

# **DOCUCOLOR 12 PRINTER**

## **USER GUIDE**



THE DOCUMENT COMPANY  
**XEROX**

©1999, 2000, 2001 Xerox Corporation. All rights reserved.

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

Xerox®, The Document Company®, the stylized X, and all Xerox product names and product numbers mentioned in this publication are registered trademarks of Xerox Corporation. Xerox Canada is a licensee of all the trademarks. Other company brands and product names may be trademarks or registered trademarks of their respective companies and are also acknowledged.

PANTONE® Colors generated by the DocuColor 12 are four and/or three-color process simulations and may not match PANTONE-identified solid color standards. Use current PANTONE Color Reference Manuals for accurate color.

PANTONE® Color simulations are only obtainable on this product when driven by qualified Pantone-licensed software packages. Contact Pantone, Inc. for a current list of qualified licensees.

PANTONE® and other Pantone, Inc. trademarks are the property of Pantone, Inc. ©Pantone, Inc., 1988.

Changes are periodically made to this document. Technical updates will be included in subsequent editions.

Printed in the United States of America.

---

# Contents

<b>Safety Notes</b>	<b>VII</b>
Electrical safety	VII
Laser safety	IX
Maintenance safety	X
Operational safety	XI
Ozone safety	XII
<b>Notices</b>	<b>XIII</b>
Radio Frequency Emissions	XIII
FCC	XIII
In Canada	XIV
Safety Extra Low Voltage Approval	XV
Certifications . . . in Europe	XVI
It's Illegal...in the USA	XVII
It's Illegal...in Canada	XIX
Environmental Notices . . . in the USA	XX
Environmental Notices . . . in Canada	XXI

<b>1. About this manual</b>	<b>1-1</b>
Manual contents	1-2
1. About the Manual	1-2
2. Getting to know your DocuColor 12	1-2
3. Paper	1-2
4. Accessories	1-3
5. Problem Solving	1-3
6. Technical Information	1-3
7. Index	1-4
For more information	1-4
Conventions used in this manual	1-5
 <b>2. Getting to know your DocuColor 12</b>	 <b>2-1</b>
Introduction	2-1
Power on and off	2-2
Switching the power off.	2-2
Switching the power on.	2-2
Control Panel	2-3
Control Panel Buttons	2-4
Touch Screen	2-6
Message area	2-6
Audio tones	2-6
Paper Trays and Paper Path	2-7
Paper Trays	2-7
Paper Path Areas	2-8
Output delivery	2-8
Dry ink (Toner)	2-9
White border edges on prints	2-10
Ground fault protection	2-11
Connectivity	2-12
Moving the Printer	2-12
Options and accessories	2-13



<b>3. Paper .....</b>	<b>3-1</b>
Overview .....	3-1
Paper Trays 1, 2, 3, and 4 .....	3-2
Paper Tray 5 .....	3-3
Loading paper .....	3-4
Using paper .....	3-4
Using transparencies .....	3-6
Loading paper into trays 1, 2, 3, and 4 .....	3-7
Loading paper into Paper Tray 5 .....	3-9
Using 12 x 18 inch or SRA3 paper .....	3-12
Paper Usage .....	3-13
Tray 5 Setup screen .....	3-16
Preserving your color output. ....	3-17
Adhesive tapes and adhesives. ....	3-17
PVC and color output .....	3-17
 <b>4. Accessories .....</b>	 <b>4-1</b>
Mailbox .....	4-1
Overview .....	4-1
Using the Mailbox .....	4-3
Clearing a paper jam .....	4-4
High Capacity Feeder. ....	4-7
Introduction .....	4-7
Acceptable media .....	4-7
Loading paper .....	4-8
Clearing an HCF paper jam .....	4-9
Accessing the HCF from the client workstation ..	4-11
Convenience Stapler .....	4-14
Overview .....	4-14
Indicator lights. ....	4-15
Acceptable media .....	4-16
Ordering staple cartridges .....	4-16
Using the stapler .....	4-17
Adding staples .....	4-18
Clearing a stapler jam .....	4-19
Troubleshooting .....	4-20

<b>5. Problem Solving .....</b>	<b>5-1</b>
Overview .....	5-1
Paper Jam Clearance .....	5-3
Preventing paper jams .....	5-4
Paper jam behind the Left Door .....	5-5
Paper jam behind the Right Door .....	5-6
Paper jam behind the Front Door .....	5-7
Paper jam inside a paper tray .....	5-10
Paper jam inside Paper Tray 5 .....	5-11
Resolving hardware problems .....	5-12
Resolving programming problems .....	5-13
Resolving Processor problems .....	5-14
Resolving output quality problems .....	5-17
 <b>6. Technical Information .....</b>	 <b>6-1</b>
Overview .....	6-1
Specifications .....	6-2
Electrical Power Requirements (115 VAC - 60 Hz) .....	6-2
Electrical Power Requirements (220-240 VAC - 50 Hz) .....	6-3
Environmental Requirements .....	6-4
Health and Safety Information .....	6-4
Capabilities .....	6-5
Physical Dimensions .....	6-6
System Modes of Operation .....	6-7
Print rates for Paper Trays 1, 2, 3, and 4: Normal Paper .....	6-8
Print rates for Paper Trays 2, 3, and 4: Limited Heavyweight Paper .....	6-9
Print rates for Tray 5 .....	6-10
Mailbox Specifications .....	6-11
Metric Conversion Chart .....	6-12
 <b>7. Index .....</b>	 <b>7-1</b>

# Safety Notes

The Xerox DocuColor 12 Printer and the recommended maintenance supplies have been designed and tested to meet strict safety requirements. Attention to the following notes will ensure the continued safe operation of your printer.

## *Electrical safety*

- Use only the power cord supplied with this equipment.
- Plug the power cord directly into a correctly grounded electrical outlet. Do *not* use an extension cord. If you do not know whether or not an outlet is grounded, consult a qualified electrician
- Do not use a ground adapter plug to connect this equipment to an electrical outlet that lacks a ground connection terminal.



**WARNING:** You may get a severe electrical shock if the outlet is not correctly grounded.

- Do not place the printer where people may step on or trip on the power cord. Do not place objects on the power cord.
- Do not override or disable electrical or mechanical interlocks.
- Do not obstruct the ventilation openings. These openings are provided to prevent overheating of the machine.



**WARNING:** Never push objects of any kind into slots or openings on this equipment. Making a contact with a voltage point or shorting out a part could result in fire or electrical shock.

- If any of the following conditions occur, switch off the power to the machine immediately and disconnect the power cord from the electrical outlet. Call an authorized Xerox service representative to correct the problem.
  - The machine emits unusual noises or odors.
  - The power cord is damaged or frayed.
  - A wall panel circuit breaker, fuse, or other safety device has been tripped.
  - Liquid is spilled into the printer.
  - The machine is exposed to water.
  - Any part of the machine is damaged.

### Disconnect Device

The power cable is the disconnect device for this equipment. It is attached to the back of the machine as a plug-in device. To remove all electrical power from the machine, disconnect the power cable from the electrical outlet.

## *Laser safety*



**CAUTION:** Use of controls, adjustments, or procedures other than those specified in this documentation may result in a hazardous exposure to laser radiation.

This equipment complies with international safety standards. With specific regard to laser safety, the equipment complies with performance standards for laser products set by government, national, and international agencies as a Class 1 laser product. It does not emit hazardous light, as the beam is totally enclosed during all phases of customer operation and maintenance.

## *Maintenance safety*

- Do not attempt any maintenance procedure that is not specifically described in the documentation that is supplied with your printer.
- Do not use aerosol cleaners. The use of supplies that are not approved may cause poor performance of the printer, and could create a dangerous condition.
- Use the supplies and cleaning materials only as directed in this manual. Keep all of these materials out of the reach of children.
- Do not remove the covers or guards that are fastened with screws. There are no parts behind these covers that you can maintain or service.

Do not perform any maintenance procedures unless you have been trained to do them by a Xerox representative or unless a procedure is specifically described in one of the printer manuals.

## *Operational safety*

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

Your attention to the following safety guidelines will help ensure the continued safe operation of your printer:

- Use the materials and supplies specifically designed for your printer. The use of unsuitable materials may result in poor performance of the machine and possibly a hazardous situation.
- Follow all warnings and instructions that are marked on or supplied with the machine.
- Place the machine in a room that provides adequate space for ventilation and servicing.
- Place the machine on a level, solid surface (not on a thick pile carpet) that has adequate strength to support the weight of the machine.
- Do not attempt to move the machine. A leveling device that was lowered when your machine was installed may damage the carpet or floor.
- Do not locate the machine near a heat source.
- Do not locate the machine in direct sunlight.

- Do not locate the machine in line with the cold air flow from an air conditioning system.
- Do not place containers of coffee or other liquid on the machine.
- Do not block or cover the slots and openings on the machine. Without adequate ventilation, the machine may overheat.
- Do not attempt to override any electrical or mechanical interlock devices.



**WARNING:** Be careful when working in areas identified with this warning symbol. These areas may be very hot and could cause personal injury.

If you need any additional safety information concerning the machine or materials, contact your Xerox representative.

## Ozone safety

This product produces ozone during normal operation. The ozone is heavier than air, and the quantity is dependent on print volume. Providing the correct environmental parameters, as specified in the Xerox installation procedures, ensures that concentration levels meet safe limits.

If you need additional information about ozone, request the Xerox publication, *Facts About Ozone*, 601P64653, by calling 1-800-828-6571 in the USA, or you can go to the following web address: [http://www2.xerox.com/go/xrx/about\\_xerox/T\\_ehs.jsp](http://www2.xerox.com/go/xrx/about_xerox/T_ehs.jsp) to download the brochure or view it online.



# Notices

## *Radio Frequency Emissions*

### *FCC*

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference 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 the dealer or an experienced radio/TV technician for help.

Changes or modifications to this equipment not specifically approved by the Xerox Corporation may void the authority granted by the FCC to operate this equipment.

Shielded cables must be used with this equipment to maintain compliance with FCC regulations.

### *In Canada*

This digital apparatus does not exceed the Class B limits for radio noise emissions from digital apparatus as defined in the Radio interference regulations of Industry Canada.

## *Safety Extra Low Voltage Approval*

The Xerox DocuColor 12 Printer is in compliance with various governmental agencies and national safety regulations. All system ports meet the Safety Extra Low Voltage (SELV) circuits for connection to customer-owned devices and networks. Additions of customer-owned or third-party accessories that are attached to the printer must meet or exceed the requirements listed above. All modules that require external connection must be installed per the DocuColor 12 Printer installation procedure.

## Certifications . . . in Europe



The CE marking that is applied to this product symbolizes Xerox Europe's Declaration of Conformity with the following applicable Directives of the European Union as of the dates indicated:

January 1, 1995: - Council Directive 73/23/EEC amended by Council Directive 93/68/EEC, approximation of the laws of the member states related to low voltage equipment.

January 1, 1996: - Council Directive 89/336/EEC, approximation of the laws of the member states related to electromagnetic compatibility.

Changes or modifications to this equipment not specifically approved by Xerox Europe may void the user's authority to operate the equipment.

Shielded cables must be used with this equipment to maintain compliance with the EMC Directive 89/336/EEC.

This equipment is not primarily intended for use in a domestic environment.

A full declaration, defining the relevant Directives and referenced standards, can be obtained from your Xerox Europe representative.



**WARNING:** In order to allow this equipment to operate in proximity to Industrial, Scientific and Medical (ISM) equipment, the external radiation from ISM equipment may have to be limited or special mitigation measures taken.

## *It's Illegal... in the USA*

Congress, by statute, has forbidden the reproduction of the following subjects under certain circumstances. Penalties of fine or imprisonment may be imposed on those guilty of making such copies.

1. Obligations or Securities of the United States Government, such as:

Certificates of Indebtedness   National Bank Currency

Coupons from Bonds   Federal Reserve Bank Notes

Silver Certificates   Gold Certificates

United States Bonds   Treasury Notes

Federal Reserve Notes   Fractional Notes

Certificates of Deposit   Paper Money

Bonds and Obligations of certain agencies of the government, such as FHA, etc.

Bonds. (U.S. Savings Bonds may be photographed only for publicity purposes in connection with the campaign for the sale of such bonds.)

Internal Revenue Stamps. (If necessary to copy a legal document on which there is a canceled revenue stamp, this may be done, provided the reproduction of the document is performed for legal purposes.)

Postage Stamps, canceled or uncanceled. (For philatelic purposes, Postage Stamps may be photographed, provided the reproduction is in black and white and is less than 75% or more than 150% of the linear dimensions of the original.)

Postal Money Orders.

Bills, Checks, or Drafts of money drawn by or upon authorized officers of the United States.

Stamps and other representatives of value, of whatever denomination, which have been or may be issued under any Act of Congress.

2. Adjusted Compensation Certificates for Veterans of the World Wars.
3. Obligations or Securities of any Foreign Government, Bank, or Corporation.
4. Copyrighted material, unless permission of the copyright owner has been obtained or the copying falls within the "fair use" or library reproduction rights provisions of the copyright law. Further information of these provisions may be obtained from the Copyright Office, Library of Congress, Washington, D.C. 20559. Ask for Circular R21.
5. Certificates of Citizenship or Naturalization. (Foreign Naturalization Certificates may be photographed.)
6. Passports. (Foreign Passports may be photographed.)
7. Immigration Papers.
8. Draft Registration Cards.
9. Selective Service Induction Papers that bear any of the following Registrant's information:  
Earnings or Income      Dependency Status  
Court Record      Previous military service  
Physical or mental condition  
Exception: U.S. Army and Navy discharge certificates may be photographed.
10. Badges, Identification Cards, Passes, or Insignia carried by Military or Naval personnel, or by members of the various Federal Departments, such as FBI, Treasury, etc. (unless photograph is ordered by the head of such department or bureau.)

Copying the following is also prohibited in certain states:

Automobile Licenses - Drivers' Licenses -  
Automobile Certificates of Title.

The above list is not all inclusive, and no liability is assumed for its completeness or accuracy. In case of doubt, consult your attorney.

## *It's Illegal... in Canada*

Parliament, by statute, has forbidden the reproduction of the following subjects under certain circumstances. Penalties of fines or imprisonment may be imposed on those guilty of making such copies.

1. Current bank notes or current paper money.
2. Obligations or securities of a government or bank.
3. Exchequer bill paper or revenue paper.
4. The public seal of Canada or of a province, or the seal of a public body or authority in Canada, or of a court of law.
5. Proclamations, orders, regulations or appointments, or notices thereof (with intent to falsely cause same to purport to have been printed by the Queen's Printer for Canada, or the equivalent printer for a province).
6. Marks, brands, seals, wrappers or designs used by or on behalf of the Government of Canada or of a province, the government of a state other than Canada or a department, board, Commission or agency established by the Government of Canada or of a province or of a government of a state other than Canada.
7. Impressed or adhesive stamps used for the purpose of revenue by the Government of Canada or of a province or by the government of a state other than Canada.
8. Documents, registers or records kept by public officials charged with the duty of making or issuing certified copies thereof, where the copy falsely purports to be a certified copy thereof.
9. Copyrighted material or trademarks of any manner or kind without the consent of the copyright or trademark owner.
10. The above list is provided for your convenience and assistance, but it is not all inclusive, and no liability is assumed for its completeness or accuracy. In case of doubt, consult your solicitor.

## *Environmental Notices . . . in the USA*



As an ENERGY STAR® partner, Xerox Corporation has determined that this printer model meets the ENERGY STAR® guidelines for energy efficiency.

ENERGY STAR® is a US registered trademark.

The ENERGY STAR program is a team effort between the Environment Protection Agency and the office equipment industry to promote energy-efficient personal computers, monitors, printers, fax machines and copiers. Reducing the energy consumption of this equipment will help combat smog, acid rain and long-term changes to the climate by decreasing the emissions that result from generating electricity.



## *Environmental Notices . . . in Canada*



As a participant in the Environmental Choice program, Xerox Corporation has determined that this printer model meets the Environmental Choice guidelines for energy efficiency.

Environment Canada established the Environmental Choice program in 1988 to help consumers identify environmentally responsible products and services. Copier, printer and fax products must meet energy efficiency and emissions criteria, and exhibit compatibility with recycled supplies. Currently, Environmental Choice has more than 1600 approved products and 140 licensees. Xerox has been a leader in offering EcoLogo approved products. In 1996, Xerox became the first company licensed to use the Environmental Choice EcoLogo for its copiers, printers, and fax machines.



# 1. About this manual

The DocuColor 12 Printer, as illustrated in Figure 1, is a standalone printer that can produce up to 12 color prints or 50 black and white prints per minute.

For more information on using the DocuColor 12 Printer from your workstation, refer to your Digital Front End (DFE) documentation.

This chapter introduces the organization, contents, and conventions of this manual.



**Figure 1: The DocuColor 12 Printer**

# Manual contents

This manual is divided into the following chapters:



**KEY POINT:** Features and options discussed in each chapter reflect the factory default settings. You may see different settings, depending on the options your System Administrator has selected in Tools mode.

## 1. About the Manual

Chapter 1 provides basic information about the User Guide, the information contained within each chapter and the conventions used in the manual.

## 2. Getting to know your DocuColor 12 Printer

Chapter 2 provides basic information about the DocuColor 12 Printer. It includes an introduction to the Control Panel, Touch Screen, Paper Trays and Paper Path.

It also reviews such topics as powering the printer on and off, audio tones, dry ink, white border edges, ground fault protection, connectivity and options and accessories.

## 3. Paper

Chapter 3 provides information about paper trays and auto tray switching. It also includes the correct procedures for loading stock into the paper trays and specific information regarding the paper to use in the DocuColor 12.

For more general information about paper, refer to the *Color Materials Usage Guide*. For specific information about papers tested for use with the DocuColor 12, refer to the *Recommended Materials List*.

## ***4. Accessories***

Chapter 4 provides information on the optional accessories, such as the Mailbox, the High Capacity Feeder and the Convenience Stapler.

## ***5. Problem Solving***

Chapter 5 provides instructions for clearing paper jams, and analyzing and solving hardware, programming, and processor problems. It also provides a number of solutions for improving output quality.

## ***6. Technical Information***

Chapter 6 provides the specifications, requirements, capabilities, physical characteristics, estimated print rates, and health and safety information for the printer. Specifications for the Mailbox, as well as a metric conversion chart, are also included.

## 7. Index

Chapter 7 provides an index of key words and pointers to information about them.

### *For more information*

This guide should be used in conjunction with the *DocuColor 12 Printer System Administration Guide*, the *Recommended Materials List*, and the *Color Materials Usage Guide*.

For more information about the DocuColor 12 Printer with a Digital Front End (DFE) refer to your DFE user documentation.

For site planning information, refer to the *DocuColor 12 Customer Site Planning Guide*.

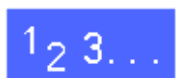
The Xerox Web site is:

[www.xerox.com](http://www.xerox.com)

## Conventions used in this manual

Descriptions of features and options generally precede procedure steps. You may need to combine several procedures to achieve your desired results.

This manual uses a number of symbols to help you identify various kinds of information. These symbols are described below.



The 1, 2, 3 symbol indicates the beginning of a procedure. Be sure to follow steps carefully in the order given.



**NOTE:** Notes provide extra information that may be helpful to your understanding or performance of procedures.



**KEY POINT:** The key symbol draws your attention to important additional information, hints, or tips.



**WARNING:** This symbol alerts you to an operating or maintenance procedure, practice, or condition that, if not strictly observed, could result in injury or loss of life.



**WARNING:** This hot surface symbol warns you of an area that may be very hot and would cause personal injury if touched.



**CAUTION:** This symbol alerts you to an operating or maintenance procedure, practice, or condition that, if not strictly observed, could result in damage to or destruction of equipment or loss of data.





## 2. Getting to know the DocuColor 12 Printer

### *Introduction*

The DocuColor 12 Printer provides full-color, digital imaging at approximately 12 prints per minute using full-color mode, and 50 prints per minute in the black and white mode. The rate varies depending upon the paper size, paper weight, and the orientation. It includes an anti-counterfeit function as standard equipment.



**Figure 1: The DocuColor 12 Printer**

## Power on and off

### 2

### Switching the power off

Press the Power Switch to the Off position to switch the printer off. The Touch Screen will appear dark.

Allow the printer to remain off for approximately 5 seconds before switching it on again.

### Switching the power on

Press the Power Switch to the On position to switch the printer on. A message will display asking you to wait.

After the Power Switch is pressed to the On position, the printer takes approximately eight minutes to come to a Ready to Print condition.



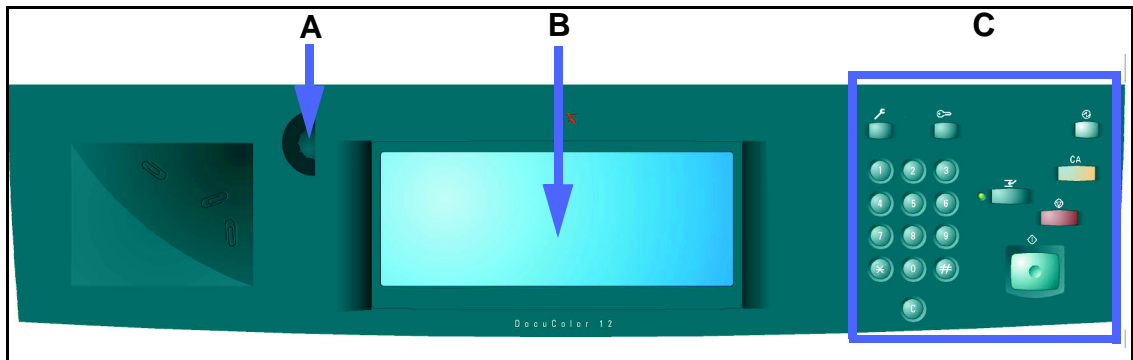
**CAUTION:** The Fuser Roll remains in a cammed-up position if power to the printer is interrupted while the printer is in use. If the Fuser Roll remains in the cammed-up position for a prolonged period of time, the Fuser Roll can be damaged and print quality defects can occur. To prevent any damage, the printer should be powered on and a print made as soon as the power is restored. The Fuser Roll will not be released from the cammed-up position until the power is restored, the Power Switch is in the On position, and a print is made.



Figure 2: Power switch - off position

## Control Panel

Illustrated below is the User Interface and the Control Panel.



**Figure 3: Control Panel**

As illustrated in Figure 3, the Control Panel includes the following areas:

**A.) Contrast Dial** - Is used to adjust the brightness or darkness of the Touch screen.

**B.) User Interface Touch Screen** - Displays the printer Feature menus.

**C.) Control Panel buttons** - Are used with the Touch screen by the System Administrator to enter information and access Tools Mode.

## Control Panel Buttons

The function of the Control Panel hard buttons is described below. The numbers before the descriptions correspond to the numbered call-outs in Figure 4.

2

- 1 **Numeric Keypad** - Buttons 0 to 9 are used. These buttons are used to enter an access number.

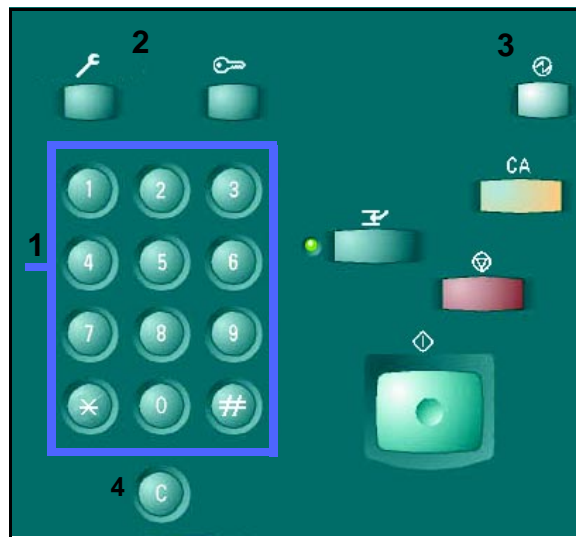


Figure 4: Control Panel buttons

- 2 **Administration** - This button is used by the System Administrator. The System Administrator uses this feature to make changes in the machine feature default settings.



Figure 5: Administration button

- 3 **Power Saver button** - Press this button to restore the printer from Power Saver mode to full power. The Power Saver mode enables the DocuColor 12 Printer to use less power than when it is in Ready mode.



**Figure 6: Power Saver button**

The DocuColor 12 Printer will go into Power Saver mode automatically if it is not used for a length of time specified by the System Administrator in the Tools Mode. The DocuColor 12 Printer will enter a warm-up cycle to return to full power when you press the **Power Saver button** or when you send a job to the printer.

- 4 **Clear (C)** - Press the **Clear (C)** button to delete all values displayed in a selected field. Re-enter the desired new values using the Control Panel buttons.



**Figure 7: Clear button**



**NOTE:** The **Clear** button can not be used when a job is incomplete or to clear a fault or jam.

**NOTE:** The Control Panel buttons that are not described in this section are not functional on the DocuColor 12 Printer.

## ***Touch Screen***

The Touch Screen can be used to select paper sizes and weights for tray 5 operation.

The Touch Screen displays messages that indicate the printer status and fault conditions.

### ***Message area***

The Message area at the top of the screen instructs the Operator about:

- Printer Status
- Programming Instructions/Status
- Fault Messages

### ***Audio tones***

The Audio tones alert the user about:

- A change in printer operation (e.g. warm-up cycle is complete)
- Fault condition

# Paper Trays and Paper Path

## Paper Trays

Paper Trays 1, 2, 3, and 4 are located at the lower front of the printer, as illustrated in Figure 8. Paper Tray 5 is on the left side of the printer, as illustrated in Figure 9.

Paper Tray 1 can accommodate 8.5 x 11 inch, A4, A5, or B5 paper. Paper Tray 1 cannot be manually adjusted by the customer. If you are interested in changing the paper size in this tray, please contact your Xerox service representative.

Paper Trays 2, 3, and 4 can accommodate an assortment of standard paper sizes, from 8 x 10 inch through 11 x 17 inch, and B5 through A3.

**NOTE:** Paper Trays 2, 3, and 4 can also accommodate 12 x 18 inch paper through a special, optional tray setup procedure performed by a Xerox service representative. If you are interested in this option, contact your Xerox service representative.

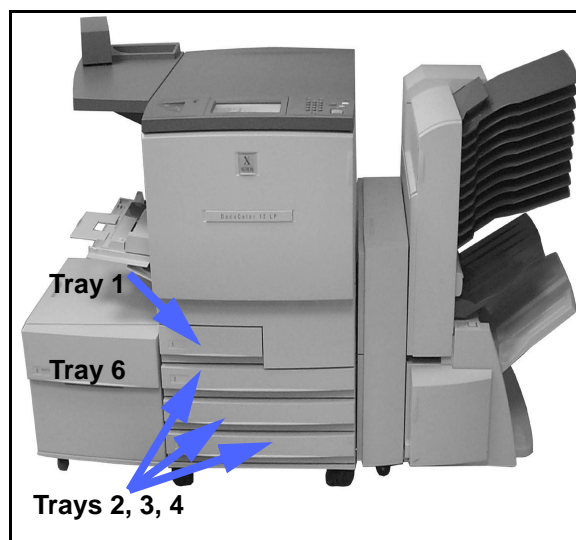


Figure 8: Paper Trays

Paper Tray 5 (sometimes called the Bypass Tray) can accommodate non-standard paper sizes up to 12 x 18 inches. Tray 5 can also accommodate special materials such as transparencies and heavy weight paper.

**NOTE:** Also shown in Figure 8 is the optional High Capacity Feeder - Tray 6, which can accommodate 8.5 x 11 inch or A4 paper.



Figure 9: Paper Tray 5

## Paper Path Areas

- 1 Paper Tray 1
- 2 Paper Tray 2
- 3 Paper Tray 3
- 4 Paper Tray 4
- 5 Paper Tray 5
- 6 Preregistration Area
- 7 Transfer Belt
- 8 Fuser
- 9 Output Tray, Mailbox, or Finisher
- 10 Duplex path (10a, 10b, 10c)

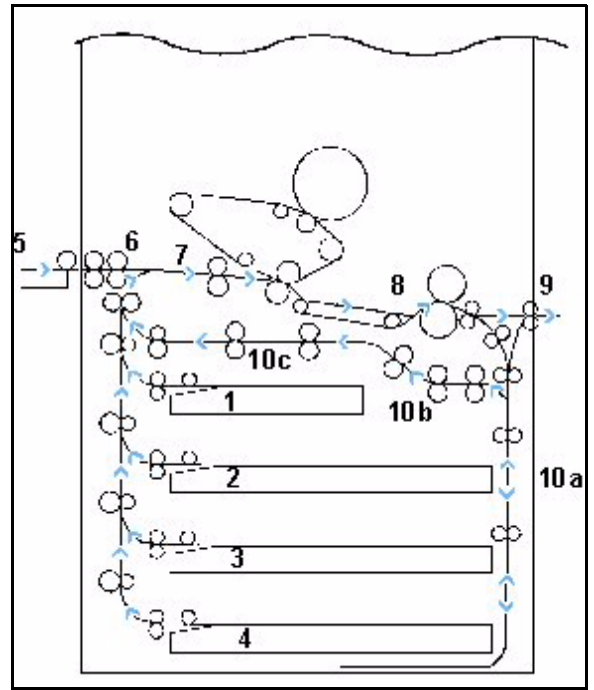
As illustrated in Figure 10, the paper is fed from the selected paper tray (1-5) to the Paper Transport rollers.

The Paper Transport rollers deliver the paper to the Preregistration Area (6) in the Paper Path Module.

From the Preregistration Area, the paper is registered onto the Transfer Belt (7), and the image is transferred.

The paper proceeds to the Post Transfer Area and into the Fuser (8), where the image is fixed to the paper permanently.

From the Fuser, the paper passes either through the Post Fuser Area and into the Mailbox, the Finisher (9) or into the duplex path (10a, 10b, 10c).



**Figure 10: Paper Path**

## Output delivery

Refer to your Digital Front End (DFE) user documentation for more information on output delivery.



## Dry ink (Toner)

The DocuColor 12 Printer has a four-color development system that uses a combination of dry inks (toners) to produce the output colors. The dry ink colors are magenta, cyan, yellow, and black.

Each dry ink is contained in a dry ink cartridge.

When dry ink is running low in a particular cartridge, the Touch Screen displays a message indicating that it is low. When a cartridge is empty, the Touch Screen displays a message indicating that the cartridge needs to be replaced. The DocuColor 12 Printer will not make prints using that color until the cartridge has been replaced.

Refer to the *DocuColor 12 Printer System Administration Guide* for information about replacing the dry ink cartridges.

## *White border edges on prints*

All prints made on the DocuColor 12 Printer have white border edges on four sides of the print. There is a factory setting which removes a 2 mm wide area from the left, right, top and bottom edges of the print. This factory setting cannot be altered.



**Figure 11: Print with white border edges**

## Ground fault protection

The DocuColor 12 Printer is equipped with a safety feature called a Ground Fault Protector. This device removes all electrical power to the printer if a fault is detected in the power supply to the printer.

If power is interrupted to the printer, perform the following:

1 2 3...

- 1 Locate the Ground Fault Protector on the back of the printer in the lower left corner.
- 2 Flip the switch up if the device has been tripped and the switch is in the Off (down) position.

If the device interrupts power to the printer again, or if power has not been restored by the above procedure, disconnect the power cord and call your Xerox service representative.



**CAUTION:** The Fuser Roll remains in a cammed-up position if power to the printer is interrupted while the printer is in use. If the Fuser Roll remains in the cammed-up position for a prolonged period of time, the Fuser Roll can be damaged and print quality defects can occur. To prevent any damage, the printer should be powered on and a print made as soon as the power is restored. The Fuser Roll will not be released from the cammed-up position until the power is restored, the Power Switch is in the On position, and a print job is sent.

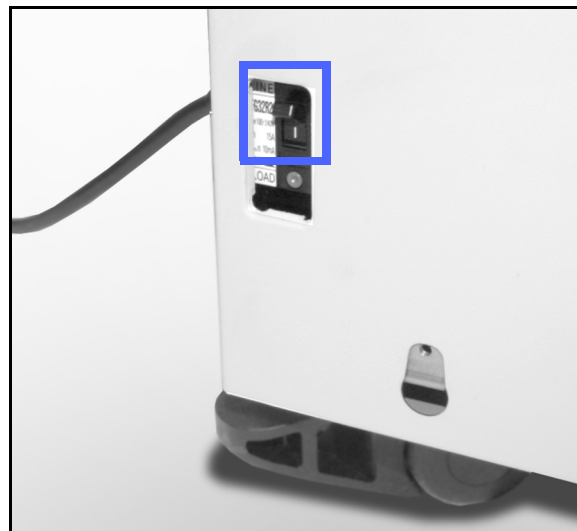


Figure 12: Ground Fault Protector

## *Connectivity*

If your DocuColor 12 Printer is already connected to a Digital Front End (DFE), refer to the documentation that was supplied with the DFE for installation instructions, setup procedures, and feature descriptions for your DocuColor 12 Printer.

## *Moving the Printer*

The DocuColor 12 Printer should not be moved after it has been installed. Improperly moving the printer may damage the equipment, carpet or floor.

If you must move the printer, please ask your Xerox representative to assist you.

## Options and accessories

Table 1 lists the optional equipment that is available for the DocuColor 12 Printer.

Option	Comment
<b>Mailbox</b>	The Mailbox can be used to separate print jobs from different users into individual mailboxes.
<b>Finisher</b>	The Finisher provides stapling capability for print jobs. It can staple from 2 to 50 sheets of a single paper size or selected mixed paper sizes. It offers both single and dual stapling choices.
<b>Work Surface Extension</b>	A Work Surface Extension can be added to the DocuColor 12 if it does not have a Mailbox.
<b>Convenience Stapler</b>	The Convenience Stapler attaches to the printer and is used for stapling your printouts.
<b>High Capacity Feeder (HCF)</b>	The High Capacity Feeder (HCF) is attached to the printer and is identified as Tray 6. The HCF can hold a maximum of 2,000 sheets of 20 lb. (75 gsm) paper, 8.5 x 11 inch or A4 size only.
<b>Mobility Plate</b>	The Mobility Plate provides a surface whereby the machine can be moved when service is needed. This is useful in tight spaces or on carpet when the machine can be difficult to move.

**Table 1: DocuColor 12 Printer Options and Accessories**

For more information about any one of the above accessories and/or for ordering one of the accessories, contact your Xerox representative.



# 3 Paper

## Overview

This chapter contains basic information about loading paper or transparencies and about using paper trays. It also includes some paper usage guidelines for the DocuColor 12 Printer.

Good quality, 24 lb (90 gsm), bright, white paper with a smooth finish is the standard for color output, as it reduces show-through on 2-sided output and provides the best quality output. Good quality, 20 lb (75 gsm) paper is the standard for black and white output.



**NOTE:** For additional information on materials, see the *Recommended Materials List* and the *Color Materials Usage Guide*.

## Paper Trays 1, 2, 3, and 4

Paper Trays 1, 2, 3, and 4 hold the paper supply for the DocuColor 12 Printer.

Paper Tray 1, illustrated in Figure 1, can accommodate 8.5 x 11 inch, A4, B5, or A5 paper.

Paper Trays 2, 3, and 4 can accommodate an assortment of standard paper sizes, from 8 x 10 inch through 17 x 11 inch, and A3 through B5.

**KEY POINT:** Paper Trays 2, 3, and 4 can handle normal weight papers from 16 lb. - 28 lb. (64 - 105 gsm) and also limited heavyweight papers from 105 - 128 gsm. The heaviest standard paper that can be run in Trays 2, 3, and 4 is 32 lb bond (128 gsm). To run papers heavier than 105 gsm (28 lb bond) one of the trays must be specifically set to "Heavyweight" in Tools mode. Refer to the Tray Management section of the *DocuColor 12 Printer System Administration Guide*.

Trays 2, 3, and 4 have width and length adjustment guides that should be adjusted if the paper size in the tray needs to be changed.

**NOTE:** Paper Trays 2, 3, and 4 can also accommodate 12 x 18 inch paper through a special, optional tray setup procedure performed by a Xerox service representative. If you are interested in this capability, contact your Xerox service representative.

Refer to the *Recommended Materials List* and the *Color Materials Usage Guide* for more information about the materials you can use in Paper Trays 1, 2, 3, and 4.

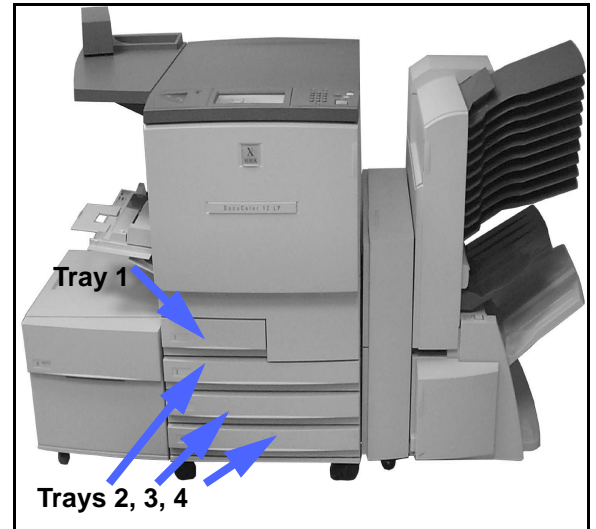


Figure 1: Paper Trays



## Paper Tray 5

Paper Tray 5 (sometimes called the Bypass Tray) is located on the left side of the printer. Paper Tray 5 can accommodate transparencies and other specified paper stocks, and various paper sizes up to 12 x 18 inches or SRA3 (320 x 450 mm).

Refer to the *Recommended Materials List* and the *Color Materials Usage Guide* for more information about the materials you can use in Paper Tray 5.



**CAUTION:** Do not, at any time, place any objects or materials other than the appropriate stock on Paper Tray 5. Printer damage may occur.

## Paper Tray 6 (Optional)

Paper Tray 6 is located on the left side of the printer. Paper Tray 6 (sometimes called the High Capacity Feeder - HCF) has a 2000 sheet capacity of (20 lb. / 75 gsm) 8.5 x 11 inch or A4 paper.

Refer to Section 4, Accessories, of this Guide for more information about the HCF.

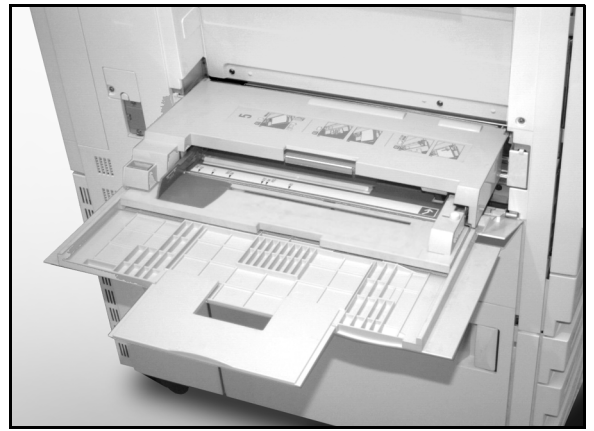


Figure 2: Paper Tray 5

## Loading paper

### Using paper

The front and back surfaces of a piece of paper differ slightly. Therefore, one side is preferred as the side to print on for one-sided printouts and the first side to print on for two-sided printouts.

Some ream wrappers mark this preferred printing side (also called the wire side) with an arrow. If the arrow is not present, turn the ream over so that the package seam is facing up.

Load the paper into Paper Trays 1, 2, 3, and 4 with the preferred printing side down. With the wrapper seam facing **up**, remove the paper from the wrapper, turn it over, and load. (See above paragraph).

Load the paper into Paper Tray 5 with the preferred printing side up. With the seam facing **up**, remove the paper from the wrapper and load it without turning it.

The sheet capacity of the tray varies with the paper weight that is loaded in the tray. Refer to the Paper Usage section in this chapter for the recommended paper stock selections, or refer to the *Recommended Materials List* and the *Color Materials Usage Guide*.



**Figure 3: Opening a ream of paper with seam side up**



## KEY POINT:

- For the best results, use only the recommended paper sizes, paper weights, or paper types. If you do not use recommended papers, you may experience print quality problems, paper jams, or possible component failures.

Refer to the *Recommended Materials List* and the *Color Materials Usage Guide* for more information.

- If you are loading pre-drilled paper, load it into Paper Tray 5 with the undrilled long edge as the leading edge (holes to the left).
- Do not load the paper above the fill line of the paper tray edge guides.
- Straighten the paper stack each time the paper tray is opened. Close the paper tray slowly to avoid shifting the paper stack. This ensures that the paper is in the correct position when the paper tray is in the operating position.
- If paper feeding or curl problems occur, flip the paper over in the tray and send the prints again. If the performance improves, continue to load the paper in this manner. Testing has shown that paper handling and print performance vary with room temperature, humidity, paper quality, image area on prints, etc. All of these variables interact and, in some cases, you must decide which paper loading method works best.

## Using transparencies

Transparencies can be run ONLY from Tray 5.

Transparencies with removable lead edge paper stripes are recommended.

**KEY POINT:** Use only the transparencies recommended in the *Recommended Materials List* and the *Color Materials Usage Guide*.

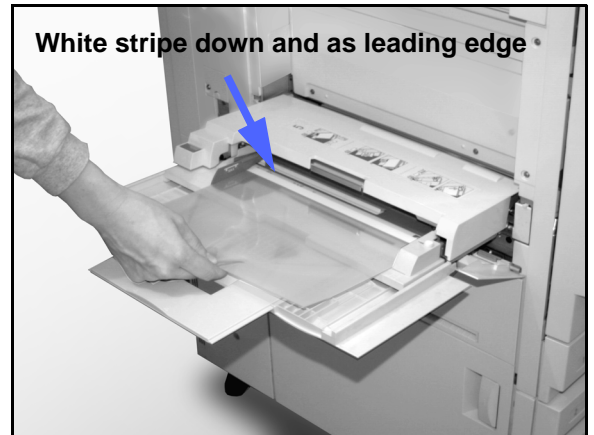
Before you load transparencies, you must determine which side has the white stripe. Use a soft lead pencil to make a small mark on the stripe on each side of the transparency. The side with the darker mark is the stripe side.

Load transparencies with the white stripe side facing down and as the leading edge. (The leading edge is the edge that feeds into the printer first.)

**KEY POINT:** Follow these guidelines to prevent static build up when using transparencies:

- Place no more than twenty-five 8.5 x 11-inch or A4 transparencies in Paper Tray 5 at one time.
- Place only one 11 x 17 or A3 transparency in Paper Tray 5 at a time.
- Remove the transparencies from the Output or Offset Catch Tray before running additional sets.

**NOTE:** If the printer has a Mailbox, the transparency prints are delivered to the Offset Catch Tray. Transparencies cannot be delivered to separate Mailbox bins.



**Figure 4: Loading transparencies in Paper Tray 5**

## Loading paper into trays 1, 2, 3, and 4

Use the following procedure to load paper into paper trays 1, 2, 3, and 4:

1 2 3...

- 1 Pull out the paper tray.
- 2 Place the appropriate paper into the tray. Adjust the paper guides.

The paper level must not be above the MAX fill line, as indicated in the tray.



**NOTE:** You can not adjust the guides for Tray 1. Contact a Xerox Service Representative to adjust the paper guides for Tray 1.



Figure 5: A fully opened Paper Tray

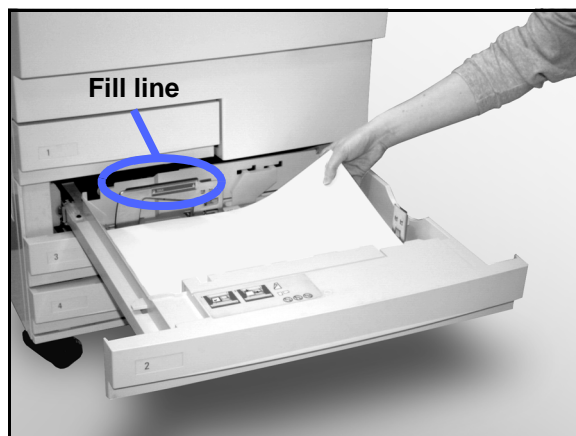


Figure 6: Loading a Paper Tray

- 3** In Paper Trays 2, 3, and 4, straighten the paper stack and adjust the paper guides until they lightly touch the paper.



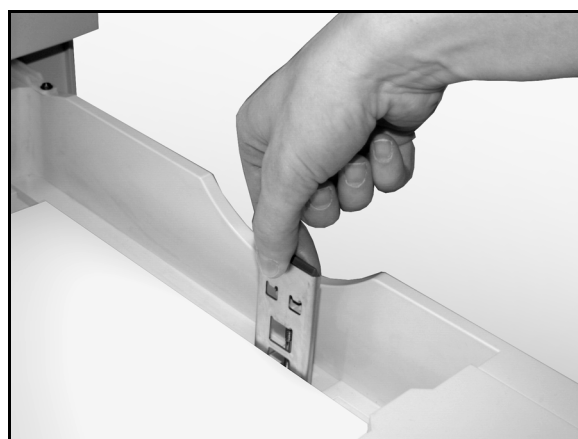
**Figure 7: Adjusting the Rear Paper Guide**

- 4** Close the paper tray slowly to avoid shifting the paper stack. This ensures that the paper is in the correct position when the paper tray is in the operating position.

**KEY POINT:**



- For the best results, use only the paper sizes and paper weights indicated in the Paper Usage Table in this section.
- Adjusting the paper guides indicates the paper size to the printer. If the guides are not adjusted to the paper size, incorrect placement of the image may occur.
- It is important that you straighten the paper stack each time the Paper Tray is opened. Close the Paper Tray slowly to avoid having to reposition the paper stack. This ensures that the paper is in the correct position when the paper tray is in the operating position.



**Figure 8: Adjusting the Right Paper Guide**

## Loading paper into Paper Tray 5

Paper Tray 5 is located on the left side of the printer. Paper Tray 5 is used for transparencies, heavy weight papers, and non-standard size paper. A maximum of 100 sheets of 20 lb (75 gsm) paper may be loaded into Paper Tray 5. For more information about paper weight and requirements, refer to the *Recommended Materials List* and the *Color Materials Usage Guide*.

Do not load materials above the fill line located on the paper guide.



**KEY POINT:** Because of the paper path design of Paper Tray 5, paper stocks that cause difficulties being fed from Paper Tray 1, 2, 3, or 4 may be fed more reliably from Paper Tray 5.

Follow these guidelines to prevent static build up when using transparencies:

- Place no more than twenty-five 8.5 x 11-inch or A4 transparencies in Paper Tray 5 at one time.
- Place only one 11 x 17 or A3 transparency in Paper Tray 5 at a time.
- Remove the transparencies from the Output or Offset Catch Tray before running additional sets.



Figure 9: Paper Tray 5

1 2 3...

3

- 1 Open Paper Tray 5 by grasping the Tray 5 cover at the top on the right and gently pushing it away from the printer and down.



Figure 10: Opening Paper Tray 5

For long paper, extend the tray by grasping the long plastic tab at the left edge and pulling it to the left as far as possible.

If you do not extend the tray fully, paper jams or print misregistration may occur.



**CAUTION:** Do not place any objects or materials other than the appropriate stock on Paper Tray 5. Printer damage may occur.



Figure 11: Grasping the Paper Tray 5 tab

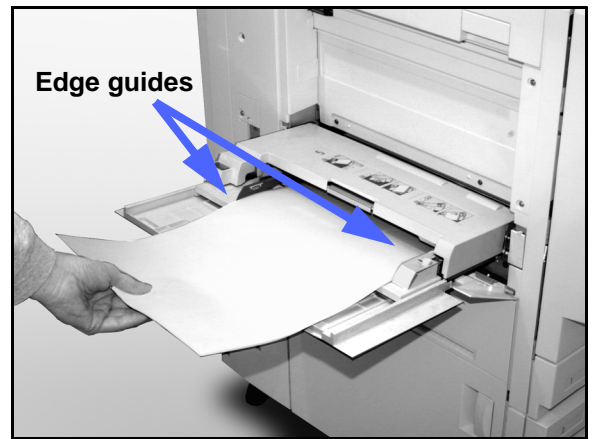


Figure 12: Extending Paper Tray 5



**2** Place the stack of materials onto Paper Tray 5 between the edge guides. Slide the stack into the tray until it stops.

**3** Move the back edge guide until it lightly touches the side of the stack of materials. Readjust the back edge guide each time you load materials into Paper Tray 5.



**Figure 13: Loading paper into Paper Tray 5**

**4** Select the appropriate size and type for the stock you have loaded. Refer to the Tray 5 Setup screen for more information.



**NOTE:** Adjust the front edge guide only for 12" x 18" paper. Refer to *Using 12 x 18 inch or SRA3 Paper* in this manual for additional information.



**NOTE:** Remove all stock from Paper Tray 5 when the job is complete. Dust and moisture can affect stock, causing print quality defects.

## Using 12 x 18 inch or SRA3 paper

Use Paper Tray 5 for 12 x 18 inch (305 x 457 mm) or SRA3 (320 x 450 mm) paper.

Refer to the *Recommended Materials List* and the *Color Materials Usage Guide* for more information about the paper you are loading.

3

1 2 3...

- 1 Open Paper Tray 5 and fully extend the tray to place it in the operating position. Refer to the instructions in the previous section, if necessary.
- 2 Adjust the front Paper Guide of Paper Tray 5:
  - Unscrew the registration thumb screw, illustrated in Figure 14, on the front side of Paper Tray 5.
  - Lift and reposition the Paper Guide in the slot appropriate for the paper size you are using.
  - Tighten the registration thumb screw.
- 3 Load up to 100 sheets of 12 x 18 inch (305 x 457 mm) or SRA3 (320 x 450 mm) 20 lb. paper into Paper Tray 5.
- 4 Adjust the back edge guide until it lightly touches the paper.
- 5 Select the appropriate size and type for the stock you have loaded. Refer to "Programming the Paper Supply for Tray 5" for more information.
- 6 When the job is complete, return the paper guides for Paper Tray 5 to their normal position.



**Figure 14: Front Paper Guide and registration thumb screw**

## Paper Usage

This section provides a quick summary of useful information about paper for the DocuColor 12 Printer.

For additional general information, refer to the *Color Materials Usage Guide*.

For additional specific information regarding materials that have been tested and approved for use in the DocuColor 12 Printer, refer to the *Recommended Materials List* and the *Color Materials Usage Guide*. This list is available off the main Xerox web site ([www.xerox.com](http://www.xerox.com)) and will be updated periodically. Contact your Xerox representative for additional details.

Stock is classified according to the following categories:

- Excellent – Provides reliable feeds and optimum print quality
- Good – Provides less reliable feeds and may result in print quality degradation
- Not Recommended – Does not feed reliably and/or may cause severe print quality degradation

PAPER	Excellent	Good	Not Recommended
<b>Size</b>	<ul style="list-style-type: none"> <li>• 7.2 x 7.2 to 11 x 17 inches</li> <li>• A4 to A3</li> </ul>	<ul style="list-style-type: none"> <li>• 12 x 18 inches</li> <li>• 4 x 6 inch postcard</li> <li>• SRA3</li> <li>• A6</li> </ul>	<ul style="list-style-type: none"> <li>• Smaller than 7.2 x 7.2 inches</li> <li>• Larger than 12 x 18 inches or SRA3 (320 x 450 mm)</li> <li>• Any sizes between 11 x 17 inches and 12 x 18 inches or between A3 and SRA3</li> </ul>
<b>Capacity</b>	Using Xerox 20 lb (75gsm) or equivalent or Xerox Europe (80gsm): <ul style="list-style-type: none"> <li>• Paper Tray 1: 500 sheets</li> <li>• Paper Trays 2, 3, 4: 550 sheets</li> </ul>		
<b>Weight</b>	<ul style="list-style-type: none"> <li>• Paper Tray 1: 16 lb to 28 lb Bond (64 gsm to 105 gsm)</li> <li>• Paper Trays 2, 3, 4: 16 lb to 32 lb Bond (64 gsm to 128 gsm)</li> <li>• Paper Tray 5: 16 lb Bond to 140 lb Index (64 gsm to 250 gsm)</li> </ul>		<ul style="list-style-type: none"> <li>• Paper Tray 1: greater than 28 lb (105 gsm)</li> <li>• Paper Trays 2, 3, 4: greater than 32 lb Bond (128 gsm)</li> <li>• Paper Trays 1, 2, 3, 4, 5: less than 16 lb (64 gsm)</li> <li>• Paper Tray 5: greater than 140 lb Index (250 gsm)</li> </ul>
<b>Paper Condition</b>	Undamaged		<ul style="list-style-type: none"> <li>• Damaged or wrinkled paper</li> <li>• Papers with excessive curl</li> <li>• Papers exposed to extreme environmental conditions, such as high humidity or high temperature, for an extended period of time</li> </ul>

PAPER	Excellent	Good	Not Recommended
<b>Paper Type</b>	<ul style="list-style-type: none"> <li>• Xerox Color Xpressions or Xerox Europe Colotech + paper</li> <li>• Xerox 4024 DP or Xerox Europe Premier for black only</li> <li>• Xerox or Xerox Europe recommended transparencies - long edge feed (White stripe: load the white stripe edge face down and as the leading edge from Paper Tray 5 only)</li> <li>• Paper equivalent to recommended papers: white/bright, smooth surface, uncoated, uniform formation (uniform distribution of paper fibers)</li> <li>• Predrilled stock - The printed image MUST NOT extend into the hole area, or printer damage may result. (Load this paper into Tray 5 for best results with holes on the left.)</li> </ul>	<ul style="list-style-type: none"> <li>• Laserprint paper</li> <li>• Xerographic copy paper</li> <li>• Colored paper</li> <li>• Coated papers</li> </ul>	<ul style="list-style-type: none"> <li>• Paper with poor formation (nonuniform distribution of paper fibers)</li> <li>• Carbonless papers</li> <li>• Clear transparencies (no stripe)</li> <li>• Rough paper</li> <li>• Short edge feed transparencies</li> <li>• Stiff paper - greater than 140 lb. (250 gsm)</li> </ul>

## Tray 5 Setup screen

The Tray 5 setup screen will be displayed if there is media in Tray 5 when you power on your DocuColor 12 Printer, or anytime that you load media into the tray.

Tray media should be setup on your client workstation when you send a print job, because the settings revert to defaults automatically after a given time. To exit this screen press either the **Save** button or the **Cancel** button.

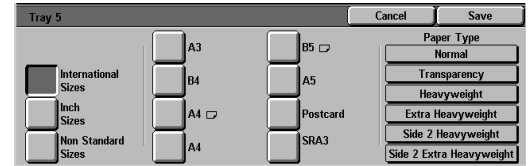


Figure 15: Tray 5 International Sizes screen

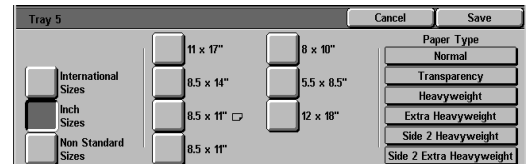


Figure 16: Tray 5 Inch Sizes screen

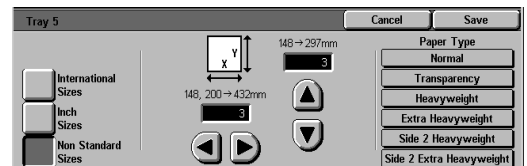


Figure 17: Tray 5 Non Standard Size screen

## *Preserving your color output*

Color output, like black and white output, should be handled and stored carefully to preserve its appearance and usability. Your color output, which is made from color dry inks (toners), requires a little special attention. To help preserve the fidelity of your color output, Xerox recommends that you consider the following:

### *Adhesive tapes and adhesives*

Some adhesive tapes and adhesives (glues) contain solvents that may soften or dissolve the color dry inks. Adhesive tapes and adhesives should be tested on sample output before being applied to your valuable prints. Adhesive tape may also pull off the dry inks when the tape is removed.

### *PVC and color output*

If your output comes in contact with PVC and PVC-type (vinyl) plastics, the dry inks may soften and transfer to the plastic. Use polypropylene and polyethylene plastics for any covers or binders that come in contact with the color output





## 4. Accessories

### Mailbox

#### Overview

The DocuColor 12 Printer may be equipped with an optional Mailbox with Finisher Station or Mailbox with Offset Catch Tray (OCT). The Mailbox contains the following components:

- 1 Mailbox Release Lever
- 2 Mailbox Bins: Prints are delivered here for designated bin (name) settings.
- 3 Offset Catch Tray (OCT): Output is delivered here when you select the Offset Catch Tray.
- 4 Right and Left Front Doors: Open these doors to clear paper jams.



**NOTE:** For more information about the DocuColor 12 Finisher, an optional accessory, refer to the *Xerox DocuColor 12/Document Centre Color Series 50 In-line Stapler Finisher User Guide*.

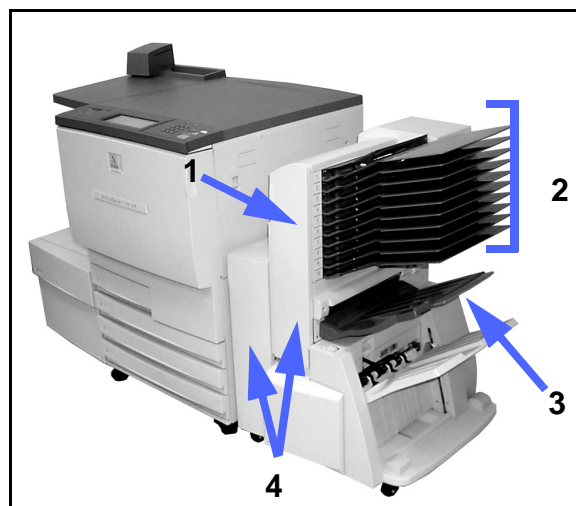


Figure 1: DocuColor 12 Printer with Mailbox



**WARNING:** Do not place your fingers between the Bins while the Mailbox is in operation.



**WARNING:** Never cheat the safety interlock switch. Injury or a document jam may occur.

This switch shuts off the Mailbox power when you open the front doors or when you move the Mailbox to the right to clear a paper jam.

## *Using the Mailbox*

When you use the optional Mailbox, prints are delivered to the Mailbox Bins or the Finisher Output Tray in one of the following ways:

- Each Mailbox bin can hold up to 100 prints of 20 lb (75 gsm) paper.
- The Finisher Output Tray can hold up to 1,000 sheets of 8.5 x 11" or A4 paper.
- The Mailbox can accept paper sizes from 8.5 x 11 inches (A4) to 11 x 17 inches (A3).
- If you print onto transparencies using Paper Tray 5, the prints are delivered to the Offset Catch Tray.



**NOTE:** Any job that uses Paper Tray 5 is always delivered to the Offset Catch Tray.

## Clearing a paper jam

When a paper jam occurs, a paper jam message and instructions for clearing the paper jam display on the screen.



**KEY POINT:** Remove the jammed paper carefully and gradually so you do not tear it. If the jammed paper tears, be sure to remove all the torn pieces.

1 2 3...

1

Push the Mailbox release lever toward the Mailbox and pull the unit to the right, away from the printer.



Figure 2: Mailbox Release Lever

4

2

Remove any paper that is caught in the interface between the printer Right Door and Mailbox.



Figure 3: Removing paper from the interface area

- 3** If the jam is behind the Left Front Door of the Mailbox:
1. Open the Left Front Door.
  2. Push the green handle (5) down, to release the baffle and rotate the knob (6) to release any jammed paper.
  3. Remove the jammed paper gently.
  4. Lift the handle to secure the baffle.
  5. Close the Left Front Door.



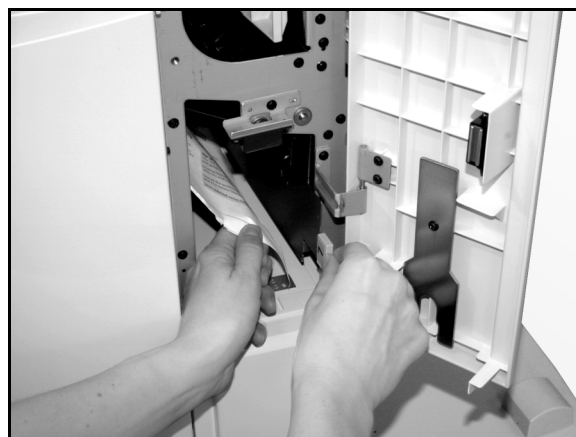
**Figure 4: Behind the Left Front Door**

**4** If the jam is behind the Right Front Door of the Mailbox:

1. Open the Right Front Door.
2. Push the green handle down to release the baffle and remove any jammed paper.
3. Lift the handle to secure the baffle.
4. Push the upper handle to the left to open the transport area. Remove any jammed paper gently.
5. Push the handle to the right and secure in place.
6. Close the Right Front Door.

**5** Remove any jammed paper that may be exiting the machine and push the Mailbox back into place.

If the Paper jam message reappears, repeat the preceding steps to clear a remaining paper jam.



**Figure 5: Behind the Right Front Door (lower portion)**



**Figure 6: Behind the Right Front Door**

# High Capacity Feeder

## Introduction

A High Capacity Feeder (HCF) may be attached to and used with your DocuColor 12 Printer. Although labeled Tray 6, the High Capacity Feeder is referred to as the HCF.

The HCF is an optional accessory for the DocuColor 12 Printer. The HCF is connected to the left side of the printer, as shown in Figure 1.



**Figure 7: DocuColor 12 Printer with an HCF attached**

## Acceptable media

The HCF can feed paper from 16 lb. (64 gsm) – 28 lb. (105 gsm). It can hold a maximum of 2000 sheets of 20 lb. (75 gsm) paper.

The paper may be either 8.5 in. x 11 in. or A4 long edge feed (LEF). Adjust the Paper Guide in the back of the paper tray to the required size. Refer to the *Recommended Materials List* and the *Color Materials Usage Guide* for more detailed information.

## Loading paper

You can add paper to the HCF while printing from any other tray. (Check the Touch Screen to see what tray is in use to determine if the HCF is available for loading.) When you close the HCF paper drawer, the tray does not elevate immediately, but waits for the printer to finish the current job.

1 2 3...

1

Grasp the handle on the front of the HCF and pull the paper tray open.

The elevator in the HCF lowers to the bottom of the tray.



Figure 8: Opening the HCF tray

2

If you are changing paper sizes, perform the following:

1. Remove all paper in the tray.

**CAUTION:** Handle the paper and the Paper Guide carefully so you do not break the black plastic sensor actuators on the guide.

2. Remove the metal Paper Guide by pulling it straight up.
3. Align the tabs on the bottom and top of the guide with the slots on the bottom and top of the tray for the new size. Push the guide firmly into the slots until it is secure.

4

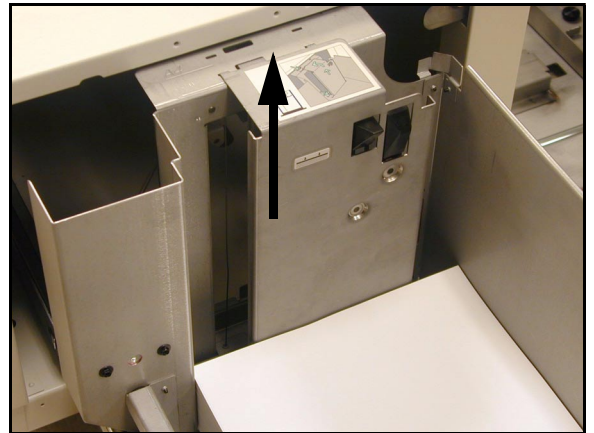


Figure 9: The HCF Paper Guide



**3** Load the paper. Ensure that the paper is aligned evenly and tightly against the right side of the tray.

**4** Close the HCF paper tray.

When you close the HCF, the elevator rises and positions the paper for use; also, the screen briefly displays the type and size of the paper currently programmed for the HCF.



**NOTE:** To set the HCF as your default paper tray, change the necessary printer drivers options at the client workstation.

### *Clearing an HCF paper jam*

1 2 3...

**1** Follow the Touch Screen messages in order to clear the jam.

**2** Slide the HCF away from the printer.



**Figure 10: Moving the HCF from the printer**

- 3 Remove any partially fed paper from the exit area on the HCF and the entry to the printer.



It is important to remove jammed paper from the exit area of the HCF before opening the HCF paper tray. Partially fed paper may tear when you open the HCF and be difficult to remove.

- 4 After you have cleared the jam, grasp the handle on the front of the HCF paper tray and pull to open. Remove any wrinkled or damaged paper from the paper stack.

- 5 Close the paper tray and slide the HCF to the right, into position against the printer.



**Figure 11: Opening the tray to remove jammed paper**

## *Accessing the HCF from the client workstation*

From the client workstation, you should add the HCF to the available device options.

This procedure must be repeated at each client workstation.

Even when the HCF is installed, you should use **AutoSelectTray** as the default tray. The printer will automatically select the HCF for a job if it contains the requested paper.

You can also check the Status of the HCF from the web client, and for any other paper tray.

### *Windows 98/95*

1 2 3...

- 1** From the **Start** menu, select **Settings**, then **Printers**, and the desired printer.
- 2** From the **File** menu, select **Properties**.
- 3** Select the **Device Options** tab.
- 4** From the Installable options scroll menu, select **Tray 6 (High Capacity Feeder)**.
- 5** From the "Change setting for Tray 6 (High Capacity Feeder)" menu, select **Installed**.
- 6** Click **OK** and close the **Printers** window.

## Windows NT



**NOTE:** You may need System Administrator privileges to perform the following procedure.

1 2 3...

- 1** From the **Start** menu, select **Settings**, then **Printers**, and the desired printer.
- 2** From the **File** menu, select **Properties**.
- 3** Select the **Device Settings** tab.
- 4** Scroll through the list and highlight **Tray 6 (High Capacity Feeder)**.
- 5** From the “Change Tray 6 (High Capacity Feeder) setting” menu, select **Installed**.
- 6** Click **OK** and close the **Printers** window.

1 2 3...

- 1 From the Apple menu, select **Chooser**.
- 2 In the Chooser, select **Adobe PS**.
- 3 In the Select PS Printer dialog box, highlight the name of the desired printer and select **Setup**.



**NOTE:** If a .ppd file has already been associated with the printer, go to step 7.

- 4 Browse for one of the following files:
  - **Splash G610-DocuColor 12**
  - **Splash G610-DocuColor 12PM**
  - **Fiery XP12 Color Server PS**
  - **Fiery X12 Color Server PS**
- 5 Highlight the desired file and click **Select**.
- 6 In the Chooser, select **Setup**.

A list of options displays.
- 7 Select **Configure**.
- 8 At the High Capacity Feeder option, select **Installed**, and then select **OK**.
- 9 Click **OK** and close the **Chooser**.

# Convenience Stapler

## Overview

The Convenience Stapler may be attached to and used with your DocuColor 12 Printer.

The Convenience Stapler attaches to the back left corner of your DocuColor 12 Printer work surface.



**Figure 12: DocuColor 12 with a Convenience Stapler attached**

The Stapler plugs in at the lower right side toward the rear of the printer. The convenience stapler unit includes the stapler as well as a holder for used staples and stationary supplies.

Use the stapler as an off-line stapler.

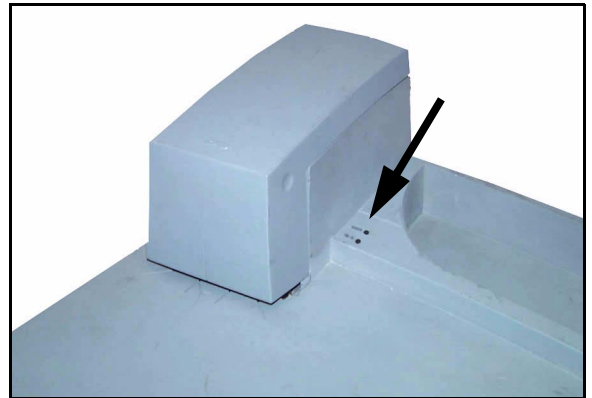


**Figure 13: The Stapler power cord**

### ***Indicator lights***

Indicator lights signify the status of the stapler:

- When the green “ready” light is lit, the staple cartridge has more than 20 staples available and is ready to staple.
- When the red light is on, the staple cartridge has fewer than 20 staples available and should be replaced.
- When the green and red lights are off, a jam has occurred or the stapler is unplugged.



**Figure 14: Indicator Lights**

## Acceptable media

The following table shows the maximum number of sheets that can be stapled using paper of the specified type and weight.

Paper Type	Weight	Maximum sheets
Color Xpressions	24 lb. (90 gsm)	50
ColoTech +	24 lb. (90 gsm)	50

**Table 2: Acceptable media**

For equivalent paper types and weights, refer to the *Recommended Materials List* for this product.

## Ordering staple cartridges

The stapler contains a cartridge, **108R00053**, that holds 5000 staples and is easily replaceable. Call the numbers listed below for consumable supplies:

US: 1-800-822-2200

Canada: 1-800-668-0199

Canada (French): 1-800-668-0133

Europe: \_\_\_\_\_

Latin America: \_\_\_\_\_



## Using the stapler

1 2 3...

- 1 Ensure that you have no more than 50 sheets of 24 lb. paper. Align all sheets to the edge you want to staple.
- 2 Slide the set under the staple head using the diagonal or straight marks on the stapler base as a guide. These diagonal or straight marks are the paper guides.
  - When the set is inserted into the stapler, a switch activates the stapling action automatically.
  - Remove and reinsert the set if another staple is required.

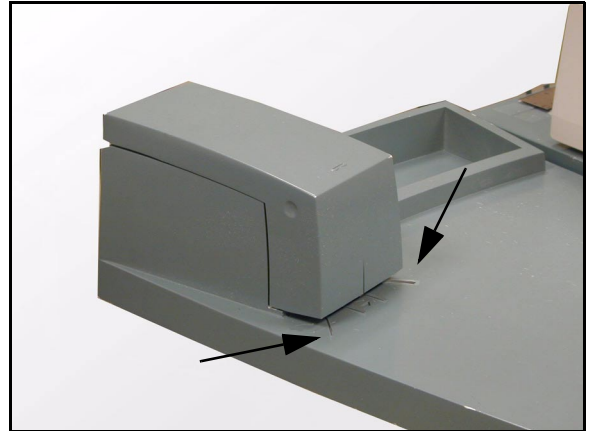


Figure 15: Paper guides

## Adding staples

1 2 3...

- 1 Open the stapler by grasping the cover at the two indentations on the upper right and left side and pulling it straight up and back.

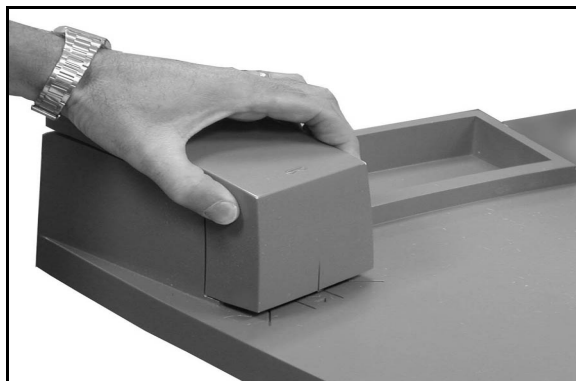


Figure 16: Opening the stapler

- 2 Pull the empty cartridge out by holding the gold handle at the top tabs and pulling the cartridge straight out. Dispose of the cartridge according to local regulations.
- 3 Align the new cartridge so that the bottom white tabs are on the bottom edge of the metal bracket and below the black plastic side arms.
- 4 Push the cartridge firmly to the back until the cartridge clicks into place.
- 5 Close the cover by moving it down until it clicks close.



Figure 17: Removing the cartridge

## Clearing a stapler jam

1 2 3...

- 1 For a simple jam, remove the set with the jammed staples from the stapler. Insert a sheet under the staple head to cause the stapler to eject the jammed staple.
- 2 If the set itself is jammed, remove the staple cartridge, as described in “**Adding Staples**,” then pull out the jammed set.

Clear the jammed staple and reinsert the cartridge or insert a new cartridge.

## Troubleshooting

If you suspect a problem with the Convenience Stapler, perform the following steps in the order listed.

1 2 3...

- 1 Ensure that the stapler cover is completely closed.
- 2 Check the power cord and power switch on the printer to ensure that it is plugged in and powered on.
- 3 Check the power cord for the stapler to ensure that it is plugged in.
- 4 Perform the procedure for “Clearing a stapler jam.”
- 5 If the stapler is still not operating correctly, call for assistance.



**Figure 18: The Stapler power cord**

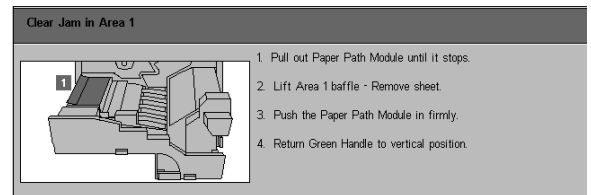
# 5. Problem Solving

## Overview

The DocuColor 12 Printer is designed to help you find and solve problems as they happen. The printer can detect problems and display the corrective action on the screen. If the instructions for solving a particular problem are not displayed on the screen, refer to the tables on the following pages to help you resolve the problem.

This section describes the printer faults and how to perform the appropriate recovery procedure.

Sometimes, you may not succeed in your efforts to clear a fault. When this happens, you should call the Xerox Customer Support Center. Before calling for assistance, perform the steps provided on the following pages.

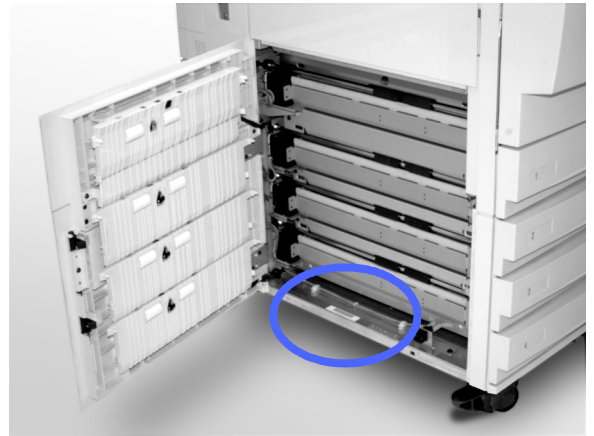


**Figure 1: A typical fault screen**

1 2 3...

- 1 With the power on and the printer in a fault condition, record the Fault Codes displayed in the lower left corner of the touch screen.
- 2 Record the Machine Serial Number from the label on the inside lower left cover of the printer.
- 3 If the problems are print quality problems, save the defective prints for the Xerox service representative to examine.

For DocuColor 12 Printer applications support, user help, and service support, call the Xerox Customer Support Center.



**Figure 2: Machine Serial Number location**

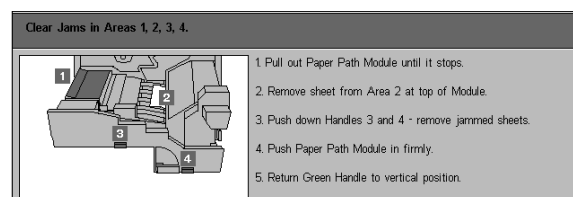
## Paper Jam Clearance

Paper may jam in several areas inside the printer:

- Behind the Left Door
- Behind the Right Door
- Behind the Front Door
- In the Duplex Path
- In the output area, that is, near the Output Tray (or the Mailbox)
- Near the paper exit for Paper Tray 5

When a paper jam occurs, a message displays in the message area of the Touch Screen with the corrective actions to take, as illustrated in Figure 3.

Occasionally, multiple paper jams occur or multiple sheets of paper jam during an extended print job. A paper jam message displays until all paper jams in the printer have been cleared. The Touch Screen displays the appropriate message screen for the area of the printer which needs to be checked until all jams are cleared.



**Figure 3: A typical fault screen**



**KEY POINT:** Gradually remove the jammed paper so you do not rip it. If the jammed paper rips, be sure to remove all of the pieces.

The action required to clear a paper jam varies with the location of the jam. Clearance procedures for each of these areas are provided in the sections that follow.

Occasionally, you may have to follow more than one clearance procedure to clear the paper path completely. If so, begin at the sides of the printer and then clear the jam from the front.

Read the instructions and carefully follow the steps in the order given. If you do not follow the instructions sequentially, the printer may be subject to more complex paper jams.

When the jam is cleared successfully and all doors are closed, a message telling you to continue or change the job displays on the Touch Screen.

### *Preventing paper jams*

To prevent paper jams:

- Ensure that the paper you use is not damaged. Dispose of any damaged paper.
- Ensure that you position the paper guides lightly against the paper.

If jams persist:

- Invert the paper stack in the appropriate paper tray. Excessive curl of the paper sometimes causes paper jams.
- Load freshly opened paper into the appropriate paper tray. If the paper jams cease, dispose of the paper that caused the jams.



## Paper jam behind the Left Door



**NOTE:** Paper that is partially out of the printer may become more severely jammed if it is not removed before you open the Paper Path Module. Ensure that all paper is cleared from this area, especially paper that is positioned between the paper trays and the Paper Path Module Registration area.

1 2 3...

- 1 Note the area of the jam behind the Left Door displayed on the Touch Screen.
- 2 Perform one of the following:
  - If a paper jam occurs from Paper Trays 1, 2, 3, or 4, open the side panel in the Left Door and carefully remove the jammed paper.

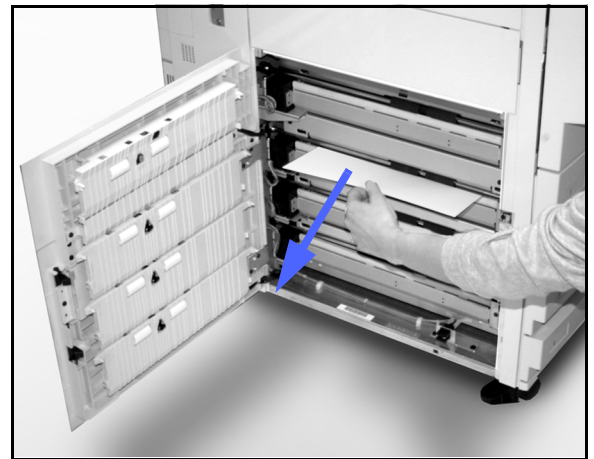


Figure 4: Clearing a jam from the left side

- If a paper jam occurs near Paper Tray 5, lift the release lever on Paper Tray 5 and open the panel.

- 3 Close all open panels.

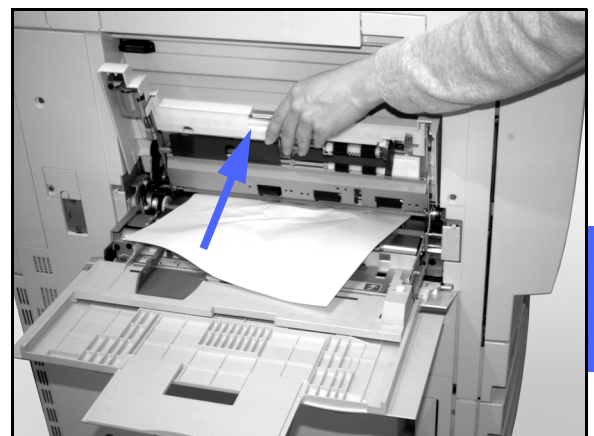


Figure 5: Opening the Paper Tray 5 Panel

## *Paper jam behind the Right Door*

1 2 3...

- 1** Note the area of the jam behind the Right Door displayed on the Touch Screen.
- 2** If there is a Mailbox, push down on the release lever, and push the Mailbox away from the printer.



**Figure 6: The printer Mailbox release lever**

- 3** Open the Right Door.



**Figure 7: Opening the Right Door**

- 4** Remove all paper that is visible in the area.
- 5** Close the Right Door.
- 6** If there is a Mailbox, push the Mailbox back into place.

## Paper jam behind the Front Door

1 2 3...

- 1 When the Touch Screen displays a message indicating a jam behind the Front Door, open the Front Door.



Figure 8: Opening the Front Door

- 2 Rotate the green handle clockwise, and pull out the Paper Path Module until it is fully open.
- 3 Check the Touch Screen for a new message indicating the area of the jam.



**KEY POINT:** Check and clear all jams in the Paper Path Module before closing the module.

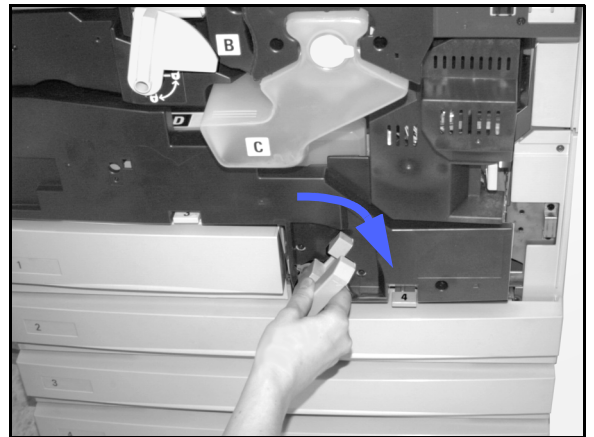


Figure 9: Rotating the green handle clockwise

4

In the Registration area, lift the baffle marked 1 and carefully remove the jammed paper. Press the baffle gently back into place.



**NOTE:** If transparency jams occur in this area, check Paper Tray 5 to ensure that the transparencies are loaded with the white stripe down, and as the leading edge.

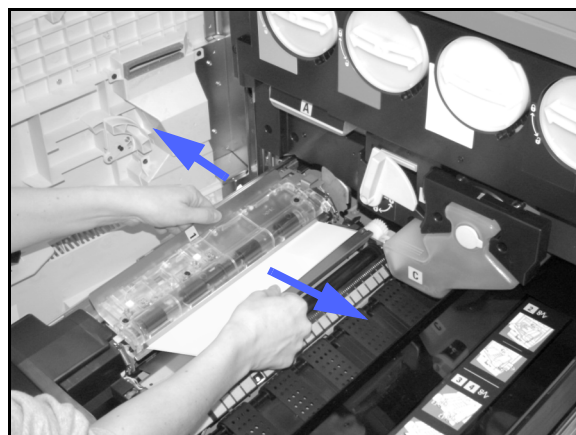


Figure 10: Area 1 in the Registration area



**WARNING:** The Fuser Area is very hot. Be careful when clearing a jam in this area.



**WARNING:** Fuser oil can irritate your eyes. Wash your hands thoroughly with soap and water and avoid touching your eyes if your fingers are contaminated with fuser oil.

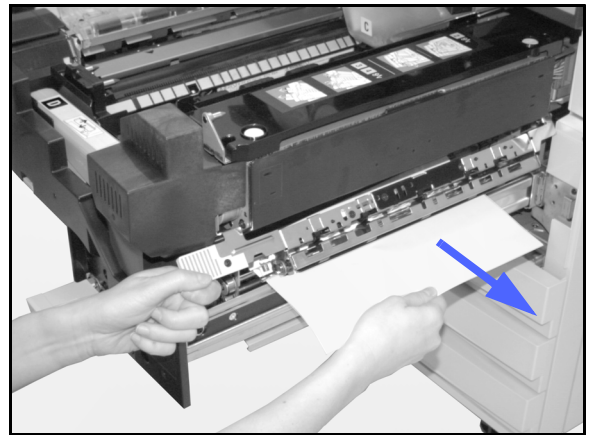
5

In the Fuser Area, 2, carefully pull any paper in the entry area to the left to free it.



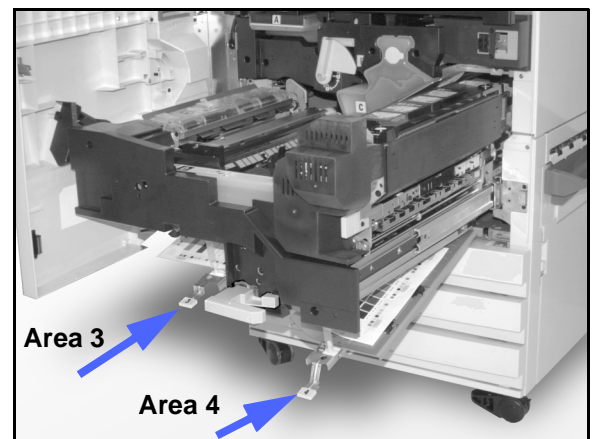
Figure 11: Fuser Area 2

- 6** If the paper jam is in the Fuser Exit Area, locate the Fuser Exit Area handle at the right of the Paper Path Module. Move the handle to the right and carefully remove the jammed paper. Gently secure the handle back into place.



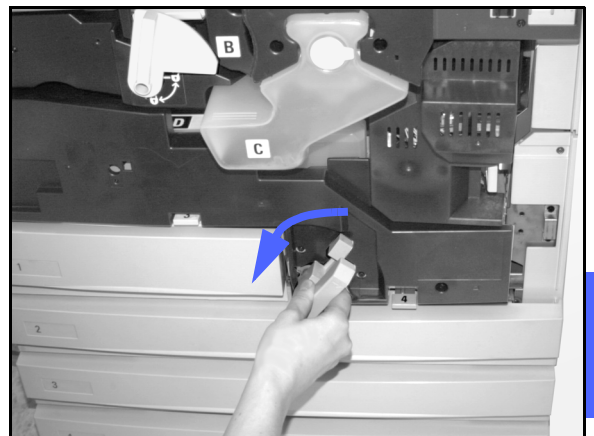
**Figure 12: Fuser Exit area**

- 7** In the Duplex Path, areas 3 and 4, press the handles down gently to release the Aligner Baffle (left handle) and Duplex In baffle (right handle).
- 8** Remove the jammed paper and secure the handles back in place.



**Figure 13: Duplex Path Areas**

- 9** Firmly push in the Paper Path Module until it is in place. Turn the green handle counterclockwise to lock the module.



**Figure 14: Rotating the green handle counterclockwise**

## *Paper jam inside a paper tray*

Paper that is partially out of the paper tray when the paper tray is opened can cause more complex jams by tearing. The torn pieces may become jammed in areas that you cannot reach.

1 2 3...

- 1** Use the message that displays on the Touch Screen to locate the paper jam.
- 2** Use the previous procedures to clear any paper that is behind the Left or Right Door of the printer.
- 3** Slowly open the appropriate paper tray.

If you hear the sound of tearing or crumpling paper, stop opening the paper tray.

Attempt to grasp and remove the paper that is being damaged without opening the paper tray farther.

If you cannot grasp the paper, carefully open the paper tray farther and attempt to grasp the damaged paper again.

- 4** Remove all of the damaged paper.
- 5** Readjust the paper stack in the paper tray to the proper position. Ensure that the paper stack height does not cover the MAX fill line on the paper tray.
- 6** Adjust the edge guides so they are lightly touching the paper.
- 7** Close the paper tray slowly to avoid shifting the paper stack.



**Figure 15: Clearing a Paper Jam inside a Paper Tray**



## Paper jam inside Paper Tray 5

1 2 3...

- 1 Use the message that displays on the Touch Screen to locate the paper jam.
- 2 If necessary, grasp the center top handle and raise the top of Paper Tray 5 toward the printer to access the jam.
- 3 Remove all of the visible jammed paper, including any partially fed sheets.

If you cannot grasp all of the jammed paper at the entrance of Paper Tray 5, open the Front Door and follow the procedure, "Paper jam behind the Front Door."



Figure 16: Grasping the top of Paper Tray 5

After you have cleared all of the paper jams, grasp the center top handle and lower the top of Paper Tray 5. Readjust the paper stack and the paper guide in Paper Tray 5.

### KEY POINT:

- Move the edge guide so it lightly touches the paper stack. Adjust the edge guide each time you load paper into Paper Tray 5.
- If Paper Tray 5 is not fully extended, paper jams or misregistration may occur.



Figure 17: Lifting the top of Paper Tray 5

## Resolving hardware problems



**WARNING:** When clearing the paper path in the Fuser area (located in the Paper Path Module), remember that the surfaces are hot. To avoid injury, proceed with caution when clearing the path.

Problem	Suggested Solution
<p>Dry Ink Cartridge:</p> <ul style="list-style-type: none"> <li>Operator cannot reinsert a partially full dry ink cartridge after it has been removed.</li> <li>Operator mistakenly removed the wrong dry ink cartridge and wishes to reinsert it.</li> </ul>	<p>Reinstall the dry ink cartridge using the following procedure:</p> <p>NOTE: The following procedure may result in dry ink spillage on the floor. To protect the floor, put a disposable covering or drop cloth beneath and in front of the printer.</p> <ul style="list-style-type: none"> <li>Reinstall the used and partially full dry ink cartridge by pushing in the cartridge until it is fully seated against the rear stop. Rotate the cartridge in the direction indicated on the label located on the printer. For more information, refer to the <i>System Administration Guide</i>, Replacing the Dry Ink (Toner) Cartridge.</li> <li>Inform the Xerox service representative at the next service call about the above action since he or she may need to clean up the dry ink on internal printer components.</li> </ul>
<p>Electrical power to the printer appears to be off even though the Main Power Switch is on, and the power outlet to the printer is operational.</p>	<p>The printer is equipped with an additional safety feature to provide protection in the event of an incorrectly wired electrical supply to the printer. This device, a Ground Fault Protector (GFP), cuts off all power to the printer if an electrical fault is detected. If there appears to be no power to the printer, determine if the switch on the GFP has been tripped. The GFP is located on the lower rear panel of the printer. If the switch is in the off position (down), the GFP has been activated. Flip the switch up and determine if electrical power has been restored. If power is restored, continue to operate the printer normally. If the GFP reactivates, call your representative. Refer to section 2, "Getting to know your DocuColor 12 Printer," for additional Power on/off information.</p>



## Resolving programming problems

Problem	Suggested Solution
The Control Panel Touch Screen does not respond to a touch command.	<p>Press Clear All on the Control panel.</p> <p>Touch a selectable button on the Touch Screen with one finger. A slight pressure is required to cause the printer to react.</p> <p>If the problem persists, open the Front Door of the printer. Close the Front Door and make a selection on the Touch Screen. If the Touch Screen does not respond to any touch commands, switch off the power. Wait 5 seconds. Then switch on the power.</p>
Printer features are not selectable.	<p>Certain features cannot be selected because of the previous selections. Generally, features or buttons you can select appear selectable to indicate you can use them with the previous selections. See your System Administrator for more information about buttons.</p>

## Resolving Processor problems

Problem	Suggested Solution
Transparencies	<p>Use transparencies with a painted or removable white stripe. Load them with stripe down, as the lead edge of the sheet in Paper Tray 5.</p> <p>Load the transparencies by following the instructions in Chapter 3.</p>
Transparencies are too oily	Refer to the <i>Recommended Materials List</i> and the <i>Color Materials Usage Guide</i> for more information about transparencies.
11 x 17 inch (A3) transparencies jam when exiting the printer to the Output Tray	Remove each copy of 11 x 17 inch (A3) transparencies from the Output Tray before subsequent prints exit the printer.
Multiple sheets feed from the paper trays	<p>Do not fill the paper trays above the MAX fill line indicator. Tray 1 holds approximately 500 sheets of 20 lb. (75 gsm) paper. Trays 2, 3, and 4 hold approximately 550 sheets of 20 lb (75 gsm) paper.</p> <p>Remove the paper from the tray and fan the sheets to separate the joined sheets.</p> <p>Predrilled sheets may stick together at the holes. Remove the paper from the tray and fan the sheets to separate the joined sheets.</p>
Multiple sheets feed from Paper Tray 5	<p>Paper and transparencies may stick together if environmental conditions are too dry and cause excessive static. Increase the humidity level in the printer room to minimize static.</p> <p>Do not overload Paper Tray 5.</p> <p>Gently fan transparencies to separate the sheets before you load them into Paper Tray 5. If multiple sheet feeding continues, feed the transparencies one at a time from Paper Tray 5.</p>
Sheets will not feed from the Paper Tray 5	<p>Ensure that the height of the stack does not exceed the MAX fill line.</p> <p>Check that the paper guide is not too tight. The paper guide should be adjusted to be just snug against the paper stack.</p>

Problem	Suggested Solution
Paper jams when exiting the Paper Trays	<p>Ensure that the edge guides of the paper tray fit snugly against the paper stack.</p> <p>Do not fill the paper trays above the MAX fill line indicator. Tray 1 holds approximately 500 sheets of 20 lb. (75 gsm) paper. Trays 2, 3, and 4 hold approximately 550 sheets of 20 lb. (75 gsm) paper.</p> <p>Close the tray slowly to avoid shifting the paper stack.</p>
Output jams when exiting the printer to the Output Catch Tray	<p>Ensure the paper matches the type defined for the Paper Tray.</p> <p>When no Mailbox is present, the Output Catch Tray can hold up to 250 sheets of 20 lb (75 gsm) paper. Empty the catch tray when output approaches this limit to ensure continuous production.</p> <p>Ensure the first sheet is not blocking the paper exit, particularly for 11 x 17 inch output.</p>
Output jams when exiting the printer to the Offset Catch Tray	<p>Ensure the paper matches the type defined for the Paper Tray.</p> <p>The Mailbox Offset Catch Tray has a capacity of 500 sheets of 20 lb (75 gsm) paper. Remove the output when it approached this limit to ensure continuous production.</p> <p>Ensure the first sheet is not blocking the paper exit, particularly for 11 x 17 inch output.</p>
11 x 17 inch output blocks exit	Ensure the first sheet of 11 x 17 inch output exits completely.
Prints originating from Paper Tray 5 are skewed. Jams may be occurring.	The paper guide on Paper Tray 5 may not be set correctly or may be too tight against the paper stack. Ensure that the paper guide snugly touches the paper stack.

Problem	Suggested Solution
Excessive paper curl	<p>Paper curl may be a result of:</p> <ul style="list-style-type: none"><li>• The mass of dry ink (toner) coverage on the copy - the greater the toner mass, the greater the paper curl.</li><li>• The paper weight.</li><li>• The humidity conditions at the printer.</li></ul> <p>You can sometimes minimize curl problems by flipping the paper over in the tray and sending the prints again. If excessive curl is still present, use a heavier paper.</p> <p>Ensure the paper matches the type defined for the Paper Tray.</p> <p>When no Mailbox is present, the Offset Catch Tray can hold up to 250 sheets of 20 lb (75 gsm) paper. Empty the catch tray when output approaches this limit to ensure continuous production.</p> <p>The Mailbox Offset Catch Tray has a capacity of 500 sheets of 20 lb (75 gsm) paper. Remove the output when it approached this limit to ensure continuous production.</p> <p>Printing high density background areas or documents with alternating high and low density areas results in more curl. Attempt to reduce the amount of curl by adjusting the image in the DFE quality controls to reduce the amount of dry ink on the prints.</p> <p>Place the printer and paper in a room with air conditioning and low humidity to minimize the moisture in the environment.</p> <p>Attempt to print on thicker paper or on paper stock that is less sensitive to moisture.</p>
Load Paper in Tray 6 message is displayed.	<p>Check that paper is loaded correctly and the paper size guide is properly set. Ensure that paper is not loaded over the maximum fill line.</p>

## Resolving output quality problems

Problem	Suggested Solution
Deletions on the print edges.	<p>Edge deletion on all sides of the print is normal, and is greatest on the lead edge of the print.</p> <p>Moisture may be present in the paper. Load a fresh supply of paper into the trays.</p> <p>Some deletions may be caused by small pieces of paper remaining in the printer components after a paper jam has been cleared. When clearing a paper jam, be sure to look for and remove any paper fragments.</p>
The image quality and the color have degraded over a period of time.	<p>The dry ink cartridge may need attention. Contact your System Administrator for assistance.</p>
It is difficult to perform secondary operations on the prints, such as writing on them or using adhesives.	<p>This problem is caused by the oil used in the fusing process. The problem can be reduced or eliminated by setting the prints aside for one or two hours before performing a secondary operation on them. Rubbing the print surface with a soft, clean cloth or eraser may also help.</p>



## 6. Technical Information

### *Overview*

The information in this section is provided for your convenience and can be supplemented with information provided by your Xerox sales or service representative.

## Specifications

### Electrical Power Requirements (115 VAC - 60 Hz)

<b>Specifications</b>	Single phase	Two wire plus earth ground
	Current service	15 Amps (Dedicated line recommended but not required)
	Line-to-Neutral	115 Volts ( $\pm 10\%$ )
	Frequency	60 Hz Contact your Xerox Service Representative for more information.
<b>Max. Power Consumption</b>		1.584 kVA
<b>Current Loads @ 115V</b>	Warm-up	11 Amps (1.265 kVA) (approx.)
	Stand-by Average	5.3 Amps (0.6 kVA) (approx.)
	Average Run Mode (4-Color)	7.5 Amps (0.9 kVA) (approx.)



## *Electrical Power Requirements (220-240 VAC - 50 Hz)*

<b>Specifications</b>	Single phase	Two wire plus earth ground
	Current service	15 Amps (Dedicated line recommended but not required)
	Line-to-Neutral	220 - 240 Volts ( $\pm 10\%$ )
	Frequency	50 Hz Contact your Xerox Service Representative for more information.
<b>Max. Power Consumption @ 220 Volts</b>		1.584 kVA
<b>Current Loads @ 240V</b>	Warm-up	6.3 Amps (1.265 kVA) (approx.)
	Stand-by Average	3 Amps (0.6 kVA) (approx.)
	Average Run Mode (4-Color)	4.5 Amps (0.9 kVA) (approx.)

## Environmental Requirements

<b>Humidity Non-Condensing</b>	Minimum	15% relative humidity
	Maximum	85% relative humidity
<b>Operating Temperatures</b>	Minimum	50°F (10°C)
	Maximum	95°F (35°C)
<b>Maximum Altitude</b>	10,000 feet (3050 meters) in normal configuration	
<b>Heat Output</b>	Operating	3755 BTUs per hour, average
	Standby	1230 BTUs per hour, average

## Health and Safety Information

<b>Audible Noise Levels</b>	Standby	58.4 dB(A)
	Impulse/Run Mode	71.0 dB(A)
<b>Ozone Emissions</b>	Not to exceed 0.01 PPM in a 50 cubic meter room (continuous run, according to UZ 62) Ozone filter change at 320K copies	
<b>Dust</b>	Dust concentration during continuous run = 0.075 mg/cubic meter	
<b>Photoreceptor Type</b>	Organic	
<b>Product Safety</b>	This printer complies with the corresponding regulation: <ul style="list-style-type: none"><li>• US/Canada: UL 1950, Third Edition</li><li>• Europe: Low Voltage Directive (72/23/EEC) IEC 950 A1: 1993/ A2:IEC825</li></ul> The printer carries the CE symbol for the 220-240 V, 50 Hz version.	
<b>RFI Emissions</b>	This printer complies with the following: <ul style="list-style-type: none"><li>• US/Canada: FCC Class B, ICES-003 Class B</li><li>• Europe: EMC Directive (89/336/EEC) -EN55022-A Class B, EN61000-3-2.</li></ul>	

## Capabilities

<b>Warm-up Time</b>	7.4 — 9.5 Minutes at 72°F (22°C), 53% Relative Humidity	
<b>First Copy Out Time*</b>	Black	5.8 seconds
	Color	14.1 seconds
<b>Copy Selector</b>	1-999 copies	
<b>Documents</b>	Effective maximum print area: 11.7 inches x 17.2 inches (297 mm x 438 mm)	
<b>Throughput Size</b>	8 x 10 inches to 12.6 x 17.7 inches (203 mm x 254 mm to SRA3)	
<b>Throughput Paper Weight</b>	Tray 1	16 lb. — 28 lb. Bond 64 — 105 gsm
	Tray 2	16 lb. — 32 lb. Bond 64 — 128 gsm
	Tray 3	16 lb. — 32 lb. Bond 64 — 128 gsm
	Tray 4	16 lb. — 32 lb. Bond 64 — 128 gsm
	Tray 5	16 lb. Bond — 140 lb. Index 64 — 250 gsm
<b>Paper Capacity</b>	Tray 1	500 sheets using 20lb (75gsm)
	Tray 2	550 sheets using 20lb (75gsm)
	Tray 3	550 sheets using 20lb (75gsm)
	Tray 4	550 sheets using 20lb (75gsm)
	Tray 5	100 sheets using 20lb (75gsm)
<b>Reduction/Enlargement</b>	Applied range: 25%—400% Choice of fixed or variable values (in 1% increments)	

\* The black and white output rate is 50 prints per minute.

## Physical Dimensions



**NOTE:** The dimensions listed include the Processor and the standard Catch Tray.

Floor space requirements can vary depending on printer options and placement location. Contact your Xerox sales or service representative to evaluate your exact requirements.

Mailbox		
Width	28 in.	711.2 mm.
Height	40.5 in.	1029 mm.
Depth	24.25 in.	616 mm.
High Capacity Feeder		
Width	18.12 in.	460.2 mm.
Height	17 in.	432 mm.
Depth	23 in.	584 mm.
DocuColor 12 Printer		
Width	24.5 in.	622.3 mm.
Height	38.84 in.	986.5 mm.
Depth	31.5 in.	800 mm.

## *System Modes of Operation*

<b>Power Saver Mode</b>	As set by System Administrator: 15-240 minutes  Factory Default: 60 minutes
-------------------------	---

## *Print rates for Paper Trays 1, 2, 3, and 4: Normal Paper*

Prints per minute for normal paper (64—105 gsm)  
fed from trays 1, 2, 3, and 4 are listed below.

	Black / White Mode		Color Mode	
	Single Sided Prints	Two Sided Prints	Single Sided Prints	Double Sided Prints
<b>B5 LEF</b>	50	25	12	8
<b>B5 SEF</b>	29	14	6	3
<b>A4 LEF</b>	50	25	12	6
<b>A4 SEF</b>	29	14	6	3
<b>Letter LEF</b>	50	25	12	6
<b>Letter SEF</b>	29	14	6	3
<b>Legal SEF</b>	29	14	6	3
<b>B4 SEF</b>	29	14	6	3
<b>A3 SEF</b>	25	12	6	3



### **NOTE:**

LEF - Long Edge Feed

SEF - Short Edge Feed

## ***Print rates for Paper Trays 2, 3, and 4: Limited Heavyweight Paper***

Prints per minute for limited heavyweight paper (106—128 gsm) fed from trays 2, 3, and 4 are listed below.

	Black / White Mode	Color Mode
	Single Sided Prints	Single Sided Prints
<b>B5 LEF</b>	6	3.5
<b>B5 SEF</b>	6	3.5
<b>A4 LEF</b>	6	3.5
<b>A4 SEF</b>	6	3.5
<b>Letter LEF</b>	6	3.5
<b>Letter SEF</b>	6	3.5
<b>Legal SEF</b>	6	3.5
<b>B4 SEF</b>	6	3.5
<b>A3 SEF</b>	6	3.5



### **NOTE:**

LEF - Long Edge Feed

SEF - Short Edge Feed

## Print rates for Tray 5

Print rates (prints per minute) for Tray 5 are listed below.

	Size	Black / White Mode	Color Mode
		Single Sided Prints	Single Sided Prints
<b>Normal Paper</b> 64—105 gsm	A4 / Letter LEF	25	6
	A3	20	6
<b>OHP (Transparency)</b>	A4 / Letter LEF	25	2.4
	A3	20	2.4
<b>Heavyweight Paper</b> 106—163 gsm	A4 / Letter LEF	6	3.5
	A3	6	3.5
<b>Extra Heavyweight Paper</b> 164—250 gsm	A4 / Letter LEF	3	2.4
	A3	3	2.4
<b>Postcard</b>	Postcard SEF	3	2.4



### NOTE:

LEF - Long Edge Feed

SEF - Short Edge Feed



## Mailbox Specifications

<b>Paper Size</b>	8.5 x 11 inches to 11 x 17 inches (216 x 279 mm to 279 x 432 mm) (A4 to A3)
<b>Capacity of the Output/Offset Catch Tray</b>	500 sheets of 20 lb. (75 gsm) paper
<b>Number of Mailbox Bins</b>	10
<b>Capacity of each bin</b>	100 sheets of 20 lb. (75 gsm) paper
<b>Weight</b>	75 lbs (34 kg)
<b>Dimensions</b>	Width: 28 (711.2 mm)
	Height: 40.5 inches (1029 mm)
	Depth: 24.3 inches (616 mm)
<b>Noise while running</b>	56 dB(A)

## Metric Conversion Chart

\* Note that most numbers are rounded off.

Inches	Millimeters (mm)	Inches	Millimeters (mm)	Inches/ International Sizes	Millimeters (mm)	Celsius (°C)	Fahrenheit (°F)
0.01	0.254	6	153	13.5	343	10	50
0.04	1	7.2	183	14.0	356	32	90
0.05	1	7.3	185	8.0	203	100	212
0.1	3	7.5	190	15.75	400	200	392
0.15	4	7.8	198	16.9	429	204	400
0.2	5	8.0	203	17.0	432	218	425
0.25	6	8.3	211	24.0	610		
0.28	7	8.4	213				
0.3	7	8.5	216				
0.5	13	8.7	221	5 x 8	127 x 203		
0.6	15	9.0	229	8 x 10	203 x 254		
0.7	18	10.0	254	8 x 11	203 x 279		
0.8	20	10.5	267	A4	210 x 297		
1	25.4	10.8	274	8.5 x 11	216 x 279	<b>Kilograms</b>	<b>Pounds</b>
1.4	36	11.0	279	8.5 x 13	216 x 330	1.0	2.205
1.5	38	11.1	282	8.5 x 14	216 x 356	0.454	1.0
1.7	43	11.15	283	8.7 x 14	221 x 356		
1.9	48	11.5	292	9 x 11	229 x 279		
2	51	11.8	300	9 x 14	229 x 356		
2.3	58	11.85	301	11 x 17	279 x 432		
2.5	64	12.5	318	A3	297 x 420		
3	76	13.0	330	12 x 17	305 x 432		
4	104	13.4	340	12 x 18	305 x 457		
5	127	13.45	342	SRA3 12.6 x 17.7	320 x 450		

## 7. Index

7

### A

- Accessories: 2-13, 4-1 - 4-20
- Adhesive tapes and adhesives: 3-17
- Administration button: 2-4
- Attention tones: 2-6
- Audio tones: 2-6
  - Attention tones: 2-6

### C

- Capabilities: 6-5
- Clear button: 2-5
- Clearing jams: 5-3
  - Mailbox: 4-4
- Connectivity: 2-12
- Control Panel: 2-3
  - Administration: 2-4
  - Buttons: 2-4
  - Clear: 2-5
  - Numeric Keypad: 2-4
  - Power saver: 2-5
- Convenience Stapler: 4-14 - 4-20
  - Acceptable media: 4-16
  - Adding staples: 4-18
  - Clearing a jam: 4-19
  - Indicator Lights: 4-15
  - Ordering cartridges: 4-16
  - Troubleshooting: 4-20
  - Using: 4-17

### D

- Dry Ink: 2-9
- Dry Ink Cartridge
  - Problem Solving: 5-17
- Duplex path: 2-8

### E

- Edge deletions
  - Problem solving: 5-17
- Electrical Power
  - Problem Solving: 5-12
- Electrical Power Requirements
  - 115 VAC-60 Hz: 6-2
  - 220-240 VAC-50 Hz: 6-3
- Environmental Requirements: 6-4

### F

- Front Door
  - Jam clearance: 5-7
- Fuser
  - Paper Path: 2-8
- Fuser roll
  - Cammed-up position: 2-11

### G

- Ground Fault Protector: 2-11
  - Problem solving: 5-12

### H

- Hardware
  - Dry Ink Cartridge Problem Solving: 5-12
  - Electrical Power Problem Solving: 5-12
  - Ground Fault Protector Problem solving: 5-12
  - Resolving problems: 5-12
- Health and Safety Information: 6-4
- High Capacity Feeder (HCF): 4-7 - 4-13
  - Acceptable Media: 4-7
  - Accessing from the client workstation: 4-11
    - Mac OS: 4-13
    - Windows 98/95: 4-11
    - Windows NT: 4-12
  - Clearing a paper jam: 4-9
  - Loading paper: 4-8

### J

- Jam
  - Using Clear: 2-5
- Jam Clearance
  - See Paper Jam Clearance: 5-3
- Jam clearance
  - Behind Front Door: 5-7
  - Behind Left Door: 5-5
  - Behind Right Door: 5-6
  - Convenience Stapler: 4-19
  - High Capacity Feeder: 4-9
  - Inside Paper Tray 1, 2, 3, 4: 5-10
  - Inside Paper Tray 5: 5-11
  - Mailbox: 4-4

### K

- Keypad: 2-4

**L**

Left Door  
     Jam clearance: 5-5  
 Left Door (Mailbox): 4-1  
     Jam clearance: 4-5  
 Loading paper: 3-4  
     Trays 1, 2, 3, 4: 3-7  
     Tray 5: 3-9  
 Loading Transparencies: 3-6  
 Low Power button: 2-4

**M**

Mailbox: 4-1 - 4-6  
     Bins: 4-1  
     Clearing a jam: 4-4  
     Left Front Door: 4-1  
     Offset Catch Tray (OCT): 4-1  
     Right Front Door: 4-1  
     Using: 4-3  
 Message area: 2-6  
 Metric Conversion Chart: 6-12  
 Moving the printer: 2-12

**N**

Numeric Keypad: 2-4

**O**

Offset Catch Tray (Mailbox): 4-1  
 Options: 2-13  
 Output  
     Problem solving: 5-15, 5-17  
 Output Quality Problems  
     Edge deletions: 5-17  
     Secondary operations: 5-17  
 Output Tray  
     Paper Path: 2-8

**P**

Paper: 3-1–3-17  
     Excessive paper curl: 5-16  
     Loading paper into trays 1, 2, 3, 4: 3-7  
     Loading paper: 3-4  
     Loading paper into tray 5: 3-9  
     Multiple feed problem solving: 5-14  
     Paper Tray 5: 3-3  
     Paper Trays 1, 2, 3, 4: 3-2  
     Paper Usage: 3-13  
     Tray 5 feed problem solving: 5-14  
     Using 12 x 18 inch or SRA3 Paper: 3-12  
     Using paper: 3-4  
     Using transparencies: 3-6  
 Paper jam (Mailbox): 4-4  
 Paper Jam Clearance: 5-3–5-11  
     Behind the Front Door: 5-7  
     Behind the Left Door: 5-5  
     Behind the Right Door: 5-6

Excessive paper curl: 5-16  
 Exit from Paper Trays 1, 2, 3, 4: 5-15  
 Inside a paper tray: 5-10  
 Inside Paper Tray 5: 5-11

Paper Path: 2-8

Fuser: 2-8  
 Output Tray: 2-8  
 Paper Trays: 2-8  
 Mailbox: 2-8  
 Transfer Belt: 2-8

Paper Path Preregistration Area: 2-8

Paper Supply

    Programming for Tray 5: 3-16

Paper Tray 5: 3-3

    Print Rates: 6-10  
     Feed problem solving: 5-14  
     Jam clearance: 5-11  
     Loading Paper: 3-9  
     Multiple feed problem solving: 5-14  
     Setup screen: 3-16  
     Using 12 x 18 inch or SRA3 Paper: 3-13

Paper Tray 5 Multiple feed problem solving: 5-14

Paper Trays

    Overview: 2-7  
     Paper Path: 2-8

Paper Trays 1, 2, 3, 4: 3-2

    Jam clearance: 5-10  
     Jam on exit problem solving: 5-15  
     Loading Paper: 3-7  
     Multiple feed problem solving: 5-14

Paper Usage: 3-13

Physical Dimensions: 6-6

Power Saver button: 2-5

Preregistration Area: 2-8

Preserving your color output: 3-17

    Adhesive tapes and adhesives: 3-17  
     PVC and color output: 3-17

Preventing paper jams: 5-4

Print rates

    Paper trays 1, 2, 3, & 4 (Normal paper): 6-8  
     Paper tray 2, 3, & 4 (Limited heavyweight): 6-9  
     Paper tray 5: 6-10

Problem Solving: 5-1 - 5-17

    Hardware problems: 5-12  
     Output Quality Problems: 5-17  
     Paper Jam Clearance: 5-3  
     Preventing paper jams: 5-4  
     Processor problems: 5-14  
     Programming problems: 5-13

Processor

    Problem solving: 5-14

Processor problems

    Excessive paper curl: 5-16  
     Multiple feed: 5-14  
     Paper jams on exit from trays: 5-15  
     Paper Tray 5 Multiple feed: 5-14  
     Transparencies: 5-14

Tray 5 Feed: 5-14  
Programming problems  
Control Panel  
Touch Screen: 5-13  
PVC and color output: 3-17

## **R**

Right Door  
Jam clearance: 5-6  
Right Front Door (Mailbox): 4-1

## **S**

Safety information: 6-4  
Stapler  
See Convenience Stapler: 4-14  
System Modes of Operation: 6-7

## **T**

Technical Information: 6-1–6-11  
Capabilities: 6-5  
Print Rates for Tray 5: 6-10  
Electrical Power Requirements (115 VAC-60 Hz):  
6-2  
Electrical Power Requirements (220-240 VAC-50  
Hz): 6-3  
Environmental Requirements: 6-4  
Health and Safety Information: 6-4  
Metric Conversion Chart: 6-12  
Physical Dimensions: 6-6  
Specifications: 6-2  
System Modes of Operation: 6-7  
Toner: 2-9  
Touch Screen: 2-6  
Message area: 2-6  
Problem solving: 5-13  
Transfer Belt: 2-8  
Transparencies: 3-6  
Loading: 3-6  
Problem solving: 5-14  
Tray 5 setup screen: 3-16  
Troubleshooting  
See Problem solving: 5-1

## **W**

White border edges: 2-10





Prepared by:  
Xerox Corporation  
Global Knowledge and Language Services  
800 Phillips Road  
Webster, New York 14580  
April 2001

**701P36558**