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# DocuColor® 7002/8002

## Quick Start Guide



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# Preface

## Welcome to the Quick Start Guide

This guide is designed to help you quickly begin using your new DocuColor 7002/8002 Digital Press. The information in this guide will help you load paper, print a file from your print server and check the status of critical machine data.

For additional details and information, refer to the DocuColor 7002/8002 Digital Press User Guide.

This guide consists of the following exercises:

- Exercise 1. Locating the major components of your system
- Exercise 2. How to load paper
- Exercise 3. How to submit a print file from your print server
- Exercise 4. How to clear paper jams
- Exercise 5. How to check the status of your job
- Exercise 6. How to check the machine status
- Exercise 7. How to call for service

This guide is designed to help you quickly begin using your new DocuColor 7002/8002 Digital Press.

Time to get started!



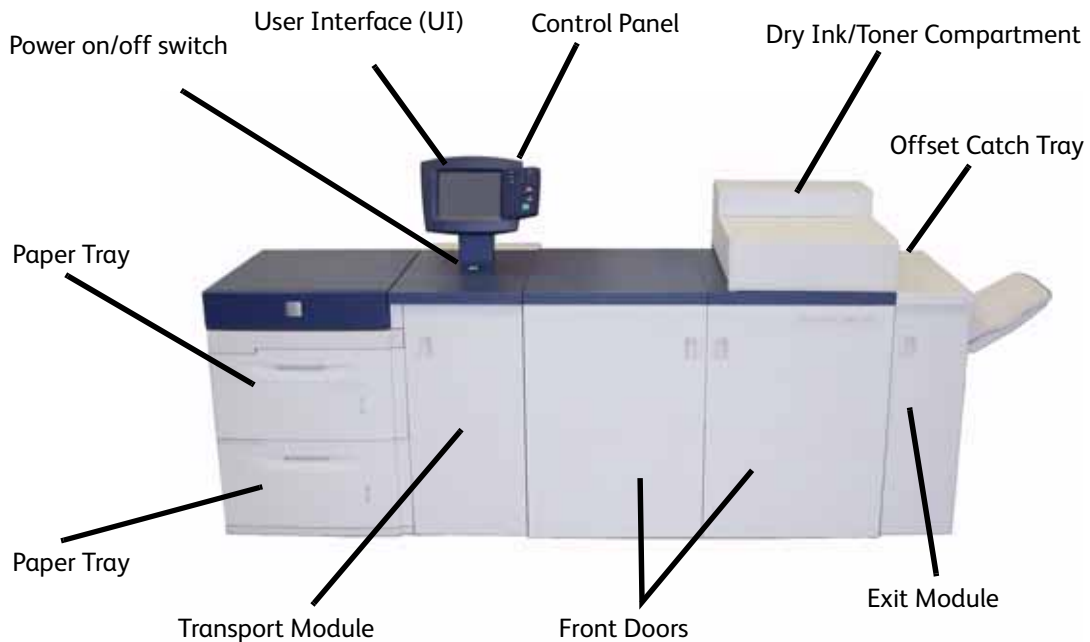
# Exercises

## Exercise 1. Locating the Major Components of your system

The diagram below identifies the major components of the digital press. You will need to know the locations of the various components so that you can complete the exercises in the following pages.

Not all components will be discussed in this guide. For further details, refer to the DocuColor 7002/8002 Digital Press user guide that you will print in [Exercise 3. Submitting a print file from your print server](#) on page 8.

Go to your printer and use this diagram to locate the components.



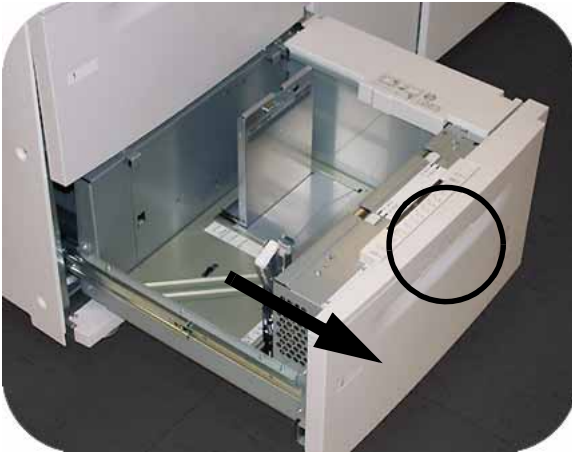
## Exercise 2. Loading Paper

The first step in getting a print is to make sure there is the correct paper loaded in the trays for your job.

Go to your printer and load 8.5 X 11 inch paper in trays 1 and 2.

### Loading paper (Trays 1-4)

1. Lift the handle and pull out the paper tray.



2. Select the appropriate paper stock for your print job.

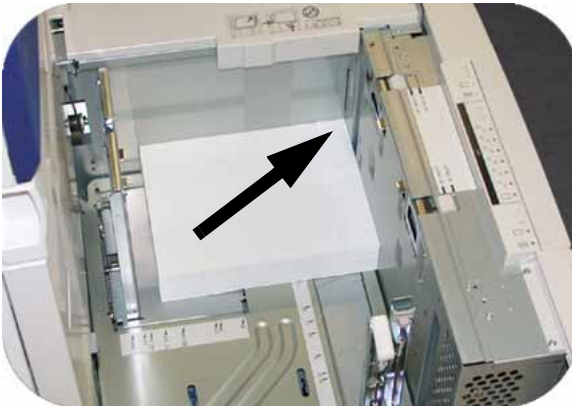




3. Open the ream of paper seam side up and place it in the tray.



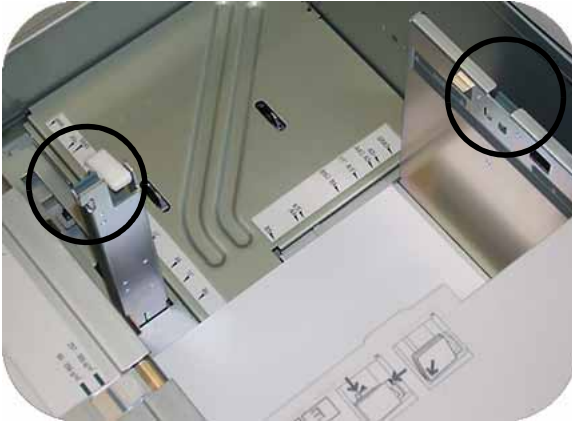
4. Place the paper in the front right corner of the tray.



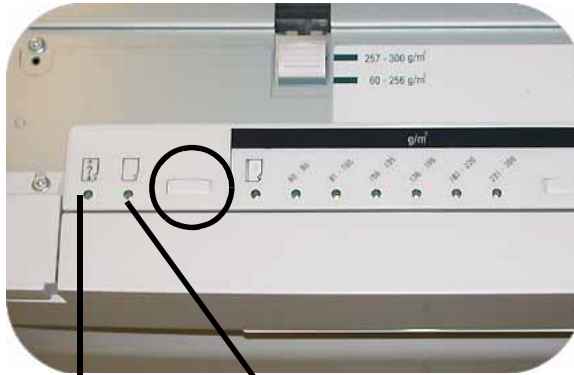
5. Do Not exceed the "Max" fill line.



6. Squeeze the green levers, and slide the Paper Guides until they touch the side of the paper.



7. Press the button to select **Non-Standard** or **Standard** at the front of the tray. The green light will indicate your selection

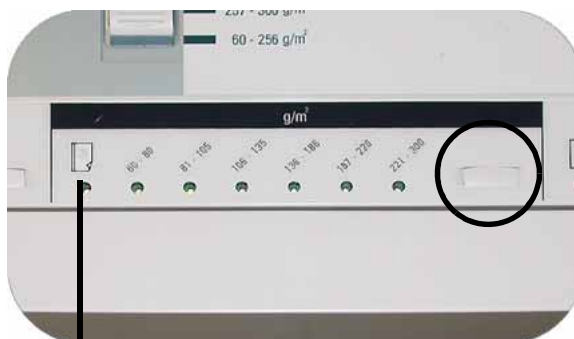


Non-standard

Standard

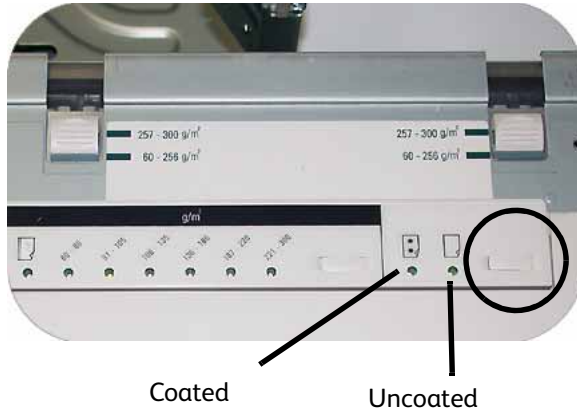
Non-standard size paper is any paper for which there is no paper guide setting within the minimum and maximum sizes for the trays: 7.16 to 12.6 inch Long Edge Feed (LEF) or 7.16 to 19.2 inch SEF (182 - 320 mm LEF or 182 x 488 mm Short Edge Feed (SEF))

8. Press the button to select **Transparency** or the appropriate paper weight. The green light will indicate your selection.



Transparency

9. Press the button to select **Coated** or **Uncoated**. The green light will indicate your selection.



10. Select the position of the Paper Tray Blowers to match the weight of the paper stock in the tray.



11. Slide the tray back into the machine until it locks into place.

## Exercise 3. Submitting a print file from your print server

The following exercises provide instructions on how to print the Loading Paper Chapter of your User Guide located on the Customer Documentation CD. You should have received the CD as part of the installation package. The three print server options are the Xerox FreeFlow Color Server, the Xerox CX Print Server, Powered by Creo, and the Xerox EX Print Server, Powered by EFI. These servers are individually covered on the next few pages. Use the exercise that matches your server configuration.

### Printing the Loading Paper.pdf file from the Xerox FreeFlow Print Server

Follow these steps to print the Loading Paper.pdf

document from the FreeFlow Print Server:

1. Insert the Customer Documentation CD into the DVD/CD ROM Drive.
2. Select the **Print from File** pull down menu.



3. Select **Browse**.



4. Select the **Look In** pull down menu and select **CD-RW0**.



5. Select and highlight **Loading Paper.pdf** from the file selection.



6. Select **OK**.
7. Select **Print**.

## Printing the Loading Paper.pdf file from the EX Print Server

Follow these steps to print the Loading Paper.pdf document from the EX Print Server:

1. Insert the Customer Documentation CD in the DVD/CD Drive.
2. Select **File>Import>Job**.
3. Select **Look In>DVD-RW Drive (F:)**.
4. Select to highlight **Loading Paper.pdf** file.

5. Select **Add**.

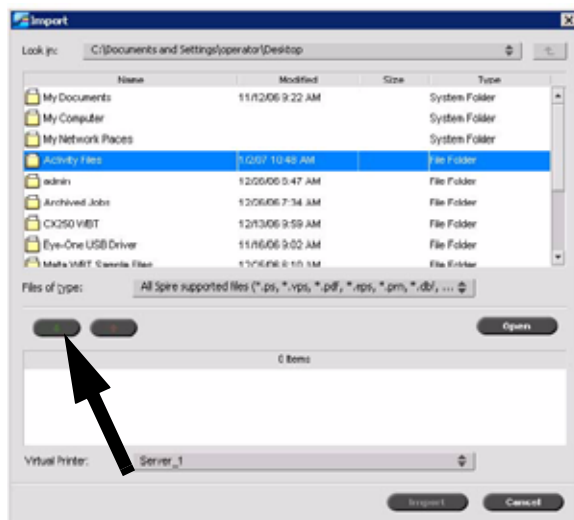


6. Select **Import**.
7. Right-click the file in the Active Jobs Window and select **Print**.

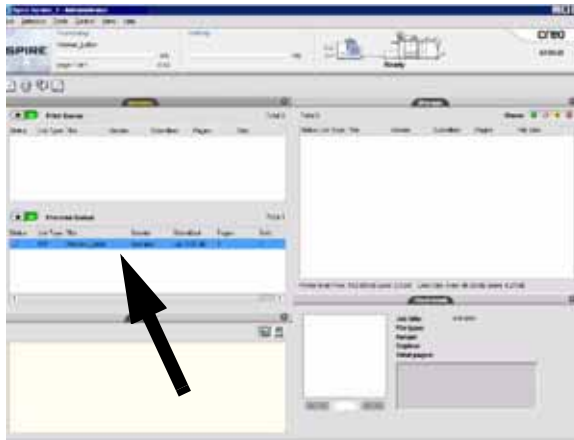
## Printing the Loading Paper.pdf file from the CX Print Server

Follow these steps to print the Loading Paper.pdf document from the CX Print Server.

1. Insert the Customer Documentation CD in the DVD/CD-ROM Drive.
2. Select **Job>Import>Job**.
3. Select **Look In>DVD-RW Drive (E:)**
4. Select to highlight the **Loading Paper.pdf** file.
5. Select the **Add Button** (Green Arrow) to move the file to the Virtual Printer Window..



6. Select the file and then select **Import**. The file appears in the Process Queue.



7. Right-click the file and select **Run Immediately**.

## Exercise 4. How to clear paper jams

### Printer jam clearance

If a jam occurs, the digital press stops printing and a message is displayed on the User Interface (UI). Follow all instructions displayed completely and in sequence. Refer to this chapter for additional information to resolve the problem.

If power is interrupted during the printing process, it is imperative that you clear areas behind the Right and Left Front Doors last. Clear all other jam areas first.

### Paper tray jams

The UI displays an animation showing the tray containing the jam.



#### CAUTION

Be careful of the Feed Heads and the Feed Rolls. They can be damaged with rough treatment.



#### CAUTION

If you hear paper tearing, stop opening the tray. Open the door of the Transport Module or the SFM Transport Area and clear the paper from the Transport Module before attempting to open the tray again.

The UI displays an animation showing the tray containing the Jam.

1. Open the Tray with the jam.
2. Carefully remove all jammed paper.
3. Use the UI to determine if further jams exist and clear those areas.

## Upper Transport Area jam

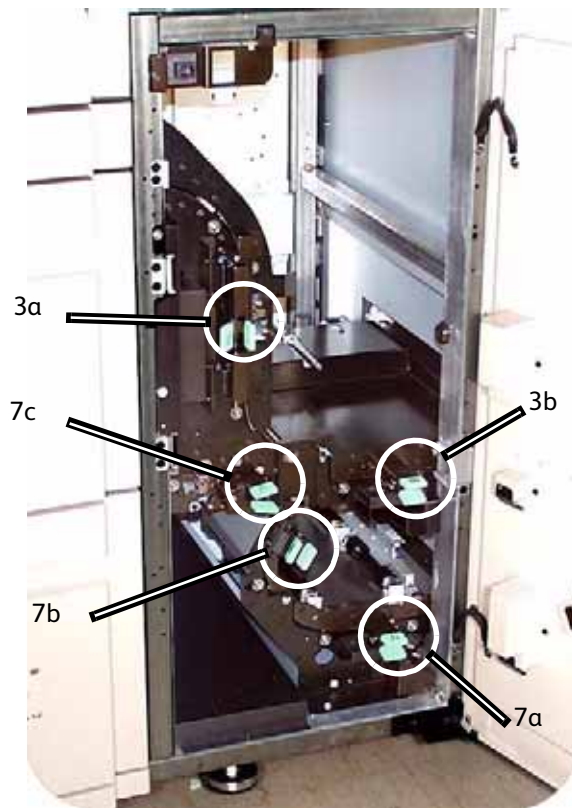
Jams occur in this area only when the Second Feeder Module containing Trays 3 and 4 is connected.

1. Pull out the Transport Area drawer above Tray 1.
2. Lift up the handle.
3. Remove all jammed paper.
4. Return the drawer to its original position.
5. Follow the instructions on the UI to clear other areas or to resume your print job.





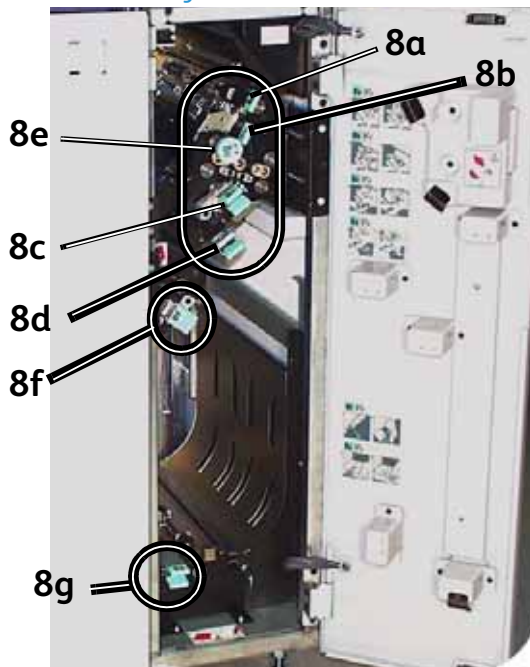
## Transport Module jams



Open the areas in the Transport Module indicated on the UI. Carefully remove all jammed paper.

1. Open the Transport Module door.
2. Grasp the green handles 3a, squeeze and move it to the right.
3. Carefully remove all jammed paper.
4. Reposition handles 3a.
5. Lift up green handles 3b.
6. Carefully remove all jammed paper and return handles 3b to the original position.
7. Follow the UI messages and, if required, lift handles 7a and remove all jammed paper. Return handles 7a to the original position.
8. Squeeze handles 7b and lower to the right. Remove all jammed paper. Return handles 7b to the original position.
9. Squeeze handles 7c and lower to the left. Remove all jammed paper. Return handles 7c to the original position.
10. Close the Transport Module door.
11. Follow the instructions on the UI to restart your print job.

## Exit Module jams



Follow the instructions on the UI to clear jams from all the areas indicated in the Exit Module. Follow the instructions on the UI to restart your print job.

## Right/Left Door paper path jams

### WARNING

Be careful when clearing jams in the Fuser area. The Fuser is extremely hot and will cause injury.

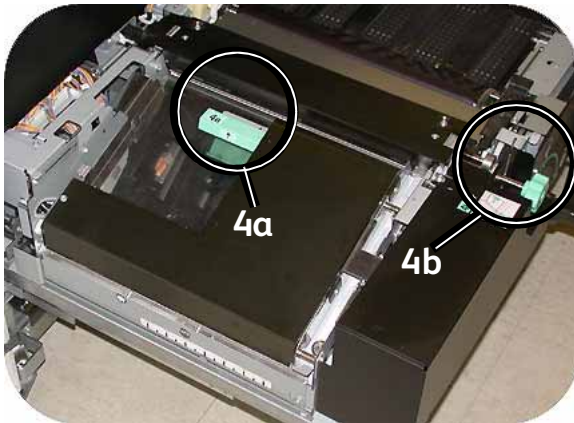
Always follow the instructions on the UI to locate and clear jams.

### Note

It is imperative that you clear all other jam areas before you open and clear the Right and Left Front Door areas.

1. Open the Right and Left Front Doors when directed to by a UI message.
2. Grasp handle 4 and move it in the direction of the arrow.
3. Slowly pull out the Paper Transport module until it stops.
4. Lift handle 4a and carefully remove all jammed paper, ensuring that all pieces are removed if the paper is torn. Turn the green handle 4b to free any paper that is caught.

5. Reposition green handle 4a.

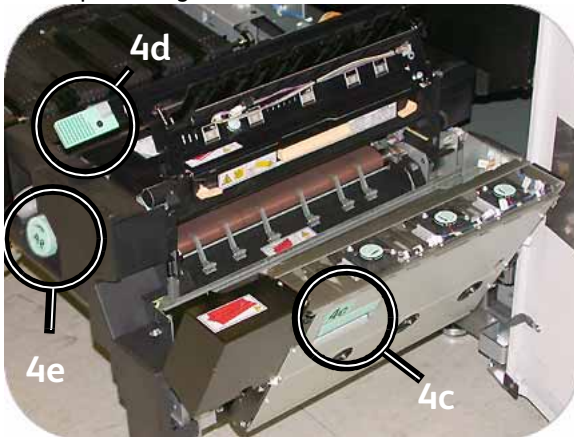


6. The Fuser area is on the right hand side of the Paper Transport module. Lift handle 4c on the right hand side and pull to open.
7. Lift up handle 4d until it stops and clear any jammed paper. Rotate knob 4e in the direction of the arrow on the knob to clear any paper that is caught.

**Note**

Occasionally a sheet of paper wraps around the heat roll. (The heat roll is visible when handle 4d is up). **DO NOT** attempt to remove this sheet of paper because the stripper fingers may be damaged if you attempt this procedure. Call your Xerox service representative to remove this piece of paper.

8. Reposition green handle 4d and close area 4c. Ensure these are firmly in place.



9. Grasp handle 4 and slowly push in the Paper Transport until it stops. Turn the handle in the direction of the arrow to lock the module in place.
10. Close the Right and Left Front Doors.
11. Follow the instructions on the UI to restart your print job.

## Jam clearance with 2-sided printing

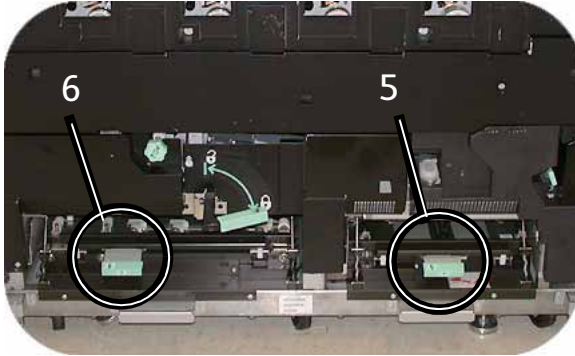


### WARNING

Be careful when clearing jams in the Fuser area. The Fuser is extremely hot and will cause injury.

When printing 2-Sided output, the UI will direct you to clear the following areas if a jam occurs.

1. Open the Right and Left Front Doors when directed to by a UI message.
2. Lift handles 5 and 6 and clear any paper in the areas.



### CAUTION

Paper can rip if not pushed back before removing it from under the lip of this area.

3. Push the paper back until you see the front edge, then remove the paper.
4. Reposition handles 5 and 6 by closing firmly.
5. Close the Right and Left Front Doors.
6. Follow the instructions on the UI to restart your print job.

## High Capacity Stacker 80 (HCS80)

Perform the following steps to clear the HCS80 jam in the Bypass area and resume printing.

1. Remove any paper from the Top Tray.
2. Lift the HCS80 **Top Cover**.
3. Lift the green handle, or handles, indicated on the UI and remove all paper in the Bypass area. Remove paper only from the areas indicated.
4. Close each green handle.
5. Close the HCS80 **Top Cover**.
6. If the UI indicates there is a jam in the digital press, follow the instructions on the screen to remove any paper in the area indicates. Refer to the *Jam Clearance* section in the *Problem Solving* chapter in this manual.
7. Follow the instructions displayed on the digital press UI to resume printing.

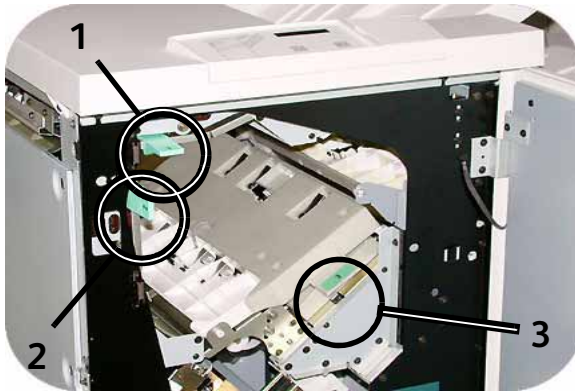


## High Capacity Stacker/Stapler (HCSS)/Common Stacker/Stapler (CSS)

Read the following steps for more information on how to clear a jam.

1. Open the finisher Front Door. There are three possible jam areas. Handle 1 moves down, handle 2 moves to the right, and handle 3 moves up
2. Remove all jammed paper only from the area indicated on the Touch Screen and the finisher Control Panel Display. Do not remove paper from any other areas.
3. Reposition the handle.
4. Close the finisher Front Door.

- Follow any instructions on the Touch Screen to restart your print job.



## Exercise 5. How to check the status of your job

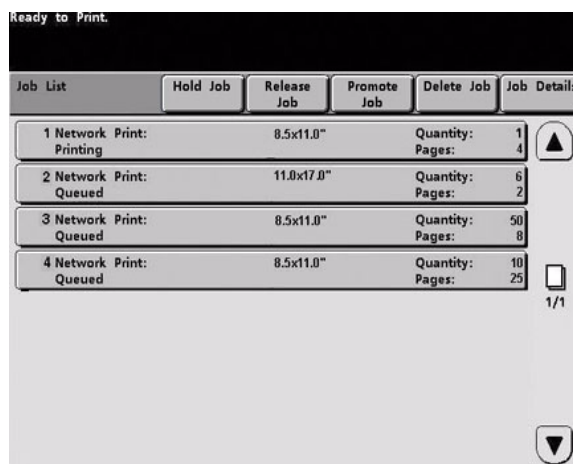
Monitoring job status is an important part of controlling printer workflow. One button located on the Control Panel puts the information at your fingertips.

### Job Status

When you press the Job Status button on the Control Panel, the *Job Status* screen is displayed.

Jobs are numbered in the order they are received for processing.

- Go to your printer and press the Job Status Button.



- Review the information that is provided for controlling the printer workflow:
  - Job List** - Shows all jobs submitted to the digital press.
  - Hold Job** - Holds a job in the print queue until released.
  - Release Job** - Releases a Hold Job to be printed.
  - Promote Job** - Enables a job to be moved in front of other jobs in the queue.
  - Delete Job** - Deletes a selected job.
  - Job Details** - Shows the programmed options for a selected job.
  - Up/Down Arrows** - Enables scrolling through job list.

## Exercise 6. How to check the machine status

When the Machine Status button on the Control Panel is pressed, the Paper Trays tab screen is displayed by default. The *Machine Status* screen can be set as the initial screen default by your System Administrator.

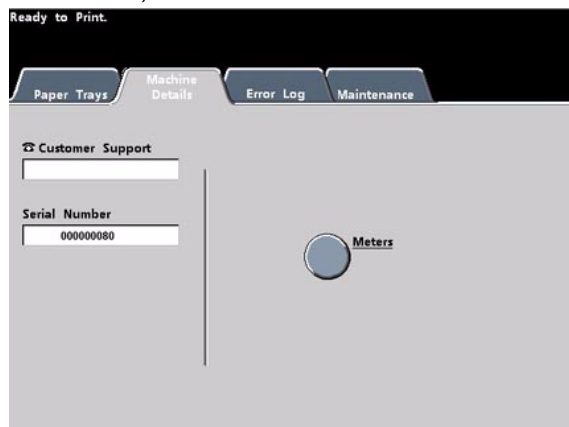
1. Go to your printer and select the Machine Status Button



2. Read the following Tab descriptions:

**Paper Trays** - Shows the trays available, and the size, type, weight and level of the paper in the trays.

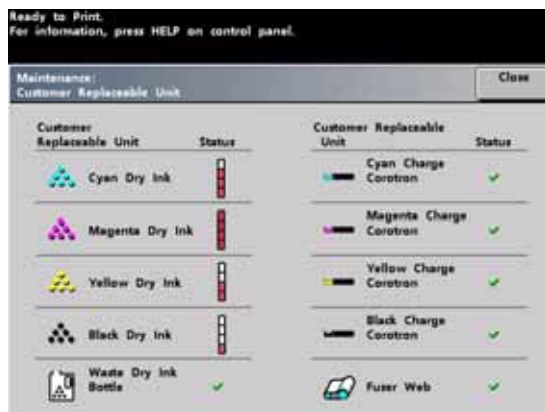
**Machine Details** - Displays the customer support phone number, the serial number of the machine, and access to the *Meters* screen.



**Error Log** - Shows all error codes to assist your Xerox service representative in solving problems with the digital press.



**Maintenance** - Touch the Customer Replaceable Unit button to display the status of the Dry Ink/Toner Cartridges, Dry Ink/Toner Waste Bottle, Charge Corotrons and Fuser Web



Green check	Status is Okay.
Yellow check	Indicates a Warning.
Red circle	Indicates a Fault

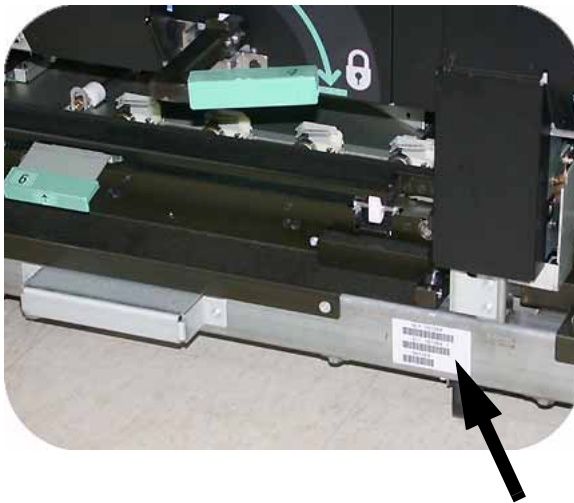


## Exercise 7. How to call for service

Refer to the UI when there is a problem with the digital press or an accessory. A status code and suggested solutions are displayed on the screen. Follow all steps in the suggested solutions until the problem is corrected. If the problem persists, call for assistance.

Prior to your call, record the following information:

1. A complete description of the problem.
2. Fault Code(s) located at the top of the Control Panel.
3. The Machine Serial Number. Press the **Machine Status** button and then touch the **Machine Details** tab to read the serial number. If the serial number is not displayed, open the Right/Left Front Doors of the digital press. The serial number is also on a white label on the bottom front frame.)
  - a. If copy quality is the problem, have a sample available to help you describe the defect.
  - b. If possible, use a phone near the press when calling for assistance.



For system support, user help, and service support, call the appropriate number:

US: **1-800-821-2797** (Includes TTY Support)

Canada: **1-800-939-3769**

Xerox also provides web-based customer support. Go to: [www.xerox.com/eSupportCentre](http://www.xerox.com/eSupportCentre)

## Exercise 8. Locating and Using the Information System

Now that you have had a brief tour of the DocuColor 7002/8002 Digital Press, take a moment to review additional resources available to you. The following list identifies the various tools you can use to learn more about your system.

Resource	Description and Location
Customer Documentation CD	<p>The Customer Documentation CD supplied with the digital press contains the following files and tools:</p> <ul style="list-style-type: none"> <li>• <b>Read Me First</b> - This document provides a list of the available documentation, similar to this exercise.</li> <li>• <b>DocuColor 7002/8002 Safety Guide</b> - This document contains important information about safety and the Digital Press. Please read this document completely.</li> <li>• <b>DocuColor 7002/8002 User Guide</b> - This document contains more detailed information than the Quick Start Guide.</li> <li>• <b>DocuColor 7002/8002 Operator Manual</b> - This document is a comprehensive manual for press operation.</li> <li>• <b>System Administration Guide</b> - This document contains information about administrative functions for the digital press, including the Tools Mode, used to change the operating parameters of the system.</li> <li>• <b>DocuColor 8002/7002 Specialty Media Guide</b> - This document provides recommendations regarding the best way to print on various substrates.</li> </ul>
Support Videos	<p>Support Videos are located on the CD and are directly linked from the on-line files. By clicking on the links, the video will display and play. Examples of video support include:</p> <ul style="list-style-type: none"> <li>• Jam Clearance Procedures</li> <li>• Maintenance Procedures</li> </ul>



