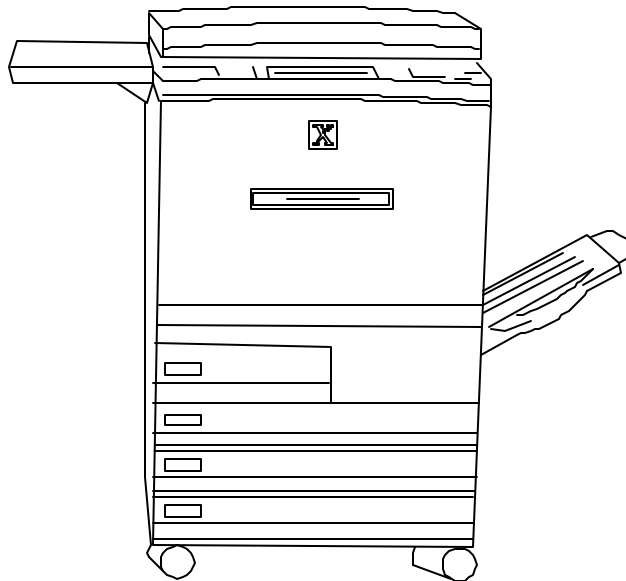

Getting to Know Your Product

DocuColor 12 Printer

Carrier

Product Orientation Guide



Note to Carriers: Open this document and review it page-by-page with your Customer.

January 2001
POG00010

THE DOCUMENT COMPANY
XEROX



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Contents

Carrier session overview	1
What to expect from the Carrier session	1
Component parts of the DocuColor 12 Printer	2
Component overview	2
Location of the power switch	3
Location of the Ground Fault Protector	3
Location of the serial number plate	3
The User Interface	4
Performing routine tasks	5
Loading paper in tray 1	5
Loading paper in trays 2, 3, and 4	5
Loading paper in tray 5	6
Loading paper in the high capacity feeder	6
Document(s) Output	7
Printer access areas for jam clearance	8
Paper jam behind the left door	8
Paper jam in tray 5	8
Paper jam behind the right door	9
Clearing a jam in the sorter/mailbox or in-line finisher	10
Clearing a jam behind the front door	11
Clearing jams in a paper tray	12
Obtaining the Meter Count	13
Carrier--STOP--page	15

Customer Information

Replacing a Dry Ink Cartridge	16
Troubleshooting: When something goes wrong	17
Caring for your DocuColor 12 Printer	17
Resources	18
Frequently asked questions	18

Carrier session overview

Orientation topics *This product orientation session will include these topics:*

- *Usage and control*
- *Document management*
- *Paper supply*
- *Access areas for jam clearance*
- *Location of power switch and serial number plate*

Length of session *This product orientation session will last about 10 minutes.*

Note: This brief overview is not intended as a formal training session.

What to expect from the Carrier session

Product Orientation Guide *Discusses key topics to **help you get acquainted** with your new product.*

*This Guide is **yours to keep** so that you can review the information or provide this same orientation to your colleagues, if you wish.*

Customer Information Section *This section contains a series of **self-guided activities** designed to increase your product knowledge. It can be used at your own pace. As you complete these activities, you are encouraged to consult the DocuColor 12 Digital Printer User Guide on the Customer Documentation CD-ROM for additional information.*

Additional training *If after reviewing all of the information above you feel you need additional training, please **contact your Sales Agent**, who will assist you.*

Evaluation questionnaire *Xerox values your comments about this orientation. They are essential to helping us continue to improve our products and services.*

- *After you have reviewed all of the information, please take a moment to **fill out and return** the evaluation questionnaire located at the back of this publication.*
- *If several people participate in the orientation session, please feel free to **have them fill out additional** questionnaires so that all participants can complete it.*

Component parts of the DocuColor 12 Printer

Component overview

Point out each component as you describe it. See Figure 1.

Note: Some items shown are optional accessories and may not be present on the machine you are using.

1. The **High Capacity Feeder** (optional) holds up to 2000 sheets of 20 lb (75 gsm) paper. Paper size is 8.5 x 11 in. (A4) oriented for long edge feed.
2. **Paper Tray 5** is used for transparencies and non-standard paper sizes up to 12 x 18 in. or for 12.6 x 18 in. (A3).
3. The **Work Surface** or the optional **Work Surface with Convenience Stapler** provides a convenient place to stack papers.
4. The **Touch Screen** shows the status of jobs and allows selection of paper, sides, etc., for new jobs.
5. The **Keypad** is used to enter the numeric information.
6. The **Sorter/Mailbox** or **In-Line Finisher** provides 10 bins to collate jobs. Each bin can hold up to 100 prints.
7. The **Offsetting Catch Tray** stacks prints when they are not sorted.
8. **Four Paper Trays** allow different sizes of paper to be used.
 - Tray 1 holds up to 500 sheets of 20 lb (75gsm) 8.5x11 in. (A4) or A5 paper.
 - Trays 2, 3, and 4 can be adjusted to hold up to 550 sheets of 20 lb (75gsm) paper from 8x10 in. through 11x17 in. (A3 through B5). They can be set to hold 12 x 18 in. paper by a Customer Service Representative.

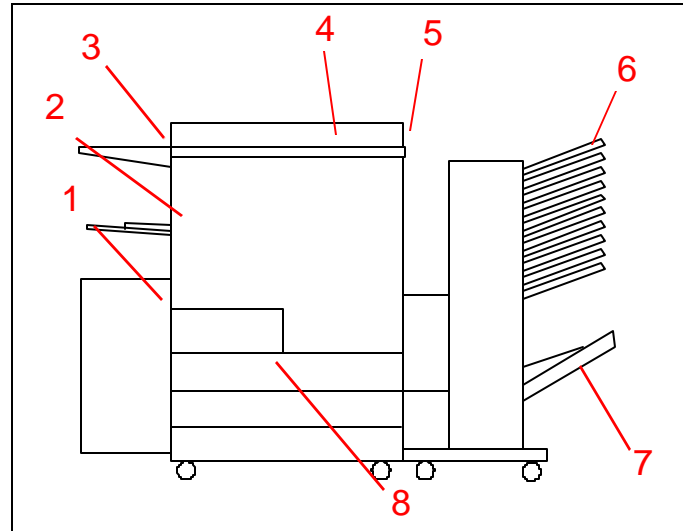


Figure 1

Location of the power switch

Point out the location of the power switch.

See Figure 2.

9. The **Power Switch** is located at the right side of the printer. Press the switch up to turn on the power and press the switch down to turn off the power.

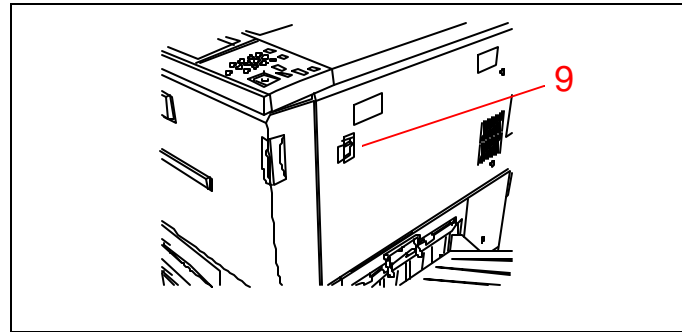


Figure 2

Location of the Ground Fault Protector

Point out the location of the Ground Fault Protector.

See Figure 3.

10. The **Ground Fault Protector** is located at the rear of the machine where the power cord attaches. The Ground Fault Protector removes all power from the machine if a fault is detected in the power to the printer. To reset the Ground Fault Protector, press the switch up.

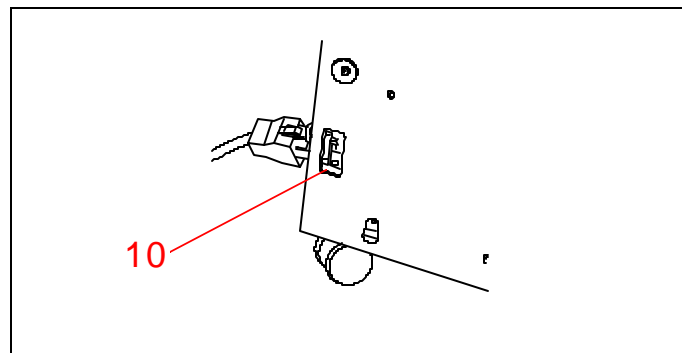


Figure 3

If the Ground Fault Protector trips a second time, call for service.

Location of the serial number plate

Point out the location of the serial number plate. See Figure 4.

11. The **Serial Number Plate** is located on the lower frame behind the left door.

You need to know the serial number when you call for service.

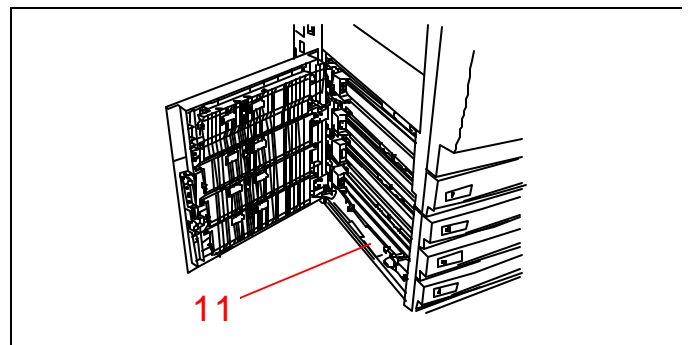








Figure 4

The User Interface

Identify the components of the user interface. **Point out** each item as you discuss it. See Figure 5.

1. The **UI Panel** will display messages depending on print job function.
2. The **Contrast Dial** is used to adjust the brightness of the touch screen.
3. The **Control Panel Buttons** provide control of the machine.
 - The **Keypad** buttons **0** through **9** are used to enter a password. The **C** button clears an incorrect entry.
 -  (**Administration**) - used by the System Administrator.
 -  (**Access**) - brings up the Access screen to allow entry of a password when the printer is in the password mode.
 -  (**Energy Saver**) - puts the printer into a low power mode. Press the Energy Saver button again to bring the printer back to full power after the warm-up period.
 - **CA** - Clears all programming. Places all settings at their default values.
 -  (**Interrupt**) &  (**Stop**) - Non-functional on printer configuration only.
 -  (**Start**) - Initiates a job or continues the printing process.

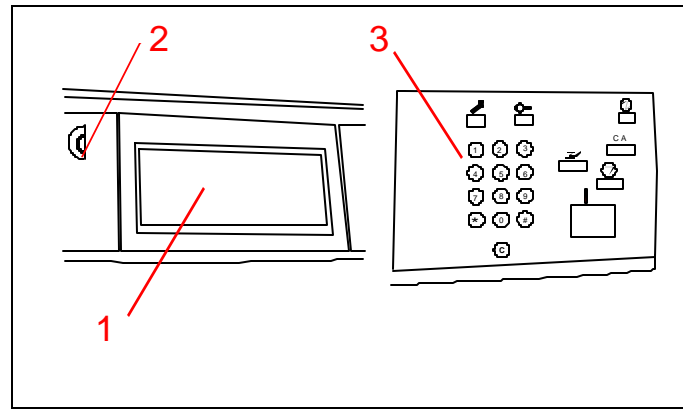


Figure 5

Performing routine tasks

Loading paper in tray 1

Demonstrate the steps as you describe them. See Figure 6.

You have four paper trays. To load paper in tray 1:

Note: Tray 1 is preset to hold up to 500 sheets of 8.5 x 11 in. paper. The tray can be set to hold A4 paper by your service representative.

1. *Face the DocuColor 12 Printer so that you are directly in front of the paper trays.*
2. *Open the tray by pulling it straight out.*
3. *Take the paper out of the wrapper.*
4. *Place the stack of paper in the drawer as shown. Add paper up to the Max line. Straighten the paper stack so the edges are even.*
5. *Close the tray by pushing it in toward the printer.*

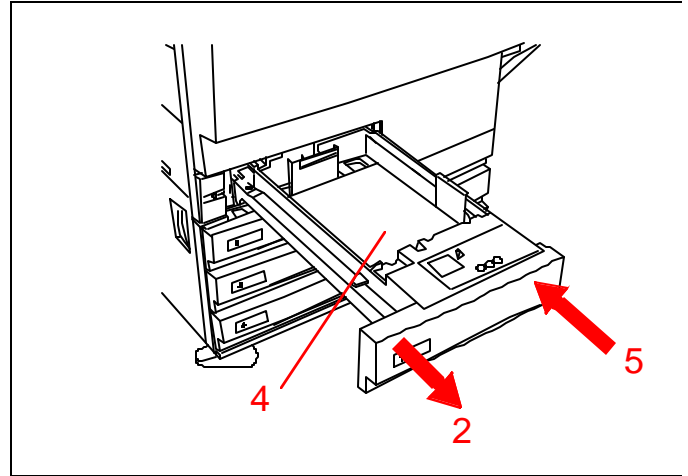


Figure 6

Loading paper in trays 2, 3, and 4

Note: Paper trays 2, 3, and 4 can hold up to 550 sheets of paper. Sizes can be adjusted from 8 x 10 to 11 x 17 in..

To load paper in trays 2, 3, or 4: (See Figure 7)

1. *Open the tray by pulling it straight out.*
2. *Place paper in the tray, pushing the paper all the way to the left. Straighten the stack so the edges are even.*
3. *Adjust the rear paper guide by squeezing the release and sliding the paper guide toward the front of the printer until it just touches the stack of paper.*
4. *Adjust the right paper guide by squeezing the release and sliding the paper guide to the left until it just touches the stack of paper.*
5. *Close the tray by pushing it in toward the printer.*

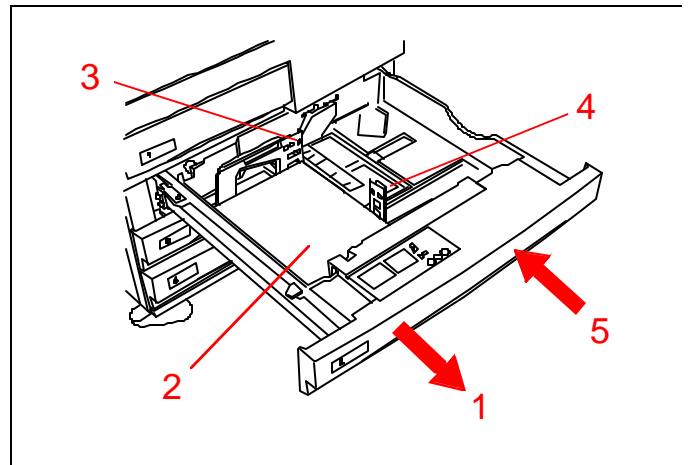


Figure 7

Loading paper in tray 5

Demonstrate how to open tray 5 and load paper. See Figure 8.

1. *Open tray 5 by swinging the door down.*
2. *Extend the tray.*
3. *Load paper and slide it toward the printer until it stops.*
4. *Adjust the rear paper guide to the size of the paper.*

Note: When 12 x 18 in. paper is used, the front paper guide also must be readjusted by loosening the thumbscrew, moving the guide, then tightening the thumbscrew.

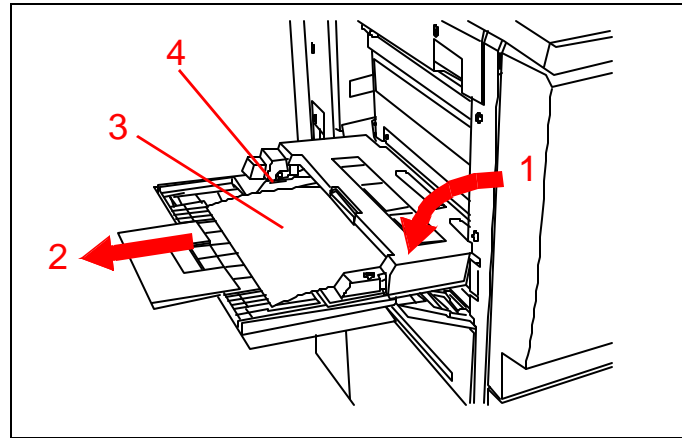


Figure 8

Loading paper in the high capacity feeder

Note: The high capacity feeder is an option and may not be present.

Demonstrate loading paper into the high capacity feeder. See Figure 9.

1. *Open the drawer by pulling it straight out.*
2. *Place a stack of paper in the drawer, pushing the paper all the way to the right. Straighten the stack so the edges are even.*
3. *Close the drawer by pushing it in toward the printer.*

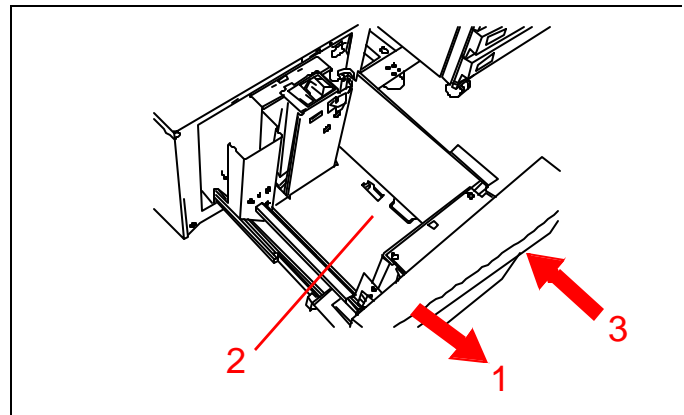


Figure 9

Document(s) Output

Note: Documents may be delivered to the simple catch tray, offsetting catch tray, the sorter/mailbox, or the in-line finisher depending on the options installed.

Explain that the optional sorter/mailbox may be used to sort up to 10 prints and will hold up to 100 sheets in each bin. See Figure 10.

1. *The top bin is used when the top tray is selected. Transparencies fed through tray 5 are stacked in the top tray.*
2. *When prints are not sorted, the offsetting catch tray stacks the prints. The offsetting catch tray is an option and may be present without the sorter/mailbox.*

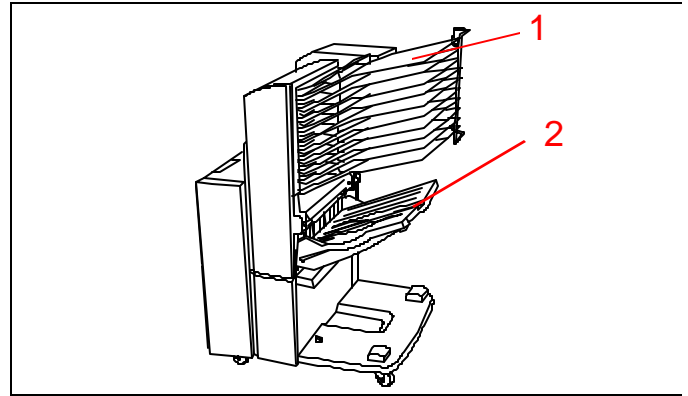


Figure 10

Printer access areas for jam clearance

Paper jam behind the left door

Show how to open the left side door. See Figure 11.

1. Operate the latch on the door.
2. Swing the door open toward the rear of the printer.
3. Remove any paper and close the door.

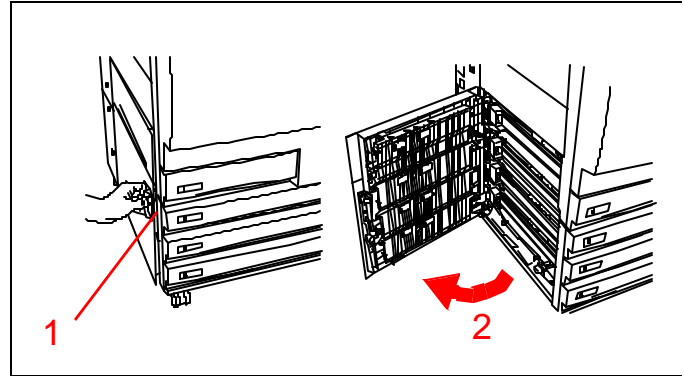


Figure 11

Paper jam in tray 5

Show how to open paper tray 5. See Figure 12.

1. Operate the latch and lift open the top part of paper tray 5.
2. Remove all of the paper that is visible.
3. Remove any partially fed sheets.
4. Close the top of paper tray 5.

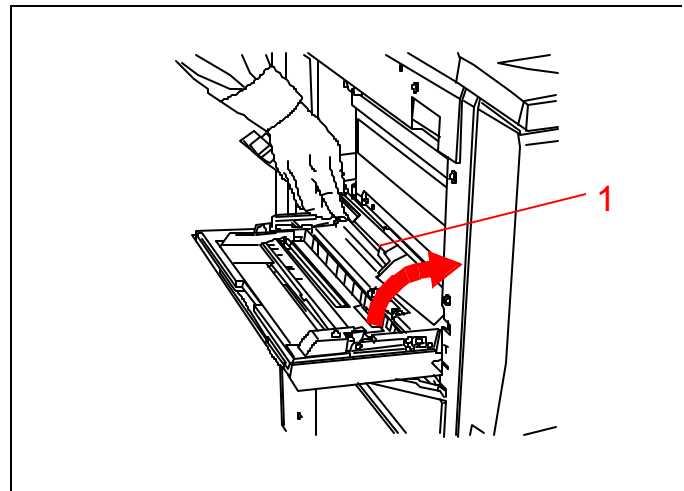


Figure 12

Paper jam behind the right door

Note: If a sorter/mailbox is present, it must be moved away from the printer before the right hand door can be opened.

If present, **demonstrate** how to move the sorter/mailbox away from the printer. See Figure 13.

1. Push the top of the latch toward the sorter/mailbox.
2. Pull the sorter/mailbox away from the printer until it stops.

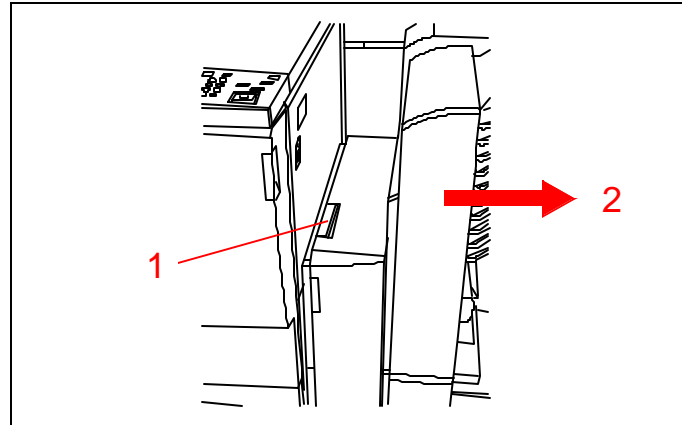


Figure 13

Show how to open the right side door of the printer. See Figure 14.

3. Operate the latch on the door.
4. Swing the door open toward the rear of the printer.
5. Remove all paper that is visible in the area.
6. Close the door.
7. If a sorter/mailbox is present, push the sorter/mailbox back against the printer.

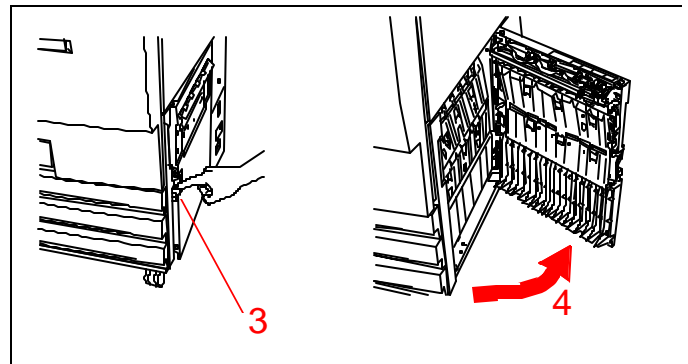


Figure 14

Clearing a jam in the sorter/mailbox or in-line finisher

Note: The sorter/mailbox is optional and may not be present on your DocuColor 12 Printer.

1. See Figure 15. Press the top of the sorter/mailbox release lever toward the sorter/mailbox.
2. Pull the sorter/mailbox away from the DocuColor 12 Printer until it stops.

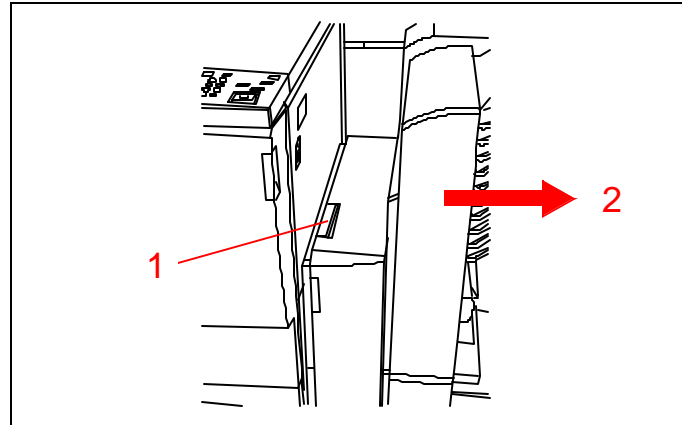


Figure 15

3. If the jam is behind the left front door, see Figure 16. Pull open the left door.
4. Press the green handle (marked 5) down to release the baffle.
5. Rotate the green knob (marked 6) to clear any paper. Gently remove the jammed paper.
6. Return the handle (marked 5) to the up (closed) position.
7. Close the left front door.

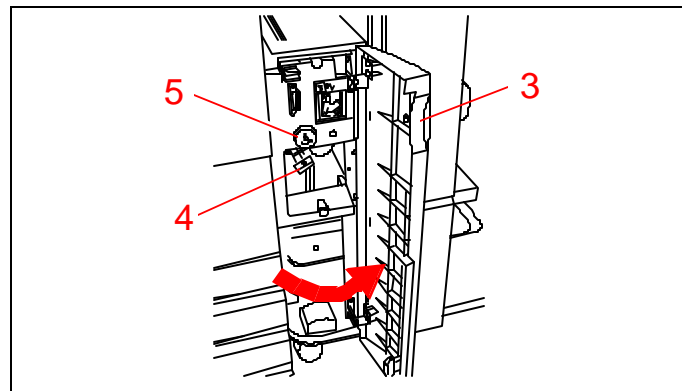


Figure 16

8. If the jam is behind the right front door, see Figure 17. Swing open the right door.
9. Press the bottom green handle (marked 7) down to clear paper from the baffle. Return the handle to the up (closed) position.
10. Press the top green handle (marked 8) to the left to clear paper in the transport area at the rear of the bins. Return the handle to the right (closed) position.
11. Close the door.
12. Push the sorter/mailbox back against the printer.

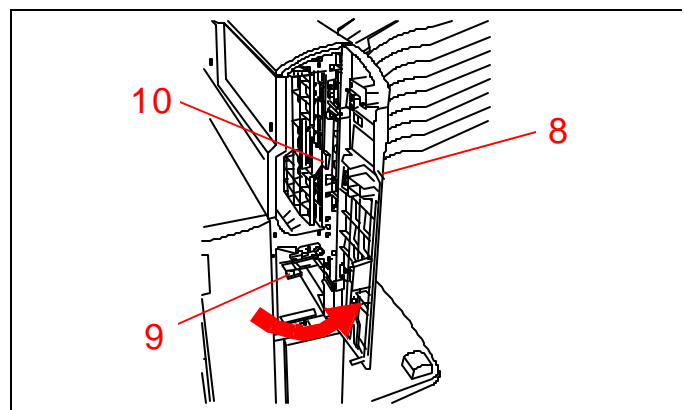


Figure 17

Clearing jams behind the front door

Demonstrate opening the front door on the printer.
See Figure 18.

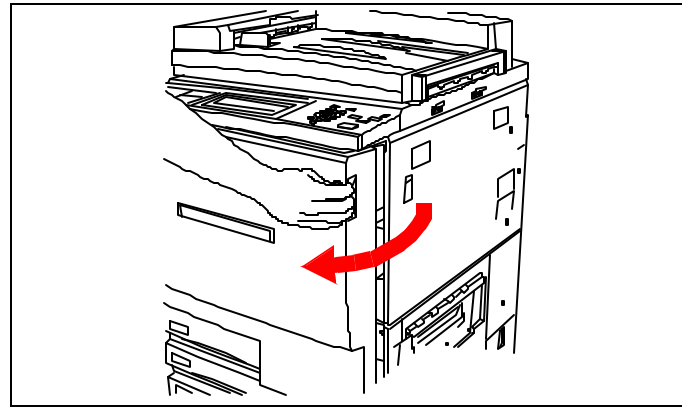


Figure 18



Be careful. The fuser is hot and you may get burned.

Point out the access areas inside the printer used for jam clearance. See Figure 19.

1. Rotate the green latch handle clockwise and pull out the paper path module until it is fully open.
2. Lift the baffle (marked 1) and remove jammed paper. Press the baffle gently back into place.
3. Remove any paper from the entry to the fuser.
4. Push the green handle (marked 2) to the right and remove any paper from the exit area of the fuser. Gently secure the handle back into place.
5. Lower the green handle (marked 3) and remove any paper from the aligner baffle.
6. Lower the green handle (marked 4) and remove any paper from the duplex in baffle. Gently secure the handle back into place.
7. Push the paper path module firmly into the printer and rotate the green latch handle counterclockwise to latch it.

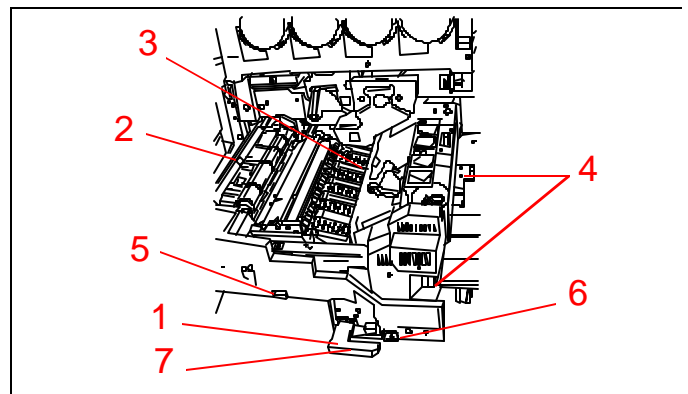


Figure 19

Clearing jams in a paper tray

Note: Always open the left and right doors and clear paper before trying to open the paper tray. Paper partially fed from the tray can tear when the tray is opened. Always open the tray slowly and try to pull gently to remove any jammed paper.

1. See Figure 20. Slowly open the paper tray. If the sound of tearing or crumpling paper can be heard, stop opening the tray and attempt to grasp and remove the paper without opening the drawer any farther.
2. Remove all of the damaged paper.
3. Readjust the stack of paper and adjust the edge guides.
4. Close the paper tray slowly to avoid shifting the paper stack.

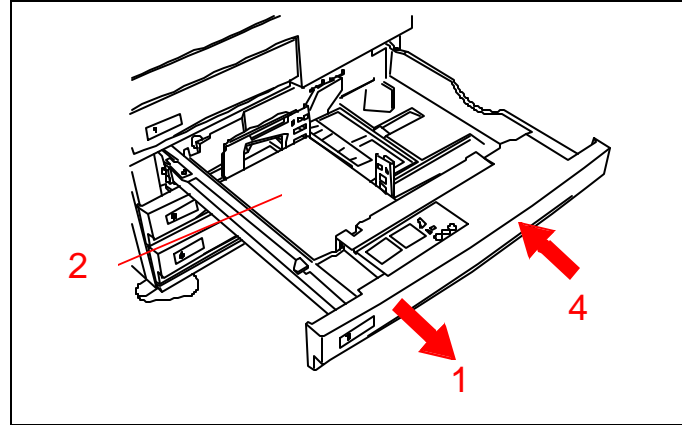



Figure 20

Obtaining the Meter Count

Demonstrate how to obtain the meter readings. See Figure 21.

1. Press the Administration button () on the control panel.
2. Press the **Meters** icon on the touch screen.
3. Read the totals on the various meters on the meters display.
4. Press **Close** to return to printing mode.

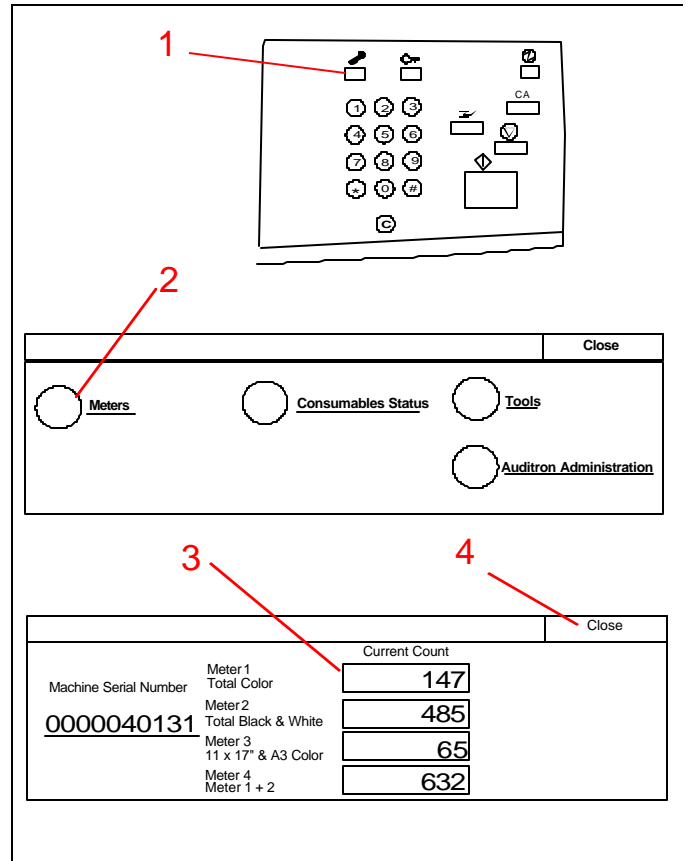


Figure 21



**This concludes the Delivery Crew Instructions.
Continue with the Customer Information that is appropriate for
your Docucolor 12 configuration.**

**If you have any questions, please contact your Xerox Sales
Representative.**

Replacing a dry ink cartridge

Replacing dry ink

You need to replace dry ink when the Touch Screen displays a message indicating that one of the color dry inks is low.

1. See Figure 23. Open the front door of the DocuColor 12 Printer. (See Figure 18 on page 11.)
2. Place some paper on the floor to catch any spillage.
3. Remove the dry ink cartridge to be replaced by turning the cartridge counterclockwise until the large arrow on the cartridge aligns with the unlocked symbol on printer.
4. Pull the cartridge out of the housing and dispose of it according to local regulations.
5. Remove the new dry ink cartridge from the package.
6. Shake the cartridge from side to side vigorously for at least 15 seconds.
7. Align the arrow on the top of the cartridge with the raised arrow at the top of the housing and push the cartridge all the way in.
8. Turn the cartridge clockwise until the large arrow on the cartridge is aligned with the locked symbol on the printer. This locks the cartridge into place.

Note: You cannot lock a cartridge into an incorrect housing.

9. Close the front door of the printer. See Figure 24.
10. Remove the paper from the floor.

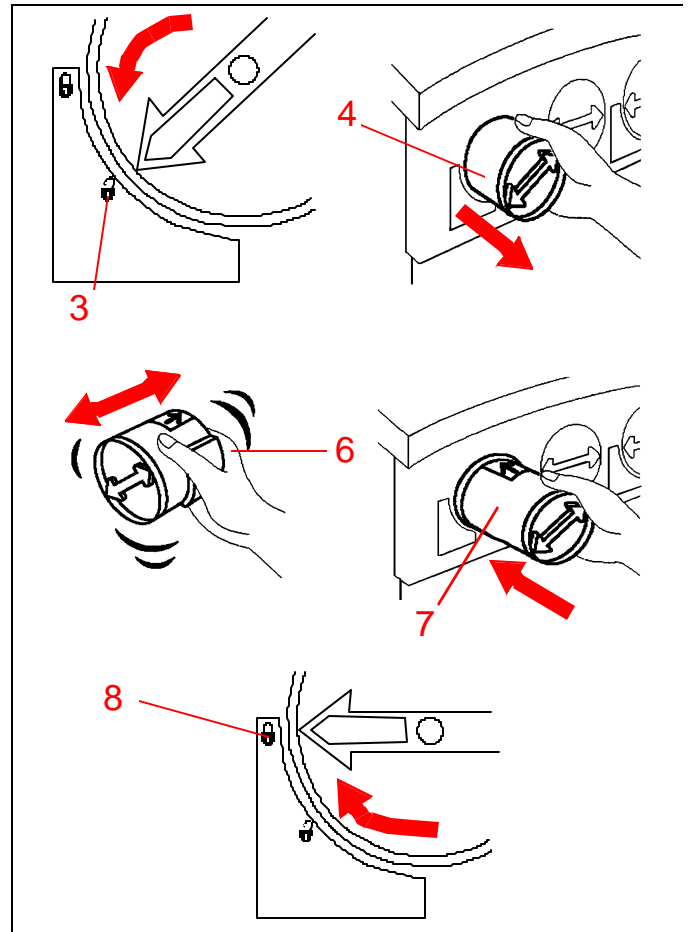


Figure 23

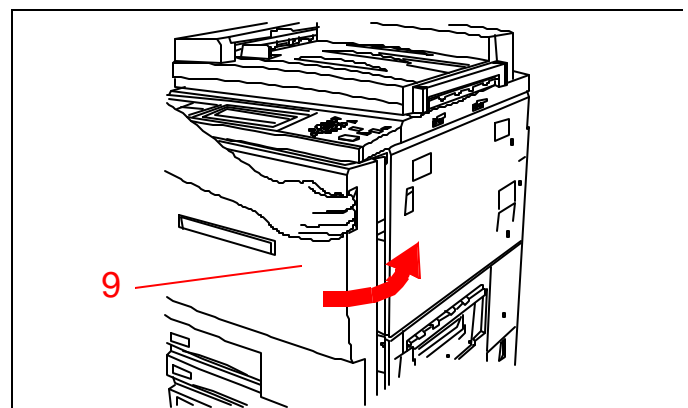


Figure 24

Troubleshooting: when something goes wrong

The DocuColor 12 Printer is designed to detect problems and display the corrective action on the Touch Screen. Follow the instructions on the screen to solve the problem.

Refer to “Printer access areas for jam clearance” on page 8 for detailed information on clearing paper jams.

If you need further instructions, refer to the Problem Solving section of the *DocuColor 12 Printer User Guide* and the Calling for Service section of the *DocuColor 12 Printer System Administration Guide*.

Caring for your DocuColor 12 Printer

To produce the highest quality prints, your DocuColor 12 Printer should be kept clean. Perform the following simple step at the start of each day.

1. See Figure 22. Wipe the touch screen with a clean, lint free cloth.

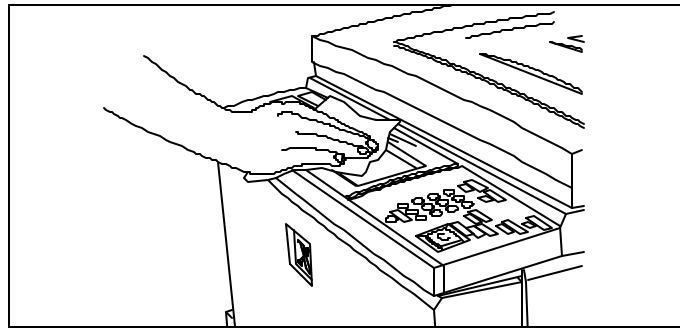


Figure 22

Resources

For more information, refer to the following publications:

DocuColor 12 Printer User Guide

DocuColor 12 Printer System Administration Guide

DocuColor 12 Material Usage Guide

Frequently asked questions

How long is the warm-up period?	The DocuColor 12 Printer takes about 8 minutes after the power is switched on before it is ready to make prints.
How fast is the printer in full color mode?	About 12 full color prints per minute, depending on the paper size and feeding orientation of the paper.
How fast is the printer in black and white mode?	Approximately 50 prints per minute using 8.5 x 11 in. or A4 paper being fed long edge first.
What happens when I run out of one color dry ink (toner)?	The printer gives you a warning message on the touch screen to order more dry ink when a particular color dry ink is running low. When the ink supply is exhausted, the printer will not make prints in that color until the dry ink cartridge is replaced.
What happens if I accidentally put the wrong color dry ink cartridge into the printer?	You can't. Each dry ink cartridge is keyed so it will only insert into the proper color housing.

Customer Evaluation Questionnaire

Xerox Product:

Carrier Name: _____

Date: _____

Company Name: _____

Participant Name: (optional): _____

To what extent do you agree with the following statements? (Check the appropriate box.) Make additional copies, as needed. Please write in ink, if available. You may write comments on this evaluation if you wish. Please return at your earliest convenience.

SD = 1, Strongly disagree
 N = 3, Neither way
 A = 4, Agree
 D = 2, Disagree
 SA = 5, Strongly agree

A. The Carrier

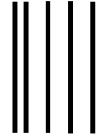
	SD	D	N	A	SA
	1	2	3	4	5
1. Was prepared for the product orientation and organized.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Displayed professional conduct.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Communicated the material in a clear and concise way.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Addressed my expectations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Conducted an orientation that was easy to follow.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Overall, was effective.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

B. The Quick Start Guide

	SD	D	N	A	SA
	1	2	3	4	5
7. The practice exercises were well organized in a meaningful sequence.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Information was accurate.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. The illustrations were clear and understandable.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Overall, met my needs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Amount of information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Level of difficulty	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Additional comments:

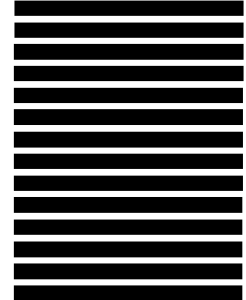
Check here if we may contact you to follow up on your comments. Please include your area code and telephone number.



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