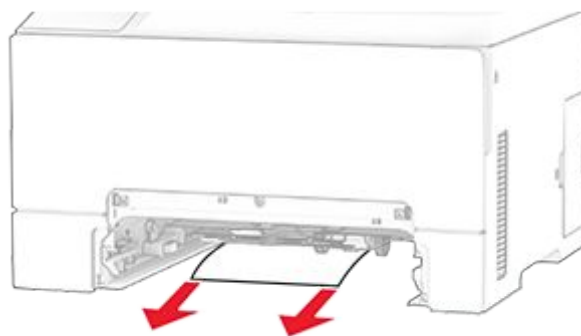
Paper jam in the standard tray

1. Remove the standard tray and the manual feeder.



2. Remove the jammed paper.

 **Note:** Make sure that all paper fragments are removed.



3. Insert the manual feeder and the tray.
4. Open door B.

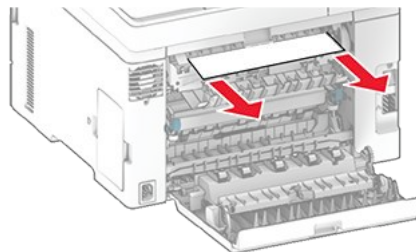
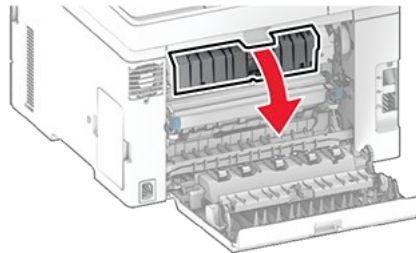


CAUTION—HOT SURFACE

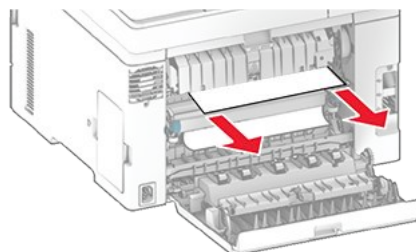
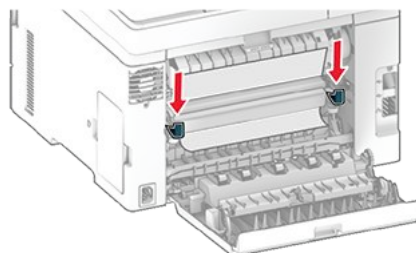
The inside of the printer might be hot. To reduce the risk of injury from a hot component, allow the surface to cool before touching it.



5. Pull down the fuser cover, and then remove the jammed paper from the fuser.



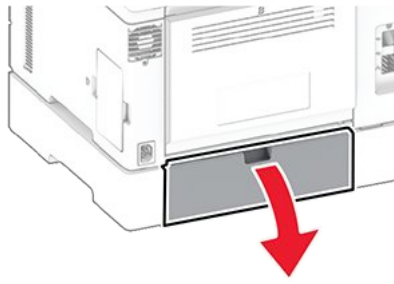
6. Push down the blue latches to release the paper, and then remove the jammed paper.



7. Close door B.

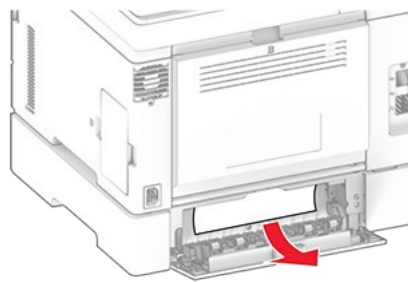
Paper jam in the optional tray

1. Open door E.



2. Remove the jammed paper.

 **Note:** Make sure that all paper fragments are removed.

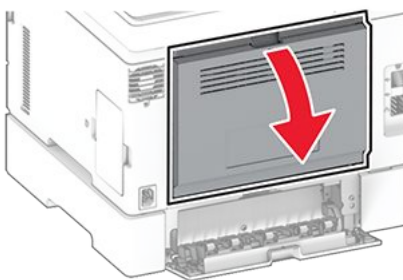


3. Open door B.



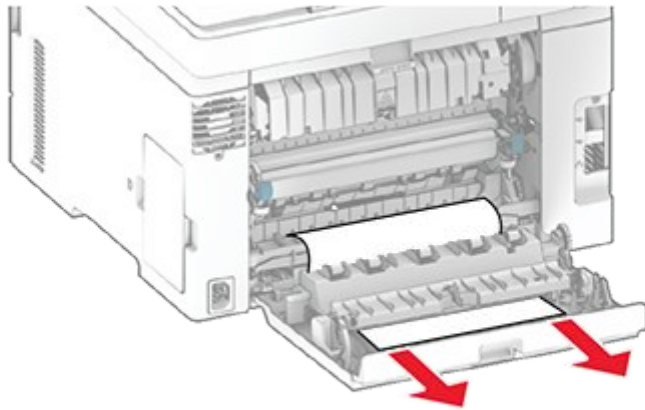
CAUTION—HOT SURFACE

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.

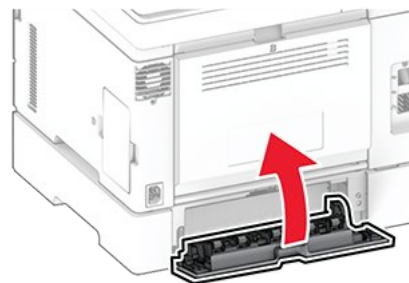
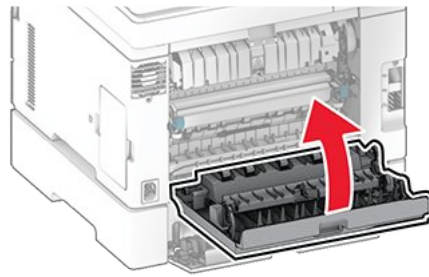


4. Remove the jammed paper.

 **Note:** Make sure that all paper fragments are removed.



5. Close door B, and then close door E.

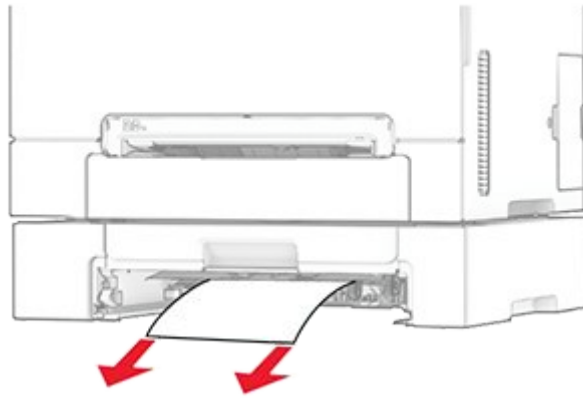


6. Remove the optional tray.

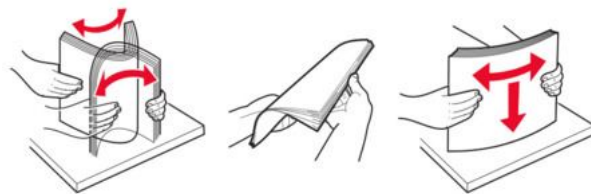


7. Remove the jammed paper.

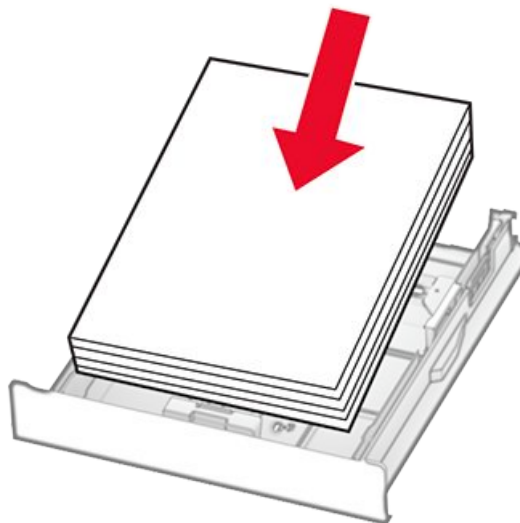
 **Note:** Make sure that all paper fragments are removed.



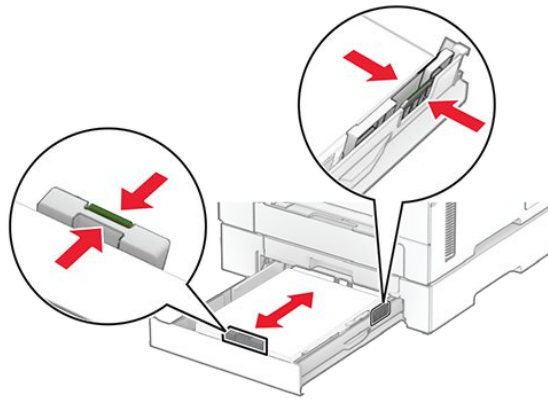
8. Remove the paper stack in the tray.
9. Flex, fan, and align the paper stack before loading.



10. Load the paper stack and make sure that the paper sits flat in the tray.



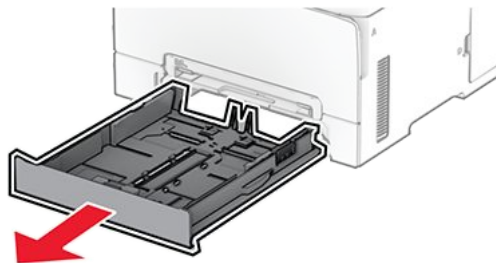
11. Adjust the paper guides.



12. Insert the tray.

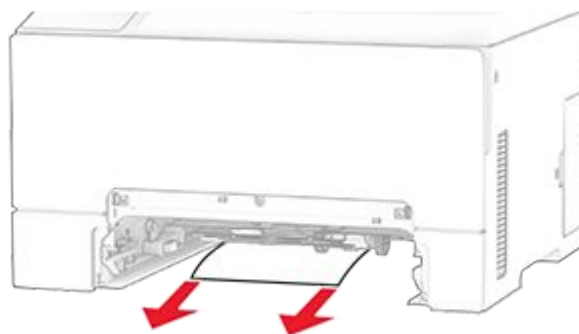
Paper jam in the manual feeder

1. Remove the standard tray, and then the manual feeder.



2. Remove the jammed paper.

 **Note:** Make sure that all paper fragments are removed.



3. Insert the manual feeder, and then the tray.

4. Open door B.



CAUTION—HOT SURFACE

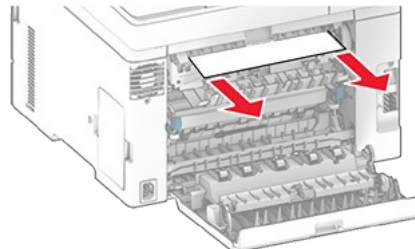
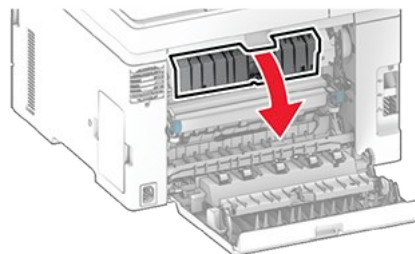
The inside of the printer might be hot. To reduce the risk of injury from a hot component, allow the surface to cool before touching it.



5. Pull down on the fuser cover, and then remove the jammed paper from the fuser.



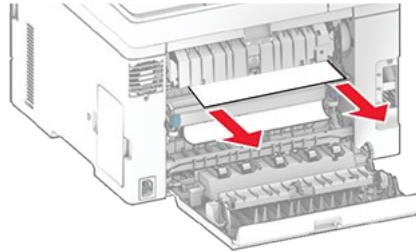
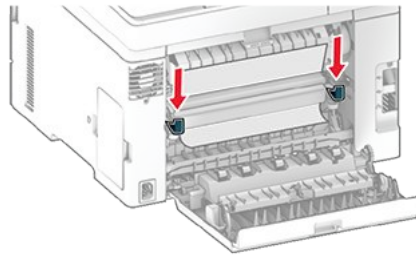
Note: Make sure that all paper fragments are removed.



6. Push down the blue latches to release the paper, and then remove the jammed paper.



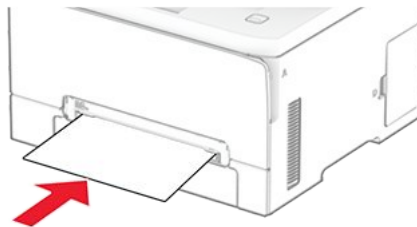
Note: Make sure that all paper fragments are removed.



7. Close door B.
8. Load only one sheet of paper at a time when using the manual feeder.

 Notes

- Do not load the manual feeder until all previous print jobs are complete and the printer has returned to Ready.
- If you load a sheet into the manual feeder, the printer will print that sheet next.



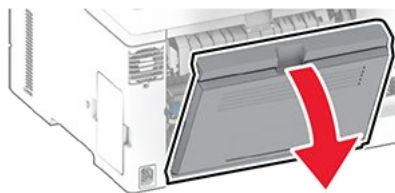
Paper jam in door B

1. Open door B.



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.

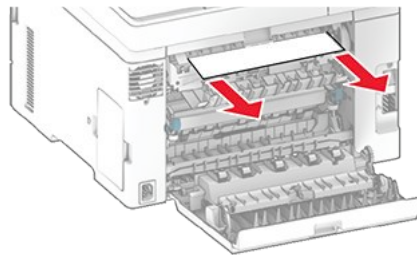
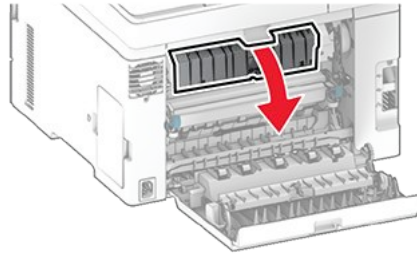


2. Remove the jammed paper from any of the following locations:

 **Note:** Make sure that all paper fragments are removed.

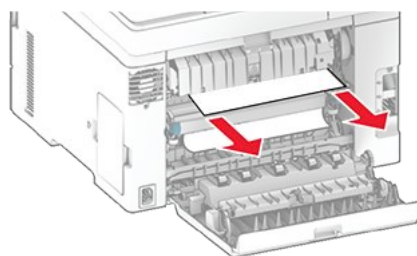
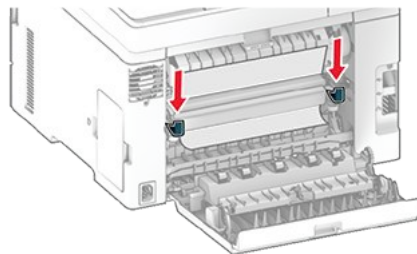
- Fuser area

Pull down the fuser cover, and then remove any jammed paper from the fuser.

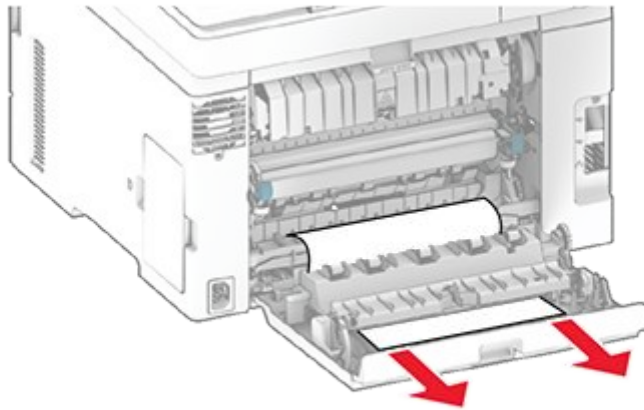


- Below the fuser area

Push down the blue latches to release the paper, and then remove any jammed paper.



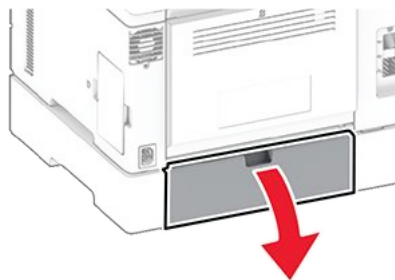
- Duplex unit



3. Close door B.

Paper jam in door E

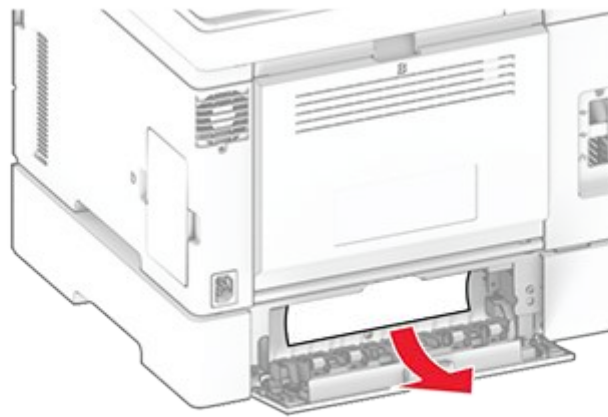
1. Open door E.



2. Remove the jammed paper.



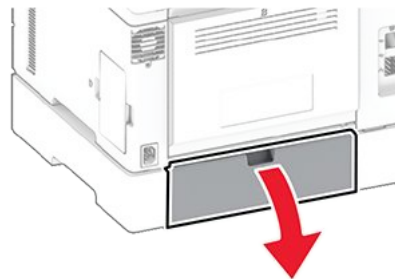
Note: Make sure that all paper fragments are removed.



3. Close door E.

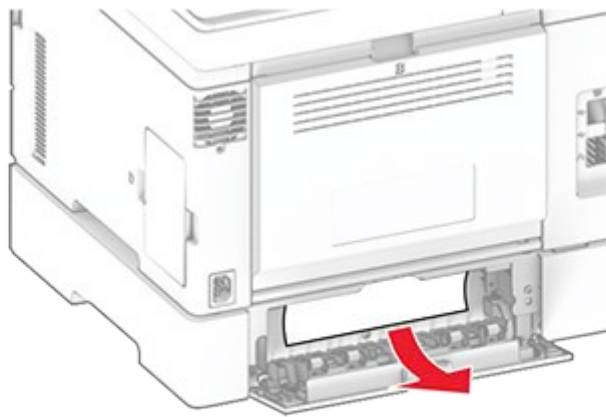
Paper jam in door E and door B

1. Open door E.



2. Remove the jammed paper.

 **Note:** Make sure that all paper fragments are removed.

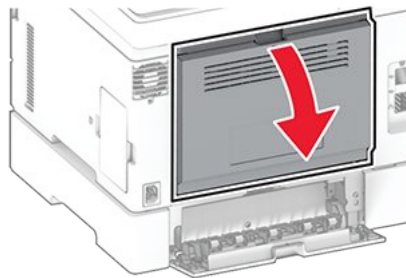


3. Open door B.



CAUTION—HOT SURFACE

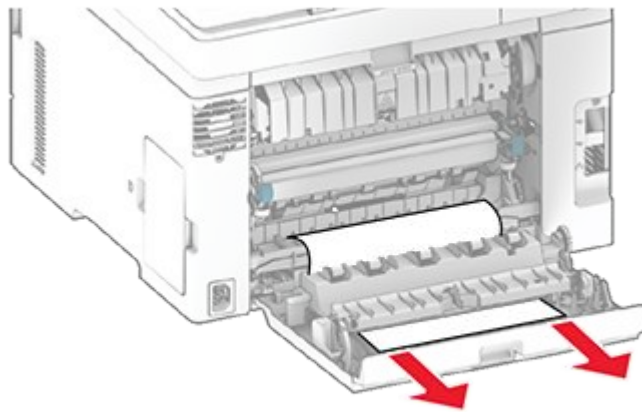
The inside of the printer might be hot. To reduce the risk of injury from a hot component, allow the surface to cool before touching it.



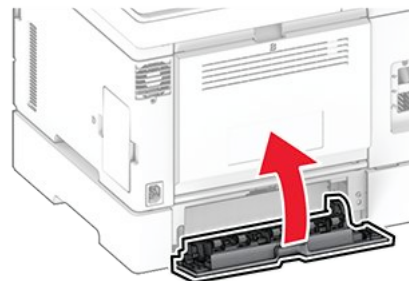
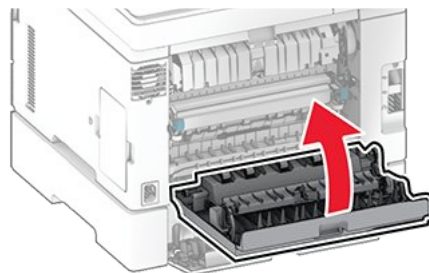
4. Remove the jammed paper.



Note: Make sure that all paper fragments are removed.



5. Close door B, and then close door E.



TROUBLESHOOTING PAPER JAMS

Paper jam in the manual feeder

200.06 Paper jam in the manual feeder

Issue description

Applicable error code: 200.06

Troubleshooting steps

1. Make sure that the paper path and rear door are clear of debris and free from obstructions. For more information, see [Clearing paper jam in door B and door E](#).

2. Make sure that the paper is loaded properly in the manual feeder. Feed the paper until its leading edge gets pulled in. For more information, see [Loading the manual feeder](#).
3. Make sure that the manual feeder is not damaged. Inspect for physical damage, misalignment, or broken guides. Make sure that all locking mechanisms are intact. If there are signs of damage, then contact [customer support](#).
4. Check the paper loaded for the following:
 - The paper matches the paper size and type set in the printer. For more information, see [Setting the paper size and type on page 40](#).
 - The paper size, paper type, and paper weight loaded are supported. For more information, see [Supported paper sizes on page 18](#), [Supported paper types on page 20](#), and [Supported paper weights on page 21](#).

241.91 Paper jam in the manual feeder

Issue description

Applicable error code: 241.91

Troubleshooting steps

1. Make sure that the paper path and rear door are clear of debris and free from obstructions. For more information, see [Clearing paper jam in door B and door E](#).
2. Make sure that the paper is loaded properly in the manual feeder. Feed the paper until its leading edge gets pulled in. For more information, see [Loading the manual feeder](#).
3. Make sure that the tray is installed properly and free from obstructions and damage. Verify that the side guides can move freely and are not broken. If there are signs of damage, then contact [customer support](#).
4. Check the paper loaded for the following:
 - The paper matches the paper size and type set in the printer. For more information, see [Setting the paper size and type on page 40](#).
 - The paper size, paper type, and paper weight loaded are supported. For more information, see [Supported paper sizes on page 18](#), [Supported paper types on page 20](#), and [Supported paper weights on page 21](#).
5. Remove paper from the tray, and then fan, flip, and reload it. For more information, see [Loading trays](#).

Paper jam in trays

200.05 Paper jam in tray 1 from the manual feeder

Issue description

Applicable error code: 200.05

Troubleshooting steps

1. Make sure that the paper path and rear door are clear of debris and free from obstructions. For more information, see [Clearing paper jam in door B and door E](#).
2. Make sure that the paper is loaded properly in the manual feeder. Feed the paper until its leading edge gets pulled in. For more information, see [Loading the manual feeder](#).
3. Make sure that the manual feeder is not damaged. Inspect for physical damage, misalignment, or broken guides. Make sure that all locking mechanisms are intact. If there are signs of damage, then contact [customer support](#).
4. Check the paper loaded for the following:
 - The paper matches the paper size and type set in the printer. For more information, see [Setting the paper size and type on page 40](#).
 - The paper size, paper type, and paper weight loaded are supported. For more information, see [Supported paper sizes on page 18](#), [Supported paper types on page 20](#), and [Supported paper weights on page 21](#).

200.x5 Paper jam in tray 1 or paper jam in doors B and E from tray [x]

Issue description

Applicable error codes:

- 200.15
- 200.25
- 200.35

Troubleshooting steps

1. Make sure that the paper path and trays are clear of debris and free from obstructions. For more information, see [Clearing paper jam in the standard tray](#) and [Clearing paper jam in the optional tray](#).
2. Make sure that the paper is loaded properly in the tray and the guides are adjusted to match the size of the paper loaded. Make sure that the stack height is below the maximum fill line. For more information, see [Loading trays](#).
3. Check the paper loaded for the following:
 - The paper matches the paper size and type set in the printer. For more information, see [Setting the paper size and type on page 40](#).
 - The paper size, paper type, and paper weight loaded are supported. For more information, see [Supported paper sizes on page 18](#), [Supported paper types on page 20](#), and [Supported paper weights on page 21](#).

200.91 Paper jam in tray 1

Issue description

Applicable error code: 200.91

Troubleshooting step

Make sure that the paper path and rear door are clear of debris and free from obstructions. For more information, see [Clearing paper jam in door B and door E](#).

200.x3 Paper jam in the optional tray

Issue description

Applicable error codes:

- 200.23
- 200.33

Troubleshooting steps

1. Make sure that the paper path and trays are clear of debris and free from obstructions. For more information, see [Clearing paper jam in the standard tray](#) and [Clearing paper jam in the optional tray](#).
2. Make sure that the paper is loaded properly in the tray and the guides are adjusted to match the size of the paper loaded. Make sure that the stack height is below the maximum fill line. For more information, see [Loading trays](#).
3. Make sure that the tray is installed properly and free from obstructions and damage. Verify that the side guides can move freely and are not broken. If there are signs of damage, then contact [customer support](#).
4. Check the tray pick roller for wear and contamination. Do the following:
 - a. Check for cracks, smooth surfaces, or deformation.
 - b. Check for dust or paper debris. Gently wipe the roller and separator using a damp, soft, lint-free cloth.
5. Check the paper loaded for the following:
 - The paper matches the paper size and type set in the printer. For more information, see [Setting the paper size and type on page 40](#).
 - The paper size, paper type, and paper weight loaded are supported. For more information, see [Supported paper sizes on page 18](#), [Supported paper types on page 20](#), and [Supported paper weights on page 21](#).

Paper jam in doors

202.03 Paper jam in door B from the manual feeder

Issue description

Applicable error code: 202.03

Troubleshooting steps

1. Make sure that the paper path and rear door are clear of debris and free from obstructions. For more information, see [Clearing paper jam in door B and door E](#).
2. Make sure that the paper is loaded properly in the manual feeder. Feed the paper until its leading edge gets pulled in. For more information, see [Loading the manual feeder](#).
3. Check the paper loaded for the following:
 - The paper matches the paper size and type set in the printer. For more information, see [Setting the paper size and type on page 40](#).
 - The paper size, paper type, and paper weight loaded are supported. For more information, see [Supported paper sizes on page 18](#), [Supported paper types on page 20](#), and [Supported paper weights on page 21](#).

202.04 Paper jam in door B from the manual feeder

Issue description

Applicable error code: 202.04

Troubleshooting steps

1. Make sure that the paper path and fuser are clear of debris and free from obstructions. For more information, see [Clearing paper jam in door B](#).
2. Make sure that the paper is loaded properly in the manual feeder. Feed the paper until its leading edge gets pulled in. For more information, see [Loading the manual feeder](#).
3. Check the paper loaded for the following:
 - The paper matches the paper size and type set in the printer. For more information, see [Setting the paper size and type on page 40](#).
 - The paper size, paper type, and paper weight loaded are supported. For more information, see [Supported paper sizes on page 18](#), [Supported paper types on page 20](#), and [Supported paper weights on page 21](#).

202.05 Paper jam in door B from the manual feeder

Issue description

Applicable error code: 202.05

Troubleshooting steps

1. Make sure that the paper path and fuser are clear of debris and free from obstructions. For more information, see [Clearing paper jam in door B](#).
2. Make sure that the paper is loaded properly in the manual feeder. Feed the paper until its leading edge gets pulled in. For more information, see [Loading the manual feeder](#).
3. Check the paper loaded for the following:

- The paper matches the paper size and type set in the printer. For more information, see [Setting the paper size and type on page 40](#).
- The paper size, paper type, and paper weight loaded are supported. For more information, see [Supported paper sizes on page 18](#), [Supported paper types on page 20](#), and [Supported paper weights on page 21](#).

202.x3 Paper jam in door B from tray [x]

Issue description

Applicable error codes:

- 202.13
- 202.23
- 202.33

Troubleshooting steps

1. Make sure that the paper path and trays are clear of debris and free from obstructions. For more information, see [Clearing paper jam in the standard tray](#) and [Clearing paper jam in the optional tray](#).
2. Remove paper from the tray, and then fan, flip, and reload it. For more information, see [Loading trays](#).
3. Check the paper loaded for the following:
 - The paper matches the paper size and type set in the printer. For more information, see [Setting the paper size and type on page 40](#).
 - The paper size, paper type, and paper weight loaded are supported. For more information, see [Supported paper sizes on page 18](#), [Supported paper types on page 20](#), and [Supported paper weights on page 21](#).

202.x4 Paper jam in door B from tray [x]

Issue description

Applicable error codes:

- 202.14
- 202.24
- 202.34

Troubleshooting steps

1. Make sure that the paper path and trays are clear of debris and free from obstructions. For more information, see [Clearing paper jam in the standard tray](#) and [Clearing paper jam in the optional tray](#).
2. Remove paper from the tray, and then fan, flip, and reload it. For more information, see [Loading trays](#).
3. Check the paper loaded for the following:

- The paper matches the paper size and type set in the printer. For more information, see [Setting the paper size and type on page 40](#).
- The paper size, paper type, and paper weight loaded are supported. For more information, see [Supported paper sizes on page 18](#), [Supported paper types on page 20](#), and [Supported paper weights on page 21](#).

202.x5 Paper jam in door B from tray [x]

Issue description

Applicable error codes:

- 202.15
- 202.25
- 202.35

Troubleshooting steps

1. Make sure that the paper path and trays are clear of debris and free from obstructions. For more information, see [Clearing paper jam in the standard tray](#) and [Clearing paper jam in the optional tray](#).
2. Make sure that the paper is loaded properly in the tray and the guides are adjusted to match the size of the paper loaded. Make sure that the stack height is below the maximum fill line. For more information, see [Loading trays](#).
3. Check the paper loaded for the following:
 - The paper matches the paper size and type set in the printer. For more information, see [Setting the paper size and type on page 40](#).
 - The paper size, paper type, and paper weight loaded are supported. For more information, see [Supported paper sizes on page 18](#), [Supported paper types on page 20](#), and [Supported paper weights on page 21](#).
4. Remove paper from the tray, and then fan, flip, and reload it. For more information, see [Loading trays](#).

202.91 Paper jam in door B

Issue description

Applicable error code: 202.91

Troubleshooting steps

1. Make sure that the paper path and fuser are clear of debris and free from obstructions. For more information, see [Clearing paper jam in door B](#).

232.x3 Paper jam in door B from the manual feeder or tray [x]

Issue description

Applicable error codes:

- 232.03
- 232.13
- 232.23
- 232.33

Troubleshooting steps

1. Make sure that the paper path and trays are clear of debris and free from obstructions. For more information, see [Clearing paper jam in the standard tray](#) and [Clearing paper jam in the optional tray](#).
2. Make sure that the paper is loaded properly in the tray and the guides are adjusted to match the size of the paper loaded. Make sure that the stack height is below the maximum fill line. For more information, see [Loading trays](#).
3. Make sure that the tray is installed properly and free from obstructions and damage. Verify that the side guides can move freely and are not broken. If there are signs of damage, then contact [customer support](#).
4. Check the tray pick roller for wear and contamination. Do the following:
 - a. Check for cracks, smooth surfaces, or deformation.
 - b. Check for dust or paper debris. Gently wipe the roller and separator using a damp, soft, lint-free cloth.
5. Check the paper loaded for the following:
 - The paper matches the paper size and type set in the printer. For more information, see [Setting the paper size and type on page 40](#).
 - The paper size, paper type, and paper weight loaded are supported. For more information, see [Supported paper sizes on page 18](#), [Supported paper types on page 20](#), and [Supported paper weights on page 21](#).

232.x5 Paper jam in door B from the manual feeder or tray [x]

Issue description

Applicable error codes:

- 232.05
- 232.15
- 232.25
- 232.35

Troubleshooting steps

1. Make sure that the paper path and trays are clear of debris and free from obstructions. For more information, see [Clearing paper jam in the standard tray](#) and [Clearing paper jam in the optional tray](#).
2. Make sure that the paper is loaded properly in the tray and the guides are adjusted to match the size of the paper loaded. Make sure that the stack height is below the maximum fill line. For more information, see [Loading trays](#).
3. Check the paper loaded for the following:
 - The paper matches the paper size and type set in the printer. For more information, see [Setting the paper size and type on page 40](#).
 - The paper size, paper type, and paper weight loaded are supported. For more information, see [Supported paper sizes on page 18](#), [Supported paper types on page 20](#), and [Supported paper weights on page 21](#).

242.33 Paper jam in door E from tray 3

Issue description

Applicable error code: 242.33

Troubleshooting steps

1. Make sure that the paper path and rear door are clear of debris and free from obstructions. For more information, see [Clearing paper jam in the optional tray](#). Open door E on tray 2, remove tray 3, and then remove and reload paper.
2. Make sure that the paper is loaded properly in the tray and the guides are adjusted to match the size of the paper loaded. Make sure that the stack height is below the maximum fill line. For more information, see [Loading trays](#).
3. Make sure that the tray is installed properly and free from obstructions and damage. Verify that the side guides can move freely and are not broken. If there are signs of damage, then contact [customer support](#).
4. Check the paper loaded for the following:
 - The paper matches the paper size and type set in the printer. For more information, see [Setting the paper size and type on page 40](#).
 - The paper size, paper type, and paper weight loaded are supported. For more information, see [Supported paper sizes on page 18](#), [Supported paper types on page 20](#), and [Supported paper weights on page 21](#).
5. Remove paper from the tray or feeder and inspect for damage or defects. Fan the paper, flip it, and then reload. If the paper is damp, damaged, wavy, or curled, then replace it.

242.x5 Paper jam in doors B and E from tray [x]

Issue description

Applicable error codes:

- 242.25
- 242.35

Troubleshooting steps

1. Make sure that the paper path and trays are clear of debris and free from obstructions. For more information, see [Clearing paper jam in the standard tray](#) and [Clearing paper jam in the optional tray](#).
2. Make sure that the paper is loaded properly in the tray and the guides are adjusted to match the size of the paper loaded. Make sure that the stack height is below the maximum fill line. For more information, see [Loading trays](#).
3. Make sure that the tray is installed properly and free from obstructions and damage. Verify that the side guides can move freely and are not broken. If there are signs of damage, then contact [customer support](#).
4. Check the paper loaded for the following:
 - The paper matches the paper size and type set in the printer. For more information, see [Setting the paper size and type on page 40](#).
 - The paper size, paper type, and paper weight loaded are supported. For more information, see [Supported paper sizes on page 18](#), [Supported paper types on page 20](#), and [Supported paper weights on page 21](#).
5. Remove paper from the tray, and then fan, flip, and reload it. For more information, see [Loading trays](#).

242.91 Paper jam in doors B and E from tray 2

Issue description

Applicable error code: 242.91

Troubleshooting steps

1. Make sure that the paper path and trays are clear of debris and free from obstructions. For more information, see [Clearing paper jam in the standard tray](#) and [Clearing paper jam in the optional tray](#).
2. Make sure that the paper is loaded properly in the tray and the guides are adjusted to match the size of the paper loaded. Make sure that the stack height is below the maximum fill line. For more information, see [Loading trays](#).
3. Make sure that the tray is installed properly and free from obstructions and damage. Verify that the side guides can move freely and are not broken. If there are signs of damage, then contact [customer support](#).
4. Check the paper loaded for the following:
 - The paper matches the paper size and type set in the printer. For more information, see [Setting the paper size and type on page 40](#).
 - The paper size, paper type, and paper weight loaded are supported. For more information, see [Supported paper sizes on page 18](#), [Supported paper types on page 20](#), and [Supported paper weights on page 21](#).
5. Remove paper from the tray, and then fan, flip, and reload it. For more information, see [Loading trays](#).

243.35 Paper jam in door B from tray 3

Issue description

Applicable error code: 243.35

Troubleshooting steps

1. Make sure that the paper path and trays are clear of debris and free from obstructions. For more information, see [Clearing paper jam in the standard tray](#) and [Clearing paper jam in the optional tray](#).
2. Make sure that the paper is loaded properly in the tray and the guides are adjusted to match the size of the paper loaded. Make sure that the stack height is below the maximum fill line. For more information, see [Loading trays](#).
3. Make sure that the tray is installed properly and free from obstructions and damage. Verify that the side guides can move freely and are not broken. If there are signs of damage, then contact [customer support](#).
4. Check the paper loaded for the following:
 - The paper matches the paper size and type set in the printer. For more information, see [Setting the paper size and type on page 40](#).
 - The paper size, paper type, and paper weight loaded are supported. For more information, see [Supported paper sizes on page 18](#), [Supported paper types on page 20](#), and [Supported paper weights on page 21](#).
5. Remove paper from the tray, and then fan, flip, and reload it. For more information, see [Loading trays](#).

243.91 Paper jam in door E from tray 3

Issue description

Applicable error code: 243.91

Troubleshooting

1. Make sure that the paper path and trays are clear of debris and free from obstructions. For more information, see [Clearing paper jam in the standard tray](#) and [Clearing paper jam in the optional tray](#).
2. Make sure that the paper is loaded properly in the tray and the guides are adjusted to match the size of the paper loaded. Make sure that the stack height is below the maximum fill line. For more information, see [Loading trays](#).
3. Make sure that the tray is installed properly and free from obstructions and damage. Verify that the side guides can move freely and are not broken. If there are signs of damage, then contact [customer support](#).
4. Check the paper loaded for the following:
 - The paper matches the paper size and type set in the printer. For more information, see [Setting the paper size and type on page 40](#).
 - The paper size, paper type, and paper weight loaded are supported. For more information, see [Supported paper sizes on page 18](#), [Supported paper types on page 20](#), and [Supported paper weights on page 21](#).

5. Remove paper from the tray, and then fan, flip, and reload it. For more information, see [Loading trays](#).

Printing problems

PRINT JOBS DO NOT PRINT

Try one or more of the following:

- From the document that you are trying to print, open the Printing Preferences or Print dialog, and then check if the correct printer is selected.
- Check if the printer is on, and then resolve any error messages that appear on the display.
- Check if the ports are working and if the cables are securely connected to the computer and the printer. For more information, see the setup documentation that came with the printer.
- Turn off the printer, wait for about 30 seconds, and then turn on the printer.
- Remove, and then reinstall the print driver.

CONFIDENTIAL AND OTHER HELD DOCUMENTS DO NOT PRINT

Try one or more of the following:

- From the control panel, check if the documents appear in the **Held Jobs** list.
 **Note:** If the documents are not listed, then print the documents using the Print and Hold options.
- Resolve possible formatting errors or invalid data in the print job.
 - Delete the print job, and then send it again.
 - For PDF files, generate a new file, and then print the document.
- If you are printing from the Internet, then the printer may be reading the multiple job titles as duplicates.
 - For Windows users, make sure to select **Keep duplicate documents** in the Printing Preferences or Print dialog.
 - For Macintosh users, name each job differently.
- Delete some held jobs to free up printer memory.
- Install more printer memory.

JOB PRINTS FROM THE WRONG TRAY OR ON THE WRONG PAPER

Try one or more of the following:

- Make sure that you are printing on the correct paper.
- Depending on your operating system, specify the paper size and paper type from the Printing Preferences or Print dialog. Make sure that the settings match the paper loaded.



Note: You can also change the setting on the printer control panel. Navigate to **Settings > Paper > Tray Configuration > Paper Size/Type**.

- Check if the trays are linked. For more information, see [Linking trays on page 49](#).

Connectivity problems

CANNOT OPEN EMBEDDED WEB SERVER

Try one or more of the following:

- Make sure the printer is on.
- Make sure the printer and computer are connected to the same network.
- Make sure the printer IP address is correct.



Note: You can find the IP address at the top of the printer display.

- Make sure that you installed a supported browser.
 - Microsoft Edge
 - Safari version 6 or later
 - Google Chrome™ version 32 or later
 - Mozilla Firefox version 24 or later
- Check if the network connection is working.



Note: If the connection is not working, then contact your administrator.

- Check if the web proxy servers are disabled.



Note: If the servers are disabled, then contact your administrator.

CANNOT CONNECT THE PRINTER TO THE WI-FI NETWORK

Try one or more of the following:

- From the control panel, navigate to **Settings** › **Network/Ports** › **Network Overview** › **Active Adapter**, and then select **Auto**.
- Make sure the printer is connected to the correct Wi-Fi network. For more information, see [Connecting the printer to a Wi-Fi network on page 64](#).



Note: Some routers may share the default Wi-Fi name.

- Make sure that you entered the correct network password.



Note: Take note of the spaces, numbers, and capitalization in the password.

- Make sure the correct wireless security mode is selected. From the control panel, navigate to **Settings** › **Network/Ports** › **Wireless** › **Wireless Security Mode**.

ENABLING THE USB PORT

1. From the control panel, navigate to **Settings** › **Network/Ports** › **USB**.
2. Select **Enable USB Port**.

SMTP SERVER ERROR

Issue description

Applicable error codes:

- 72.10
- 72.20

Troubleshooting steps

1. Disable the intervention message if you do not plan to use the Email feature.
 - a. From the control panel, navigate to **Settings** › **Email** › **Email Setup**.
 - b. Set **Disable "SMTP server not set up" error** to **On**.
2. Enter the **Primary SMTP Gateway** in the **Email Setup** menu. For more information, see [Configuring the email SMTP settings on page 29](#).

Hardware options problems

CANNOT DETECT A HARDWARE OPTION

Try one or more of the following:

- Turn off the printer, wait for about 30 seconds, and then turn on the printer.
- Make sure that the hardware option is properly installed.

CANNOT DETECT INTERNAL OPTION

Try one or more of the following:

- Turn off the printer, wait for about 30 seconds, and then turn on the printer.
- Print the **Menu Settings Page** report, and then check if the internal option appears in the Installed Features list. From the control panel, navigate to **Settings** › **Reports** › **Menu Settings Page**.
- Check if the internal option is installed properly into the controller board.
 1. Turn off the printer, and then unplug the power cord from the electrical outlet.
 2. Make sure that the internal option is installed into the appropriate connector on the controller board.
 3. 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.

NOT ENOUGH FREE SPACE IN FLASH MEMORY FOR RESOURCES

Try one or more of the following:

- Select **Continue** to clear the message and continue printing.
- Delete fonts, macros, and other data that are stored in the flash memory.



Note: Downloaded fonts and macros that are not previously stored in the flash memory are deleted.

- Install a storage drive.

Issues with supplies

PRINT CARTRIDGE SMART CHIP ERROR

Issue description

Applicable error codes:

- 29.40
- 29.41
- 29.42
- 29.43
- 29.49
- 31.40
- 31.41
- 31.42
- 31.43

Troubleshooting steps

1. Remove all print cartridges. Make sure all packing materials, such as plastic covers, protective tape, and foam inserts, are fully removed. For more information, see [Setting up the printer](#).
2. Make sure that the print cartridge contacts are not damaged. Do the following:
 - a. Verify the print cartridge is not damaged and free of leaks.
 - b. Confirm the print cartridge is supported and properly installed.
 - c. Make sure that the print cartridge gold contacts are not contaminated.

For more information, see [Cleaning the print cartridge contacts](#).

3. Make sure that the printer is using a genuine and supported Xerox print cartridge. For more information, go to <https://www.xerox.com/en-us/printer-supplies/toner-cartridge-authentication>. If the print cartridge is not a genuine Xerox supply, then contact your supplier.



Warning—Potential Damage

Use of third-party supplies or parts can affect warranty coverage. Damage caused by using third-party supplies or parts may not be covered by the warranty. For more information, see [Non-Xerox supply](#).

UNSUPPORTED PRINT CARTRIDGE ERROR

Issue description

Applicable error codes:

• 32.40A • 32.40B • 32.40C • 32.40E • 32.41A • 32.41B • 32.41C	• 32.41E • 32.42A • 32.42B • 32.42C • 32.42E • 32.43A • 32.43B	• 32.43C • 32.43E • 33.40 • 33.41 • 33.42 • 33.43
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Troubleshooting steps

1. Make sure that the print cartridge contacts are not damaged. Do the following:
 - a. Verify the print cartridge is not damaged and free of leaks.
 - b. Confirm the print cartridge is supported and properly installed.
 - c. Make sure that the print cartridge gold contacts are not contaminated.

For more information, see [Cleaning the print cartridge contacts](#).

2. Make sure that the printer is using a genuine and supported Xerox print cartridge. For more information, go to <https://www.xerox.com/en-us/printer-supplies/toner-cartridge-authentication>. If the print cartridge is not a genuine Xerox supply, then contact your supplier.



Warning—Potential Damage

Use of third-party supplies or parts can affect warranty coverage. Damage caused by using third-party supplies or parts may not be covered by the warranty. For more information, see [Non-Xerox supply](#).

3. When installing a genuine aftermarket supply for the first time, do the following:
 - a. Make sure that the correct, supported aftermarket print cartridge is installed.
 - b. When a supply error message appears, make sure that the latest firmware version available for your printer is installed.

PRINT CARTRIDGE SUPPLIES PLAN MISMATCH

Issue description

Applicable error codes:

- 32.40J
- 32.41J
- 32.42J
- 32.43J

1. Make sure that the printer is using a genuine and supported Xerox print cartridge. For more information, go to <https://www.xerox.com/en-us/printer-supplies/toner-cartridge-authentication>. If the print cartridge is not a genuine Xerox supply, then contact your supplier.



Warning—Potential Damage

Use of third-party supplies or parts can affect warranty coverage. Damage caused by using third-party supplies or parts may not be covered by the warranty. For more information, see [Non-Xerox supply](#).

2. Make sure that the print cartridge contacts are not damaged. Do the following:
 - a. Verify the print cartridge is not damaged and free of leaks.
 - b. Confirm the print cartridge is supported and properly installed.
 - c. Make sure that the print cartridge gold contacts are not contaminated.

For more information, see [Cleaning the print cartridge contacts](#).
3. When installing a genuine aftermarket supply for the first time, do the following:
 - a. Make sure that the correct, supported aftermarket print cartridge is installed.
 - b. When a supply error message appears, make sure that the latest firmware version available for your printer is installed.
4. The printer supplies plan may not match the print cartridge used. Do the following:
 - If you do not have a plan conversion code, then contact [customer support](#).
 - If you have a conversion code from customer support, follow the instructions.



Notes

- Make sure that there are no pending jobs in the printer job queue. If an invalid code is entered three times, then toner conversion feature will be locked for 24 hours before you can try again.
- You may need printer admin access.
- **Using the control panel**
 - a. From the control panel, navigate to **Settings** › **Supplies Plan** › **Plan Conversion**.
 - b. Select **Conversion Code**, enter the six-digit conversion code that was provided, and then select **OK**.
 - c. Select **Convert Plan**.
 - d. Select **OK** when the **Plan successfully converted** message appears.
- **Using the Embedded Web Server (EWS)**

- a. Open a web browser, and then type the printer IP address in the address field.



Notes

- You can find the IP address at the top of the printer display.
 - Make sure that the printer and computer are connected to the same network.
- b. Click **Settings** › **Supplies Plan** › **Plan Conversion**.
 - c. Click **Conversion Code**, enter the six-digit conversion code that was provided, and then click **OK**.
 - d. Click **Convert Plan**.
 - e. Click **OK** when the **Plan successfully converted** message appears.

PRINT CARTRIDGE AND PRINTER REGION MISMATCH

Issue description

Applicable error codes:

• 42.01	• 42.30	• 42.59
• 42.02	• 42.31	• 42.60
• 42.03	• 42.32	• 42.60K
• 42.04	• 42.34	• 42.61
• 42.05	• 42.35	• 42.61K
• 42.09	• 42.39	• 42.62
• 42.10	• 42.40	• 42.62K
• 42.12	• 42.41	• 42.63
• 42.13	• 42.42	• 42.63K
• 42.14	• 42.43	• 42.64
• 42.15	• 42.45	• 42.64K
• 42.19	• 42.49	• 42.90
• 42.20	• 42.50	• 42.91
• 42.21	• 42.51	• 42.92
• 42.23	• 42.52	• 42.93
• 42.24	• 42.53	• 42.94
• 42.25	• 42.54	• 42.95
• 42.29		

Troubleshooting steps

1. Make sure that the print cartridge region matches the printer region, or use a worldwide print cartridge.
For more information, see [Replace cartridge, printer region mismatch](#).

2. Make sure that the printer is using a genuine and supported Xerox print cartridge. For more information, go to <https://www.xerox.com/en-us/printer-supplies/toner-cartridge-authentication>. If the print cartridge is not a genuine Xerox supply, then contact your supplier.



Warning—Potential Damage

Use of third-party supplies or parts can affect warranty coverage. Damage caused by using third-party supplies or parts may not be covered by the warranty. For more information, see [Non-Xerox supply](#).

NEARLY FULL OR FULL WASTE TONER BOTTLE

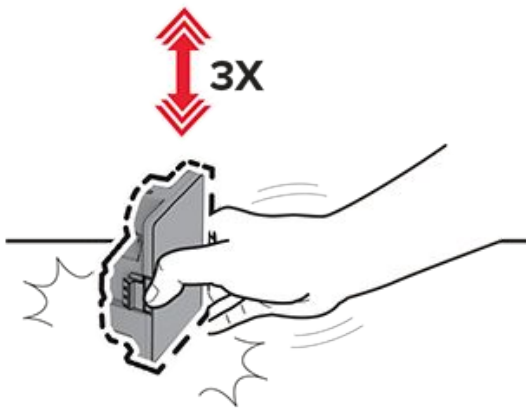
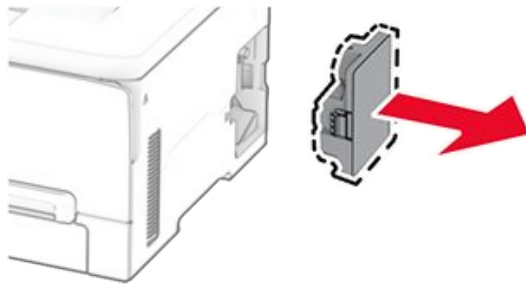
Issue description

Applicable error codes:

- 82.00
- 82.02
- 82.09
- 82.12
- 82.13
- 82.19
- 82.20
- 82.22
- 82.23
- 82.29
- 82.30
- 82.32
- 82.33
- 82.39
- 82.40
- 82.42
- 82.49

Troubleshooting steps

1. Make sure that the waste toner settles properly in the bottle and is not full. Do the following:
 - a. Remove the waste toner bottle.
 - b. Check if the waste toner bottle is full. If the toner level reaches the sensor detection area, then the bottle is full.
 - c. Gently tap the bottle upright on a table.



 **Note:** The bottle may contain excess toner that could spill. Place paper under the bottle before performing this step.

2. Check if the waste toner bottle is full. From the control panel, navigate to **Settings** › **Device** › **Notifications** › **Show Supply Estimates**. If the waste toner bottle is full, replace it. For more information, see [Replacing the waste toner bottle](#).
3. Make sure that the printer is using a genuine and supported Xerox waste toner bottle. If the printer is using third-party supplies, then contact your supplier.

 Warning—Potential Damage

Use of third-party supplies or parts can affect warranty coverage. Damage caused by using third-party supplies or parts may not be covered by the warranty. For more information, see [Non-Xerox supply](#).

4. If the message appears again after installing genuine, supported supplies, perform a Power-On Reset. Do the following:
 - a. Turn off the printer, and then unplug the power cord.
 - b. Wait 30 seconds to discharge electrical energy and clear buffered data.
 - c. Plug the power cord back in, and then turn on the printer.
 - d. Allow the printer to fully initialize before sending a print job.

LOW OR END-OF-LIFE PRINT CARTRIDGE

Issue description

Applicable error codes:

• 84.03C	• 88.08K	• 88.13Y	• 88.22M	• 88.31C	• 88.40K
• 84.03K	• 88.09C	• 88.13K	• 88.22Y	• 88.31M	• 88.41C
• 84.13C	• 88.09M	• 88.18C	• 88.22K	• 88.31Y	• 88.41M
• 84.13K	• 88.09Y	• 88.18M	• 88.23C	• 88.31K	• 88.41Y
• 88.00C	• 88.09K	• 88.18Y	• 88.23M	• 88.32C	• 88.41K
• 88.00M	• 88.10C	• 88.18K	• 88.23Y	• 88.32M	• 88.42C
• 88.00Y	• 88.10M	• 88.19C	• 88.23K	• 88.32Y	• 88.42M
• 88.00K	• 88.10Y	• 88.19M	• 88.28C	• 88.32K	• 88.42Y
• 88.01C	• 88.10K	• 88.19Y	• 88.28M	• 88.33C	• 88.42K
• 88.01M	• 88.11C	• 88.19K	• 88.28Y	• 88.33M	• 88.43C
• 88.01Y	• 88.11M	• 88.20C	• 88.28K	• 88.33Y	• 88.43M
• 88.01K	• 88.11Y	• 88.20M	• 88.29C	• 88.33K	• 88.43Y
• 88.02C	• 88.11K	• 88.20Y	• 88.29M	• 88.38C	• 88.43K
• 88.02M	• 88.12C	• 88.20K	• 88.29Y	• 88.38M	• 88.48C
• 88.02Y	• 88.12M	• 88.21C	• 88.29K	• 88.38Y	• 88.48M
• 88.02K	• 88.12Y	• 88.21M	• 88.30C	• 88.38K	• 88.48Y
• 88.08C	• 88.12K	• 88.21Y	• 88.30M	• 88.40C	• 88.48K
• 88.08M	• 88.13C	• 88.21K	• 88.30Y	• 88.40M	
• 88.08Y	• 88.13M	• 88.22C	• 88.30K	• 88.40Y	

Troubleshooting steps

1. Check the remaining life of the print cartridge. From the control panel, navigate to **Settings** › **Device** › **Notifications** › **Show Supply Estimates**. Replace any print cartridge that is nearly end-of-life or end-of-life. For more information, see [Replacing a print cartridge](#).
2. Make sure that the printer is using a genuine and supported Xerox print cartridge. For more information, go to <https://www.xerox.com/en-us/printer-supplies/toner-cartridge-authentication>. If the print cartridge is not a genuine Xerox supply, then contact your supplier.



Warning—Potential Damage

Use of third-party supplies or parts can affect warranty coverage. Damage caused by using third-party supplies or parts may not be covered by the warranty. For more information, see [Non-Xerox supply](#).

3. If the message appears again after installing genuine, supported supplies, perform a Power-On Reset. Do the following:
 - a. Turn off the printer, and then unplug the power cord.
 - b. Wait 30 seconds to discharge electrical energy and clear buffered data.

- c. Plug the power cord back in, and then turn on the printer.
- d. Allow the printer to fully initialize before sending a print job.

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.

Region	Numeric code
Global	0
North America (United States, Canada), Australia, New Zealand, Puerto Rico	1
European Union, Iceland, Liechtenstein, Norway, Switzerland, and United Kingdom	2
Asia Pacific	3
Latin America	4
Rest of Europe, Middle East, Africa	5
Xerox Distribution	7
People's Republic of China	C

REFILLED REGULAR [COLOR] CARTRIDGE

Select **OK** to continue.

For more information, see the printer statement of limited warranty.

NON-XEROX SUPPLY

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

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

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



Warning—Potential Damage

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 or parts in your printer, touch **Continue** when a confirmation dialog box appears.

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, see [Using genuine Xerox supplies on page 138](#).

Paper handling problems

LOADING ERROR IN THE MANUAL FEEDER

Issue description

Applicable error codes:

- 11.81
- 11.82
- 12.81
- 12.82

Troubleshooting steps

1. Check the paper loaded for the following:
 - The paper matches the paper size and type set in the printer. For more information, see [Setting the paper size and type on page 40](#).
 - The paper size, paper type, and paper weight loaded are supported. For more information, see [Supported paper sizes on page 18](#), [Supported paper types on page 20](#), and [Supported paper weights on page 21](#).
2. Make sure that the paper is loaded properly in the manual feeder. Feed the paper until its leading edge gets pulled in. For more information, see [Loading the manual feeder](#).
3. Make sure that the manual feeder is not damaged. Inspect for physical damage, misalignment, or broken guides. Make sure that all locking mechanisms are intact. If there are signs of damage, then contact [customer support](#).

LOADING ERROR IN TRAYS

Issue description

Applicable error codes:

- 11.11
- 11.12
- 11.21
- 11.22
- 11.31
- 11.32
- 12.11
- 12.12
- 12.21
- 12.22
- 12.31

- 12.32

Troubleshooting steps

1. Check the paper loaded for the following:
 - The paper matches the paper size and type set in the printer. For more information, see [Setting the paper size and type on page 40](#).
 - The paper size, paper type, and paper weight loaded are supported. For more information, see [Supported paper sizes on page 18](#), [Supported paper types on page 20](#), and [Supported paper weights on page 21](#).
2. Make sure that the paper is loaded properly in the tray and the guides are adjusted to match the size of the paper loaded. Make sure that the stack height is below the maximum fill line. For more information, see [Loading trays](#).
3. Make sure that the tray is installed properly and free from obstructions and damage. Verify that the side guides can move freely and are not broken. If there are signs of damage, then contact [customer support](#).

INSUFFICIENT PAPER SIZE FOR PRINT

Issue description

Applicable error code: 34.00

Troubleshooting steps

1. Check the page setup before printing. Make sure that the original document—whether from a print job or a copy job—matches the selected paper size.
2. Check the paper loaded for the following:
 - The paper matches the paper size and type set in the printer. For more information, see [Setting the paper size and type on page 40](#).
 - The paper size, paper type, and paper weight loaded are supported. For more information, see [Supported paper sizes on page 18](#), [Supported paper types on page 20](#), and [Supported paper weights on page 21](#).
3. Make sure that the paper is loaded properly in the tray and the guides are adjusted to match the size of the paper loaded. Make sure that the stack height is below the maximum fill line. For more information, see [Loading trays](#).

PAPER SIZE MISMATCH (TWO-SIDED PRINTING)

Issue description

Applicable error code: 24.04

Troubleshooting steps

1. The error is most likely caused by attempting two-sided printing on paper that is too narrow. Load only paper sizes supported for two-sided printing, such as A4, Letter, Legal, or Oficio. For more information, see [Supported paper sizes on page 18](#).

2. Make sure that the paper is loaded properly in the tray and the guides are adjusted to match the size of the paper loaded. Make sure that the stack height is below the maximum fill line. For more information, see [Loading trays](#).
3. Make sure that the tray is installed properly and free from obstructions and damage. Verify that the side guides can move freely and are not broken. If there are signs of damage, then contact [customer support](#).

PAPER CURL

Try one or more of the following:

- Adjust the guides in the tray to the correct position of the paper loaded.
- Depending on your operating system, specify the paper type from the Printing Preferences or Print dialog. Make sure that the setting matches the paper loaded.



Note: You can also change the setting on the printer control panel. Navigate to **Settings > Paper > Tray Configuration > Paper Size/Type**.

- Remove the paper, flip it over, and then reload the paper.
- Load paper from a fresh package.



Note: Paper absorbs moisture due to high humidity. Store the paper in its original wrapper until you are ready to use it.

ENVELOPE SEALS WHEN PRINTING

Try one or more of the following:

- Use an envelope that has been stored in a dry environment.



Note: Printing on envelopes with high moisture content can seal the flaps.

- Make sure that the paper type is set to **Envelope**. From the control panel, navigate to **Settings > Paper > Tray Configuration > Paper Size/Type**.

System problems

COLLATED PRINTING DOES NOT WORK

Try one or more of the following:

- From the control panel, navigate to **Settings > Print > Layout > Collate**, and then select **On [1,2,1,2,1,2]**.
- From the document that you are trying to print, open the Printing Preferences or Print dialog, and then select **Collate**.
- Reduce the number of pages to print.

INDICATOR LIGHT IS ALTERNATING BETWEEN BLUE AND BLINKING RED

A communication issue has occurred between the controller board and the control panel card.

1. Turn off the printer.
2. Unplug the power cord from the electrical outlet, and then wait for 30 seconds.
3. Connect the power cord to the 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.

4. Turn on the printer.

INSUFFICIENT MEMORY

Issue description

Applicable error codes:

- 37.01
- 37.03
- 38.01
- 39.01
- 39.02

Troubleshooting steps

1. Clear all print jobs from the printer queue to reset the device and free memory. For more information, see [Canceling a print job on page 76](#).
2. Perform a Power-On-Reset on the printer. Do the following:
 - a. Turn off the printer, and then unplug the power cord.
 - b. Wait 30 seconds to discharge electrical energy and clear buffered data.
 - c. Plug the power cord back in, and then turn on the printer.
 - d. Allow the printer to fully initialize before sending a print job.
3. Reduce print job complexity from the computer.
 - a. Print fewer pages at a time.
 - b. For PDF files, enable **Print as Image**.
 - c. Lower the print resolution. If **Highest Quality** is enabled, change it to **Standard**. From the control panel, navigate to **Settings** › **Device** › **Print** › **Quality** › **Print Resolution**.
 - d. Disable advanced features, such as duplex, booklet printing, and secure print.
4. Verify whether the printer supports the Xerox® Print and Scan Experience app. For more information, see [Xerox® Print and Scan Experience App](#). If not supported, use a PCL driver to reduce memory usage.

5. If you frequently send large or complex print or scan jobs, installing an intelligent storage drive (ISD) can improve job handling and reduce memory-related errors. For more information, see [Installing the intelligent storage drive](#).



Note: The ISD is only supported in certain printer models.

JAMMED PAGES ARE NOT REPRINTED

1. From the control panel, navigate to **Settings** › **Device** › **Notifications** › **Jam Content Recovery**.
2. In the **Jam Recovery** menu, select **On** or **Auto**.

THE PRINTER IS NOT RESPONDING

Try one or more of the following:

- Check if the power cord is connected to the 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.

- Make sure that the electrical outlet is not turned off by a switch or breaker.
- Check if the printer is on.
- Make sure that the printer is not in Sleep or Hibernate Mode.
- Make sure that the cables connecting the printer and computer are connected to the correct ports.
- Turn off the printer, install the hardware options, and then turn on the printer. For more information, see the documentation that came with the option.
- Install the correct print driver.
- Turn off the printer, wait for about 30 seconds, and then turn on the printer.

TRAY LINKING DOES NOT WORK



Note: These instructions apply only to certain printer models.

Try one or more of the following:

- Make sure that the linked trays contain the same paper size and paper type and loaded in the same orientation.
- Make sure that the paper guides are positioned correctly.
- Set the paper size and paper type to match the paper loaded in the linked trays. From the control panel, navigate to **Settings** › **Paper** › **Tray Configuration** › **Paper Size/Type**.
- Make sure that **Tray Linking** is set to **Automatic**. For more information, see [Linking trays on page 49](#).

Color quality problems

MODIFYING THE COLORS IN PRINTED OUTPUT

1. From the control panel, navigate to **Settings** › **Print** › **Quality** › **Advanced Imaging** › **Color Correction**.
2. In the **Color Correction** menu, select **Manual**.
3. In the **Color Correction Content** menu, select the appropriate color conversion setting.

Object type	Color conversion tables
RGB Image RGB Text RGB Graphics	◦ Vivid—Produces brighter, more saturated colors and can be applied to all incoming color formats. ◦ sRGB Display—Produces an output that approximates the colors shown on a computer monitor. Black toner usage is optimized for printing photographs. ◦ Display-True Black—Produces an output that approximates the colors shown on a computer monitor. This setting uses only black toner to create all levels of neutral gray. ◦ sRGB Vivid—Provides an increased color saturation for the sRGB Display color correction. Black toner usage is optimized for printing business graphics. ◦ Off
CMYK Image CMYK Text CMYK Graphics	◦ US CMYK—Applies color correction to approximate the Specifications for Web Offset Publishing (SWOP) color output. ◦ Euro CMYK—Applies color correction to approximate Euroscale color output. ◦ Vivid CMYK—Increases the color saturation of the US CMYK color correction setting. ◦ Off

FAQ ABOUT COLOR PRINTING

What is RGB color?

RGB color is a method of describing colors by indicating the amount of red, green, or blue used to produce a certain color. Red, green, and blue light can be added in various amounts to produce a large range of colors observed in nature. Computer screens, scanners, and digital cameras use this method to display colors.

What is CMYK color?

CMYK color is a method of describing colors by indicating the amount of cyan, magenta, yellow, and black used to reproduce a particular color. Cyan, magenta, yellow, and black inks or toners can be printed in various amounts to produce a large range of colors observed in nature. Printing presses, inkjet printers, and color laser printers create colors in this manner.

How is color specified in a document to be printed?

Software programs are used to specify and modify the document color using RGB or CMYK color combinations. For more information, see the software program Help topics.

How does the printer know what color to print?

When printing a document, information describing the type and color of each object is sent to the printer and is passed through color conversion tables. Color is translated into the appropriate amounts of cyan, magenta, yellow, and black toner used to produce the color you want. The object information determines the application of color conversion tables. For example, it is possible to apply one type of color conversion table to text while applying a different color conversion table to photographic images.

What is manual color correction?

When manual color correction is enabled, the printer employs user-selected color conversion tables to process objects. Manual color correction settings are specific to the type of object being printed (text, graphics, or images). It is also specific to how the color of the object is specified in the software program (RGB or CMYK combinations). To apply a different color conversion table manually, see [Modifying the colors in printed output on page 225](#).

If the software program does not specify colors with RGB or CMYK combinations, then manual color correction is not useful. It is also not effective if the software program or the computer operating system controls the adjustment of colors. In most situations, setting the Color Correction to Auto generates preferred colors for the documents.

How can I match a particular color (such as a corporate logo)?

From the printer Quality menu, nine types of Color Samples sets are available. These sets are also available from the Color Samples page of the Embedded Web Server. Selecting any sample set generates multiple-page prints consisting of hundreds of colored boxes. Each box contains a CMYK or RGB combination, depending on the table selected. The observed color of each box is obtained by passing the CMYK or RGB combination labeled on the box through the selected color conversion table.

By examining Color Samples sets, you can identify the box with color closest to the color being matched. The color combination labeled on the box can then be used for modifying the color of the object in a software program. For more information, see the software program Help topics. Manual color correction may be necessary to use the selected color conversion table for the particular object.

Selecting which Color Samples set to use for a particular color-matching problem depends on:

- The Color Correction setting being used (Auto, Off, or Manual)
- The type of object being printed (text, graphics, or images)
- How the color of the object is specified in the software program (RGB or CMYK combinations)

If the software program does not specify colors with RGB or CMYK combinations, then the Color Samples pages are not useful. Additionally, some software programs adjust the RGB or CMYK combinations

specified in the program through color management. In these situations, the printed color may not be an exact match of the Color Samples pages.

THE PRINT APPEARS TINTED

Try one or more of the following:

- From the control panel, navigate to **Settings** › **Print** › **Quality** › **Advanced Imaging**, and then select **Color Adjust**.
- From the control panel, navigate to **Settings** › **Print** › **Quality** › **Advanced Imaging**, select **Color Balance**, and then adjust the settings.

Contacting customer support

To accurately diagnose your issue, our support agents must perform diagnostic troubleshooting with you during your call. Make sure you are near your device so you can follow the on-screen or spoken instructions.

If you are not near your device, you can call us back when you are ready.

Have the following information ready when you contact support:

- Printer model and serial number
- A brief description of the issue
- Any error messages (if applicable)



Note:

- For instructions on locating the printer serial number, see [Finding the printer serial number on page 12](#).
- Depending on your printer model, the serial number is 9, 10, or 13 digits. Look for **SN** or **XSN—Xerox Serial Number** on the label.

Technical support is also available by phone:

- For Xerox, go to <https://support.xerox.com>, and then click **Contact Support**.
- For Lexmark (U.S. or Canada), call **1-800-539-6257**. For other countries or regions, go to www.lexmark.com/supportdirectory.

Recycling and disposal

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9. Recycling and disposal

All Countries

If you are managing the disposal of your Xerox product, please note that the printer may contain lead, mercury, perchlorate, and other materials whose disposal may be regulated due to environmental considerations. The presence of these materials is fully consistent with global regulations applicable at the time that the product was placed on the market.

For recycling and disposal information, contact your local authorities.

Perchlorate Material: This product may contain one or more Perchlorate-containing devices, such as batteries. Special handling may apply. For more information, go to www.dtsc.ca.gov/hazardouswaste/perchlorate.

BATTERY REMOVAL

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

North America

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

For more information about Xerox environmental programs, visit www.xerox.com/environment.

For recycling and disposal information, contact your local authorities.

European Union



These symbols indicate that this product is not to be disposed of with your household waste, according to the Waste Electrical and Electronic Equipment (WEEE) Directive (2012/19/EU), the Battery Directive (2006/66/EC) and national legislation implementing those Directives.

If a chemical symbol is printed beneath the symbol shown above, in accordance with the Battery Directive, this indicates that a heavy metal (Hg = Mercury, Cd = Cadmium, Pb = Lead) is present in this battery or accumulator at a concentration above an applicable threshold specified in the Battery Directive.

Some equipment may be used in both a domestic/household and a professional/business application. Private households within European Union may return used electrical and electronic equipment to designated collection facilities free of charge. For more information about collection and recycling of old products and batteries, contact your local municipality, your waste disposal service or the point of sale where you purchased the items. In some member states, when you purchase new equipment, your local retailer may be required to take back your old equipment free of charge. For more information, contact your retailer.

Business Users in the European Union, in accordance with European legislation, end of life electrical and electronic equipment subject to disposal must be managed within agreed procedures. If you wish to discard electrical and electronic equipment, contact your dealer or supplier, local reseller or Xerox representative for end of life take-back information prior to disposal.

Improper handling of this type of waste could have a possible impact on the environment and human health due to potentially hazardous substances that are generally associated with EEE. Your cooperation in the correct disposal of this product will contribute to the effective usage of natural resources.

DISPOSAL OUTSIDE OF THE EUROPEAN UNION

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

Other Countries

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

Notices

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Notices

Product information

Product name:

Xerox® C240; Xerox® C2432; Xerox® C300 Color Printers

Machine type:

1501

Models:

420, 620

Edition and legal notices

EDITION NOTICES

June 2026

The following paragraph does not apply to any country where such provisions are inconsistent with local law: XEROX CORPORATION PROVIDES THIS PUBLICATION “AS IS” WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. Some states do not allow disclaimer of express or implied warranties in certain transactions; therefore, this statement may not apply to you.

This publication could include technical inaccuracies or typographical errors. Changes are periodically made to the information herein; these changes will be incorporated in later editions. Improvements or changes in the products or the programs described may be made at any time.

References in this publication to products, programs, or services do not imply that the manufacturer intends to make these available in all countries in which it operates. Any reference to a product, program, or service is not intended to state or imply that only that product, program, or service may be used. Any functionally equivalent product, program, or service that does not infringe any existing intellectual property right may be used instead. Evaluation and verification of operation in conjunction with other products, programs, or services, except those expressly designated by the manufacturer, are the user’s responsibility.

For Xerox technical support, go to <https://www.support.xerox.com/>.

For information on Xerox’s privacy policy governing the use of this product, go to <https://www.xerox.com/en-us/about/privacy-policy>.

For information on supplies and downloads, go to <https://www.xerox.com>.

GOVERNMENT END USERS

The Software and accompanying documentation are “commercial” as defined in FAR 2.101. For civilian agencies, consistent with FAR 12.212, commercial computer software or commercial computer software documentation are licensed to the U.S. Government under the vendor’s standard commercial license(s) customarily provided to the public, and the Government shall have only those rights specified in such license(s), to the extent consistent with Federal law and otherwise meeting Government needs. For Department of Defense (DoD) agencies, consistent with DFARS 227.7202-1 and 227.7202-3, commercial computer software or commercial computer software documentation are licensed to DoD under the vendor’s standard commercial license(s) customarily provided to the public, and the Government shall have only the rights specified in such license(s), unless additional rights are expressly negotiated and expressly stated in the contract or an addendum.

LICENSING NOTICES

All licensing notices associated with this product can be viewed from the Xerox support site.

Specifications

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 1 consumer laser product conforming to the requirements of IEC 60825-1:2014, EN 60825-1:2014+A11:2021, and EN 50689:2021.

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): 10

Wavelength (nanometers): 770–800

TEMPERATURE INFORMATION

Operating temperature and relative humidity (RH) ¹	10 to 32.2°C (50 to 90°F) and 15 to 80 % RH 15.6 to 32.2°C (60 to 90°F) and 8 to 80 % RH Maximum wet-bulb temperature ³ : 22.8°C (73°F) Non-condensing environment
Printer / cartridge / imaging unit long-term storage ²	15.6 to 32.2°C (60 to 90°F) and 8 to 80 % RH Maximum wet-bulb temperature ³ : 22.8°C (73°F)
Printer / cartridge / imaging unit short-term shipping	-40 to 40°C (-40 to 104°F)

¹ In some cases, performance specifications (such as cartridge usage and first-page-out speed) must be measured at a standard office environment of approximately 22.2°C (72°F) and 45 % RH.

² Supplies shelf life is approximately 2 years. This is based on storage in a standard office environment at 22°C (72°F) and 45 % humidity.

³ Wet-bulb temperature is determined by the air temperature and the relative humidity.

POWER REQUIREMENTS

The following nominal voltage ranges are supported in applicable countries or regions: 100–110 V / 50Hz, 110–127 V / 60Hz, and 220–240 V / 50Hz (not dual-voltage).

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.	One-sided: 398 (C240); 432 (C2432, C300); Two-sided: 247 (C240); 270 (C2432, C300)
Ready	The product is waiting for a print job.	14.5
Sleep Mode	The product is in a high-level energy-saving mode.	0.76 (C240); 0.81 (C2432, C300)
Hibernate	The product is in a low-level energy-saving mode.	0.1
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. Values are subject to change. See www.xerox.com for current values.

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**.

Factory default Sleep Mode Timeout for this product (in minutes):	15
---	----

By using the configuration menus, the Sleep Mode Timeout can be modified between 1 minute and 120 minutes, or between 1 minute and 114 minutes, depending on the printer model. If the printer speed is less than or equal to 30 pages per minute, then you can set the timeout only up to 60 minutes or 54 minutes, depending on the printer model. 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. Some models support a **Deep Sleep Mode**, which further reduces power consumption after longer periods of inactivity.

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

Factory default Hibernate Timeout for this product in all countries or regions	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.

Notes on EPEAT-registered imaging equipment products:

- Standby power level occurs in Hibernate or Off mode.
- The product shall automatically power down to a standby power level of ≤ 1 W. The auto standby function (Hibernate or Off) shall be enabled at product shipment.

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.

Environmental and sustainability notices

NOISE EMISSION LEVELS

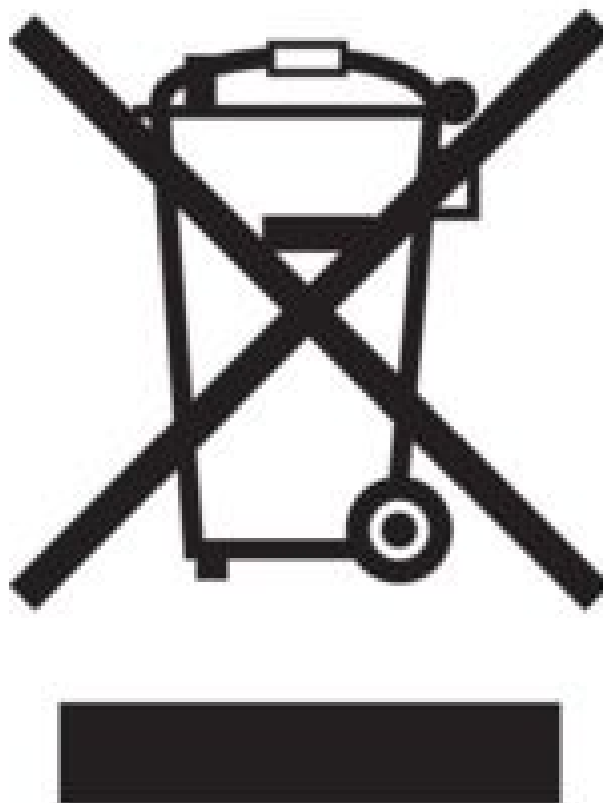
The following measurements were made in accordance with ISO 7779 and reported in conformance with ISO 9296.

 **Note:** Some modes may not apply to your product.

1-meter average sound pressure, dBA	
Printing	One-sided, mono: 50 (C240); 51 (C2432, C300) One-sided, color: 51 (C240); 53 (C2432, C300) Two-sided, mono: 49 (C240); 51 (C2432, C300) Two-sided, color: 51 (C240); 52 (C2432, C300)
Ready	14

Values are subject to change. See www.xerox.com for current values.

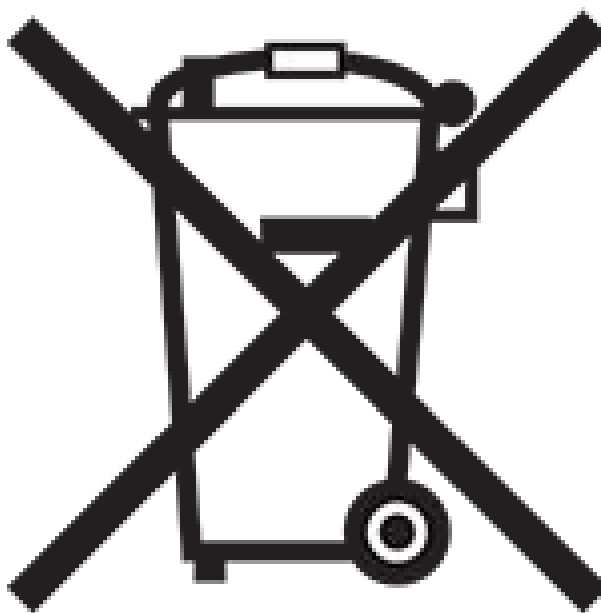
WASTE FROM ELECTRICAL AND ELECTRONIC EQUIPMENT (WEEE) DIRECTIVE



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.

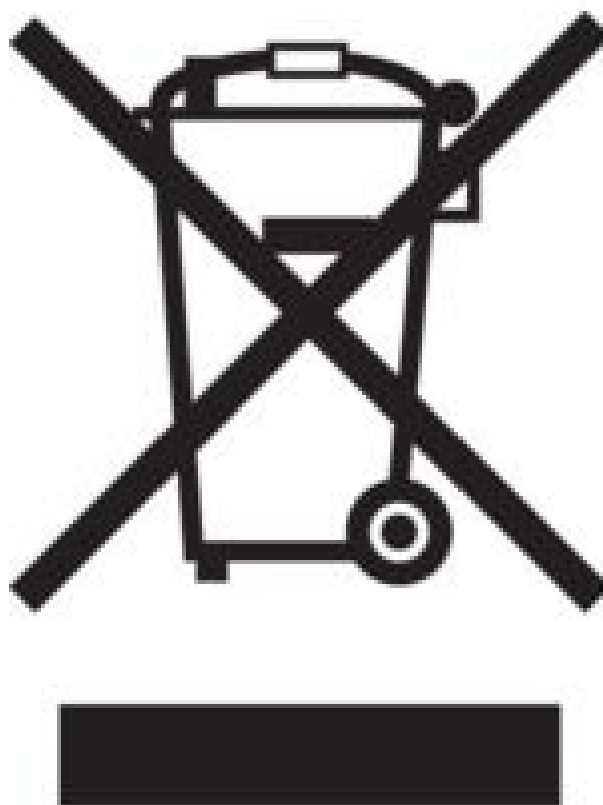
If you have further questions about recycling options, visit the Xerox website at www.xerox.com for your local sales office phone number.

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.

LITHIUM-ION RECHARGEABLE BATTERY



This product may contain a coin-cell, lithium-ion rechargeable battery, which should only be removed by a trained technician. Crossed-out wheeled bin means the product should not be discarded as unsorted waste but must be sent to separate collection facilities for recovery and recycling. In the event the battery is removed, do not dispose of the battery in your household waste. There may be separate collection systems for batteries in your local community, such as a battery-recycling drop-off location. The separate collection of waste batteries assures appropriate treatment of waste including reuse and recycling and prevents any potential negative effects on human health and environment. Please responsibly dispose of the batteries.

REGULATION (EU) 2023/1542

This product may contain a coin-cell lithium rechargeable battery. This battery complies with Regulation (EU) 2023/1542. Compliance is indicated by the CE marking:



This product may contain one of the following coin-cell batteries:

- Battery identification: Seiko Model Number MS621FE
Manufacturer: Seiko Instruments Inc.

Manufacturer address: 8, Nakase 1-chome, Mihama-ku, Chiba-shi, Chiba 261-8507, Japan

- Battery identification: Panasonic Model Number ML621
Manufacturer: Panasonic Energy Co., Ltd.
Manufacturer address: 1-1 Matsushita-cho, Moriguchi City, Osaka 570-8511, Japan
- Battery identification: FDK Model Number ML621
Manufacturer: FDK Corporation
Manufacturer address: Shibaura Crystal Shinagawa, 1-6-41 Konan, Minato-ku, Tokyo 108-8212 Japan

For the latest battery information, go to https://www.xerox.com/downloads/usa/en/e/environment_batterydirectivematrix.pdf.

ENVIRONMENTAL LABELING FOR PACKAGING

Per Commission Regulation Decision 97/129/EC Legislative Decree 152/2006, the product packaging may contain one or more of the following symbols.

	This symbol indicates that the packaging may contain corrugated fiberboard.
	This symbol indicates that the packaging may contain non-corrugated fiberboard.
	This symbol indicates that the packaging may contain paper.

For more information, go to www.xerox.com/en-us/about/ehs/reduce-waste/packaging-and-sorting, and then choose your country or region. Information on available packaging recycling programs is included with the information on product recycling.

PRODUCT DISPOSAL

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.

RETURNING XEROX SUPPLIES FOR REUSE OR RECYCLING

The Xerox Cartridge Collection Program allows you to return used cartridges and other used supplies for free to Xerox for reuse or recycling.

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

1. Go to www.xerox.com/recycling.
2. Select your country or region.
3. Follow the instructions on the screen.

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.



Notices for wireless products

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, then see the "Wireless support" section or go to <https://support.xerox.com/>.

MODULAR COMPONENT NOTICE

Wireless models contain one of the following modular components:

AzureWave Technologies, Inc. Regulatory Type/Model Number AW-CM267NF; FCC ID:TLZ-CM267NF; IC:6100A-CM267NF.

AzureWave AW-CM467-SUR; FCC ID:TLZ-CM467; IC:6100A-CM467.

Lexmark Regulatory Type/Model Number LEX- M08-001; FCC ID:IYLLLEXM08001; IC:2376A-LEXM08001.

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.

SINGAPORE IMDA STATEMENT

This product is approved for use in Singapore.



EUROPEAN COMMUNITY (EC) DIRECTIVES CONFORMITY

This product is in conformity with the protection requirements of EC Council directive 2014/53/EU on the approximation and harmonization of the laws of the Member States relating to radio equipment. A declaration of conformity to the requirements of the Directives is available upon request from the Manufacturer or may be obtained at <https://safetysheets.business.xerox.com/>. Compliance is indicated by the CE marking:



Restrictions

This radio equipment is restricted to indoor use only. Outdoor use is prohibited. This restriction applies to all the countries listed in the table below:

								
AT	BE	BG	CH	CY	CZ	DE	DK	EE
EL	ES	FI	FR	HR	HU	IE	IS	IT
LI	LT	LU	LV	MT	NL	NO	PL	PT
RO	SE	SI	SK	TR	UK (NI)			

EU and other countries statement of radio transmitter operational frequency bands and maximum RF power

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

UNITED KINGDOM (UK) CONFORMITY

This product is in conformity with the protection requirements of the Radio Equipment Regulations 2017. A declaration of conformity is available upon request from the UK Importer or may be obtained at <https://safetysheets.business.xerox.com>.

Compliance is indicated by the UKCA marking:



Restrictions or requirements in the UK

This radio equipment is restricted to indoor use only. Outdoor use is prohibited.

UK 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 UK) or 5GHz (5.15–5.35, 5.47–5.725 in the UK) bands. The maximum transmitter EIRP power output, including antenna gain, is $\leq 20\text{dBm}$ for both bands.

NOTICE TO USERS IN THAILAND

ประกาศถึงผู้ใช้ในประเทศไทย

This radiocommunication equipment has the electromagnetic field strength in compliance with the Safety Standard for the Use of Radiocommunication Equipment on Human Health announced by the National Telecommunications Commission.

เครื่องวิทยุคมนาคมนี้มีระดับการแผ่คลื่นแม่เหล็กไฟฟ้าสอดคล้องตามมาตรฐาน ความปลอดภัยต่อสุขภาพของมนุษย์จากการใช้เครื่องวิทยุคมนาคมที่คณะกรรมการกิจการโทรคมนาคมแห่งชาติประกาศกำหนด



Class B device notices

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.

Notes

To assure compliance with FCC regulations on electromagnetic interference for a Class B computing device, use a properly shielded and grounded cable such as Lexmark part number 1021231 for parallel attach or 1021294 for USB attach. Use of a substitute cable not properly shielded and grounded may result in a violation of FCC regulations.

Any questions regarding this compliance information statement should be directed to:
Responsible Party: Xerox Corporation

Address: 800 Phillips Road, Webster, NY 14580

Email: regulatory@lexmark.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.

EUROPEAN COMMUNITY (EC) DIRECTIVES CONFORMITY

This product is in conformity with the protection requirements of EC Council directives 2014/30/EU, 2014/35/EU, 2009/125/EC, and 2011/65/EU as amended by (EU) 2015/863 on the approximation and harmonization of the laws of the Member States relating to electromagnetic compatibility, safety of electrical equipment designed for use within certain voltage limits, the ecodesign of energy-related products, and on the restrictions of use of certain hazardous substances in electrical and electronic equipment.

A declaration of conformity to the requirements of the Directives is available upon request from the Manufacturer or may be obtained at <https://safety sheets.business.xerox.com/>.

This product satisfies the Class B limits of EN 55032 and safety requirements of EN 62368-1.

UNITED KINGDOM (UK) CONFORMITY

This product is in conformity with the protection requirements of the Electromagnetic Compatibility Regulations 2016, the Electrical Equipment (Safety) Regulations 2016, the Ecodesign for Energy-Related Products and Energy Information (Amendment) (EU Exit) Regulations 2019, and the Restriction of the Use of Certain Hazardous Substances in Electrical and Electronic Equipment Regulations 2012.

A declaration of conformity is available upon request from the UK Importer or may be obtained at <https://safety sheets.business.xerox.com>.

This product satisfies the Class B limits of BS EN 55032 and safety requirements of BS EN 62368-1.

COMMISSION REGULATION (EU) 2023/826

As part of this regulation, manufacturers are required to post information about the Off modes and Network Standby (“sleep”) modes of products, including the available network connections, the power consumption in sleep mode for each connection and the default timeout to sleep mode.

To view Xerox's declarations of product sleep modes, go to <https://safetysheets.business.xerox.com/>.

Other regulatory notices

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.

THE UK PRODUCT SECURITY AND TELECOMMUNICATIONS INFRASTRUCTURE ACT 2022 (PSTI ACT)—SUMMARY STATEMENT OF COMPLIANCE

Xerox Corporation, 800 Phillips Road Webster, NY 14580 USA, declares that this product complies with the applicable security requirements in Schedule 1 of The Product Security and Telecommunications Infrastructure (Security Requirements for Relevant Connectable Products) Regulations 2023. The defined support period for this product is a period of five (5) years post ceasing of production, unless otherwise notified to the market by Xerox Corporation.

A copy of the Statement of Compliance is available for download at the following web page: <https://safetysheets.business.xerox.com/>.

THE AUSTRALIA SECURITY STANDARD FOR CONSUMER GRADE RELEVANT PRODUCTS—SUMMARY STATEMENT OF COMPLIANCE

Xerox Corporation, 800 Phillips Road Webster, NY 14580 USA, declares that this product complies with the applicable security requirements of Part 1 of Schedule 1 of the Cyber Security (Security Standards for Smart

Devices) Rules 2025. The defined support period for this product is a period of five (5) years post ceasing of production, unless otherwise notified to the market by Xerox Corporation.

A copy of the Statement of Compliance is available for download at the following web page: <https://safetysheets.business.xerox.com/>.

THAILAND NBTC TECHNICAL STANDARDS CONFORMITY STATEMENT

คำประกาศเรื่องการเป็นไปตามมาตรฐานทางเทคนิคของ กสทช. ประเทศไทย

This telecommunication equipment conforms to the technical standards or requirements of NBTC.

เครื่องโทรคมนาคมและอุปกรณ์นี้มีความสอดคล้องตามมาตรฐานหรือข้อกำหนดทางเทคนิคของ กสทช.

