Xerox DocuPrint 92C IPS
Guide to Performing Routine Maintenance

THE DOCUMENT COMPANY
XEROX

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Xerox Corporation
Printing Systems Documentation and Education
701 South Aviation Boulevard, ESM1-058
El Segundo, CA 90245

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Changes are periodically made to this document. Changes, technical inaccuracies, and typographic errors will be corrected in subsequent editions.

Laser safety

Warning: Adjustments, use of controls, or performance of procedures other than those specified herein may result in hazardous light exposure. ⚠

The Xerox DocuPrint printers are certified to comply with the performance standards of the U.S. Department of Health, Education, and Welfare for Class 1 laser products. Class 1 laser products do not emit hazardous radiation. The DocuPrint printers do not emit hazardous radiation because the laser beam is completely enclosed during all modes of customer operation.

The laser danger labels on the system are for Xerox service representatives and are on or near panels or shields that must be removed with a tool. **DO NOT REMOVE LABELED PANELS OR PANELS NEAR LABELS. ONLY XEROX SERVICE REPRESENTATIVES HAVE ACCESS TO THESE PANELS.**

Ozone information

This product produces ozone during normal operation. The amount of ozone produced depends on copy volume. Ozone is heavier than air. The environmental parameters specified in the Xerox installation instructions ensure that concentration levels are within safe limits. If you need additional information concerning ozone, call 1-800-828-6571 to request the Xerox publication 600P83222, *OZONE*.

Operation safety

Your Xerox equipment and supplies have been designed and tested to meet strict safety requirements. They have been approved by safety agencies, and they comply with environmental standards. Please observe the following precautions to ensure your continued safety.

- Always connect equipment to a properly grounded electrical outlet. If in doubt, have the outlet checked by a qualified electrician.

Warning: Improper connection of the equipment grounding conductor may result in risk of electrical shock. ⚠

- Never use a ground adapter plug to connect equipment to an electrical outlet that lacks a ground connection terminal.
- Always place equipment on a solid support surface with adequate strength for its weight.
- Always use materials and supplies specifically designed for your Xerox equipment. Use of unsuitable materials may result in poor performance and may create a hazardous situation.
- Never move either the printer or the Printer Controller without first contacting Xerox for approval.
- Never attempt any maintenance that is not specifically described in this documentation.
- Never remove any covers or guards that are fastened with screws. There are no operator-serviceable areas within these covers.
- Never override electrical or mechanical interlocks.
- Never use supplies or cleaning materials for other than their intended purposes. Keep all materials out of the reach of children.
- Never operate the equipment if you notice unusual noises or odors. Disconnect the power cord from the electrical outlet and call service to correct the problem.

If you need any additional safety information concerning the equipment or materials Xerox supplies, call Xerox Product Safety at the following toll-free number in the United States:

1-800-828-6571

For customers outside the United States, contact your local Xerox representative or operating company.

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Introduction

The *Xerox DocuPrint 92C IPS Guide to Performing Routine Maintenance* describes how to perform basic maintenance on the Xerox DocuPrint 92C IPS.

About this guide

This guide is designed for operators whose job consists of operating each of the system components, running print jobs, solving simple system problems, and performing basic maintenance tasks, such as replenishing printer supplies.

Refer to the entire Xerox DocuPrint IPS Series documentation for information on other tasks required for printing with your DocuPrint printer.

Users should have an understanding of Printer Controller operations.

Before using this guide, become familiar with its contents and conventions.

Contents

This section lists the contents of this guide.

- Chapter 1, “Feeder trays,” provides information on how to load feeder trays.
- Chapter 2, “Output trays,” describes how to unload output trays for the DocuPrint printer.
- Chapter 3, “Stitcher wire,” provides information on how to continue printing when the spool is out of wire.
- Chapter 4, “Fuser lubricant and pressure roll wiper,” describes how to refill the fuser agent reservoir, and how to replace the pressure roll wiper.
- Chapter 5, “Inks,” describes how to add both black and color dry ink, and how to replace the Customer Changeable Unit (CCU) for the color dry ink.
- Chapter 6, “Waste containers,” provides information on how to replace the developer and the dry ink waste containers.
- Chapter 7, “Bypass transport,” describes how to install and remove the optional bypass transport.
- Chapter 8, “Cleaning,” provides instructions on how to clean the various printing system components.
- Chapter 9, “Maintenance and support services,” provides information on how to call for service, order supplies, and report meter readings.

An index is provided at the back of the guide.

Conventions

This guide uses the following conventions:

- *Italics* — Document and library names are shown in italics (for example, the *Xerox DocuPrint 92C IPS Guide to Performing Routine Maintenance*).
- Capitalization of graphical user interface (GUI) window titles matches the titles as they appear on the screen. In cases where a window does not have a title, it is referenced using all lower case. For example:
  - — At the graphical user interface, use the Output Configuration window to group the trays.
  - — The main window displays the current system status.

Note: Notes are hints that help you perform a task or understand the text.

Caution: Cautions alert you to an action that could damage hardware or software.

Warning: Warnings alert you to conditions that could affect the safety of people.

Related publications

This document is part of the Xerox DocuPrint IPS publication set.

Xerox documents

Following is a list of all Xerox DocuPrint IPS documents. For a complete list and description of available Xerox documentation, refer to the *Xerox Customer Documentation Catalog* (publication number 610P17517), or call your service representative.

Application Programmer/System Administrator Quick Reference Card

Customer Information Quick Reference Card

Generic MICR Fundamentals Guide

Glossary

Guide to Configuring and Managing the System

Guide to Performing Routine Maintenance

Helpful Facts About Paper

Installation Planning Guide

Master Index

Messages Guide

Solutions Guide

System Overview Guide

Troubleshooting Guide

Xerox Standard Font Library Font User Guide

The documentation set also includes an electronic version, the *DocuPrint IPS Interactive Customer Documentation CD*.

IBM documents

Following are related IBM documents. Contact your local IBM representative for ordering instructions for IBM AFP/PSF manuals that might be useful for your specific installation.

IBM 3825 Page Printer Product Description

IBM Intelligent Printer Data Stream Reference

IBM Advanced Function Presentation Printer Summary

IBM ITSC Distributing AFP Printing from a Host System

IBM Advanced Function Printing Data Stream Reference

IBM Data Stream and Object Architectures: Mixed Object Document Content Architecture Reference

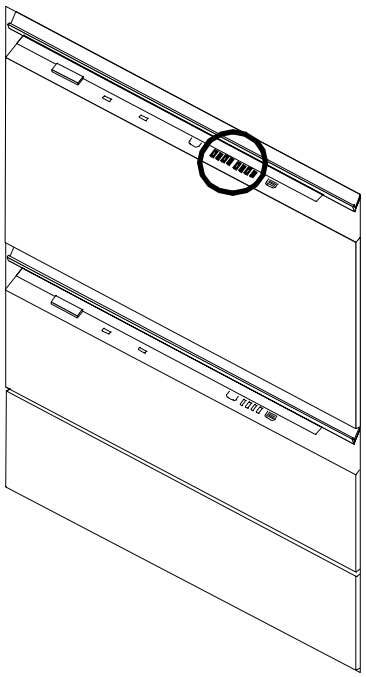
Guide to Advanced Function Presentation

1. Feeder trays

This chapter describes the processes for loading paper in the 92C IPS feeder trays, and explains what actions are necessary if a paper stock is changed.

Checking feeder trays

Check the amount of paper in each feeder tray by examining the green lights on the door of the tray. Each light represents 25 percent of a ream, or about 125 sheets of 20-pound or 80 gsm (grams per square meter) paper.



- You do not have to interrupt a print job to load paper because you can refill one tray while the printer is feeding from another tray.
- If you try to load a tray that is currently in use, the feeding switches to a backup tray if one is available. If a backup tray is not available, the printer stops.
- The printer does not feed all the paper out of a tray. A stack of approximately 1/4 inch / 6 mm remains in the tray.

Loading feeder trays

It is important to load paper properly in the feeder trays to prevent jams and loss of production time. The following guidelines will help ensure maximum efficiency of your IPS printer's operation.

Guidelines for loading paper

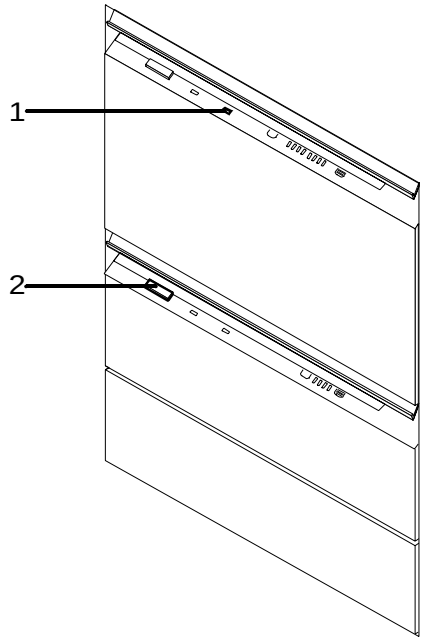
When you are loading the paper, follow these guidelines to prevent paper jams:

- Remove damaged sheets.
- Load the paper with the package wrapper seam side up.
- Make sure that the direction of the curl is consistent.
- Avoid fanning the paper unless the stock is predrilled.
- Do not load the paper above the MAX line on the length guide.
- Place any paper left in the bottom of the tray on top of the new paper stack.
- When loading **predrilled** paper, fan the paper and remove loose paper plugs.

Loading the trays

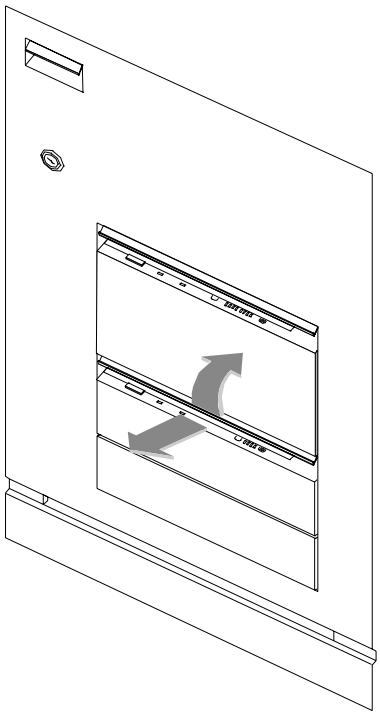
Follow these steps to load a feeder tray:

1. If the Ready To Open indicator on the feeder tray door is not lit, press the Tray Unlock button and wait for the tray to descend and the Ready To Open indicator light before opening the tray.

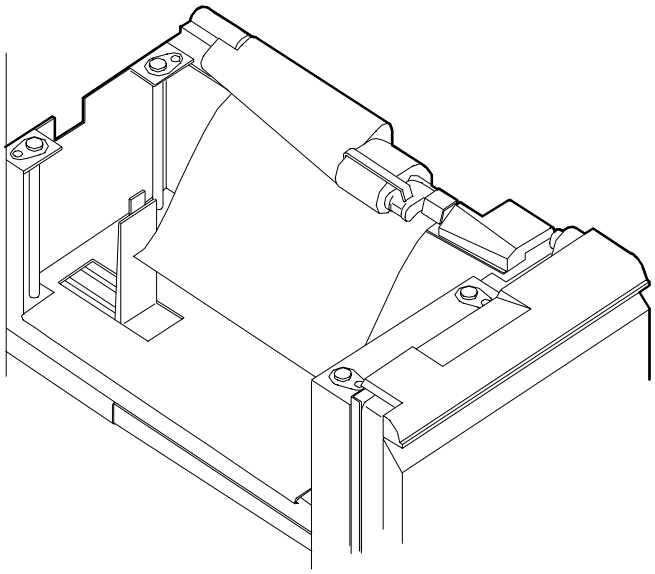


1 Ready to Open Indicator
2 Tray Unlock button

2. Lift and pull on the bar along the top of the feeder tray. Slide the tray all the way out for best access and ease of loading.

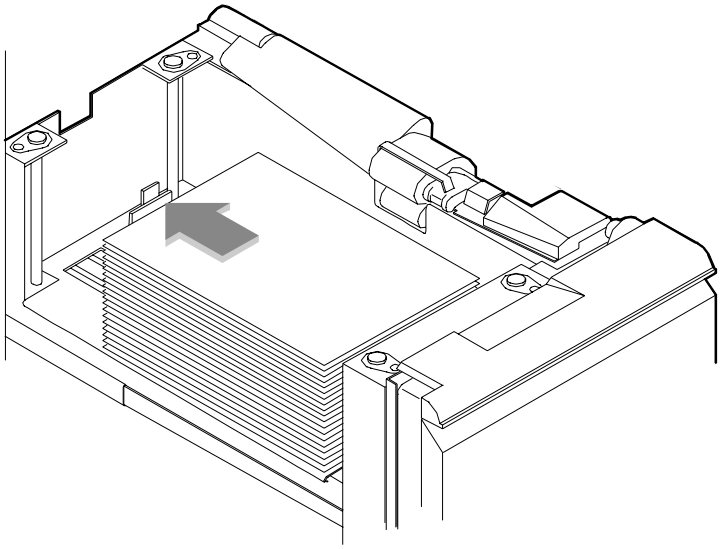


3. Press the green lever down to unlatch the paper feeder assembly.



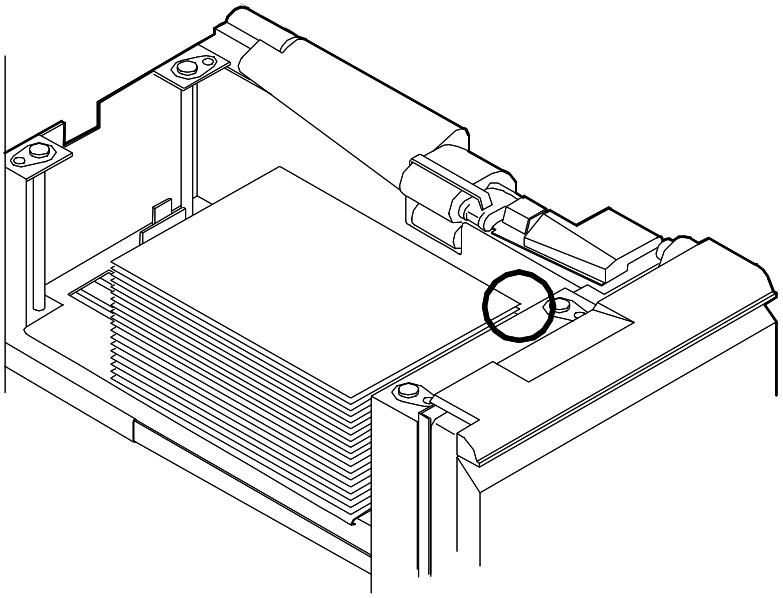
Caution: Attempting to move the lever in any other direction can break it.

4. Pull out any partially fed paper from the feeder assembly and discard it. There will be some resistance.
5. Squeeze the lever against the back of the length guide and slide the guide toward the back of the printer.

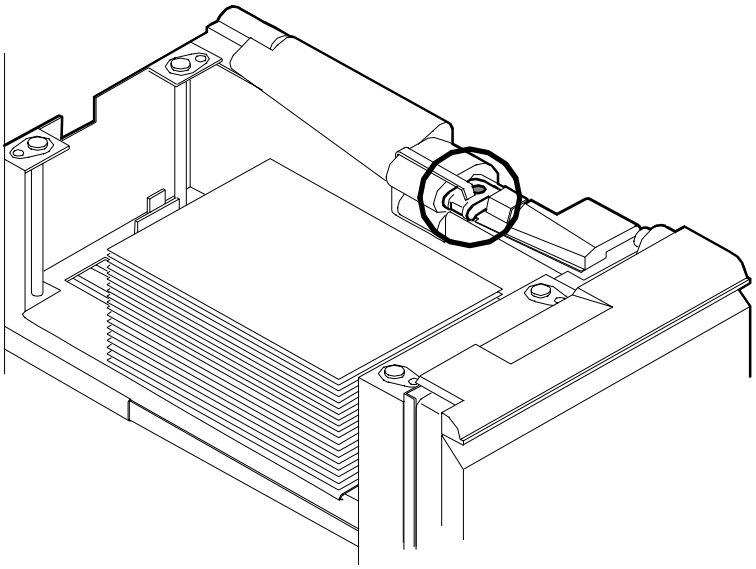


6. Remove any paper remaining in the tray and set it aside to be placed on top of the new paper.

7. Load paper, following the instructions at the front of the feeder tray and carefully positioning the paper in the right-front corner of the tray.



8. Pull the length guide forward to touch the back of the paper stack.
9. Latch the paper feeder assembly by pressing the green dot next to the green release lever until the assembly clicks into position.



10. Slide the tray into the printer until it latches. The tray rises automatically into position.
11. Press the Continue button to resume printing.

Note: If you change to larger paper after an extended run of smaller paper, run 20 copies of a sample document to clean the fusing system. Otherwise, the first pages of the new job may be of poor print quality.

Note: When you change the paper size in one of the feeder trays, a message displays asking you to make sure the printer is warmed up, ready, and loaded with the proper media. The message displays the media defined for the tray, as well as the paper currently loaded in the tray.

Currently, there is no method of restoring the Input Configuration to its original state. Once you select Modify, the Input Configuration window appears. Make changes on the window as appropriate, then save your changes. For detailed information on the Input Configuration window, refer to the *Xerox DocuPrint 92C IPS Guide to Configuring and Managing the System*.

2. Output trays

Your print jobs are sent to printer output trays, which you must unload. You can unload each of the output trays while the system is printing. How you do so, however, depends on the type of tray. This chapter discusses how to check and unload the types of trays available.

In all cases, if the printer has stopped due to a full output tray and does not resume automatically when the tray is emptied, press the Continue button on the printer control console.

Checking and unloading dual stacker trays

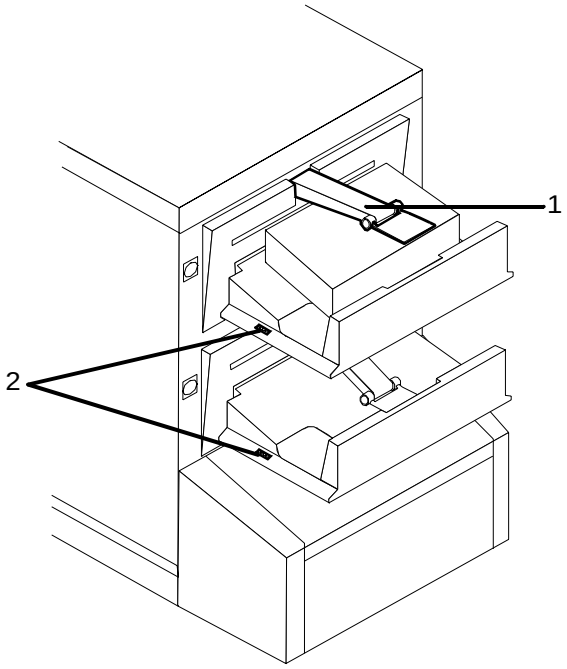
When a stacker tray is full, the following occurs:

- The Tray Full indicator lights on the appropriate stacker tray.
- The attention light shines steadily.
- The printer control console displays a message indicating which output tray is full.
- The picture on the graphic display shows the location of the full tray.
- If you select only one tray, the printer stops when that tray is full.
- If you select both trays and the first tray is not emptied by the time the second output tray is full, the printer stops and displays the message that both output trays are full.

Each stacker tray holds 750 sheets of 20-pound or 80 gsm (grams per square meter) paper.

Unloading the dual stacker trays

To unload each dual stacker tray, raise the scuffer arm and remove the printed pages.



1 Scuffer arm
2 Tray Full indicators

Note: When both trays are full, you must empty at least one tray before you can resume printing.

Note: Your service representative can set up your printer so that printing continues automatically after a dual stacker tray is unloaded and replaced.

Checking and unloading the stitcher/stacker tray

An electronic counter in the stitcher/stacker keeps track of the number of sheets printed and the number of stapled sets produced.

When a stacker tray is full, the following occurs:

- Printing stops and a message appears on the printer control console that the output tray is full.
- The attention light shines steadily.

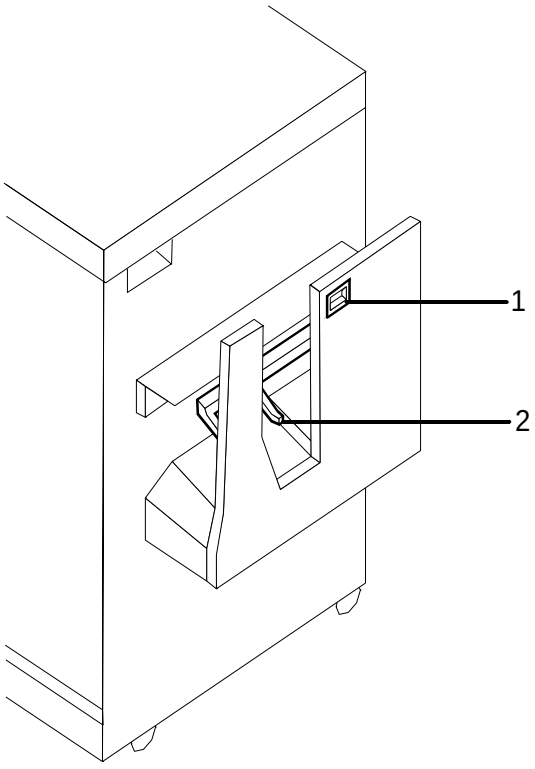
Note: A false tray full condition may occur when you remove small stapled sets without pulling the tray out. The counter is not reset, causing the printer to stop before the tray is actually full.

Each stitcher/stacker tray holds 2000 sheets of 20lb (80 gsm) paper.

Unloading the stitcher/stacker tray

To unload the stitcher/stacker tray:

1. Lift the black handle on the outside of the tray.



1 Tray handle
2 Stacker arms

2. Carefully slide the tray up and out and remove the printed pages.

   Note: A false Tray Full condition may occur when you remove small stapled sets without pulling the tray out. The counter is not reset, causing the printer to stop before the tray is actually full.

3. Close the tray by sliding it back under the stacker arms.

Checking and unloading the sample tray

The sample tray holds up to 100 sheets of paper from 8.5 by 11 inches / 216 by 279 mm to 8.5 by 14 inches / 216 by 356 mm. A message appears when the sample tray is about to fill, as well as when it is full. Because a paper jam can occur if the tray is overfilled, empty the sample tray regularly if it is in use.

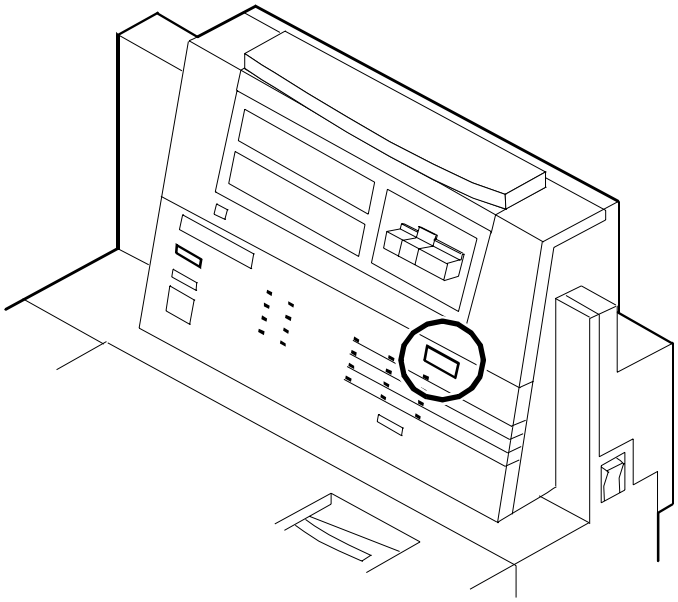
To empty the sample tray, remove the printed pages.

Note: The sample tray can receive purged sheets after a paper jam. Always clear the sample tray after clearing a jam to prevent purged sheets from being confused with good sheets.

3. Stitcher wire

The Wire Percentage indicator is located on the printer control console of IPS systems configured with a stitcher/stacker. The indicator displays approximate percentage of stitcher wire remaining on the spool. Your service representative can set the display to flash at a predetermined percentage as a warning that you are running low on stitcher wire.

Figure 3-1. **Stitcher wire indicator on the 92C printer control console**



Note: The percentage that displays on the wire percentage indicator is an approximation and has a small margin of error.

When the stitcher spool empties, the printer stops, and you see the following displays on the printer control console:

- The status display shows the fault code L152.
- The message window displays the following sequence of messages, with the next message appearing each time you press i:

  — `STITCHER IS OUT OF WIRE OR SPOOL NOT ROTATING. PRESS i`

  — `TRAINED OPERATOR CHECK WIRE MANAGEMENT SYSTEM. PRESS i`

  — `IF UNABLE TO FIX, PRESS CONTINUE TO RESUME WITHOUT STITCHING`

  — `STITCHER IS OUT OF WIRE PRESS 'CONTINUE' TO RESUME PRINTING.`

If you continue printing the job without replacing the wire, the documents print without being stapled. The printer status display shows the following message:

```
OUT OF WIRE
```

Contact your key operator or your service representative when you see this message. This should seldom happen because your service representative checks the wire supply on each service call and replaces the spool as needed.

To continue printing without replacing the wire, press the Continue button. The document is then printed without being stapled.

4. Fuser lubricant and pressure roll wiper

This chapter describes how to add fuser lubricant and how to replace the pressure roll wiper on your system.

Adding fuser lubricant

The fuser uses heat to fuse the print image to the paper. It is critical that the fuser be kept lubricated with fuser lubricant and that its reservoir be kept full. This chapter describes the procedure for adding fuser lubricant in the printer.

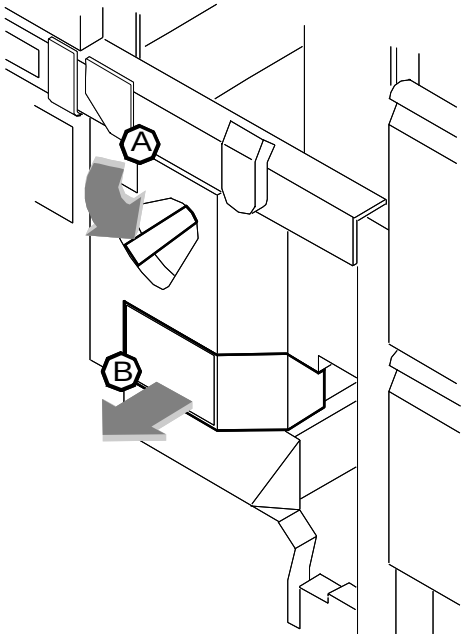
Your service representative usually adds fuser lubricant. However, you might choose to add the fuser lubricant yourself if you have been trained in this procedure.

To add fuser lubricant:

1. Open the printer doors.
2. Place a dropcloth on the floor under the fuser area.

Warning: If any fuser lubricant is spilled, clean it immediately. Fuser lubricant spills cause the floor to be very slippery. ⚠

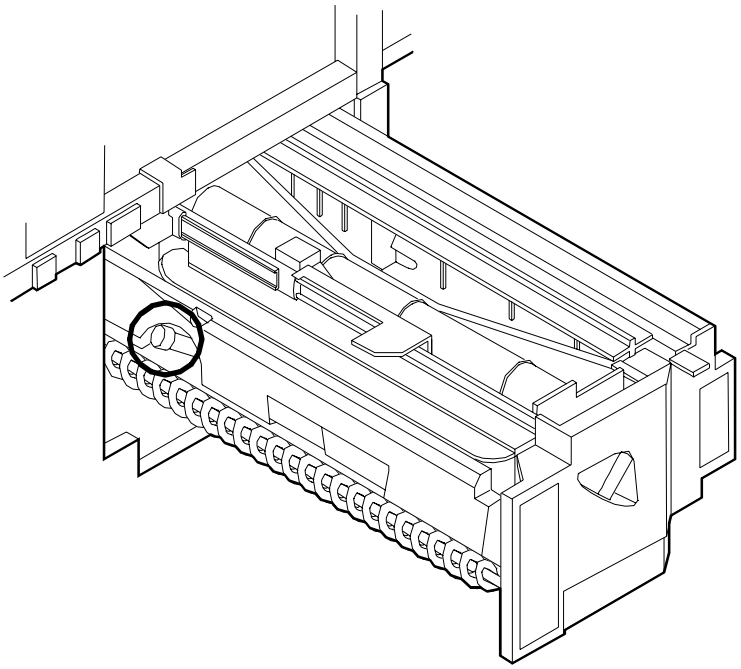
3. Press down on the green lever (A), moving it counterclockwise.
4. Hold the lever down while you grasp the green fuser drawer handle (B) and pull out the drawer until it stops.



5. Put on gloves.

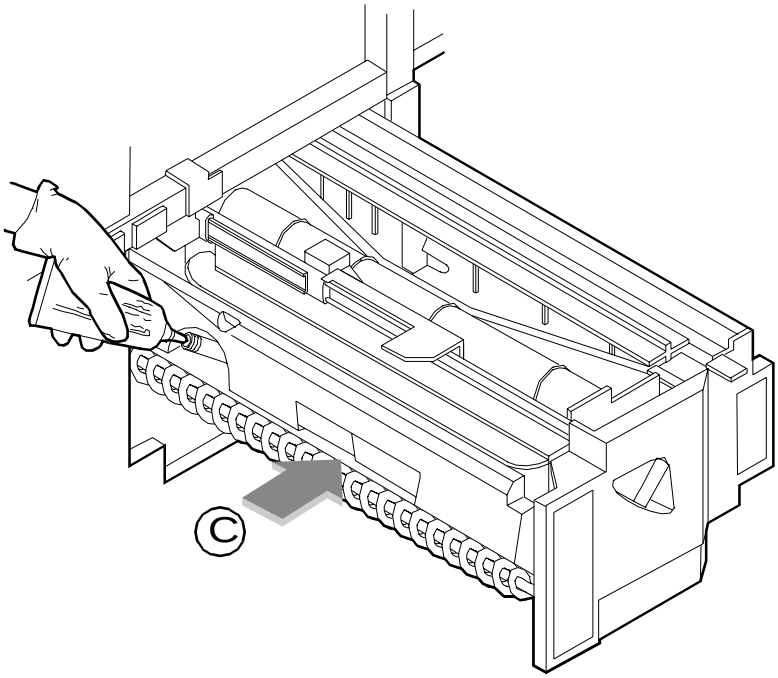
Warning: Fuser lubricant contains silicone, which can cause eye irritation upon contact. Wash your hands with soap and water after you finish this procedure. ⚠

6. Locate the fuser reservoir and remove the cap by turning it counter-clockwise.

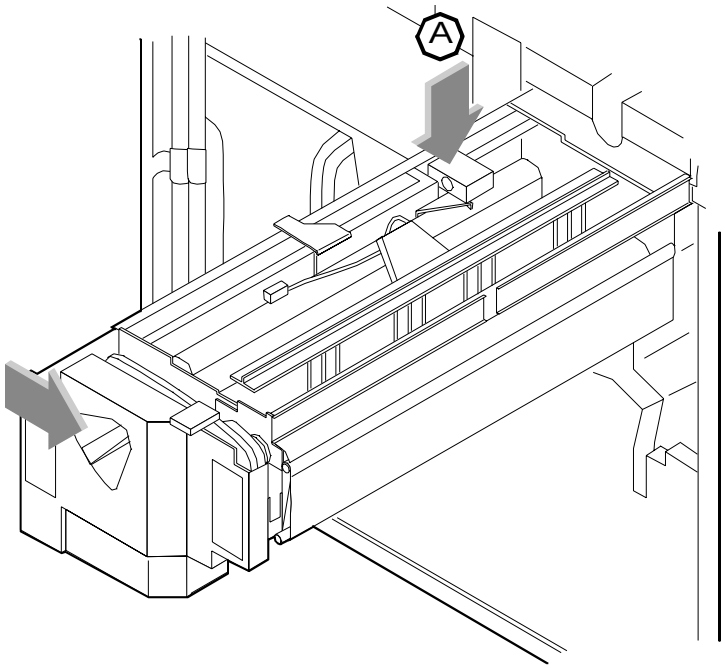


Caution: There is an orange float that indicates the lubricant level. It may stick to the reservoir wall. Be careful not to overfill the reservoir or an overflow of lubricant may occur. ⊘

7. Open a tube of fuser lubricant and cut the pointed spout diagonally. Carefully squeeze the lubricant into the reservoir until the orange float reaches the top (C), or until you see the oil reach the top edge below the fuser cap. The reservoir may require up to two tubes of lubricant if it was empty.



8. Replace the reservoir cap by turning it clockwise.
9. Close the fuser drawer by pressing down on the green latch (A) and pushing the fuser drawer in until it latches in place.



10. Dispose of the dropcloth and any empty lubricant tubes in a trash receptacle. If there is any lubricant left in the tube, cap the tube and store it for future use.

11. Remove and dispose of the gloves in a trash receptacle, being careful not to let any residue come in contact with your skin.
12. Close the printer doors.
13. Wash your hands to remove any fuser lubricant.

Replacing the pressure roll wiper

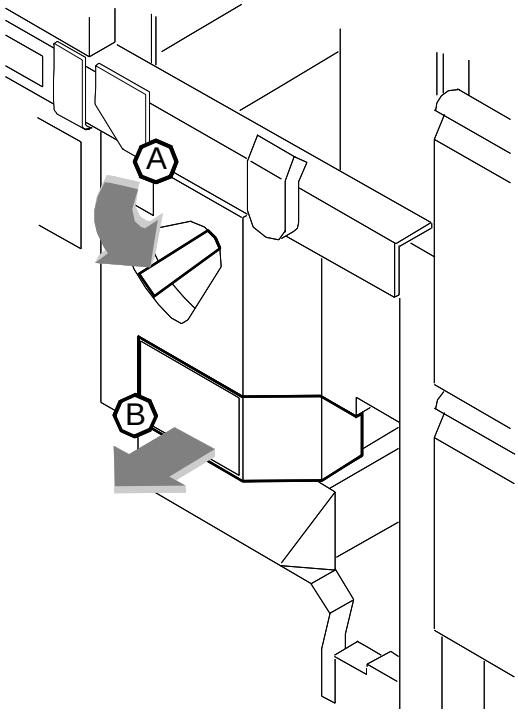
You need to replace the pressure roll wiper when any of the following occur:

- Excessive oil or dirt buildup appears on the wiper.
- The first few prints of a job have oil or dirt on them.
- An interval of 80,000 to 100,000 prints are made. (The number of prints made is tracked by the billing meter, which you can view through the Administration pull-down menu on the IPS main window.)

Your service representative usually replaces the pressure roll wiper for the DocuPrint System. However, you might choose to replace the pressure roll wiper yourself if you have been previously trained in this procedure.

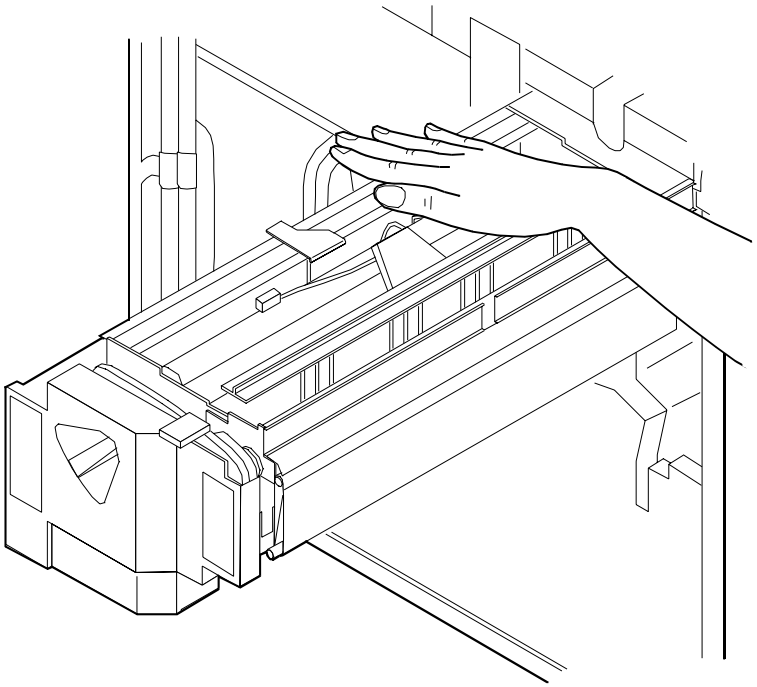
To replace the wiper:

1. Power off the printer.
2. Open the printer doors and locate the fuser drawer.
3. Move the green lever (A) counter-clockwise, grasp the green handle on the fuser drawer, (B) and pull it out until it stops.



4. Determine if the fuser is cool.

   Place your hand approximately 1 inch (25mm) above the fuser area.



   If you feel heat, STOP, leave the fuser drawer out, and wait for the fuser to cool. DO NOT touch the fuser while it is hot.

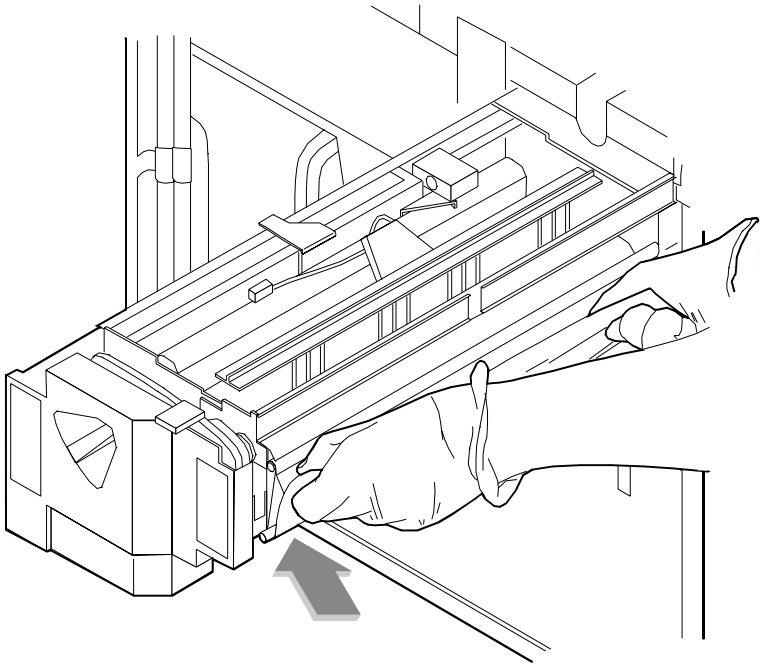
   If you DO NOT feel heat, continue with the procedure.

Warning: Perform this task only when the fuser is cool. Exercise care to prevent burns when working in this area. Do not perform this task if the fuser is hot. ⚠

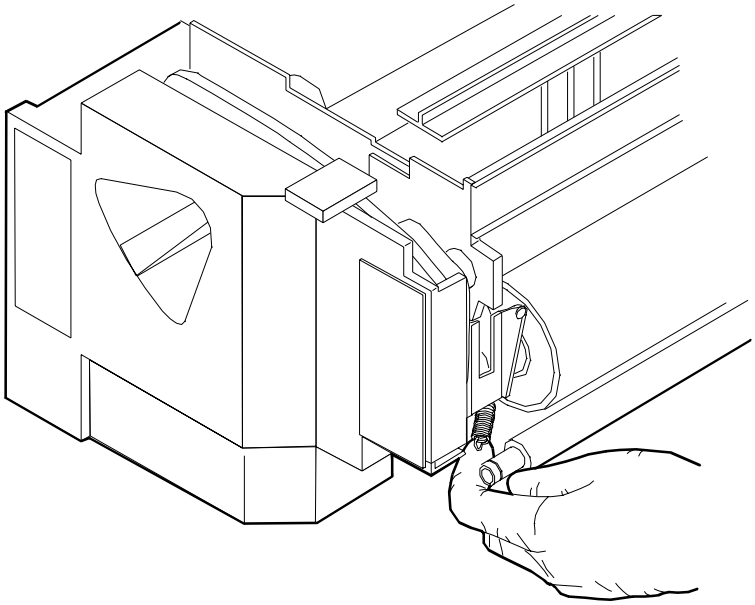
5. Put on gloves.

Warning: Fuser agent contains silicone that causes eye irritation upon contact. Wash your hands with soap and water after you finish this procedure. ⚠

6. Locate the pressure roll wiper assembly and release the top rod by pulling upward as shown.

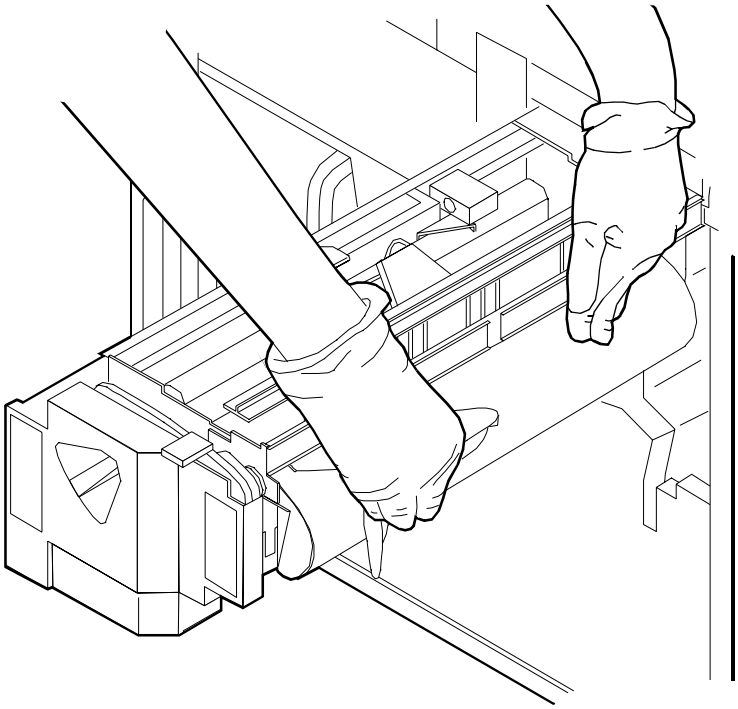


7. Remove the lower rod from the springs and lift the wiper assembly away.

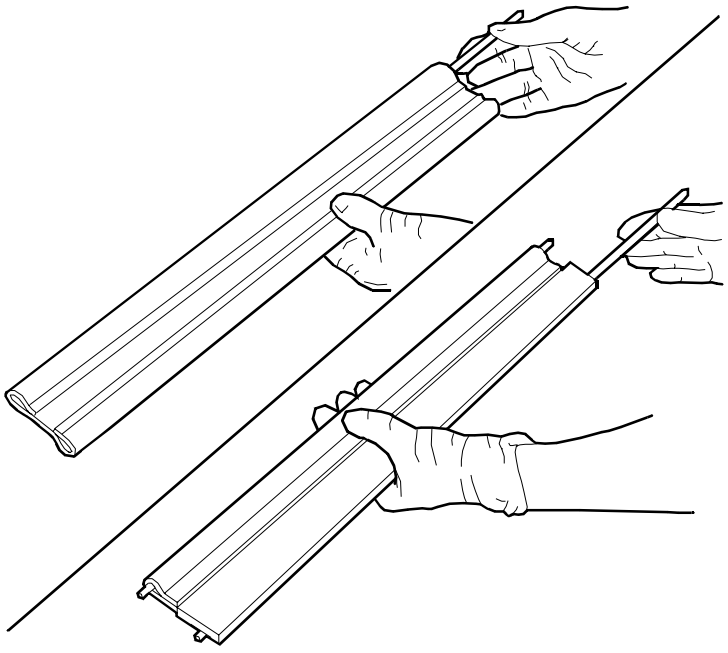


8. Place the used wiper in the plastic bag that came with the new wiper and dispose of the bag in a trash receptacle.

9. Rotate the pressure roll while wiping the dirt off with a clean cloth. Discard the cloth in the trash receptacle when you are finished.

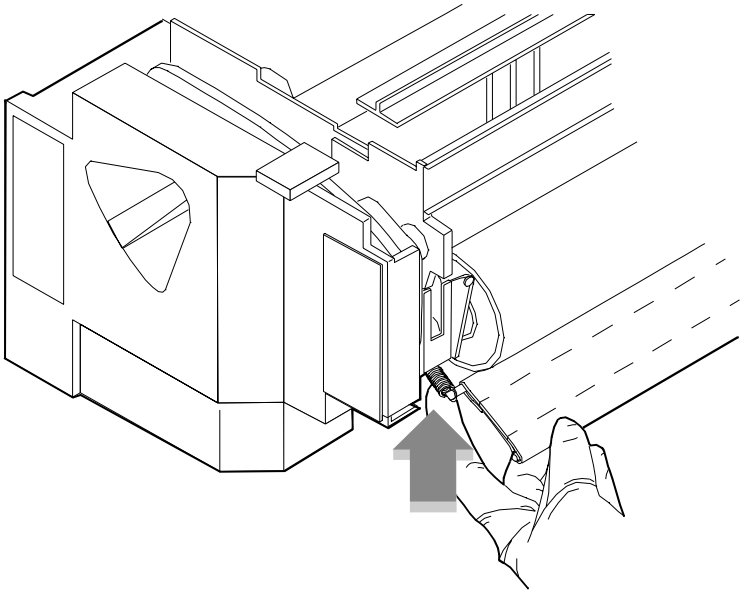


10. Insert the short rod in the upper loop of the new wiper.
11. Insert the long rod through the lower loop of the new wiper.
12. Insert the lower rod into the springs on both ends of the pressure roll.

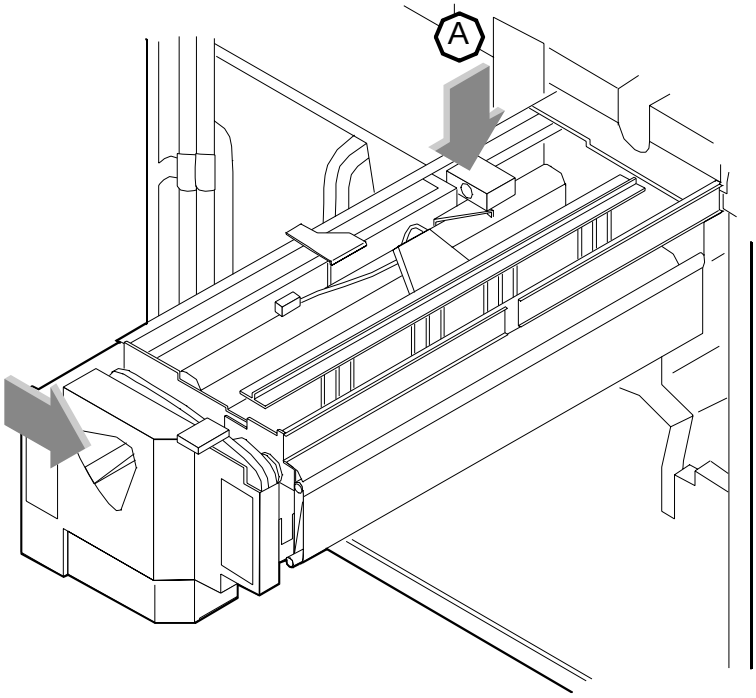


Caution: Make sure the smooth side of the wiper is facing the pressure roll.

13. Center the wiper on the pressure roll. Pull up the wiper and place the upper rod onto the brackets on both ends of the pressure roll, as shown.



14. Remove and dispose of the gloves in a trash receptacle, being careful not to let any residue come in contact with your skin.
15. Close the fuser drawer by pressing down on the green latch (A), and push the fuser drawer in until it latches in place.



16. Close the printer doors and power on the printer.
17. Wash your hands to remove any fuser agent.

5. Inks

Dry ink is the black or colored powder that forms the image on the printed page. This chapter describes the procedure for adding dry ink to the printer. This chapter also describes the procedure to change the Customer Changeable Unit (CCU) that allows additional colors to be used.

Adding dry ink

You do not need to monitor the amount of dry ink remaining in the bottle at any given time; the system monitors it for you.

As dry ink levels get low, the system performs more frequent print quality adjustments. Eventually, when the dry ink level is too low, the system cannot perform print quality adjustments.

When the Attention light is a steady yellow and a message displays on the printer control console indicating that the printer is low on either black or color dry ink, add dry ink at your earliest convenience. If you do not add dry ink, eventually, the Attention light turns a modulated yellow, and the printer will stop printing. The printer will not resume printing until you replace the dry ink bottle. When the message `BLACK DRY INK BOTTLE IS EMPTY` or `COLOR DRY INK BOTTLE IS EMPTY` appears on the printer control console, the graphic display indicates the location of the dry ink bottle.

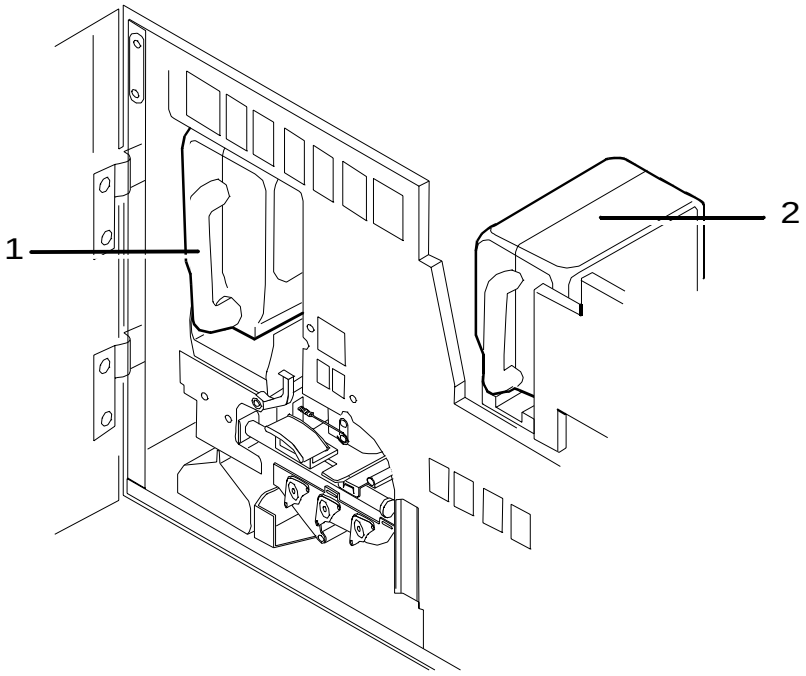
Note: Do not discard damaged, unused dry ink bottles. Return the bottles to Xerox for exchange (for credit in the USA).

Caution: To prevent dry ink spillage, remove the cartridge only when directed to do so by a message on the printer control console

To add dry ink:

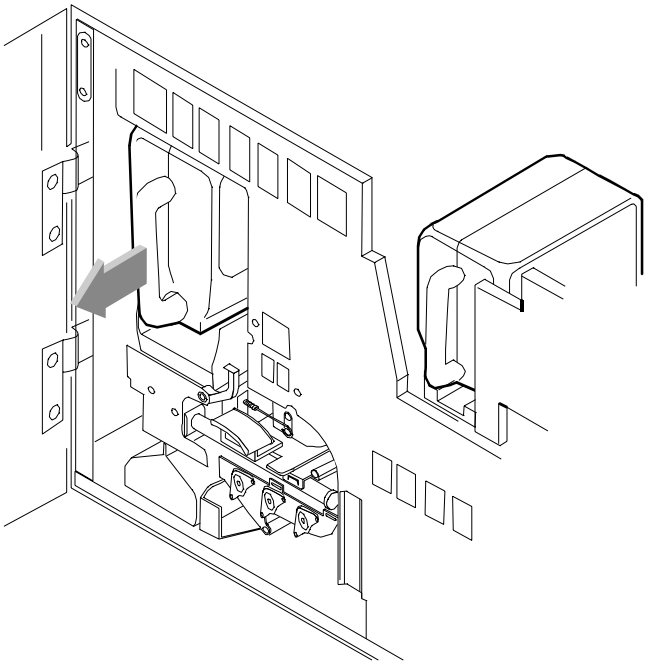
1. Open the printer doors and locate the dry ink area on the left side of the printer.

Note: When you replace colored dry ink, it is not necessary to remove the CCU from the printer.



1 Colored dry ink bottle
2 Black dry ink bottle

2. Spread a dropcloth on the floor under the dry ink area.
3. Pull the empty dry ink bottle toward you until it stops.

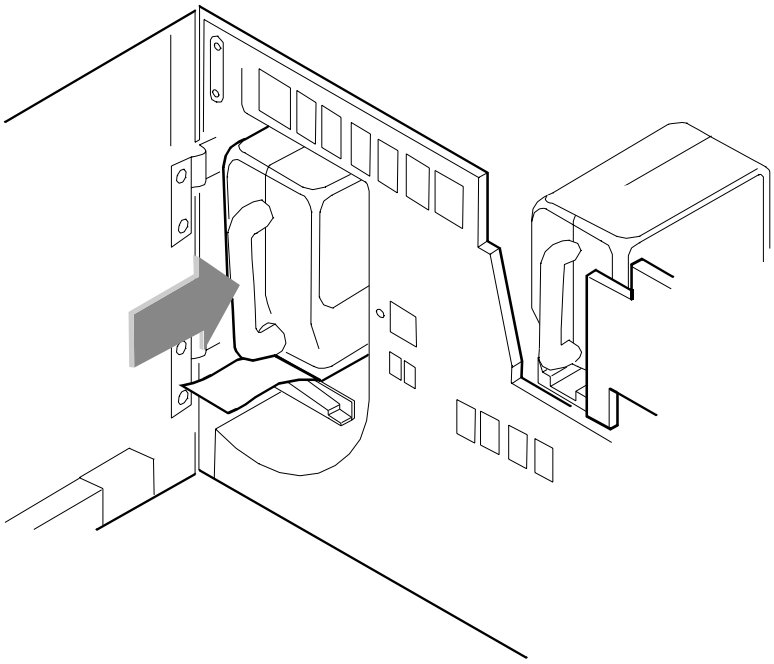


Caution: If there is still dry ink in the bottle, the ink may spill as you move the bottle back onto its lid.

4. Remove the empty bottle and discard it.
5. Shake the new ink bottle at least ten rotations, taking care to support the bottle cap. It is important that you mix the contents thoroughly by allowing the material inside the bottle to fall and settle toward the label side at each rotation.

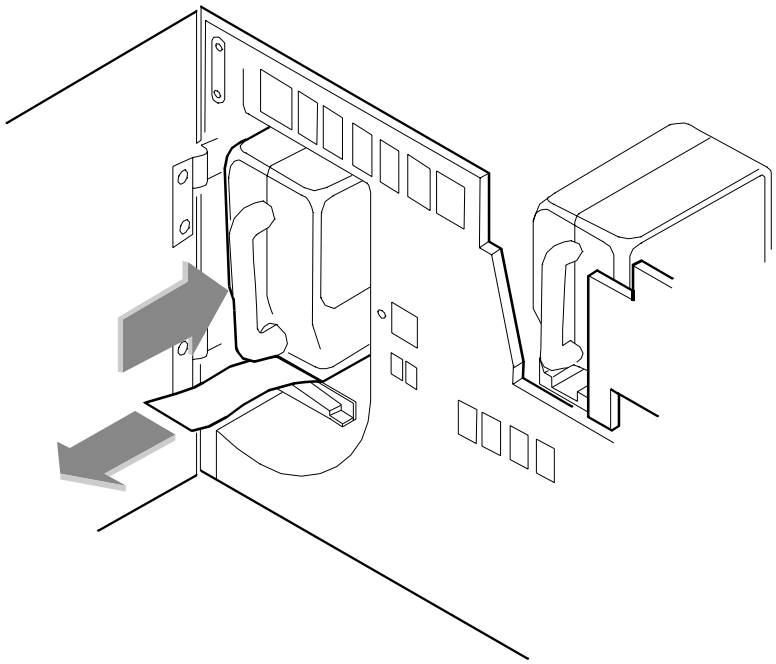
Note: Both black and colored dry ink contain a mixture of toner and developer material. This mixture may have settled during shipping, and the bottle must be agitated before you install it in the printer to ensure the dry ink is dispensed properly. Unmixed dry ink causes print quality problems that the printer will attempt to correct through excessive dead cycling.

6. Insert the new bottle into the printer until it is latched into place. The cap will remain in the front of the compartment as you push the bottle toward the back.



Caution: Each bottle is uniquely coded to the color of the housing; do not attempt to insert the wrong color bottle into the color housing. You risk damaging the bottle and the housing by using excessive force.

7. Hold the cartridge in place and pull the paper seal off the mouth of the bottle.



8. Discard the seal along with the dropcloth.

Caution: If any dry ink gets on your hands, wash them with soap and cold water. If any dry ink gets on your clothes, brush them with a dry paper towel or a stiff-bristled brush. If this does not remove the ink, immediately launder with detergent and cold water. Heat sets the ink permanently. Inform dry cleaners that the spot is dry ink for a printer so they do not use a solvent that sets the stain.

Exchanging Customer Changeable Units (CCUs)

You need to exchange the currently loaded CCU in either of the following situations:

- A print job requires another colored dry ink to be loaded. When a document is in the color housing wait state, change the housing unless you decide to cancel the job.
- The color housing is faulty. If you have more than one CCU, you should replace the faulty color housing and continue to print documents that do not require a specific color. You cannot print documents requiring the faulty color housing until your service representative has corrected the problem.

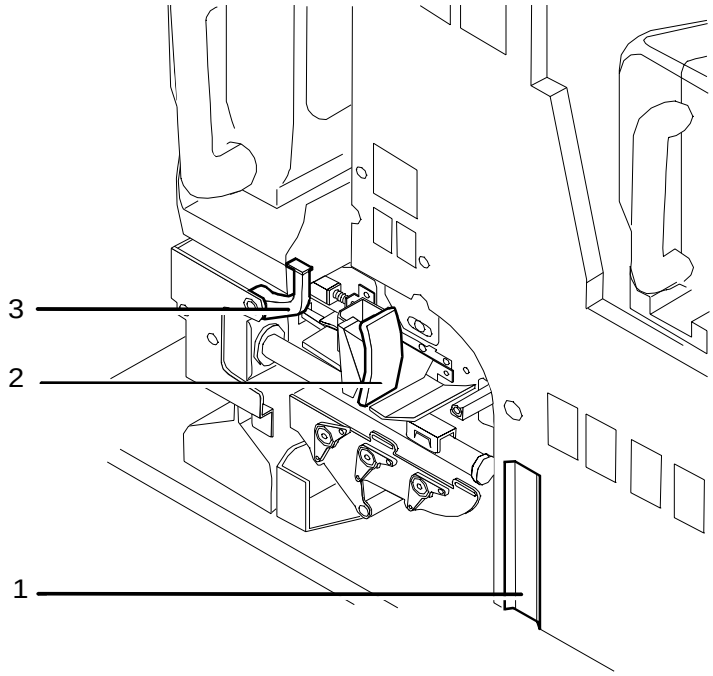
Caution: CCU carts should be used exclusively for exchanging and storing CCUs. You should always have at least one empty chart at your site if your printer has more than one color CCU. Do not attempt to remove or install a CCU without a cart.

Caution: Do not remove the CCU after a hard stop (such as caused by a paper jam, system crash or restart, or opening a door during printing) without first allowing the system to cycle up and continue processing for a proper recovery.

Removing the CCU

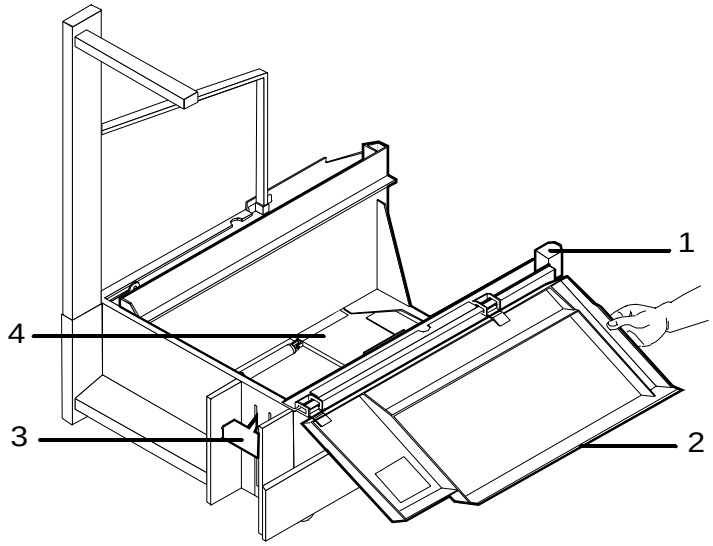
To remove the CCU from the printer, follow these steps.

1. When the printer is not cycled down, always press the Stop button on the printer control console before you open the door and attempt to remove the CCU.
2. Open the printer doors and locate the color housing area on the left side of the printer.



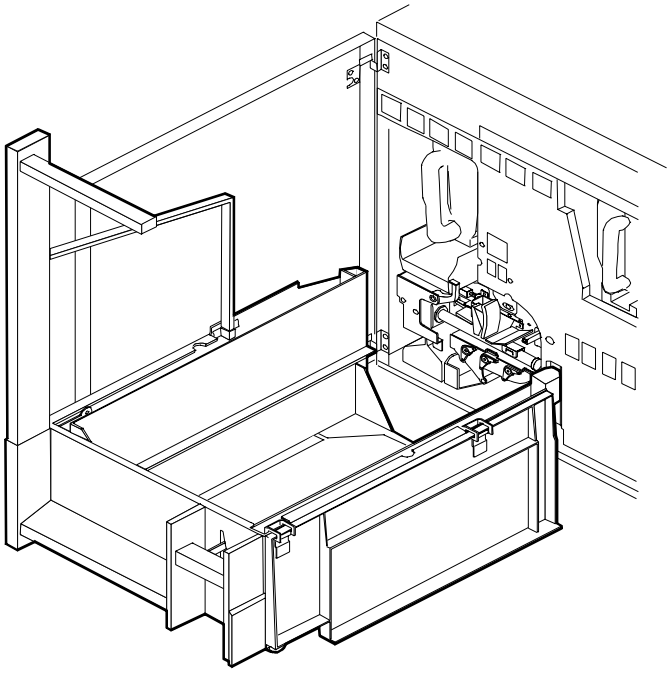
1 Gold recess used to align cart
2 Gold backup roller handle
3 Gold CCU handle

3. Open the top cover of an empty cart.

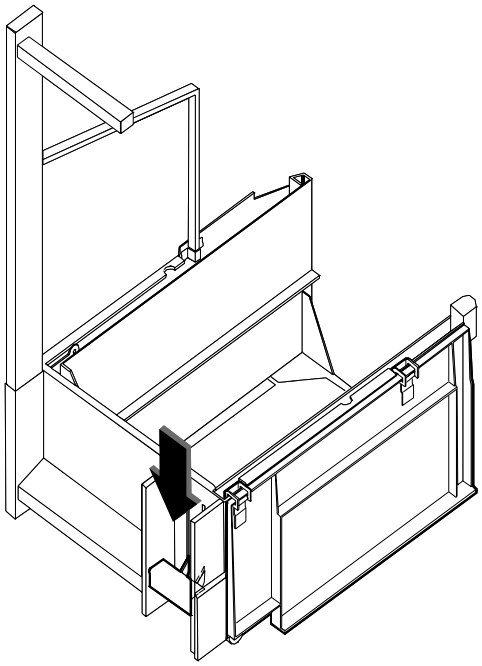


1 Gold alignment knob
2 Top cover
3 Pedal
4 Pallet

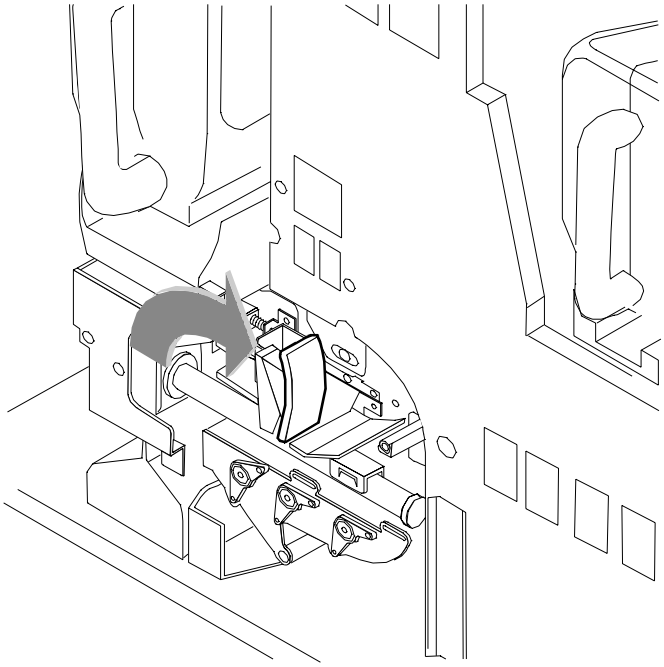
4. Push the cart up to the printer, lining up the gold knob on the cart with the gold recess on the printer inner cover.
5. Push the cart firmly against the printer until you can feel the two latch together.



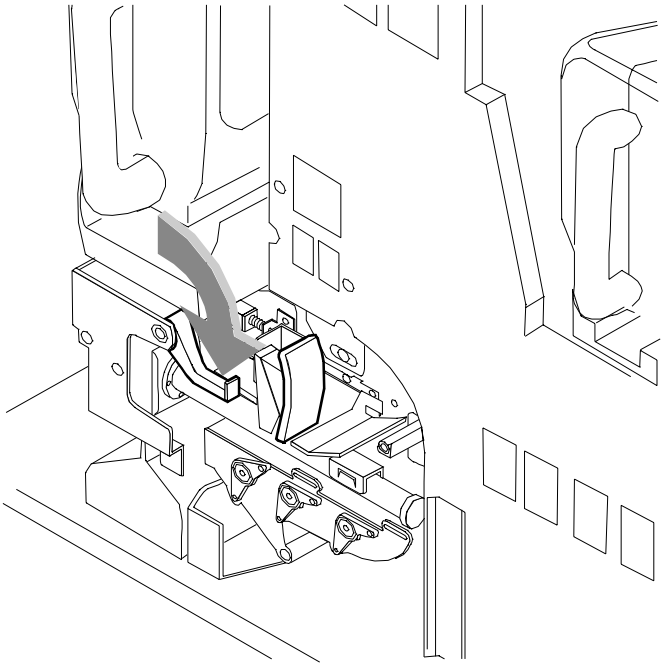
6. Push firmly on the cart pedal until you hear or feel the pedal catch. The pedal should stay locked down. The pallet within the cart is raised.



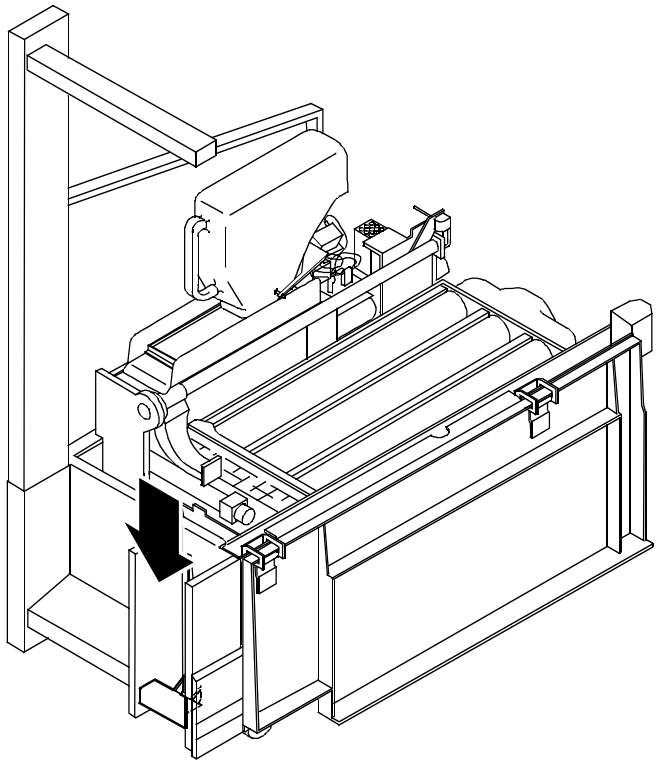
7. Turn the backup roller handle clockwise for a quarter turn to an upright position.



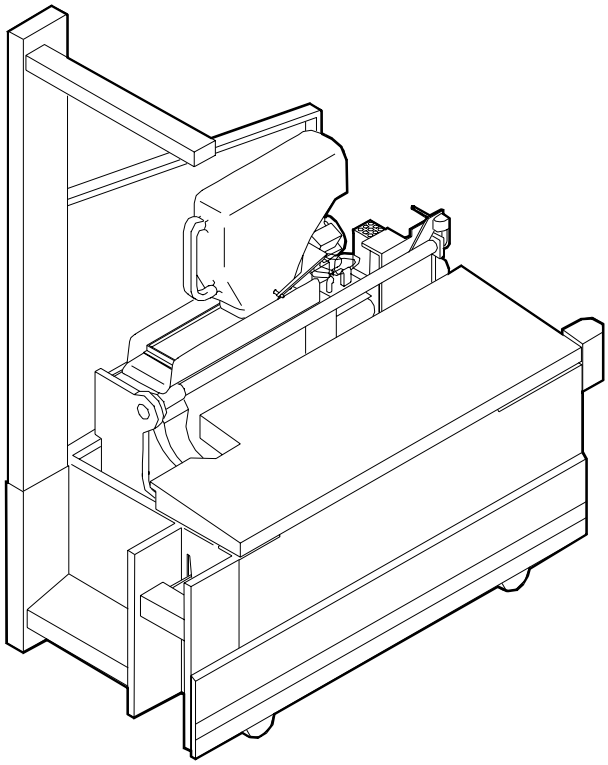
8. Turn the CCU latch handle clockwise for a quarter turn.



9. Using the CCU latch handle, pull the CCU out of the printer until it is completely in the cart.
10. Push down firmly on the cart pedal until you hear or feel a click. The pallet, which now contains the CCU, is lowered into the cart. If the pallet does not move, check that the CCU is all the way out of the printer and push down on the pedal again.



11. Close the cart top cover and store the cart.



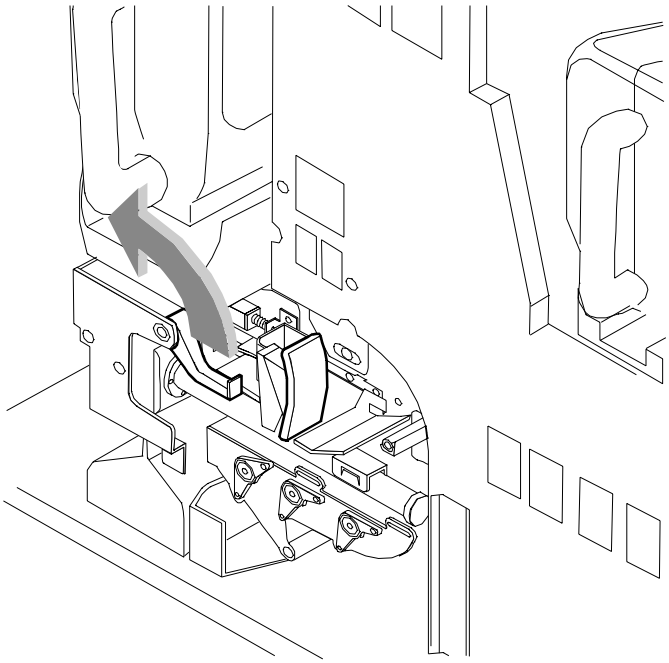
Inserting a CCU

To insert a CCU, follow these steps.

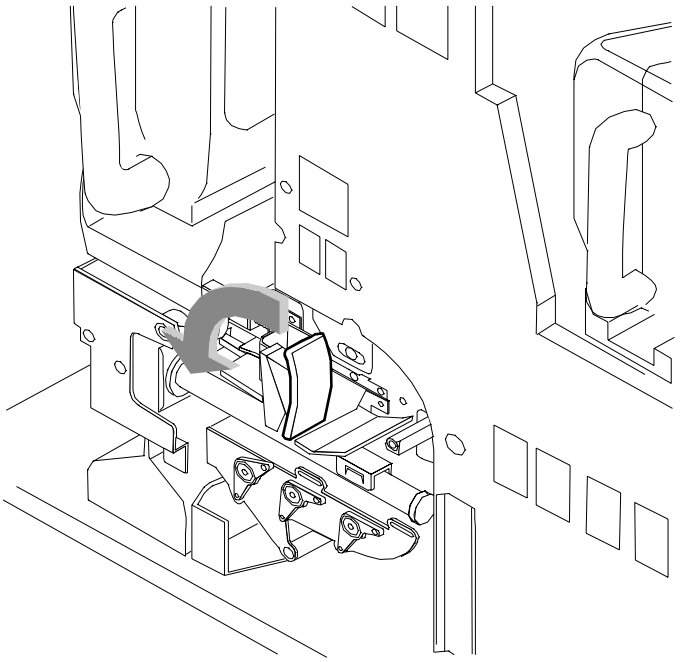
1. Open the top cover of the cart containing the new color CCU.

   Note: CCUs are not interchangeable between printer models. Make sure you order and use the one designed for your printer.

2. Push the cart up to the printer, lining up the gold knob on the cart with the gold recess on the printer inner cover.
3. Push the cart firmly against the printer until you can feel the two latch together.
4. Push down firmly on the cart pedal until you hear or feel the pedal catch. The pedal should stay locked down. The pallet containing the CCU is raised.
5. Using the CCU handle, firmly push the CCU into the printer.
6. Turn the gold CCU latch handle counter clockwise for a quarter turn. If it does not turn, check that the CCU is firmly seated in the printer.



7. Turn the backup roller handle counterclockwise for a quarter turn.



8. Push down firmly on the cart pedal until you hear or feel a click. If the pallet does not drop, check that the CCU is all the way in the printer and the pallet is released, then push down on the pedal again.
9. Remove the cart from the printer and close the cart top cover.
10. Close the printer doors.
11. Store the cart.

Storing the cart and CCU

Note: If any dry ink gets on your hands, wash them with soap and cold water. Heat sets the ink permanently. If any dry ink gets on your clothes, brush them with a dry paper towel or a stiff-bristled brush. If this does not remove the ink immediately, launder with detergent and cold water. Dry cleaners should be told that the spot is dry ink for a printer, so they will not use a solvent that sets the stain.

When you are not using a cart and CCU, store them in a dry, dust-free area that has little variation in temperature and humidity. The storage area should have a similar temperature and humidity to the printer room. Maintain the temperature in the range of 60 to 80° F/15 to 26° C and a relative humidity of 30 to 65 percent.

Note: Always keep the top cover of the cart closed when storing a CCU in the cart. The cover prevents dust and dirt from contaminating the developer material. Such contaminants can cause white spots and deletion defects in the printed output.

6. Waste containers

The waste container in the DocuPrint 92C IPS collects dry ink and developer after it has been used by the printer. When the container becomes full, it must be replaced, or the printer eventually stops printing. This chapter contains the procedures for replacing the dry ink and developer waste container.

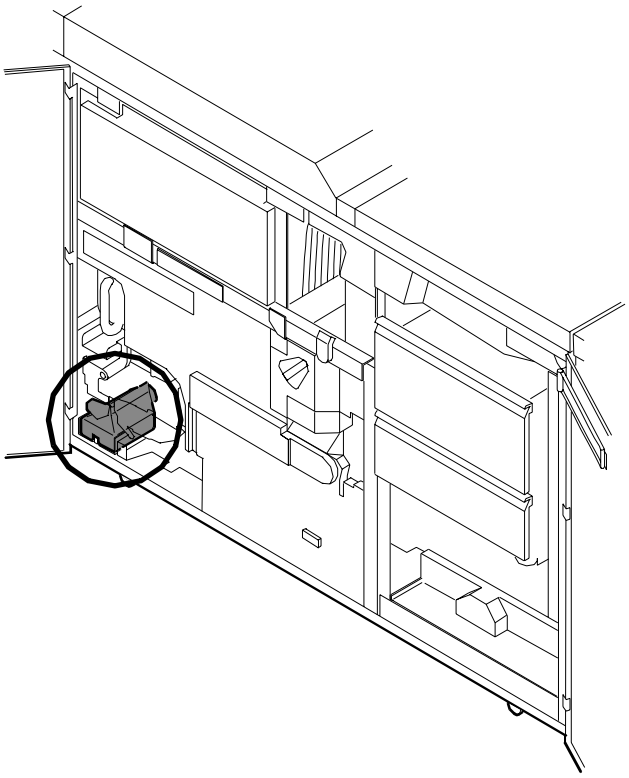
Checking and replacing the developer waste container

Waste from the developer housings is transported into a sealed container located in the lower left corner at the front of the printer. The waste material is a mixture of black and color developer, and is not reusable.

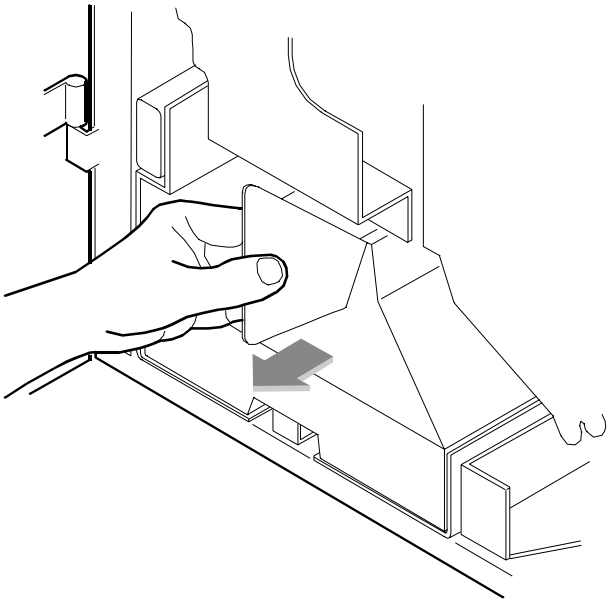
When the message `REPLACE DEVELOPER WASTE CONTAINER` displays on the printer control console, 1500 more prints can be produced before the printer stops. The printer does not resume printing until you replace the container. The Attention light is a modulated yellow by this stage.

To replace the waste container:

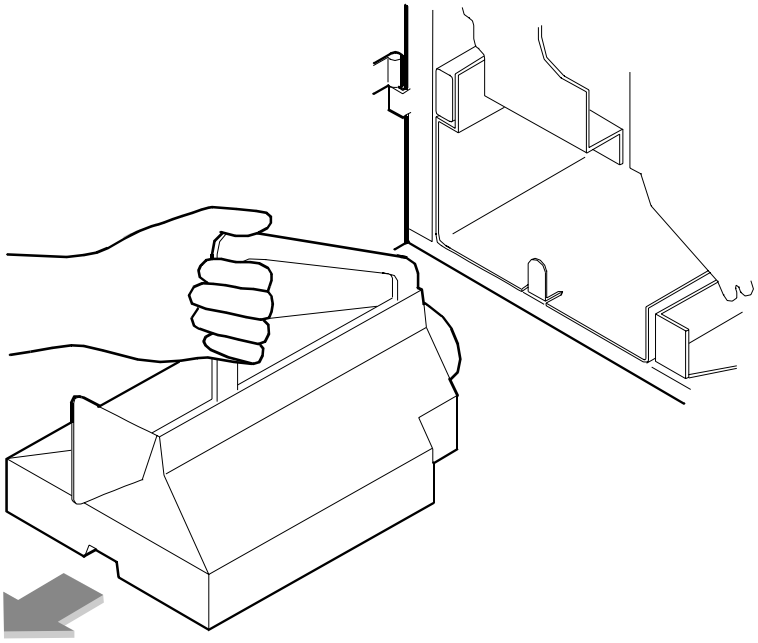
1. Open the printer doors and locate the dry ink cartridge at the left side of the printer. The developer waste container is located under the color dry ink bottle.



2. Spread a dropcloth on the floor under the developer waste container area.
3. Hold the container by the tab on the top. Lift the container up approximately half an inch, then pull it out of the printer. Let the tab-end of the container touch the floor, then grasp the container by the handle. Note that a full container weighs approximately 8 pounds/3.6 kg.



4. Use the cap from the new container to recap the old container.
5. Discard the waste material and container according to the instructions on the label.



6. Grasp the new, empty container with both hands, one hand on the handle and one on the container tab. Lift the front of the container over the notch at the front of the compartment, so that the notch slides into the groove running underneath the container.
7. Make sure that the container is pushed all the way into the compartment.
8. Close the printer doors.
9. Dispose of the dropcloth.

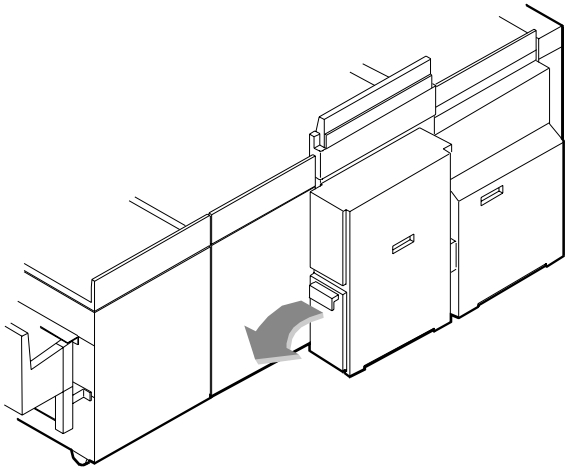
Checking and replacing the dry ink waste container

Waste dry ink is transported into the sealed waste container located in a compartment in the lower left corner at the rear of the printer. The waste material is a mixture of black and color developer waste, and is not reusable.

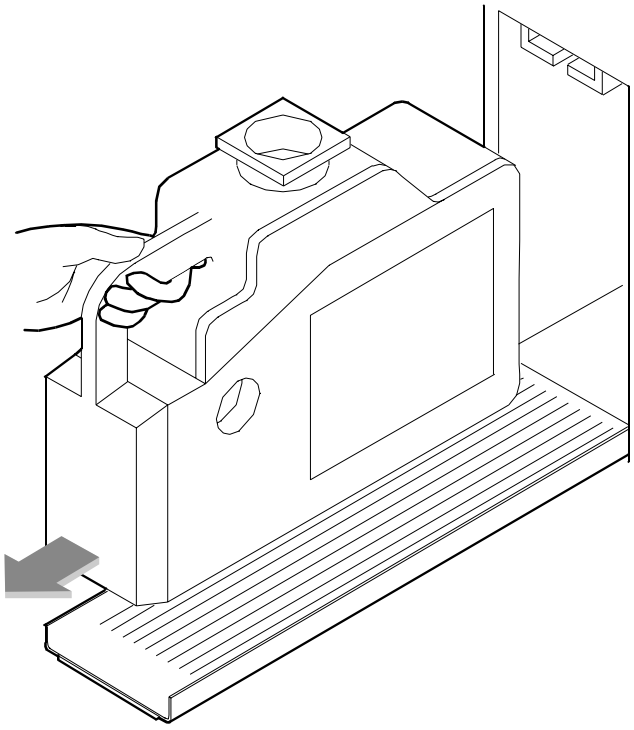
When the dry ink waste container is approximately three quarters full, the Attention light turns a steady yellow. Replace the container as soon as possible. Once the container is full the printer stops and does not resume printing until the container is replaced. The Attention light turns a modulated yellow and the message `DRY INK WASTE CONTAINER FULL` displays on the printer control console.

To replace the dry ink waste container:

1. Open the service door at the rear of the printer by grasping the handle and pulling the door out and down.



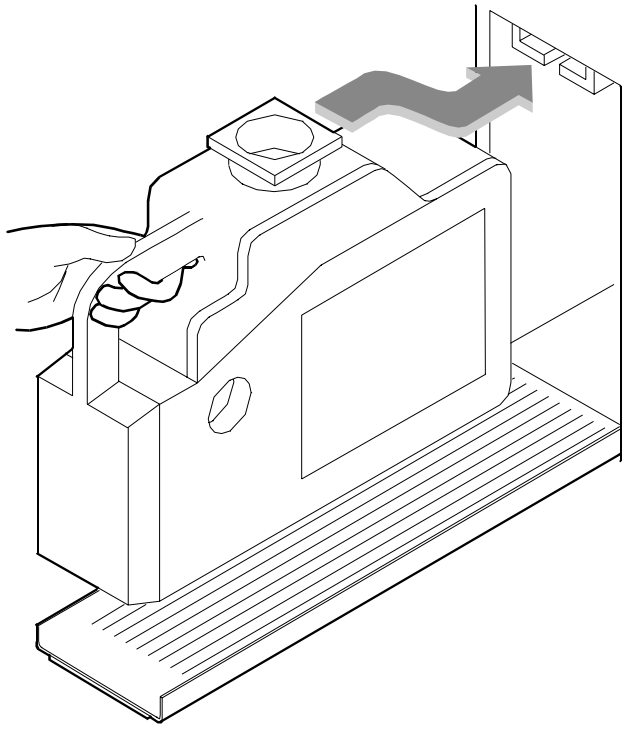
2. Grasp the container handle and pull the container up and out over the ridge at the base of the storage compartment. A full dry ink waste container weighs about 15 pounds/6.8 kg.



3. Place the cap, which is tethered to the bottle, onto the mouth of the container.
4. Discard the dry ink waste container according to the instructions on the label.

   Once the waste container is removed, the message `DRY INK WASTE CONTAINER NOT PRESENT` displays on the printer control console, and the printer remains idle until a new container is inserted.

5. Remove the cap from the new dry ink waste container.
6. Align the waste container with the support guides and slide the container into the storage compartment, gently lifting it up and over the ridge.

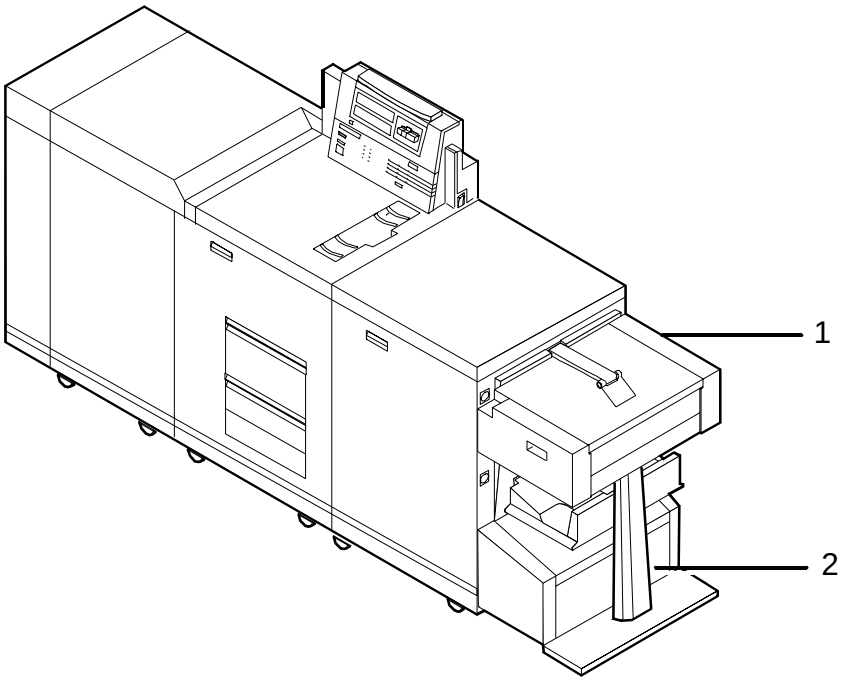


7. Close the rear door. A beep signals that the replacement is complete.

7. Bypass transport

The bypass transport is installed in tray 1 of the dual stacker on the DocuPrint 92C IPS. This chapter describes how to remove and install the bypass transport.

Figure 7-1. **DocuPrint 92C IPS with bypass transport installed**

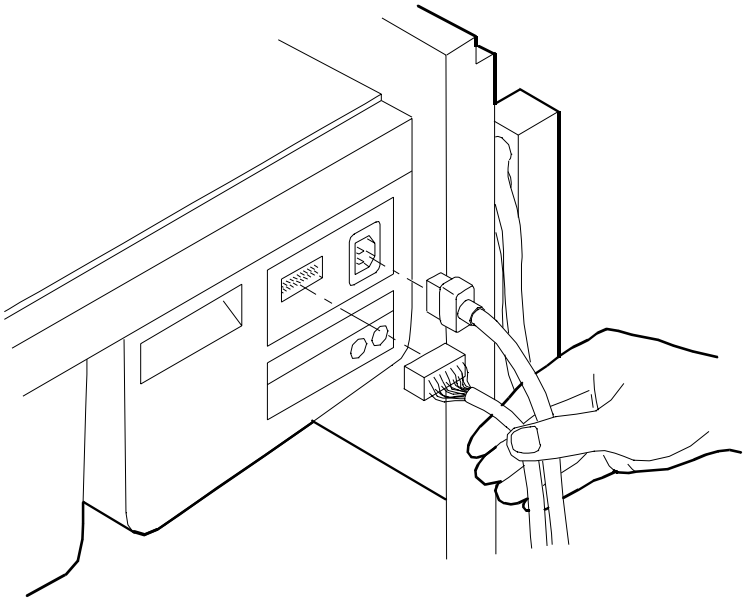


1 Bypass transport
2 Bypass transport support

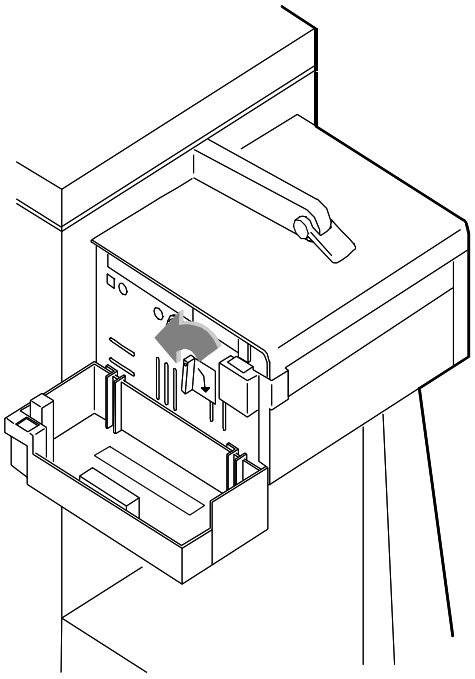
Removing the bypass transport

Follow these steps to remove the bypass transport from the printer:

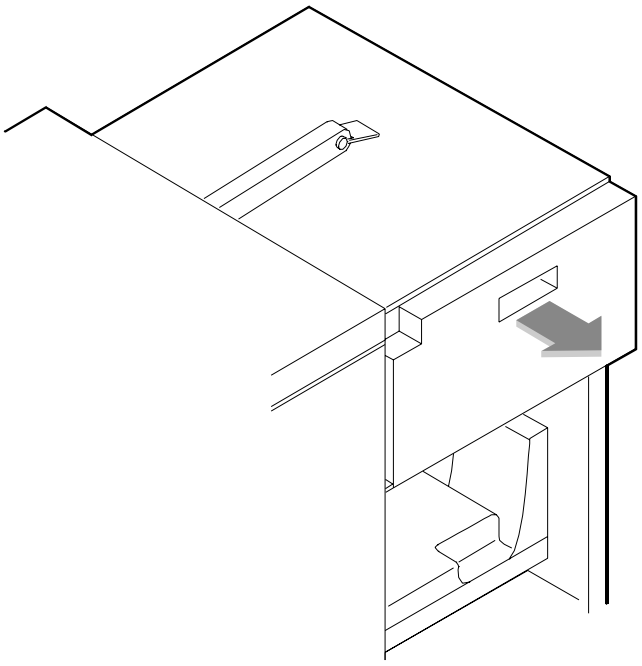
1. Power off the printer.
2. Disconnect your finishing device following the instructions provided with the device.
3. Unplug the two cables from the rear of the bypass transport.



4. Open the front cover of the bypass transport and unlock the transport by turning the green handle counterclockwise one quarter turn.



5. Grasp the recessed handles on the front and rear of the bypass transport and slide the transport out of the tray toward the front of the printer.



6. Place the transport in its storage location.
7. Press downward on the scuffer arm in stacker tray 1 until it rests in the tray.

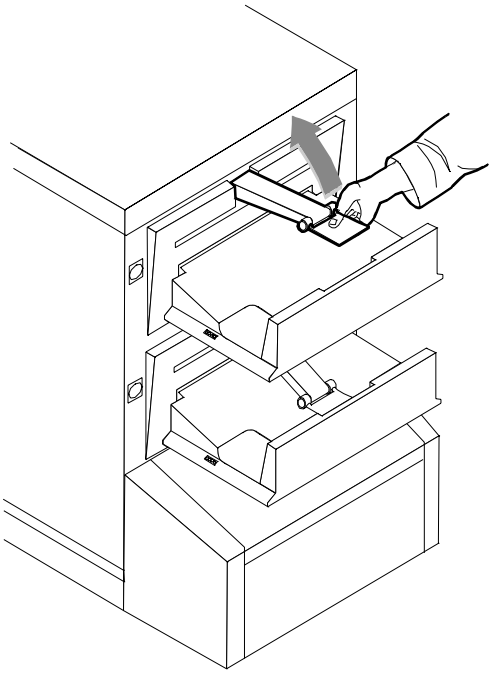
Note: The bypass transport support remains in place. It is permanently attached to your printer.

8. Power on the printer.

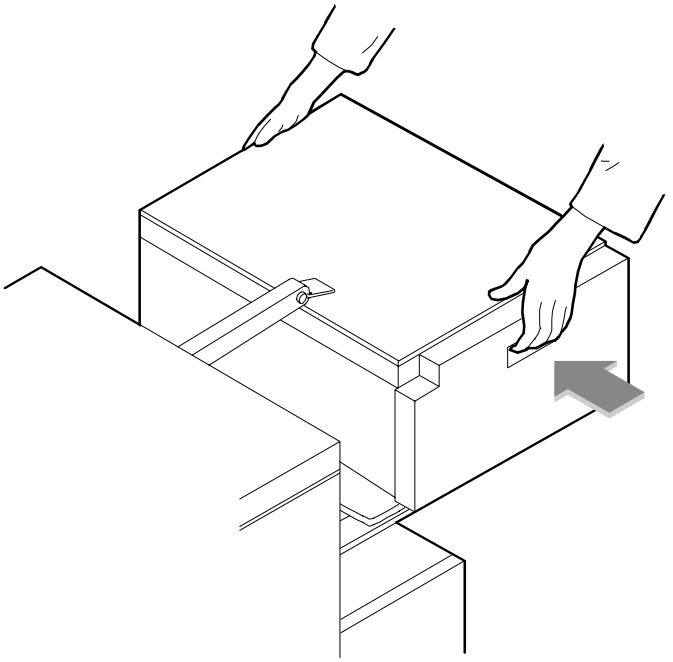
Installing the bypass transport

Follow these steps to install the bypass transport:

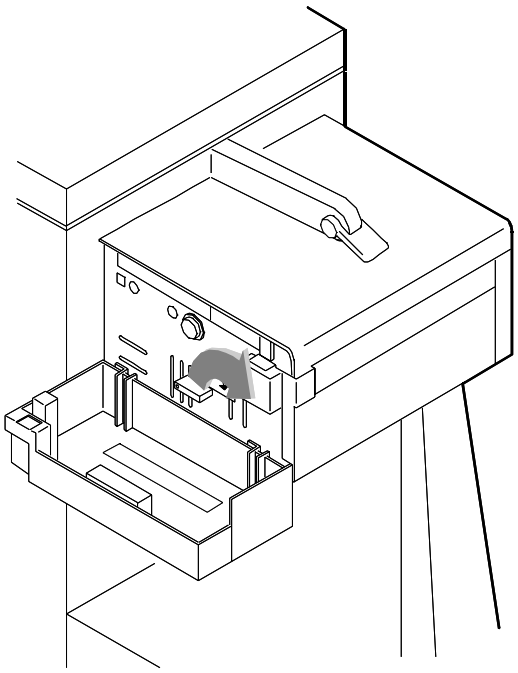
1. Power off the printer.
2. Raise the scuffer arm in stacker tray 1 to its highest position. (A spring holds the scuffer arm in the raised position.)



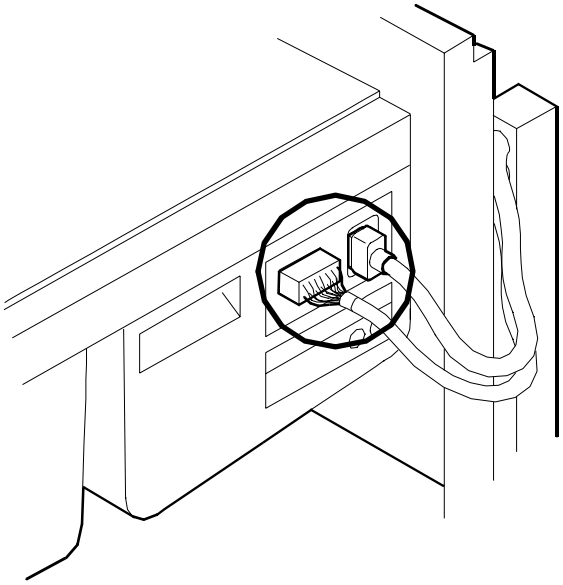
3. Lift the bypass transport assembly by the front and rear recessed handles and slide it into stacker tray 1 as far as it will go.



4. Open the front cover of the bypass transport and lock the transport by turning the green handle clockwise one quarter turn. (You will feel some resistance.)



5. From the rear of the dual stacker module, plug the two cables into the rear of the bypass transport.



6. Connect your finishing device following the instructions provided with the device.
7. Power on the printer.

8. Cleaning

This chapter describes the cleaning tasks you need to perform regularly on the DocuPrint 92C IPS.

Cleaning the keyboard, monitor, and the exterior of the Printer Controller

Clean the exterior surfaces of your Printer Controller, including monitor and keyboard, as required. Clean daily, if possible.

Use the following supplies to clean the exterior surfaces:

- Monitor: Use a soft, lint-free cloth dampened with a glass cleaner. Do not spray the liquid directly onto the monitor, it may cause damage.
- Keyboard: Use a mild household detergent that has been poured or sprayed onto a cloth lightly dampened with water. Do not saturate the cloth; just dampen it.
- Exterior: Use a mild household detergent that has been poured or sprayed onto a cloth lightly dampened with water. Do not saturate the cloth; just dampen it.

Caution: Do not allow liquids to drip onto anything electrical or mechanical. For the same reason, never spray or pour the cleaner directly onto the keyboard or the exterior surfaces of the system.

Cleaning the 4mm cartridge tape drive

Clean the 4mm cartridge tape drive every 25 hours of actual tape operation. Use only a cleaning cartridge designed for the 4mm cartridge tape drive. No fluids or other preparations are necessary with the use of these cartridges.

Caution: Do not use cleaning cartridges or any types of fluids designed for use in audio devices as these can damage your tape drive.

To clean the tape drive:

1. Insert the cleaning cartridge into the tape drive as you would a regular tape cartridge.
2. Observe the green LED blinking slowly to indicate that the tape drive is automatically performing a cleaning cycle.

Note: If the cleaning cartridge has been used for more than approximately 30 cleaning cycles, the amber LED blinks rapidly. Press the Unload button to eject the cleaning cartridge and discard it.

3. Remove the cleaning cartridge after it is automatically ejected following the cleaning cycle.

You can use the cartridge tape drive immediately after cleaning.

9. Maintenance and support services

This chapter provides information on the services Xerox provides to help you keep your DocuPrint printer running efficiently. It describes the services available to you and how to take advantage of these services.

Note: The support services described in this chapter apply to the United States only. For information on the support services available internationally, consult your Xerox representative.

Xerox Customer Services Support Center

Before calling your Customer Service Support Center, make sure you have tried the corrective actions described in the *Troubleshooting Guide*. If a problem persists, gather the necessary information and call your customer service support center (or contact your local Xerox operating company).

Refer to the *Xerox DocuPrint 92C Troubleshooting Guide* chapter "Calling for service" for the information you should have ready when you call.

In the United States, call the following number to report DocuPrint hardware or software problems:

1-800-822-2979

Note: This phone number is attached to your printer at installation time.

Xerox Documentation and Software Services

XDSS distributes the documents you need to install and use the DocuPrint printer, other Xerox printers, and associated software. If you register for site subscription service, XDSS will automatically send you updates and revisions as they become available.

To order this documentation, call Xerox Documentation and Software services:

1-800-327-9753 (U.S. only), between the hours of 6:00 a.m. and 4:00 p.m., Pacific time.

XDSS representatives will explain the services available, answer your questions, and take orders for documentation.

You can also order on the web:

www.xdss.com

Xerox Font Center

The Xerox Font Center (or your local Xerox operating company) can send you samples and catalogs of the fonts available for your printer.

To receive font samples, obtain price information, obtain technical support, or order licensed or custom fonts, call:

1-800-445-FONT (3668) between 6:00 a.m. and 5:00 p.m., Pacific time.

You can get font information on the web:

www.font.net

Operator Training

Operator training is conducted at your location shortly after your DocuPrint printer is installed. Training takes approximately two to four hours, depending on the system configuration. It includes hands-on practice running basic jobs, performing routine maintenance, and solving problems. Determine the number of operators you want to attend the initial training, schedule training dates and times through your Xerox sales representative.

Additional training classes, such as Advanced Customer Training (ACT) for operators, teach advanced service and maintenance skills. A variety of classes and workshops are available through Xerox Customer Education.

Xerox Customer Education

Xerox offers classes and tutorial documents on various topics relating to printing systems and document production. For information about Xerox training courses, or to receive a catalog, call Xerox Customer Education at:

1-800-445-5554 (U. S. only)

You can also obtain information on the web:

http://www.xerox.com/services/training/customer-ed

Reporting billing meters

On a regular basis, usually every month, you need to report your printer billing meter readings to Xerox.

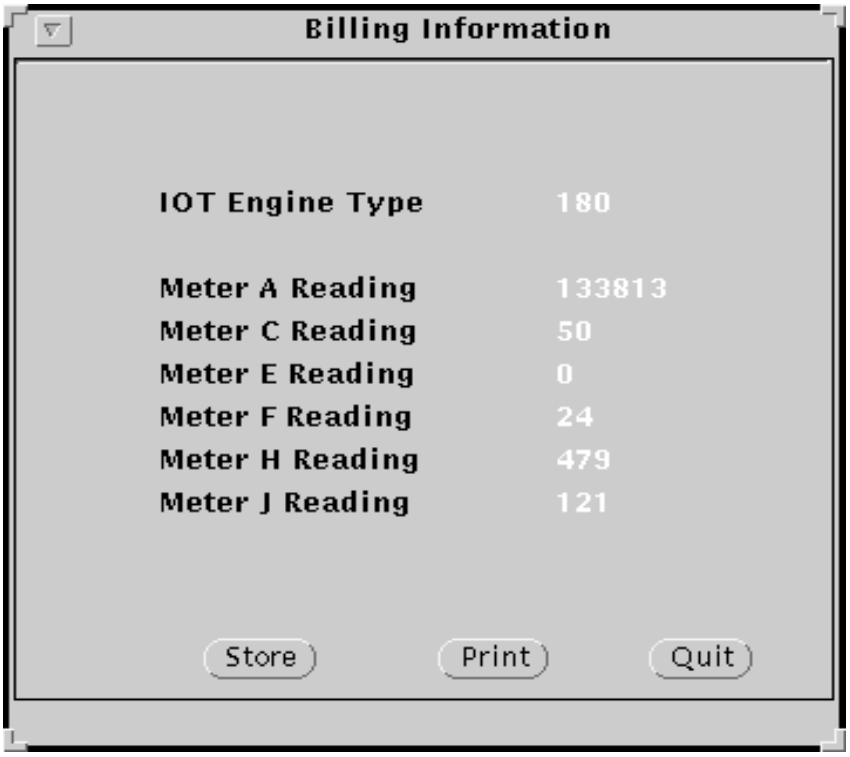
To do this, you need the serial number for your system. The serial number is located behind the narrow door to the far left, on the front of the printer. If you are reporting meters for other Xerox printers during the same call, make sure you have the serial number available for each one before calling.

If you know how to read the billing meters for your system, you can have that information ready when you call. Otherwise, the service representative will provide you with instructions when you call.

To report billing meter readings, call **1-800-891-8405** (all U.S. locations) or contact your local Xerox operating company.

Your printer maintains the page count in the Billing window. You can read the meters any time the printer is not running. To display the Billing Information window: From the Administration menu, select Billing Information.

Figure 9-1. **Billing Information window**



Note: The information in the IOT Engine Type field varies, depending on your IPS model.

- Meter A gives the total impressions successfully delivered by the printer. This meter keeps a permanent cumulative record of how many sheets are delivered to an output destination. It cannot be cleared or reset. This recording is reported by the customer.
- Meter C counts all sheets fed into the paper path from trays 1, 2, 3, or 4. It is a user meter and can be cleared by the controller.
- Meter E counts all good sheets sent to the intended output destination. It is a user meter and can be cleared by the controller.
- Meter F performs the same function as Meter A (total impressions successfully delivered), except it can be cleared by the controller.
- Meter H counts all good duplex sheets delivered to the intended output destination. It is a user meter and can be cleared by the controller.
- Meter J is not used.

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