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# Xerox<sup>®</sup> Versant<sup>®</sup> 3100 Press

## Quick Start Guide

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

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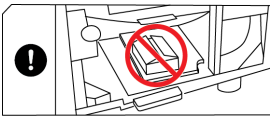
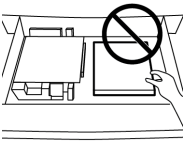
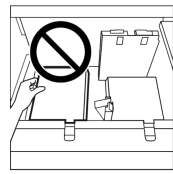




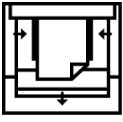

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# Product Symbols

This product uses a variety of symbols; refer to the following table for a list of these symbols and their definitions.

| Symbol  | Name and Definition (if required)   |
|---|---|
|    | <b>Caution</b><br>This symbol indicates a mandatory action to take in order to avoid damage to these areas.                             |
|   | <b>Warning</b><br>This symbol alerts users to areas where there is the possibility of personal injury.                                  |
|  | <b>Hot Warning</b><br>This symbol alerts users to areas where there are heated surfaces which should not be touched.                    |
|  | <b>Laser Warning</b><br>This symbol indicates a laser is being used and alerts the user to refer to the appropriate safety information. |
|  | <b>Pinch Hazard</b><br>This warning symbol alerts users to areas where there is the possibility of personal injury.                     |
|  | <b>Lock</b>   |
|  | <b>Unlock</b>   |

| Symbol  | Name and Definition (if required)   |
|---|---|
|    | <b>Do Not Touch</b>   |
|    | <b>Do Not Touch the Drum Cartridge</b><br>To avoid damage, do not touch the surface of the Drum Cartridge.  |
|    | <b>Do Not Dispose into an Open Flame / Incinerate</b>   |
|    | <b>Do Not Incinerate the Toner Cartridge</b><br>Always refer to the recycling instructions for your region / marketplace for correct disposal information and procedures.           |
|    | <b>Do Not Incinerate the Toner Waste Bottle</b><br>Always refer to the recycling instructions for your region / marketplace for correct disposal information and procedures.        |
|  | <b>Do Not Incinerate the Drum Cartridge</b><br>Always refer to the recycling instructions for your region / marketplace for correct disposal information and procedures.            |
|  | <b>Do Not Incinerate the Second Bias Transfer Roll</b><br>Always refer to the recycling instructions for your region / marketplace for correct disposal information and procedures. |
|  | <b>Flicker Label / 100 Amp Current</b><br>This symbol indicates usage only in premises that have a service current capacity equal to or greater than 100 Amps per phase.            |
|  | <b>Ground / Common / Earth Terminal</b>   |
|  | <b>LAN</b><br>Local Area Network  |
|  | <b>USB</b><br>Universal Serial Bus  |

| Symbol  | Name and Definition (if required)  |
|---|--|
|    | <b>Keep Area Clear</b><br>Do not store any objects in this location.                               |
|    | <b>Keep Area Clear</b><br>Do not store any objects in this location.                               |
|    | <b>Keep Area Clear</b><br>Do not store any objects in this location.                               |
|    | <b>Do Not Use Transparencies with a White Strip / Overhead Projector Sheets with a White Strip</b> |
|   | <b>Do Not Use Open Envelopes</b>   |
|  | <b>Do Not Use Folded, Creased, Curled, or Wrinkled Paper</b>                                       |
|  | <b>Do Not Use Ink Jet Paper</b>  |
|  | <b>Tray Guides Must Touch Media</b>  |
|  | <b>Load Postcards in the Indicated Direction</b>   |

| Symbol  | Name and Definition (if required)  |
|---|--|
|  | <b>Load Hole-punched Paper as Indicated</b>  |
|  | <b>On</b><br>This symbol indicates the main power switch is in the <b>ON</b> position.   |
|  | <b>Off</b><br>This symbol indicates the main power switch is in the <b>OFF</b> position.   |
|  | <b>Standby</b><br>This symbol indicates the secondary power switch is in the <b>Standby</b> position.  |
|  | <b>Do Not Dispose in Normal Household Waste Stream</b> <ul style="list-style-type: none"> <li>• Application of this symbol is confirmation that you should not dispose of items, such as Customer Replaceable Units (CRUs), in the normal household waste stream. You must dispose of these items in compliance with agreed national procedures.</li> <li>• This symbol often accompanies batteries and indicates that used electrical and electronic products and batteries should not be mixed with general household waste.</li> <li>• For more information about collection and recycling, please contact your local municipality, your waste disposal service, or the point of sale where you purchased the items.</li> </ul> |

# Getting Started

The Xerox® Versant® 3100 Press is a full color / black and white, auto-duplex press that operates at a speed of 100 prints per minute (when printing on 8.5 x 11 inch / A4 paper).

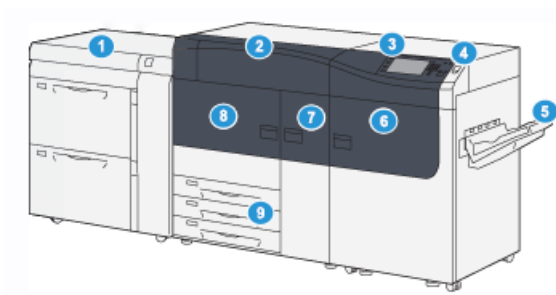
The system configuration consists of the Advanced High Capacity Feeder (Trays 6 and 7), the print engine with internal feeding trays (Trays 1-3), and an embedded Control Panel and touch screen (the user interface). A print server is also part of the configuration, which includes the **Stock Library Manager** application used for stock and tray setup and print job submission. An Offset Catch Tray may be connected to the press, or other optional inline finishing devices are available.

## Note

With the exception of the Offset Catch Tray, all other finishing devices require the Interface Decurler Module.

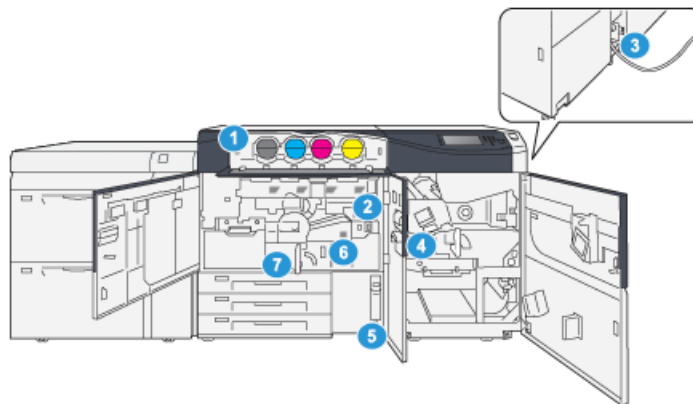
The press includes the 4 dry ink / toner and drum cartridges, transfer belt and fuser / ROS system, Full Width Array calibration feature, decurler, registration and paper path, and paper inverter.

## Press Components



- |  |                            |
|--|----------------------------|
| 1. Advanced High Capacity Feeder (Trays 6 and 7) | 6. Right Front Door        |
| 2. Dry Ink / Toner Cover                         | 7. Center Front Door       |
| 3. Control Panel and Touch Screen                | 8. Left Front Door         |
| 4. Power On / Off Button                         | 9. Paper Trays 1, 2, and 3 |
| 5. Offset Catch Tray (OCT)                       |                            |

## Internal Components



- |  |                                 |
|--|---------------------------------|
| 1. Dry Ink / Toner Cartridges                | 5. Dry Ink / Toner Waste Bottle |
| 2. Main Power Switch                         | 6. Fuser Module                 |
| 3. Circuit Breaker Switch (on rear of press) | 7. Transfer Module              |
| 4. Paper Cooling Module                      |                                 |

## Control Panel

The embedded Control Panel on the press includes an LCD touch screen, keypad and feature buttons. The touch screen displays instructions, faults, and informational messages. Select the Control Panel buttons to log in, perform job setup functions, and view job, press, and supply statuses.



| Item Number | Name                         | Description   |
|-------------|------------------------------|---|
| 1           | <b>Home</b> button           | Displays the main menu. Provides access to view the supplies and trays available on the press and the status of consumables.  |
| 2           | <b>Tools</b> button          | Displays the Tools mode screen. For the operator, select the Tools icon to view billing information and to perform press calibration such as Full Width Array color uniformity adjustments. |
| 3           | <b>Job Status</b> button     | Use to check the progress of active jobs and detailed information about completed jobs or pending jobs. This area also allows you to delete a job (cancel printing) and to pause jobs.      |
| 4           | <b>Machine Status</b> button | Use to check the press configuration, the software version, the press billing meter and counter information, and to access and print job history or error reports.                          |
| 5           | <b>Touch Screen</b>          | Directly touch the screen to select and set features. Displays instructional and informational messages, fault clearance procedures and general press information.                          |
| 6           | <b>Log In / Out</b> button   | Use to log in and out of Administrator mode or Authentication mode with user ID and password.   |
| 7           | <b>Language</b> button       | Use to select a different language for the touch screen options.  |

| Item Number | Name                       | Description  |
|-------------|----------------------------|--|
| 8           | <b>Power Saver</b> button  | Use this button if the press has been inactive and the touch screen is dark (system is in Energy Saver mode). This button manually exits the system from Energy Saver mode; it does not place the press in Energy Save mode. |
| 9           | <b>Numeric Keypad</b>      | Use to enter alphanumeric characters. The ' <b>C</b> ' <b>Cancel Entry</b> cancels the previous entry made on the numeric keypad.  |
| 10          | <b>Cancel Entry</b> button | Use this button to cancel the previous entry made on the numeric keypad.   |
| 11          | <b>Clear All</b> button    | Use this button to return all selections to the same state as when the press was powered on. Press once to clear a current entry. Press twice to return to default settings.   |
| 12          | <b>Stop</b> button         | Press to stop and pause the print job in progress.   |
| 13          | <b>Start</b> button        | Press to start and print a selected report. Also used by the Customer Service Engineer during diagnostic routine procedures.   |
| 14          | Press Status Lights        | The three indicator lights that identify: data transmission in progress, the press is experiencing an error, and main power is on.   |

## Power Saver Mode

The Power Saver feature allows the press to enter a reduced power consumption mode when all print jobs have completed and there are no jobs currently processing. There are two power saving modes: Low Power and Sleep.

- Low Power: After remaining inactive for a preset time period, the press enters the Low Power mode.
- Sleep: After entering Low Power mode and remaining inactive for another preset time period, the press enters the Sleep mode.

By default, the press automatically enters the Low Power mode after 1 minute of inactivity. After 1 minute of inactivity, the press then enters Sleep mode. These time intervals for both modes can be changed by the system administrator.

Refer to the following example:

- Low Power Mode is set to 1 minute.
- Sleep Mode is set to 10 minutes.
- Sleep Mode activates after 10 minutes of total inactivity and not 10 minutes after the Low Power Mode begins.

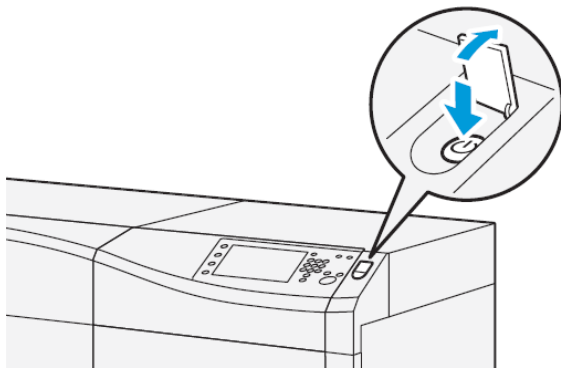
## Exiting Power Saver Mode

The press exits Power Saver mode either by pressing the **Power Saver** button on the Control Panel or when receiving print data from an incoming job.

## Power On / Off

### Power On / Off Button

The Power On / Off Button is located on the right side of the Control Panel. Use this button to power **ON** or **OFF** the press.



### Power On / Off the Press

1. To switch on the press, check that the Main Power switch behind the Center Front Door is **On**.
2. Press the Power On / Off button on top of the press to the **ON** position.

The Ready Indicator light displays green.

A screen message advises of a short wait while the fuser warms up and the press runs a system check. You can set features for a job during this time and the printing process will start automatically when the press is ready.

3. To switch off, press the Power On / Off button to the **Off** position.

#### Note

Allow the press to remain off for a minimum of 10 seconds before switching on the power again.



# 3

## Paper and Media

### Loading Paper in Trays 1, 2, and 3

From the **Stock Library Manager** on the print server, set the stock type, weight and size settings for the tray. At the press, check that the stock loaded in the paper tray matches the paper tray attributes programmed.

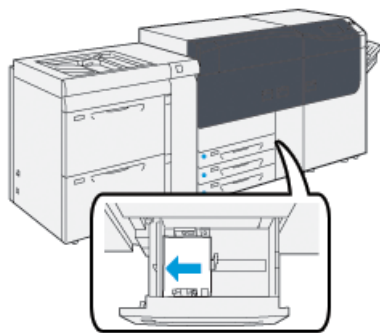
#### Note

A paper jam may occur if a tray is opened while it is being used to feed stock.

1. Select the appropriate paper stock for your print job.
2. Pull out the tray slowly until it stops.
3. Open the ream of paper with the seam side facing up.
4. Fan the sheets before loading them into the tray.
5. Extend the paper guides outward until they stop.



6. Load and align the edge of the paper against the left edge of the tray.

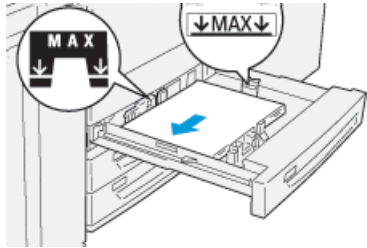


Paper can be loaded either in the LEF / portrait or SEF / landscape direction.

7. Adjust the paper guides by pressing in the guide releases and carefully moving the guides until they lightly touch the edges of the material in the tray.

**Note**

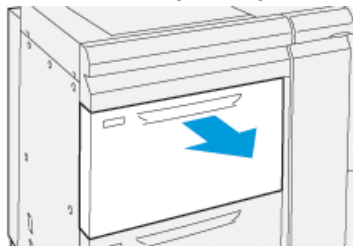
Do not load materials above the **MAX** line located on the guides.



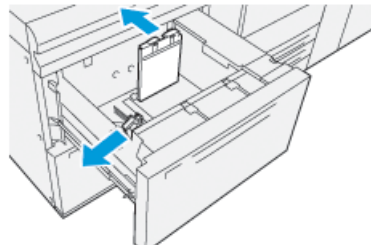
8. Gently push in the tray until it comes to a stop.  
The paper Tray Properties window displays on the print server (on **Stock Library Manager**). You can view and set stock attributes and verify trays are assigned with the correct stock. The **Stock Library Manager** is available from the print server only and not at the press.
9. From the Tray Properties window, enter or verify the correct paper information, including size, type, weight and, if necessary, paper curl and / or alignment option. Select the stock and assign the stock to the tray to be used.
10. Select **OK** to save the information and close the Tray Properties window.

## Loading Paper in the Trays 6 and 7

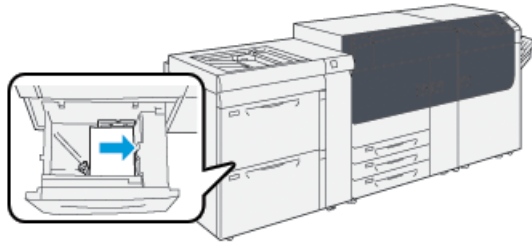
1. Select the appropriate paper stock for your print job.
2. Pull out the tray slowly until it stops.



3. Open the ream of paper with the seam side facing up.
4. Fan the sheets before loading them into the tray.
5. Extend the paper guides outward until they stop.



6. Load and align the edge of the paper against the right edge of the tray.

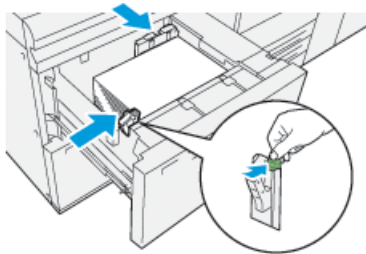


Paper can be loaded either in the LEF / portrait or SEF / landscape direction.

7. Adjust the paper guides by pressing in the guide releases and carefully moving the guides until they lightly touch the edges of the material in the tray.

#### Note

Do not load materials above the **MAX** line located on the guides.



8. Gently push in the tray until it comes to a stop.

The paper Tray Properties window displays on the print server (on **Stock Library Manager**). You can view and set stock attributes and verify trays are assigned with the correct stock. The **Stock Library Manager** is available from the print server only and not at the press.

9. From the Tray Properties window, enter or verify the correct paper information, including size, type, weight and, if necessary, paper curl and / or alignment option. Select the stock and assign the stock to the tray to be used.
10. Select **OK** to save the information and close the Tray Properties window.

## Matching the Tray and Stock Information

#### Important

To ensure maximum productivity and successful job completion, always verify that the Tray Properties information (from the Stock Library Manager on the print server) matches the actual stock / media that is loaded in the tray being used for the print job.

Before running a print job, check for any of the following conditions:

- Modifications were made to the Stock Library, such as
  - Adding a stock,
  - Copying a stock,
  - Creating a new stock,

- Editing an existing stock
- Stock / media was loaded into the selected tray for the print job
- The tray selected for the print job was opened / closed

#### Note

If any of these conditions apply, verify that the Tray Properties information matches the actual tray contents.

If the stock loaded in the tray does not match the information on the Tray Properties window, then a message may be displayed in one or more of the following ways:

- On the User Interface of the press
- On the Stock Library Manager application (on the print server)
- On the print server
- On both the Stock Library Manager and the print server
- On the Stock Library Manager, the print server, and possibly on the press User Interface

#### Tip

Stock / tray mismatch information and how it is displayed is dependent on the individual print server. If stock is changed in a tray, a message may not be displayed; therefore it is important to always perform the following steps before running a print job.

1. Check for a tray mismatch message on the press User Interface. If a mismatch message is displayed, select it.  
A new message displays and explains what media is required and the tray location.
2. Go the print server and check the main / home window for a similar message:
  - If a message exists, follow the information provided on the print server to correct the stock mismatch issue, and continue to the next step.
  - If a message does not exist, continue to the next step.
3. Load the stock in the tray.  
If the User Interface on the press displays a mismatch message, follow the instructions provided to load the correct stock.
4. Change the Tray Properties to match the contents of the tray; this is done from the Stock Library Manager on the print server.
  - a) Verify the paper size, type (coated, uncoated), and weight of the paper loaded in the tray.
  - b) If necessary, enter that information on the Tray Properties window.
5. Ensure that the tray is closed.
6. Ensure that all tray / stock mismatch messages have been resolved.
7. Start your print job.

# Maintenance

## Ordering Supplies

Xerox supplies, paper, and throughput material can be ordered from the web site [www.xerox.com](http://www.xerox.com) and clicking on the **Supplies** link. For any item that is not orderable from the web site, contact your Xerox Service Representative.

### Note

The cleaning pads used with the ROS Window cleaning wand are not orderable. Contact your Xerox service representative for any additional cleaning pads.

| CRUs (Supply Item)                | Reorder Quantity | Approximate Print Yield<br>(Full Color 8.5x11/A4 Prints) |
|-----------------------------------|------------------|--|
| Black Dry Ink / Toner Cartridge   | 2 per box        | 50,000*  |
| Cyan Dry Ink / Toner Cartridge    | 1 per box        | 55,000*  |
| Magenta Dry Ink / Toner Cartridge | 1 per box        | 51,000*  |
| Yellow Dry Ink / Toner Cartridge  | 1 per box        | 51,000*  |
| Waste Dry Ink / Toner Bottle      | 1                | 45,000   |
| Suction Filter                    | 1                | 200,000  |
| Drum Cartridge (R1)               | 1 per box        | 348,000  |
| Drum Cartridge (R2)               | 1 per box        | 348,000  |
| Drum Cartridge (R3)               | 1 per box        | 348,000  |
| Drum Cartridge (R4)               | 1 per box        | 348,000  |
| Feed Roll Kit (Trays 6/7)**       | 1 kit            | 500,000  |

\* Dry Ink / Toner yield projections are based on 7.5 percent-area coverage per color (4 colors = 30 percent) at standardized conditions on A4 (8.5 x 11 in.), for Xerox Digital Color Xpressions+, 24 lb. (90 gsm) and for Colotech Plus 90 gsm reference paper.

\*\*Each tray requires its own feed roll kit: one kit for Tray 5, one kit for Tray 6, and one kit for Tray 7. Each kit contains all the required items for replacing the feed rolls.

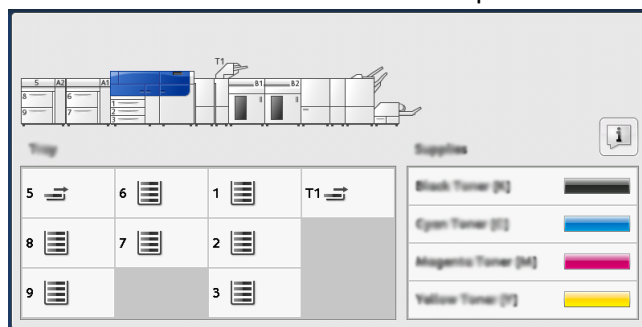
## Checking the Status of Consumables

The Supplies area of the Home window on the press control panel displays an overview of the level of dry ink / toner remaining in each cartridge. As the dry ink / toner is used, the colored line representing each cartridge becomes shorter.

When a consumable is reaching the time it needs to be replaced, a message is displayed on the control panel touch screen. This indicates when it is time to order and/or install a new consumable item. With some Customer Replaceable Units (CRUs), the screen indicates that the press may continue to run print jobs without immediately replacing the item. Otherwise, when it is time to replace it, a message appears and the press stops running.

To check the status of your consumables:


1. Press the **Home** button on the control panel.



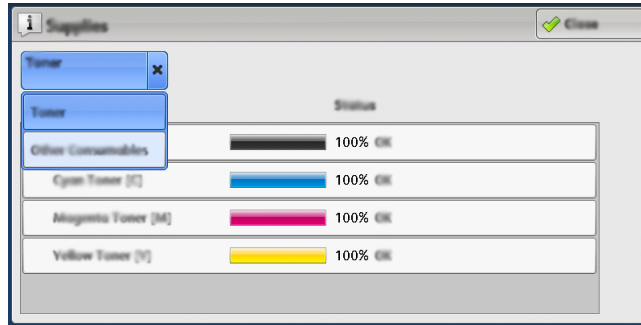
Notice the Supplies area showing a 1-to-100 % indicator bar that shows the remaining amount of dry ink / toner.

### Note

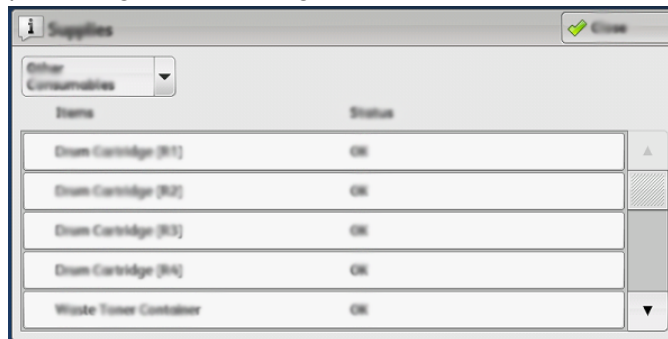
Remaining dry ink / toner is updated in 10-percent increments.

2. To display the exact percentage of remaining dry ink / toner for each cartridge, touch the **Information** button . The Supplies screen displays.

- From the menu, select **Other Consumables** to see the status of other consumables.



The Other Consumables window displays and provides information about the percentage of remaining life for each consumable.



- Use the up / down arrows to see additional consumables, such as the drum cartridges, the dry ink / toner waste container, trays 6/7 feeder rolls, and consumables for any additional optional devices that are configured with the press.

#### Note

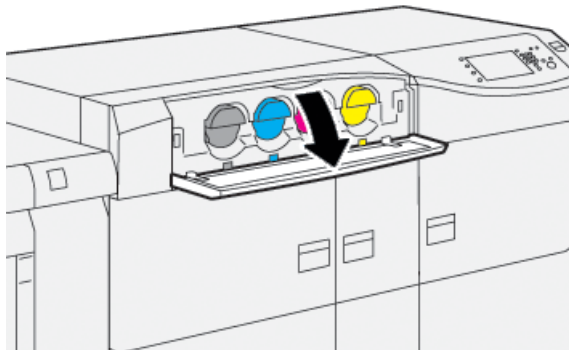
The status of the suction filter is not shown, but a message displays when it requires replacement.

## Replacing a Dry Ink / Toner Cartridge

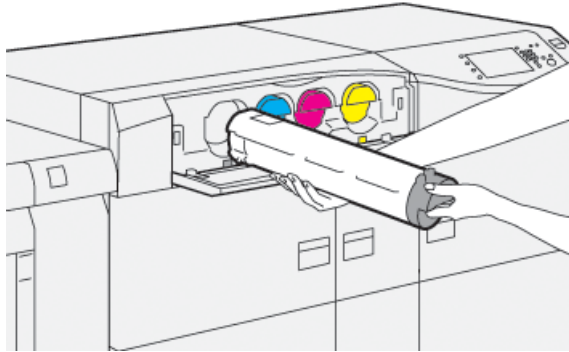
#### Note

The dry ink / toner cartridge can be replaced while a job is printing.

- Open the dry ink / toner cover, located just above the press front door / cover.



2. Lay paper on the floor before removing the cartridge. This will allow any excess dry ink / toner to fall on the paper.
3. Slowly remove the dry ink / toner cartridge by placing fingers under the end of the cartridge and gently pulling it straight out. While pulling out, hold the bottom of the cartridge with your other hand to give it support.

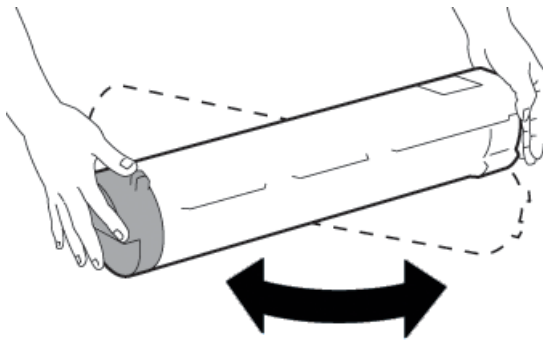


Ensure that you are removing the same cartridge that matches the color as indicated in the message.

4. Dispose of or recycle the cartridge per your local authorities and regulations.  
In the United States, also refer to the Electronic Industries Alliance website: [www.eiae.org](http://www.eiae.org). For more information about Xerox environmental programs, go to [www.xerox.com/environment](http://www.xerox.com/environment).
5. Remove the new dry ink / toner cartridge from its packaging.
6. Prepare the cartridge for installation:

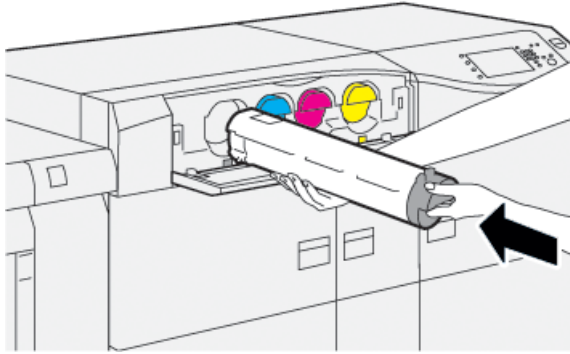
**Note**

The dry ink / toner material inside the new cartridge is compact. Loosen and redistribute the dry ink / toner material before placing into the dry ink / toner slot.



- a) With one hand on either side of the cartridge, vigorously shake and rotate the new cartridge up and down and then left and right for 30 seconds.
- b) Test whether the dry ink / toner material is distributed sufficiently by turning the auger on the end of the cartridge.
- c) If the auger does not turn easily, continue to shake the cartridge and loosen the dry ink / toner material. When the auger turns without resistance, the dry ink / toner cartridge is ready for installation.

7. Install the dry ink /toner cartridge by aligning it straight out from the press and gently sliding in until it stops.



8. Close the dry ink / toner cover.

If the cover does not close completely, make sure the cartridge is in the lock position and is installed into the appropriate dry ink / toner location.

#### Note

After you replace a dry ink / toner cartridge, the system automatically resets the High Frequency Service Item (HFSI) usage counter for this CRU to zero (0). Check the consumables Supplies screen to verify the reset and new status.

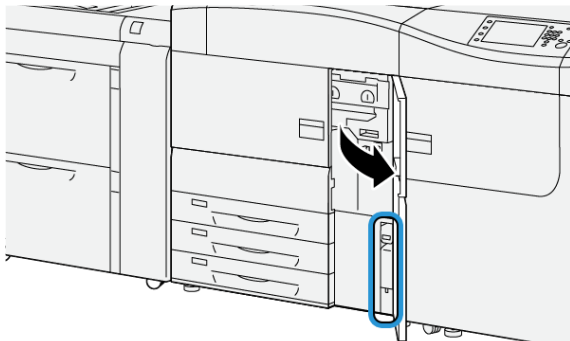
## Replacing the Dry Ink / Toner Waste Bottle

The dry ink / toner waste bottle collects dry ink / toner that accumulates during the printing process.

#### Note

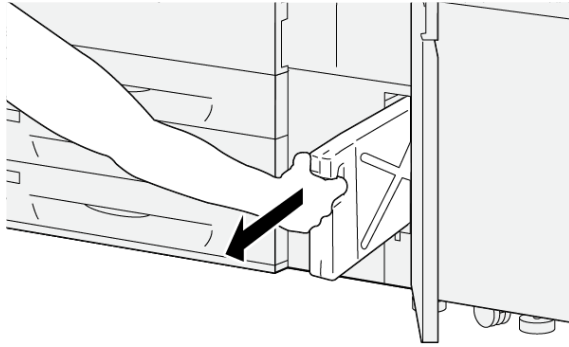
When the waste bottle is full, a message displays on the press touch screen informing you to exchange the full bottle with an empty one.

1. Ensure that the press is stopped (not running any jobs).
2. Open the center front door and locate the waste bottle.



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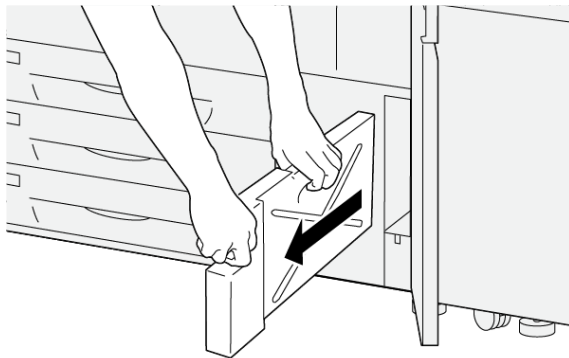
3. Grasp the handle of the dry ink / toner waste bottle and slowly pull it halfway out of the press.



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Slowly pulling out the bottle prevents any dry ink / toner from spilling.

4. Continue slowly pulling out the bottle until it is removed from the press:



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- a) While grasping the handle with one hand, grip the top of the bottle with the other hand.

The waste bottle may be heavy; therefore supporting the bottle with both hands ensures that no dry ink / toner is spilled while removing the bottle.

- b) Continue slowing pulling out the bottle from the press until it is completely removed.

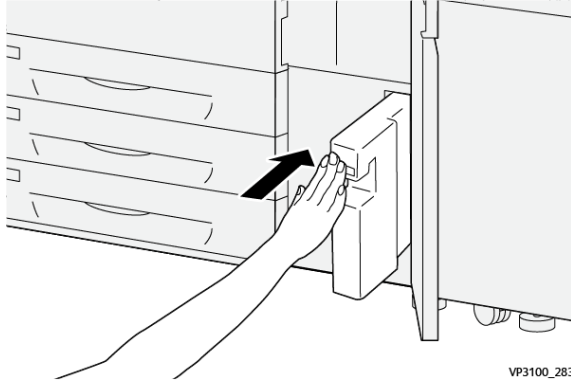


**Caution**

Never use a vacuum cleaner when cleaning up any spilled dry ink / toner. Use a broom or a cloth moistened with a neutral detergent.

5. Place the full waste bottle into the plastic bag provided with the bottle.
6. Remove a new, empty waste bottle from the packaging.

7. Hold the center part on the top of a new bottle and insert it gently into the press until it comes to a stop.



8. Close the center front door.

#### Note

After you replace the dry ink / toner waste bottle, the system automatically resets the High Frequency Service Item (HFSI) usage counter for this CRU component to zero (0). Check the consumables Supply screen to verify the reset.

## Replacing the Suction Filter

#### Important

Before performing this procedure, ensure that you have the required T10 Torx driver tool.

After replacing the filter, contact the system administrator. The administrator must log into administrator mode and reset the High Frequency Service Item (HFSI) counter for this CRU to zero (0).

#### ⚠ Caution

Make sure the press is powered off before performing this procedure.

1. At the back of the press, locate the suction filter cover on the lower panel.
2. Use the Torx driver to remove the screw on the right side of the cover by turning the screw counterclockwise (left).



3. Pull out and remove the suction filter cover.

4. Grasp the handle of the filter box and pull straight out.



5. Remove the suction filter from the box.
6. Place the new suction filter into the box and push the filter box in until it stops and is flush with the press.
7. Place the cover onto the filter box area.  
Make sure to first insert the left two tabs of the cover into the left side of the box area. Then push the entire cover flush to the press.
8. Insert the Torx driver with the screw attached into the cover and turn clockwise (right) to tighten.
9. Either log in as the Administrator or ask the Administrator to perform the following steps to reset the High Frequency Service Item (HFSI) count to zero (0), which indicates a new filter has been installed.
  - a) At the control panel, press the **Tools** button.
  - b) Select the **Tools** icon.
  - c) Select **System Settings > Common Service Settings > Maintenance**.
  - d) Use the up / down arrow buttons to access the next Maintenance options.

**Note**

After selecting the icon in following step, there is a 4 second delay before the Technical Key Operator feature displays.

- e) Select the **Technical Key Operator** icon. The Technical Key Operator feature displays.
  - f) In the Part Number list, select **Suction Filter**.
  - g) Select **Reset Current Value**. The system resets the HFSI to 0.
10. Exit administrator mode.
  - a) To return to Tools tab, select **Close** twice.  
The main Tools screen displays.
  - b) Select the **Log In / Out** button on the Control Panel.
  - c) When prompted, select **Logout**.

# Replacing a Drum Cartridge

Other than replacing a drum cartridge after 348,000 prints, you may need to replace a drum cartridge if it is damaged by light or you are experiencing spots and streaks on your output.

## Note

All four Drum cartridges are interchangeable.

## Important

After replacing the drum cartridge, the system automatically resets the High Frequency Service Item (HFSI) usage counter of this CRU component to zero (0). Check the Consumables screen for the reset and new status.

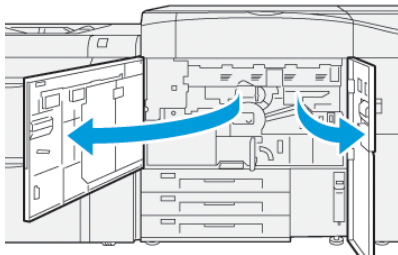
## ⚠ Caution

Do not leave the Drum Cartridge Drawer open for more than one minute. Exposing the drum cartridges to direct sunlight or strong light from indoor fluorescent lighting for more than one minute may cause image quality defects.

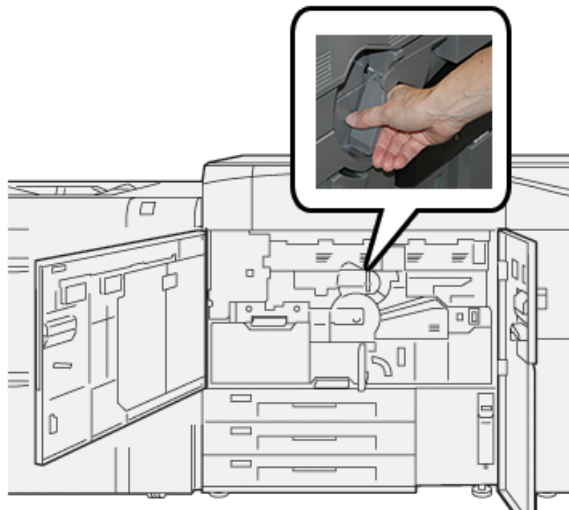
## ⚠ Caution

Replace drum cartridges while the press is powered ON.

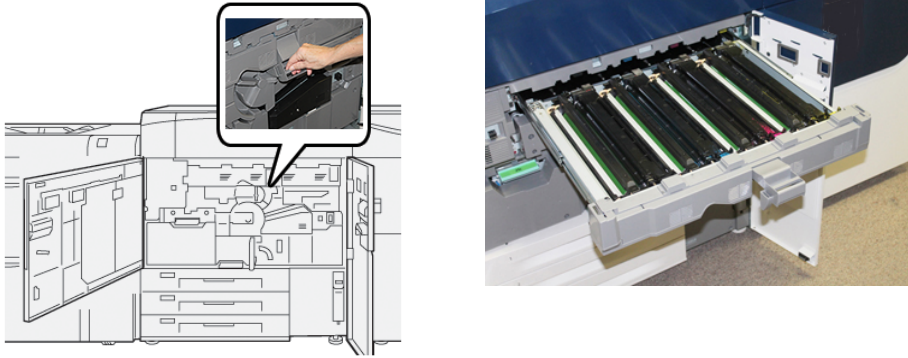
1. Ensure that the press is stopped and not currently printing jobs.
2. Open the press Left and Center Front doors.



3. Turn the **R1-R4** Drum Drawer Handle clockwise (right) to the unlock position.



4. Grasp the **Release Handle** and pull out the Drum Drawer until it stops.



5. Remove the old drum cartridge by holding the finger rings provided at the both ends of the drum cartridge and gently lifting up.



**! Caution**

Drums are light sensitive. Do not leave the Drum Cartridge Drawer open for more than one minute when replacing cartridges. Exposing the drum cartridges to direct sunlight or strong light from indoor fluorescent lighting for more than one minute may cause image quality defects.

6. Clean under drum cartridge area:
  - a) With the Drum Cartridge Drawer open, look for dry ink/toner waste on the bottom of the catch pan under the drum cartridges.
  - b) Use a clean cloth to wipe down the catch pan.
7. Open the bag containing the new drum cartridge. Place the new drum cartridge near the press.

**! Caution**

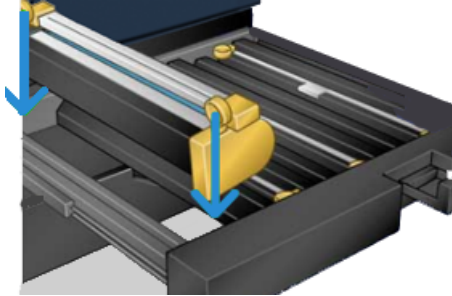
Do not touch or scratch the surface of the drum when you take it out from the bag.

8. Unwrap the sheet covering the new drum cartridge and place it under the cartridge.

**Note**

Some drum cartridges may include a protective film. If the film is present, remove the film on the drum cartridge.

9. Using the finger rings, install the new drum cartridge into the press with the side marked **front** facing the front.



10. Press both ends of the drum cartridge to place it in a horizontal position.



11. Immediately close the drum cartridge drawer to protect the other drums from light.
12. Return the **Release Handle** to its original position.
13. Return the **R1-R4** handle to the original position and close the press left and center front doors.
14. Insert the used drum cartridge into an empty container for recycling.



# Troubleshooting

## Paper Jams

### Clearing Jams in Area 2

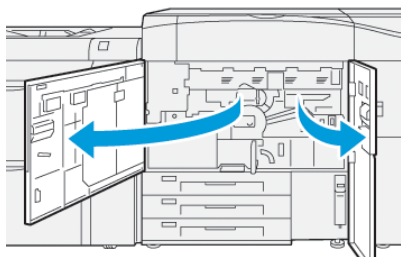
#### Important

Before opening any press doors, ensure that the press has stopped printing.

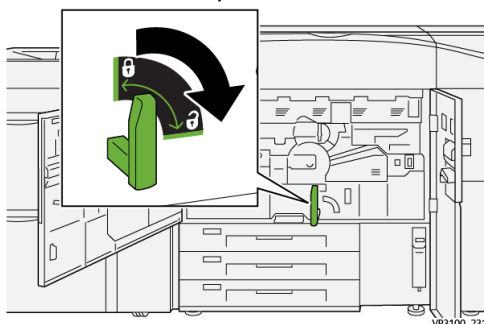
The transfer drawer includes the following jam clearance areas:

- Registration and alignment transport
- Registration roll
- Duplex transport
- Fuser entrance

1. Open the left and center front doors.



2. To unlock transfer drawer, locate the green handle **2** and rotate it clockwise (right) to the horizontal position.

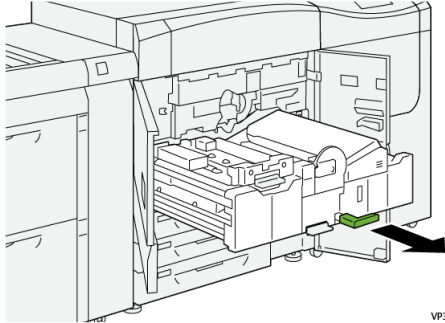


VP3100\_231

3. Slowly pull out the transfer drawer until it stops.

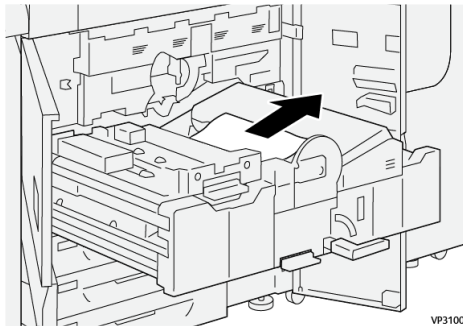
**Note**

If paper is jammed in the drawer while pulling it out, stop pulling when the jammed paper is visible. Hold down the paper with one hand, and then continue pulling out the drawer.



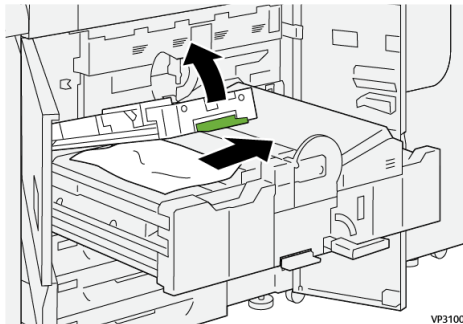
VP3100\_232

4. If paper is jammed at the top of the transfer drawer, remove paper from area **2a** by pulling it straight out.



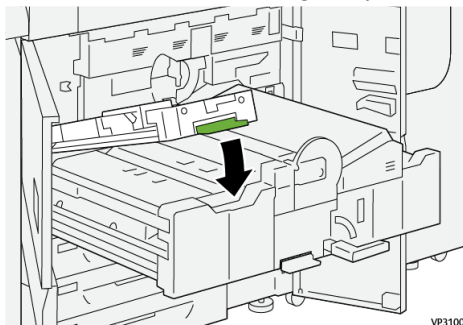
VP3100\_233

5. Open lever **2b** upward and any remove jammed paper.



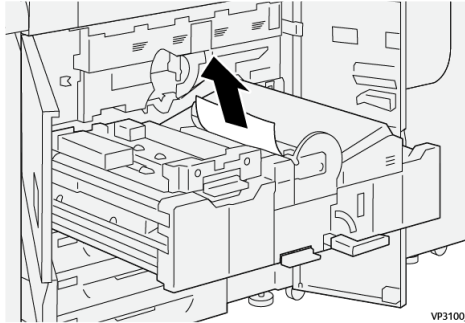
VP3100\_234

6. Return lever **2b** to its original position.

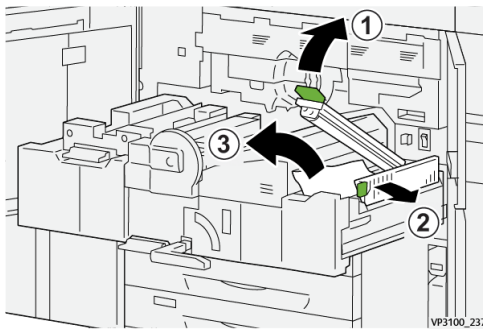


VP3100\_235

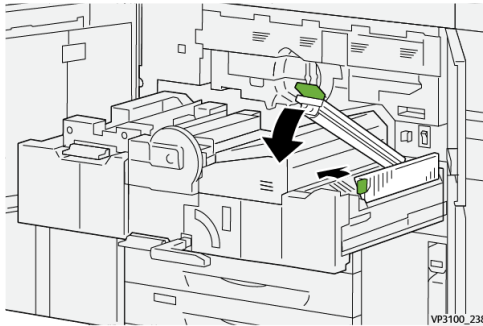
7. Locate area 2c and pull any jammed paper out towards the left.



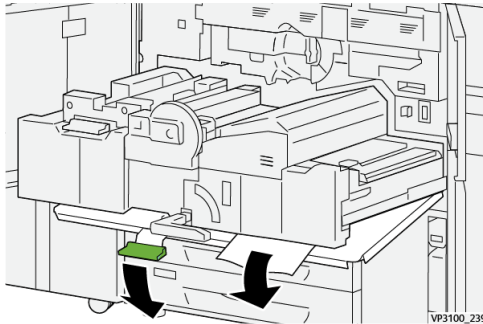
8. Open lever 2d upward ① and lever 2e to the right ②; remove any jammed paper ③.



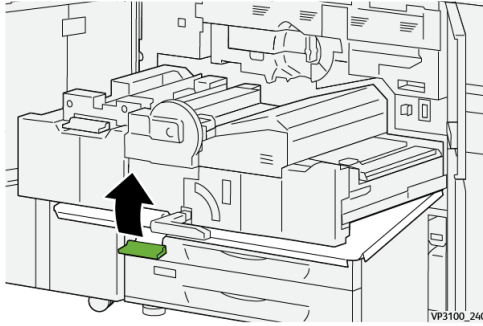
9. Return levers 2d and 2e to their original position.



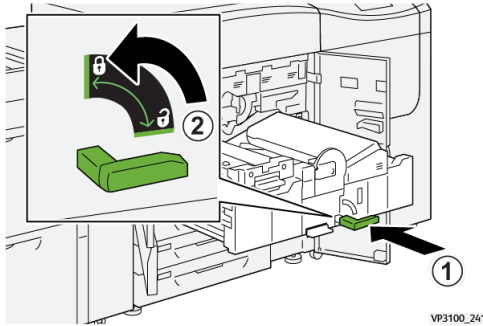
10. Open lever 2f lever downward and remove any jammed paper.



11. Return lever 2f to its original position.



12. To close the transfer drawer, grasp handle 2 and gently push in the drawer completely ①; turn the green handle to the left to lock the drawer in place ②.



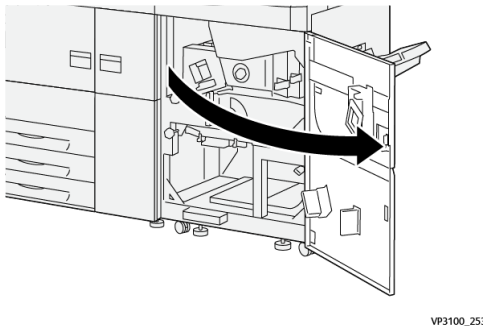
13. Close the left and center front doors completely. The press does not operate when doors or covers are open.

## Clearing Jams in Areas 3, 4 and 5

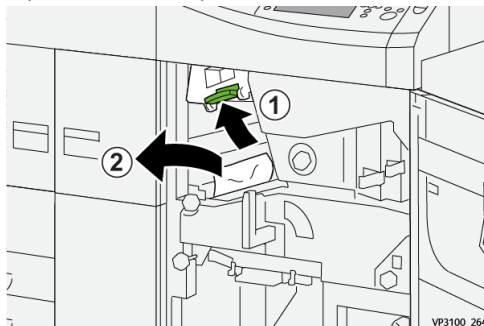
### Important

Before opening any press doors, ensure that the press has stopped printing.

1. Open the right front door.



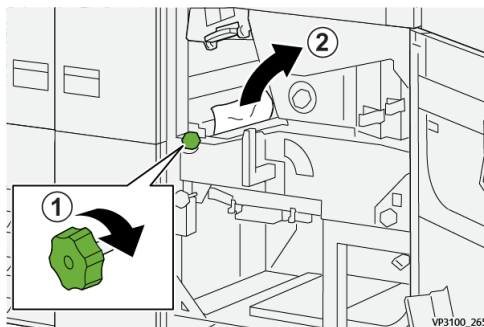
2. Open lever **3a** upward ①, and remove any jammed paper ②.



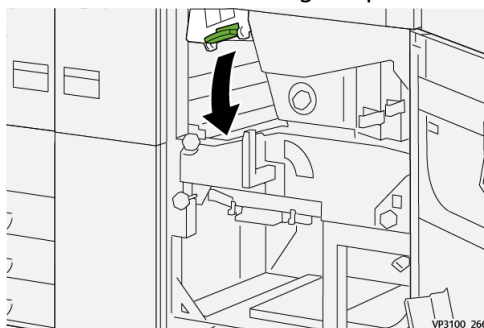
3. If there is difficulty in removing the jammed paper, rotate knob **3b** clockwise (right) ①, and remove the jammed paper ②.

**Note**

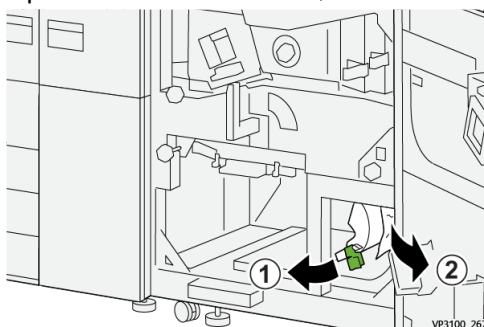
There may be extra sheets remaining in the press. To ensure all sheets are removed, rotate knob **3b** clockwise (right) three times.



4. Return lever **3a** to its original position.

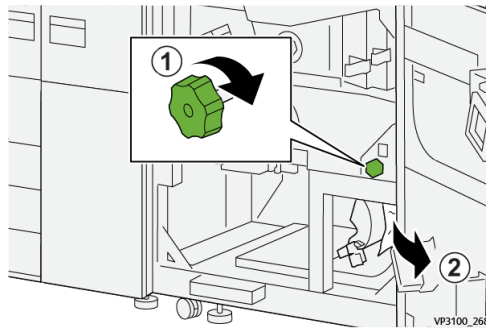


5. Open lever **5a** downward, and remove any jammed paper.

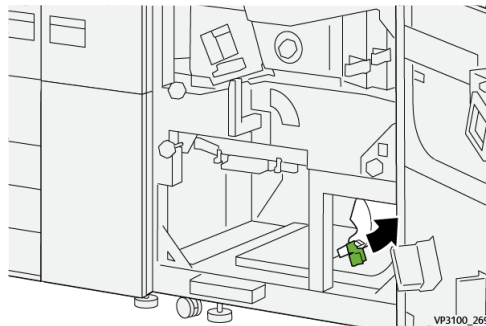


## Troubleshooting

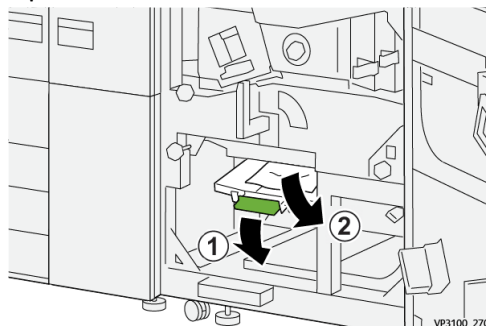
6. If there is difficulty in removing the jammed paper, rotate knob **5b** clockwise (right) ①, and remove the jammed paper ②.



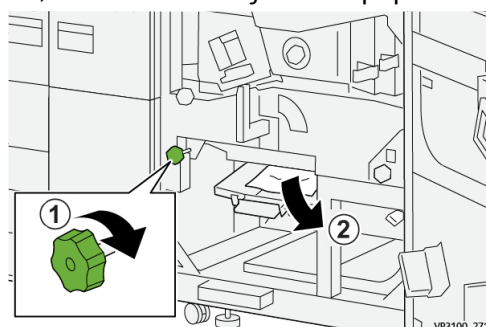
7. Return lever **5a** to its original position.



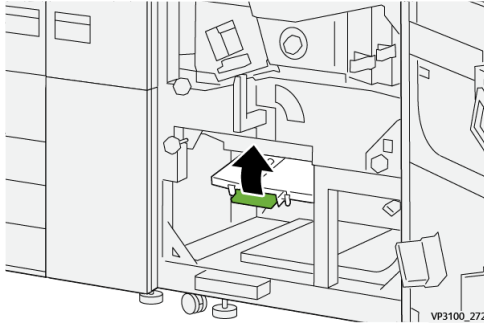
8. Open lever **5c** downward ①, and remove any jammed paper ②.



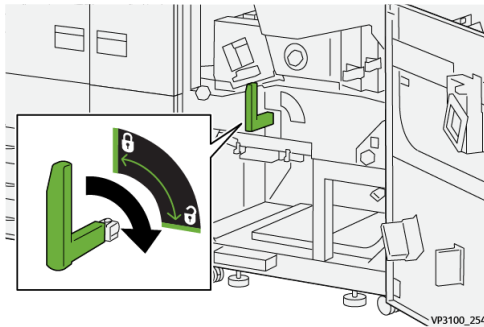
9. If there is difficulty in removing the jammed paper, rotate knob **5d** clockwise (right) ①, and remove the jammed paper ②.



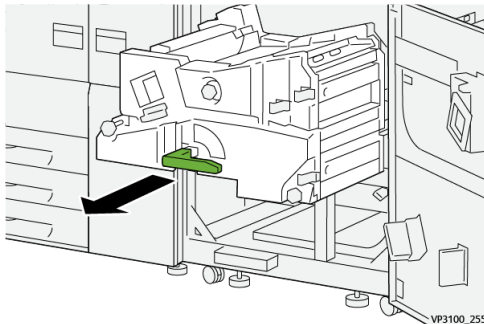
10. Return lever **5c** to its original position.



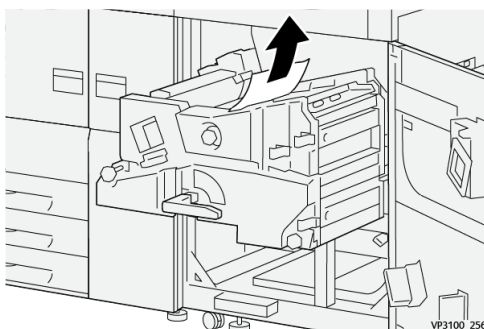
11. To open the exit module drawer, grasp handle **4** and rotate handle to the right to the horizontal position.



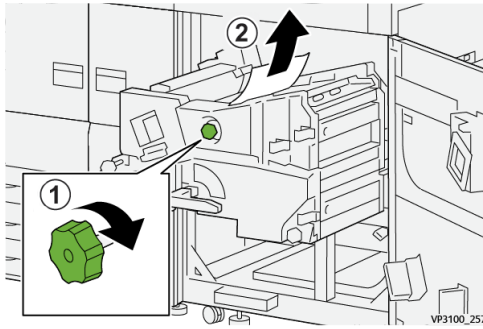
12. Slowly pull out the exit module drawer until stops.



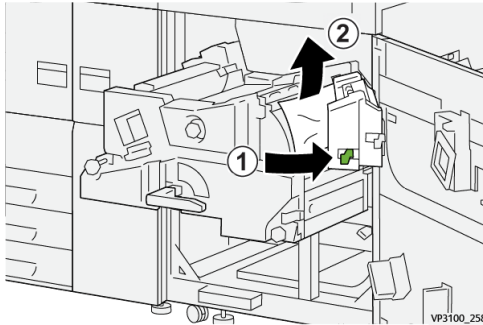
13. Remove any jammed paper from the top of the module (area **4a**) by pulling it straight out.



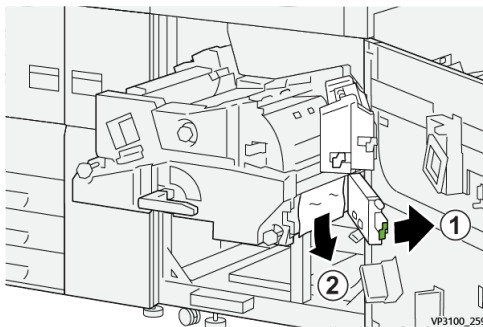
14. If there is difficulty in removing the jammed paper, rotate knob **4a** clockwise (right) ①, and remove the jammed paper ②.



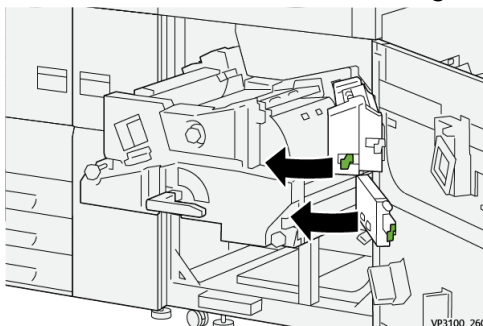
15. Open lever **4b** to the right ①, and remove any jammed paper ②.



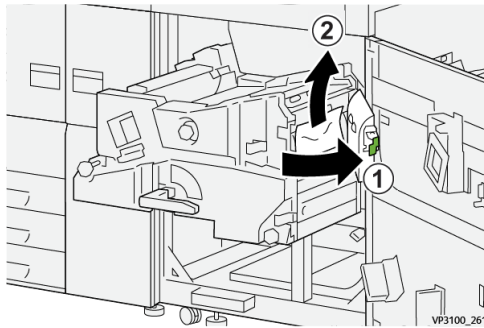
16. If there is difficulty in removing the jammed paper, open lever **4d** to the right ①, and remove the jammed paper ②.



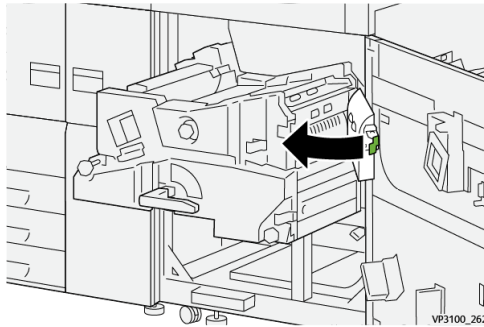
17. Return levers **4b** and **4d** to their original positions.



18. Open lever **4c** to the right ①, and remove any jammed paper ②.

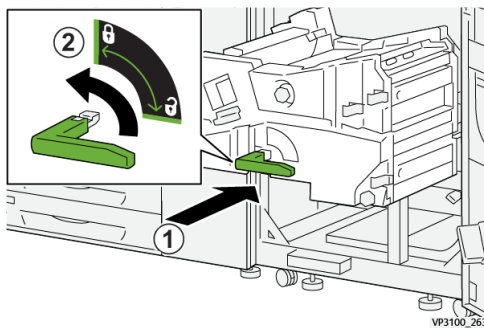


19. Return lever **4c** to its original position.



20.

21. To close the exit module, grasp handle **4**, gently push in the exit module completely ①, and rotate handle to the left to lock the module in place ②.



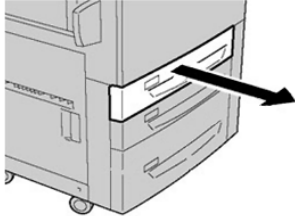
22. Close the right front door completely. The press will not operate if a door is open even slightly.

## Paper Jams in Trays 1-3

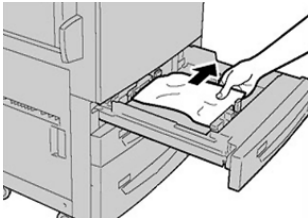
### Note

Paper is sometimes torn and remains inside the press if you open a tray without checking the paper jam position. This may cause a malfunction. Check where the paper jam occurred before clearing the problem.

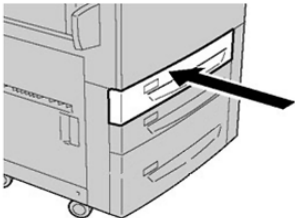
1. Open the tray where the paper jam occurred.



2. Remove the jammed paper.



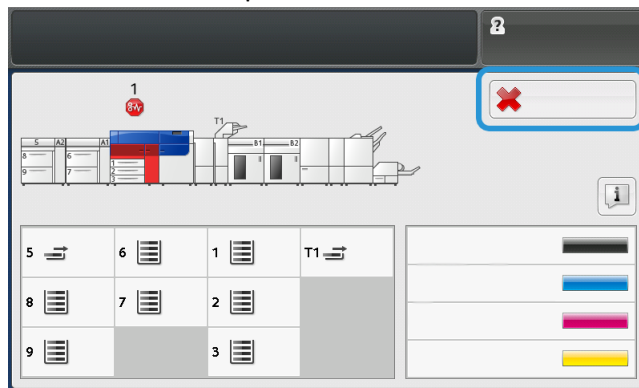
3. Push the tray in gently until it comes to a stop.



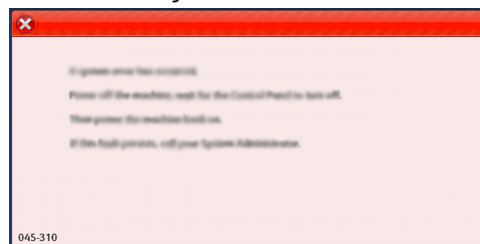
# Obtaining Fault Information from the Press Touch Screen

When an fault occurs, such as paper jams, open doors or covers, or a press malfunction, the press stops printing, and a message appears on the press touch screen. Use the following procedure to obtain information and instructions about the correcting the fault.

1. From Home on the press touch screen, select the **Faults** button.

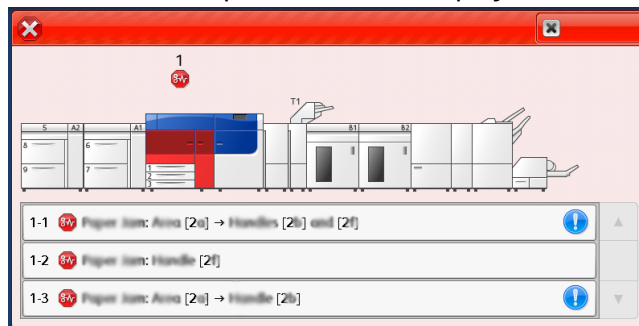


- If there is only one fault, a Fault screen displays.



- If there are multiple faults, a list displays underneath the graphical illustration on the Home screen; refer to the illustration in the next step.

2. Select the first, top item from the displayed list.



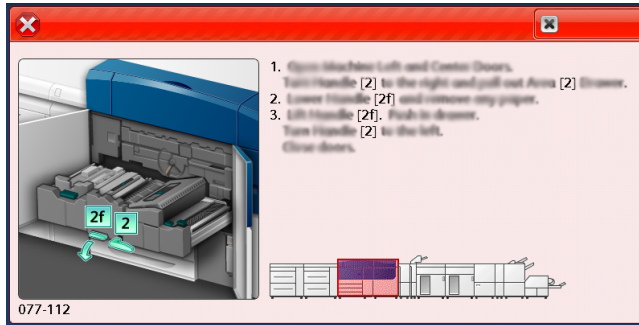
## Note

Multiple faults are listed in descending order with the top fault being number one. Correct them in the order they listed starting with the top one and working down the list.

A Fault screen displays.

## Troubleshooting

3. To correct a fault, following the instructions provided on the Fault screen.



When finished, select **Close**.

4. Repeat the previous steps until all faults are cleared.  
If a fault cannot be cleared, contact the system administrator.



