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Xerox® Versant® 4100 Press Quick Start Guide

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

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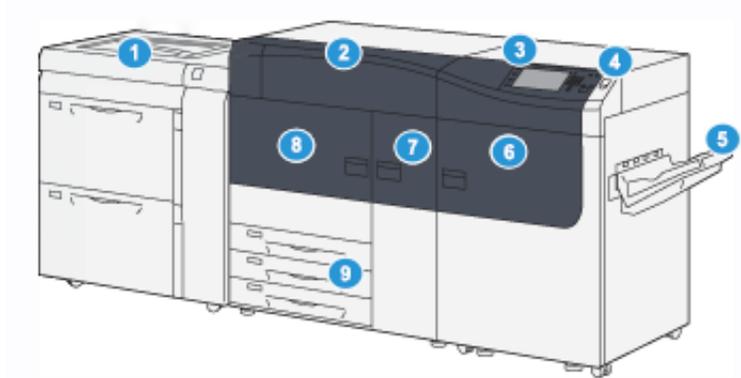
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Getting Started

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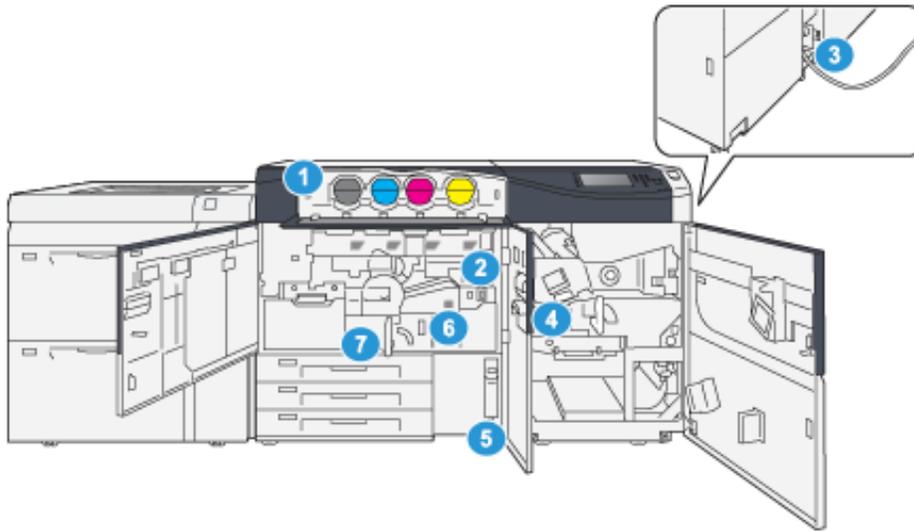
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Press Components



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

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 | |

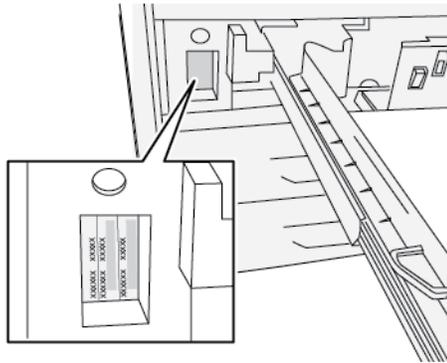
Locating the Press Serial Number

The press serial number can be accessed from the User Interface (UI) or by locating the serial number plate on the inside frame of the first feeder tray (Tray 1).

1. Press the **Machine Status** button on the UI.
2. From the Machine Status screen, ensure that the **Machine Information** tab is displayed.

The press serial number is displayed under General Information.

3. If there is a loss of power and it is not possible to access the Machine Status screen, the press serial number can also be found on the inside frame of the press near paper Tray 1:
 - a. At the press, fully open paper Tray 1.
 - b. At the left of the feeder tray, on the press frame, locate the plate with the serial number (**SER#**).



Power On or 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 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 button to the **Off** position.



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

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 15 minutes of inactivity. After 30 minutes 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.

Low Power Mode

In this mode, the power to the Control Panel and fuser unit is lowered to save power. The display goes out and the Power Saver button on the Control Panel lights.

To exit the Low Power Mode, press the **Power Saver** button. The Power Saver button is no longer lit, indicating that the Power Saver feature is canceled.

Sleep Mode

In this mode, the power is lowered more than in the Low Power mode. The display goes out and the Power Saver button on the Control Panel lights.

To exit the Sleep Mode, press the Power Saver button. The Power Saver button is no longer lit, indicating that the Power Saver feature is canceled.

Exiting Power Saver Mode

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

Paper and Media

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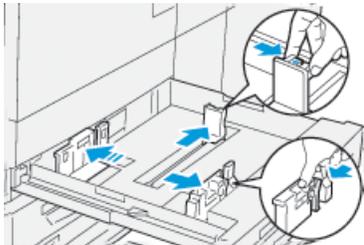
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Loading Paper

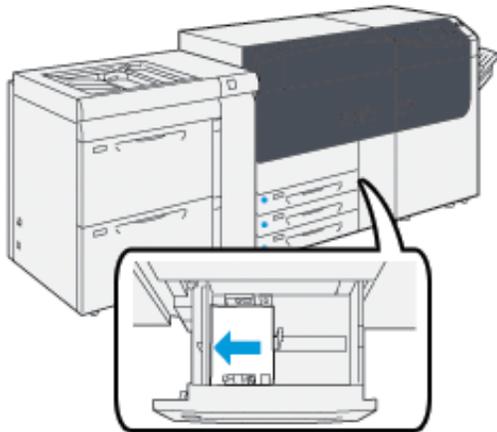
Loading Paper in Trays 1, 2, and 3

 **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.



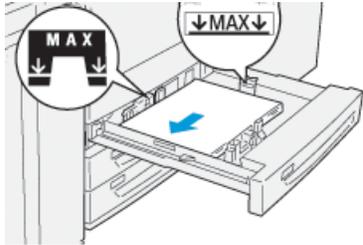
6. Load and align the edge of the paper against the left edge of the tray.



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

- 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.

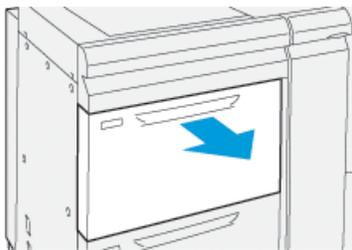
 **Note:** Do not load materials above the **MAX** line located on the guides.



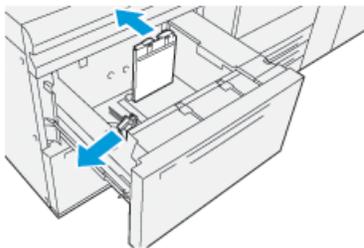
- Gently push in the tray until it comes to a stop.
The Stock Wizard opens on the print server.
- Scan the barcode on the stock, then to set up the stock, follow the steps in the Stock Wizard.

Loading Paper in Trays 6 and 7

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



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



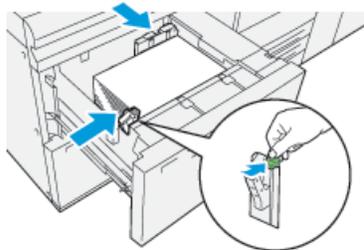
6. Load and align the edge of the paper against the right edge of the tray.



Paper can be loaded in the LEF or portrait, or SEF or 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.

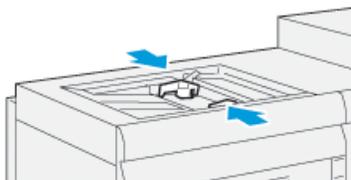
 **Note:** Do not load materials above the **MAX** line located on the guides.



8. Gently push in the tray until it comes to a stop.
The Stock Wizard opens on the print server.
9. Scan the barcode on the stock, then to set up the stock, follow the steps in the Stock Wizard.

Loading Paper in Tray 5 (Bypass)

1. Slide the paper guides outward to the desired paper size.

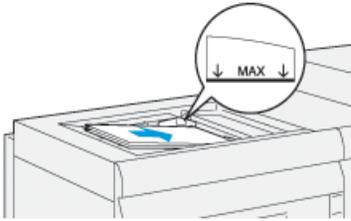


2. Select the appropriate paper stock for your print job.
3. Open the ream of paper with the seam side facing up.
4. Fan the sheets before loading them into the tray.
5. Insert the paper or media into the tray until it stops.

The Stock Wizard opens on the print server.

6. Adjust the paper guides so that they touch the edges of the stack.

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



7. Scan the barcode on the stock, then to set up the stock, follow the steps in the Stock Wizard.

Matching the Tray and Stock Information

 **Important:** To ensure maximum productivity and successful job completion, always verify that the Tray Properties information on the PredictPrint Media Manager application on the print server matches the actual stock or 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 or media was loaded into the selected tray for the print job
- The tray selected for the print job was opened or 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 appear on one or more of the following screens:

- The press User Interface
- The PredictPrint Media Manager application
- The print server

 **Tip:** Stock or 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 perform the following steps always 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 or home window for a similar message:
 - If a message exists, follow the information provided on the print server to correct the stock mismatch issue, then 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, to correct the mismatch, use the Stock Wizard.

4. Close the tray.

The Stock Wizard opens.

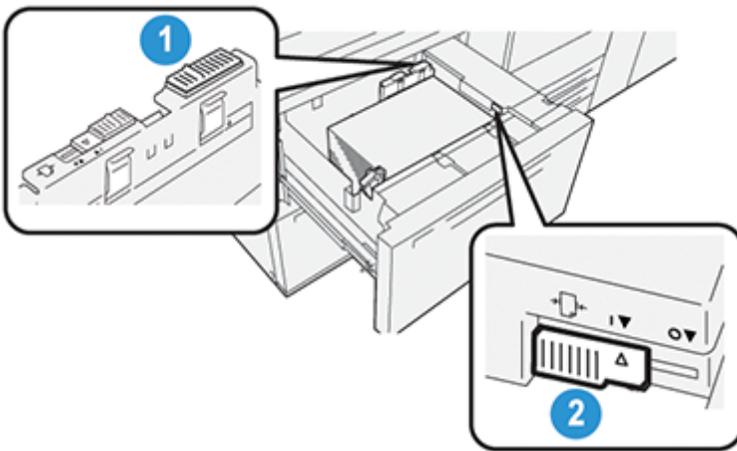
5. To change the Tray Properties to match the contents of the tray, follow the stock setup steps in the Stock Wizard.
6. Resolve all tray and stock mismatch messages.
7. Start your print job.

Paper Feed Performance in Trays 6 and 7

If misregistration or skew occurs on printed output that was fed from Trays 6 or 7, manual adjustment of the paper-feed levers may improve and correct the printed output.

- Important:** For most print jobs, these levers should remain in their default position. The position of these levers should be changed only if there is a skew problem when running a specific print job or media type. Changing the levers can cause more skew problems when running certain media types such as coated, label, tab stock, hole-punched paper, transparency, film, postcards, and envelopes.

The paper-feed adjustment levers are found in Trays 6 and 7. These levers are used to improve paper feed accuracy and to reduce paper skew problems.

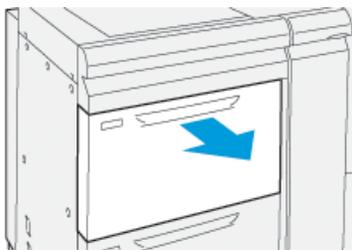


1. Rear Paper-feed Adjustment Lever

2. Right-side Paper-feed Adjustment Lever

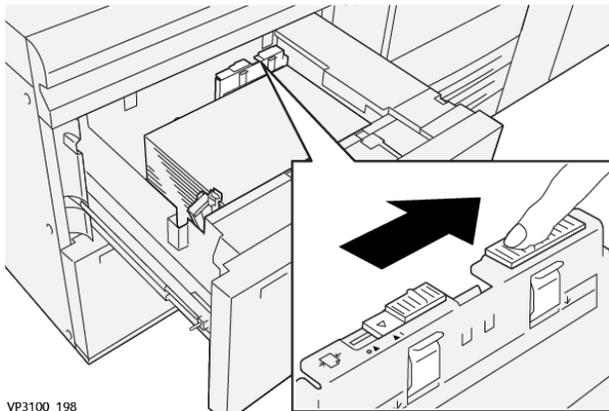
Improving Paper Feed Performance in Trays 6 and 7

1. Open the tray by pulling it out slowly until it stops.



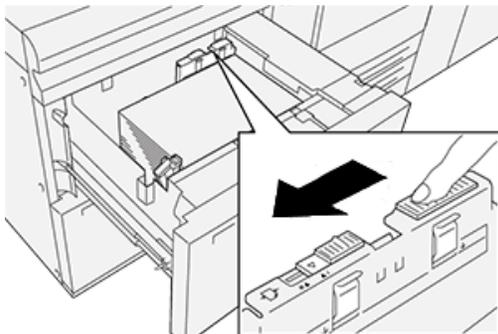
2. Ensure that the desired paper is loaded into the tray.
3. Go to the PredictPrint Media Manager application on the print server. On the Tray Properties window, verify the correct paper information, such as size, type, weight, and paper curl or alignment option for the tray.

4. On the tray, slide the rear paper-feed adjustment lever to the right.



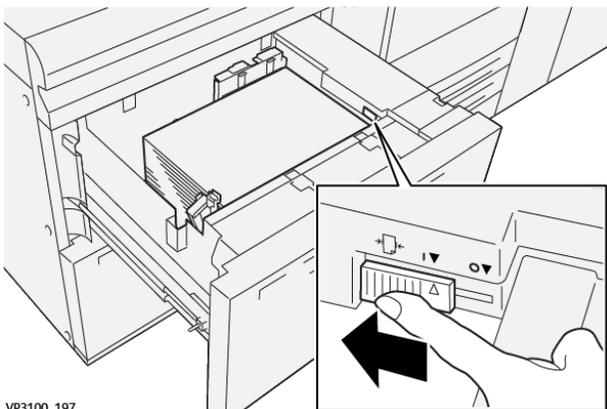
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5. Close the tray by slowly pushing it in until it comes to a stop.
6. Run your print job.
7. After the print job finishes, open the tray and return the rear paper-feed adjustment lever to its default position by sliding it to the left.



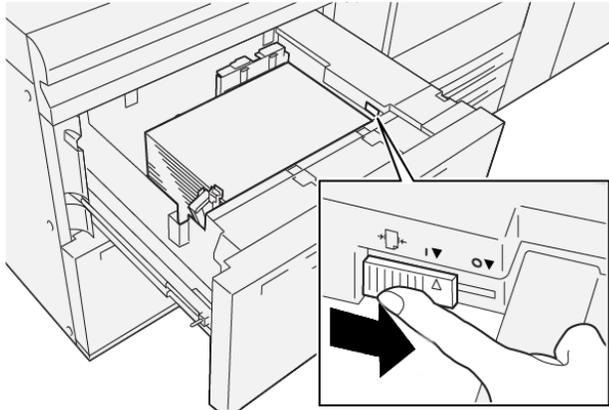
Leave the tray open and continue to the next step.

8. Retrieve and evaluate the printed output; choose one of the following:
 - The paper is fed accurately without skew and the printed output is satisfactory. Close the tray and your task is completed.
 - The paper is skewed and the printed output is unsatisfactory; proceed to the next step.
9. Adjust the right-side paper-feed lever:
 - a. On the tray, slide the right-side paper-feed adjustment lever toward the rear of the tray.

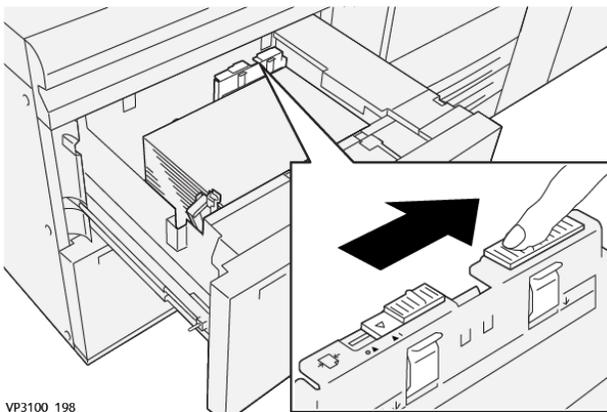


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- b. Close the tray and verify the tray settings from the PredictPrint Media Manager application on the print server.
 - c. Run your print job.
10. Retrieve and evaluate the printed output; choose one of the following actions:
- If the paper is fed accurately without skew and the printed output is satisfactory, perform the following:
 1. Open the tray.
 2. Return the right-side paper-feed adjustment lever to its default position by sliding it toward the front of the tray.

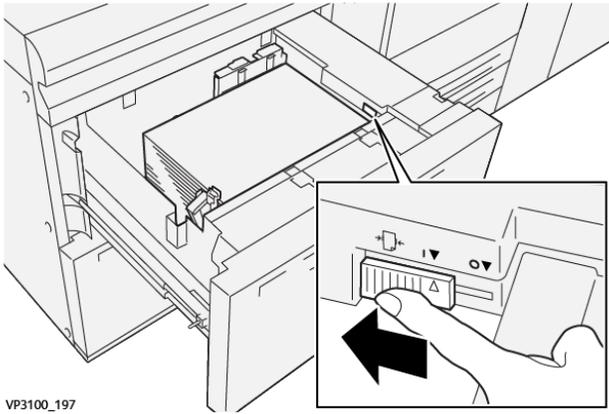


3. To complete the task, close the tray.
 - If the paper is skewed and the printed output is unsatisfactory, proceed to the next step.
11. Adjust both levers:
- a. Open the tray and slide the rear paper-feed adjustment lever to the right.

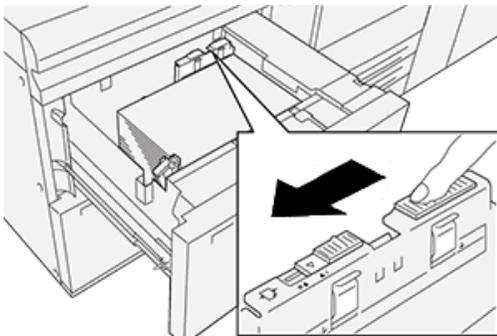


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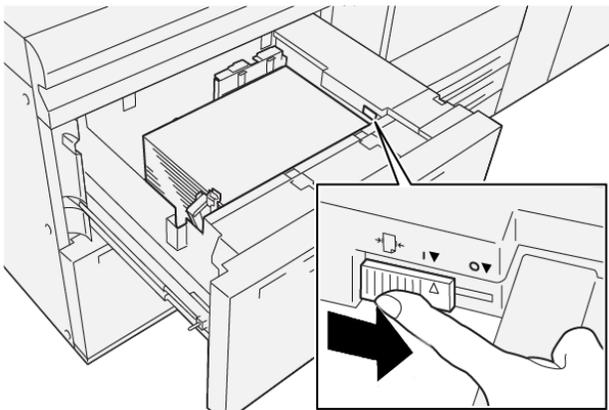
- b. Ensure that the right-side paper-feed adjustment lever still is in the rear position.



- c. Close the tray and verify the tray settings from the PredictPrint Media Manager application on the print server.
 - d. Run your print job.
12. After the print job finishes, open the tray and return both levers to their default positions:
- a. Return the rear paper-feed adjustment lever to its default position by sliding it to the left.



- b. Return the right-side paper-feed adjustment lever to its default position by sliding it toward the front of the tray.



- c. Close the tray and continue to the next step.

13. Retrieve and evaluate the printed output; choose one of the following:
 - The paper is fed accurately without skew and the printed output is satisfactory; your task is completed.
 - The paper is skewed and the printed output is unsatisfactory; continue to the next step.
14. If you are still having skew adjustment problems, refer to the Advanced Stock Setup information on the PredictPrint Media Manager on the print server. If necessary, to resolve the problem, perform one of the following:
 - Create or use an Alignment Profile
 - Adjust the Aligner Roll Pressure
 - Adjust the Regi-Loop

If the problem continues, contact the Customer Support Center.

 **Important:** If using an **Advanced Stock Setup** feature, always return the feature to its default setting before using the press.

Maintenance

This chapter contains:

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Cleaning the Press

Read and adhere to the following information when cleaning the press:

- Before you start to clean the press, be sure to switch off the power using the circuit breaker switch and unplug the press.



WARNING: Cleaning the press without switching off the power may cause an electric shock.

- Always use a dry lint-free cloth for all cleaning actions unless otherwise directed.



Caution: Do not use benzene, paint thinner, other volatile liquids, or spray insect repellent on the press as doing so may discolor, deform, or crack covers.

- If a moistened cloth is used, wipe afterwards with a dry lint-free cloth.



Caution: Cleaning the press with an excessive amount of water can cause the press to malfunction and damage the documents during printing.

Cleaning the Exterior

1. Wipe the exterior with a soft cloth moistened with water. If dirt is difficult to remove, try gently wiping with a soft cloth moistened with a small amount of neutral detergent.



2. Wipe off any excess water from the exterior with a soft cloth.

Replacing Consumable Supplies

 **Note:** Refer to www.xerox.com for the latest consumable part numbers.

The following items are the Customer Replaceable Units (CRU) for the press. It is recommended that you have a supply of these items available to eliminate down time when they need to be replaced.

- Dry Ink/Toner cartridges (C, M, Y, K)
- Drum cartridges (C, M, Y, K)
- An empty Waste Dry Ink/Toner bottle
- Trays 5–9 feed rolls
- Suction Filter

 **Note:** Store supply items and Xerox parts in their original packages in a convenient location. Always recycle / dispose the used CRU according to the disposal instructions supplied with the new CRU.

Ordering Supplies

Xerox supplies, paper, and throughput material can be ordered from the website www.xerox.com and clicking the **Supplies** link. For any item that is not orderable from the website, contact your Xerox Service Representative.

 **Note:** The cleaning pads used with the Raster Output Scanner Window cleaning wand are not orderable. Contact your Xerox service representative for any additional cleaning pads.

CRUs Supply Item	Reorder Quantity	Approximate Print Yield (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
* Dry Ink/Toner yield projections are based on 7.5 percent-area coverage per color (4 colors = 30 percent) at standardized conditions on A4 or 8.5 x 11 in., for Xerox Digital Color Xpressions+, 24 lb. (90 g/m ²) and for Colotech Plus 90 g/m ² reference paper.		
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

Maintenance

CRUs Supply Item	Reorder Quantity	Approximate Print Yield (Full Color 8.5x11, A4 Prints)
Feed Roll Kit (Trays 5–9)**	1 kit	500,000

**Each tray requires its own feed roll kit. Each kit contains all the required items for replacing the feed rolls.



Important: Two feed roll kits are available:

- Reorder number: **008R13196** for Tray 5
- Reorder number: **008R13169** for Trays 6-9, 2-Tray Advanced Oversized High Capacity Feeder or Dual Advanced Oversized High Capacity Feeder; 1 roll kit is required for each tray

For more information, contact the Customer Support Center.

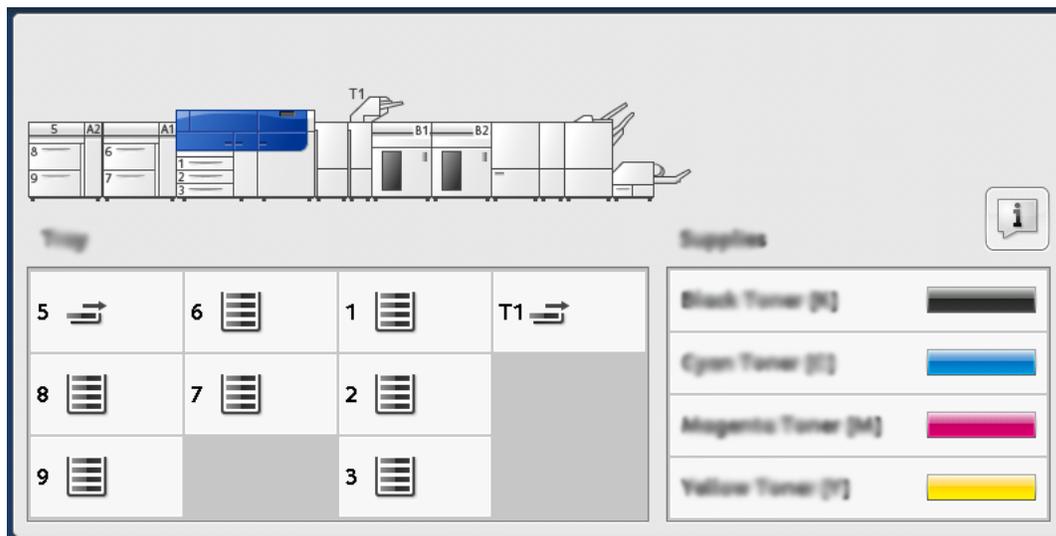
Checking the Status of Consumables

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 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.



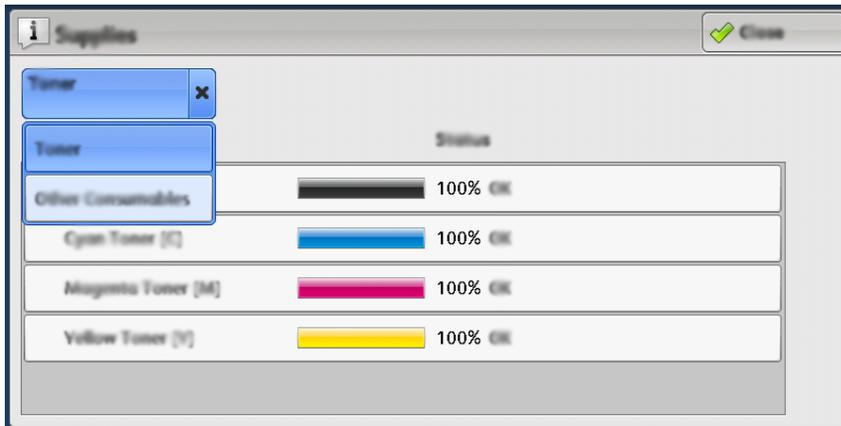
Note: Remaining dry ink/toner is updated in 10-percent increments.

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

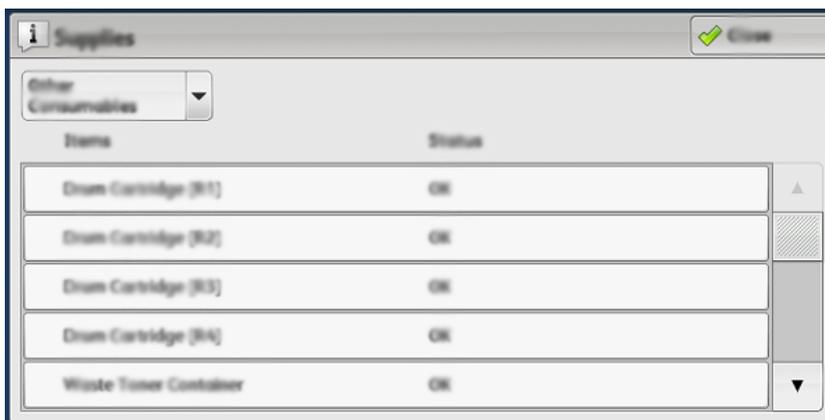


The Supplies screen displays.

- 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 or down arrows to see additional consumables, such as the drum cartridges, the dry ink/toner waste container, trays 6–9 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 the Tray 5 Feed Rolls

To perform this procedure, the feed roll kit is required. The kit contains all the required items for replacing the feed rolls.

 **Tip:** Perform the following procedure when Tray 5 is installed on top of Trays 6 and 7.

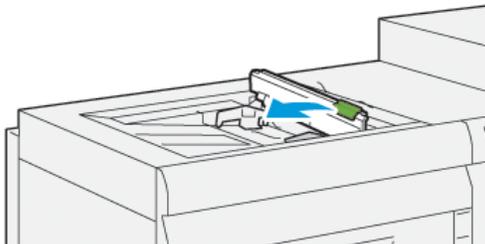
Replace the feed rolls for Tray 5 (Bypass) when experiencing frequent multifeds, single feeds, or blank prints in the stack of the output prints.



1. Feed Roll
2. Nudger Roll

3. Separator Roll

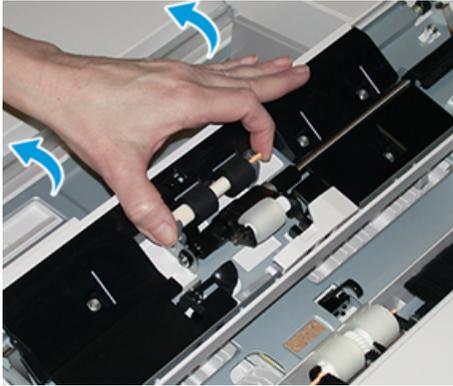
1. Locate Tray 5 (Bypass) on top of Trays 6 and 7.
2. Lift up and open the bypass tray cover to access the feed roll components.



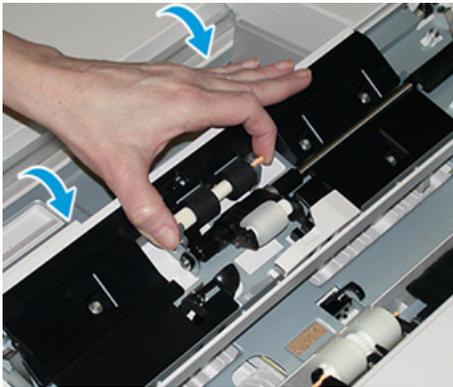
3. Remove the **feed roll** and install a new one.

Maintenance

- a. Remove the **feed roll** by squeezing the metal shaft at both ends and lifting it up and out of the tray.



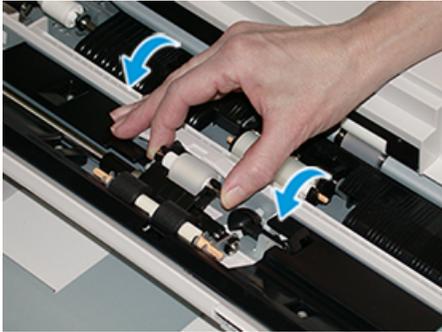
- b. Install a new **feed roll** by squeezing the metal shaft at both ends and sliding it into place.



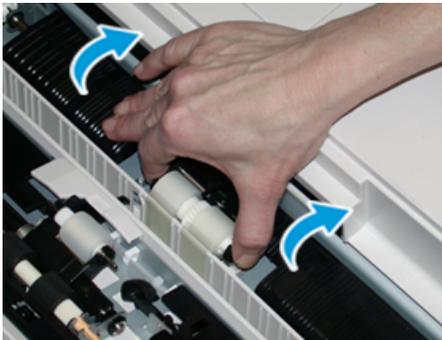
4. Remove the **nudger roll** and install a new one.
 - a. Remove the **nudger roll** by squeezing the metal shaft at both ends and lifting it up and out of the tray.



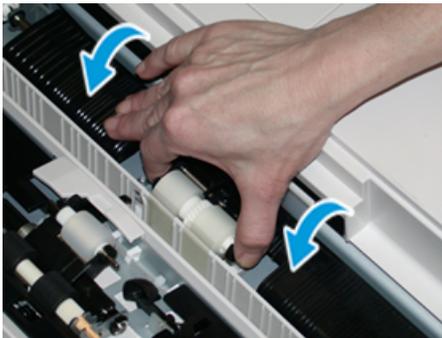
- b. Install a new **nudger roll** by squeezing the metal shaft at both ends and sliding it into place.



5. Remove the **separator roll** and install a new one.
 - a. Remove the **separator roll** by squeezing the metal shaft at both ends and lifting it up and out of the tray.



- b. Install a new **separator roll** by squeezing the metal shaft at both ends and sliding it into place.



6. Close the bypass tray cover.
7. Verify that the tray is operating correctly by feeding paper from the bypass tray.
8. 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):
 - a. At the control panel, press the **Tools** button.
 - b. From the screen that displays, select the **Tools** icon.
 - c. Select **System Settings** → **Common Service Settings** → **Maintenance**.
 - d. Use the arrow buttons to access the next Maintenance screens.

- e. Select the **Technical Key Operator (TKO)** icon.

The Technical Key Operator feature displays.

- f. Log in to the Technical Key Operator mode.

Attention

If you cannot log in as TKO, or do not have the TKO password, call your Customer Service Engineer.

- g. Select the bypass roll items that corresponds with the newly-replaced components.
- h. Select **Reset Current Value**. The system resets the High Frequency Service Item (HFSI) to 0.
- i. Exit the administrator mode by pressing the **Log In / Out** button on the control panel.

When prompted, select **Logout**.

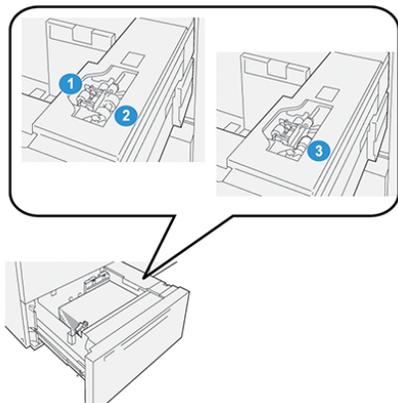
Replacing the Feed Rolls for Tray 6 and 7

To perform this procedure, the feed roll kit is required. The kit contains all the required items for replacing the feed rolls.

 **Important:** If replacing the feed rolls for both trays, ensure to obtain two feed roll kits (one for each tray).

Replace the tray feed rolls every 300,000 prints or when experiencing frequent multifeeds, single feeds, or blank prints in the stack of the output prints.

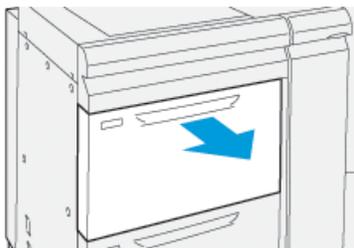
The tray feed rolls include the following components:



- 1. Nudger Roll
- 2. Feed Roll

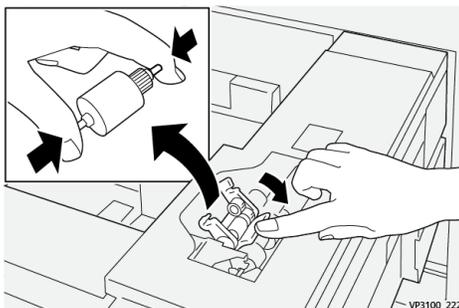
- 3. Separator Roll

1. To access the feed components , pull out the tray slowly until it stops.

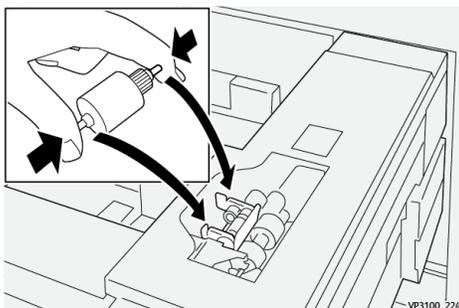


2. Replace the **nudger roll**:

- a. Remove the nudger roll by pushing down on the black tab with one hand (which raises the roll upward) and then squeezing the metal shaft on both ends with your other hand.



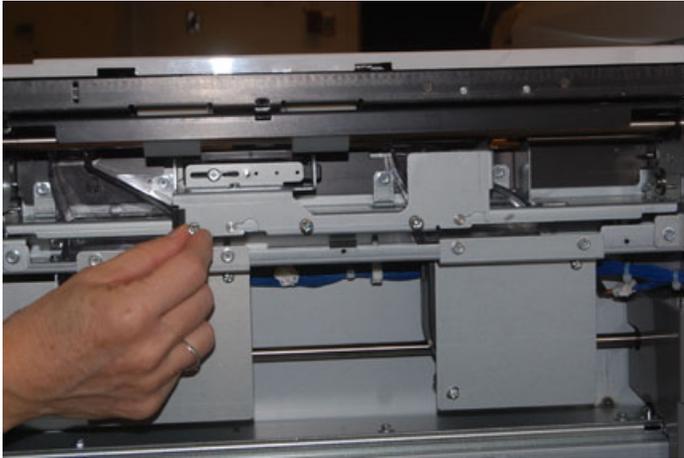
- b. Lift out the nudger roll.
- c. Install a new nudger roll by squeezing both ends of the metal shaft and while pushing down on the black tab, insert and release the roll ends into the notches.



3. To access the separator roll, remove the **separator roll assembly** at the side of the tray:

Maintenance

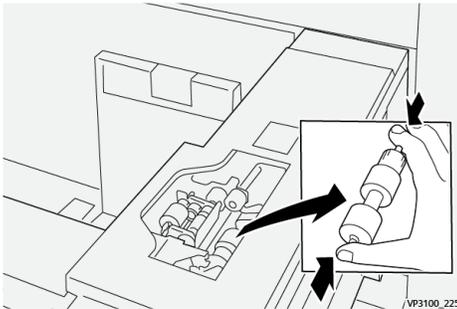
- a. Unscrew the three thumbscrews.



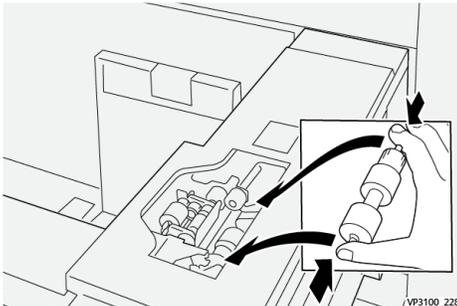
- b. Slide the separator roll assembly all the way to the left so it is out of the slots.
- c. Pull the assembly out towards you until completely removed from the tray and set aside the assembly.

4. With the separator roll assembly out, replace the **feed roll**:

- a. To remove the feed roll, squeeze both ends of the metal shaft and lift out.



- b. To install a new feed roll, squeeze both ends of the new roll shaft, insert and release the roll ends into the notches.

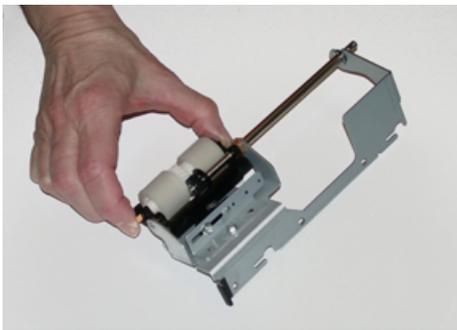


5. Replace the **separator roll**:

- a. To remove the roll from the assembly, squeeze the shafts of the separator roll and lift out of the assembly.



- b. To install a new separator roll, squeeze both ends of the new roll shaft, insert and release the roll ends into the notches on the separator roll assembly.



6. Reinstall the **separator roll assembly** into the tray.
 - a. Align the cutout holes of the assembly with the frame of the tray so the pin holes match up.
 - b. Insert the assembly into the frame.
 - c. Slide the assembly all the way to the right using the pin as a guideline.
 - d. Ensure the device is all the way into the slots and the three screw areas align.



- e. Screw in the three thumbscrews to attach the assembly. Do not over tighten.
7. Close the tray and verify that the tray is operating successfully by feeding paper using that tray.
8. Log in as the administrator or ask the administrator to perform the following steps to reset the High Frequency Service Item (HFSI) counters to zero (0) for each component.

- a. At the control panel, press the **Tools** button.
- b. From the screen that displays, select the **Tools** icon.
- c. Select **System Settings**→**Common Service Settings**→**Maintenance**.
- d. Use the arrow buttons to access the next Maintenance screens.
- e. Select the **Technical Key Operator** icon.

The Technical Key Operator feature displays.

- f. Log in to the Technical Key Operator mode.

Attention

If you cannot log in as TKO or do not have the TKO password, call your Customer Service Engineer.

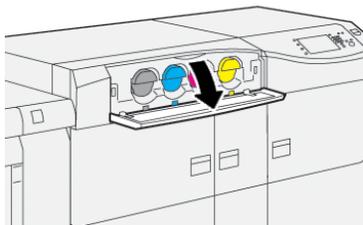
- g. Select the item that corresponds with the newly-replaced components.
- h. Select **Reset Current Value**. The system resets the High Frequency Service Item (HFSI) to 0.
- i. Repeat the previous steps until the counters for all three components are reset to zero (0).
- j. Exit administrator mode by pressing the **Log In or Out** button on the control panel.

When prompted, select **Logout**.

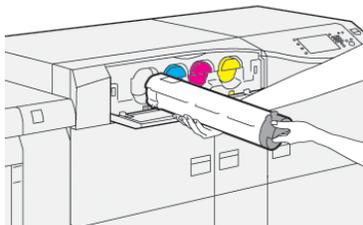
Replacing a Dry Ink/Toner Cartridge

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

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



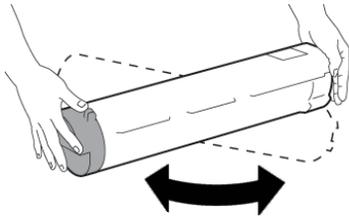
2. Lay paper on the floor before removing the cartridge. This will allow any excess dry ink/toner to fall on the paper.
3. Slowly remove the dry ink/toner cartridge by placing fingers under the end of the cartridge and gently pulling it straight out. While pulling out, hold the bottom of the cartridge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



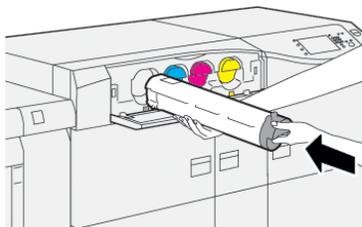
Ensure that you remove the same cartridge that matches the color as indicated in the message.

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. For more information about Xerox environmental programs, go to 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.

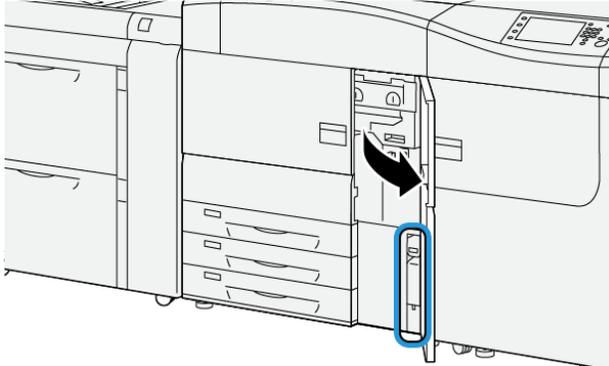
Replacing the Dry Ink/Toner Waste Bottle

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.

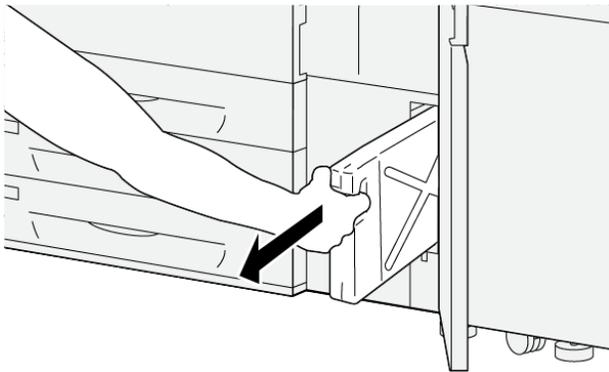
Maintenance

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



VP3100_280

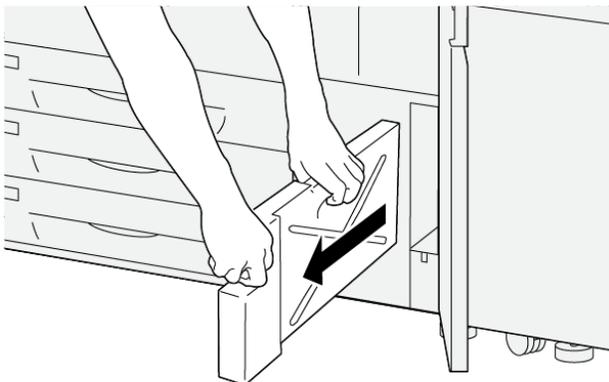
3. Grasp the handle of the dry ink/toner waste bottle and slowly pull it halfway out of the press.



VP3100_281

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:



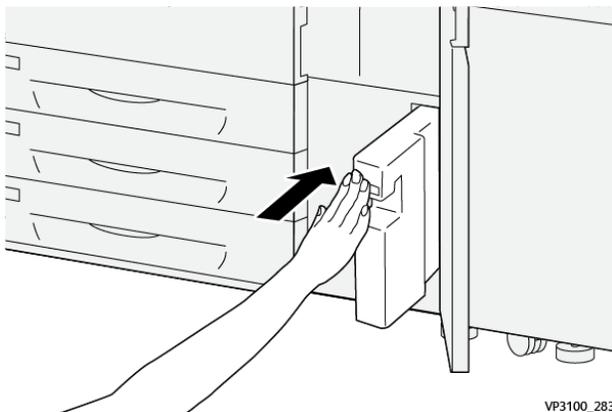
VP3100_282

- a. While grasping the handle with one hand, grip the top of the bottle with the other hand. The waste bottle may be heavy. Support the bottle with both hands to ensure 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 a Drum Cartridge

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

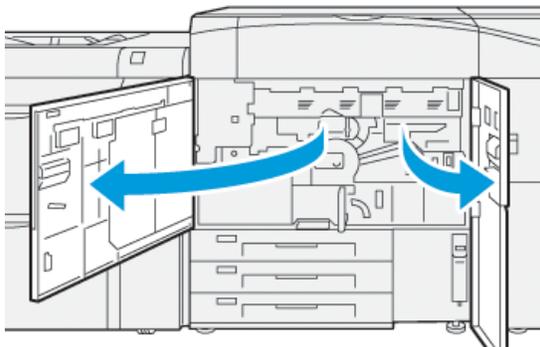
 **Note:** All four Drum cartridges are interchangeable.

 **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.

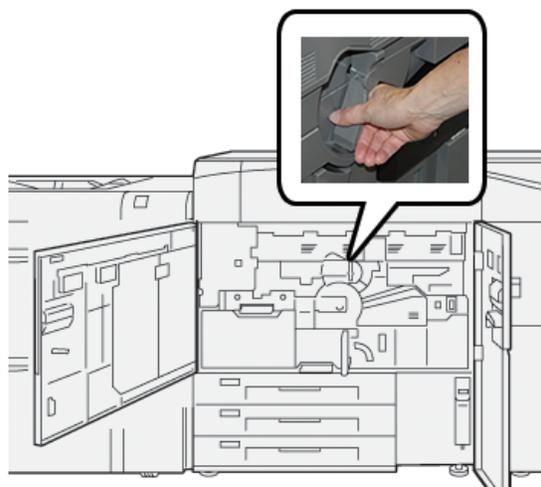
 **Caution:** Do not leave the Drum Cartridge Drawer open for more than one minute. Exposing the drum cartridges to direct sunlight or strong light from indoor fluorescent lighting for more than one minute may cause image quality defects.

 **Caution:** Replace drum cartridges while the press is powered ON.

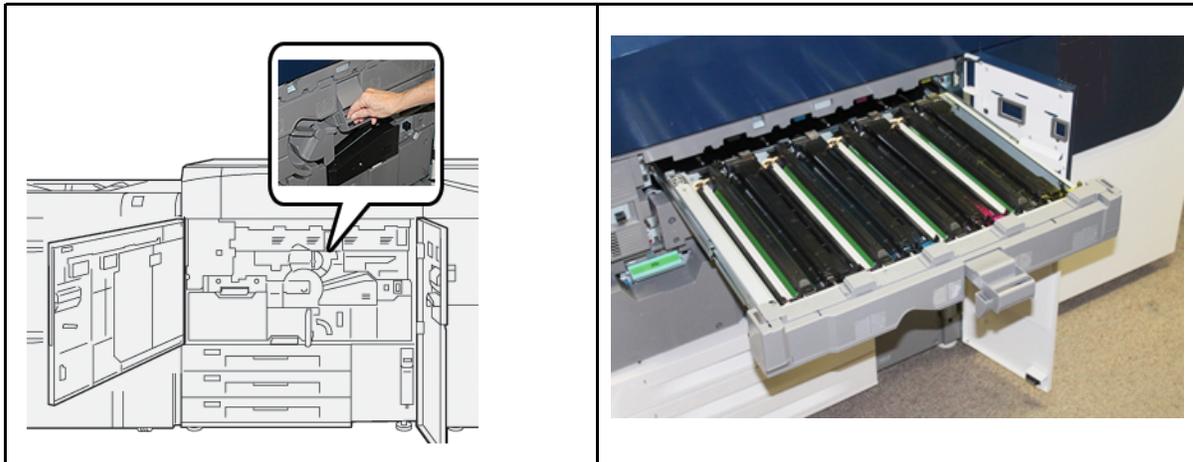
1. Ensure that the press is not in operation and not currently printing jobs.
2. Open the press Left and Center Front doors.



3. Turn the **R1-R4** Drum Drawer Handle clockwise 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:
- With the Drum Cartridge Drawer open, look for dry ink/toner waste on the bottom of the catch pan under the drum cartridges.
 - 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.

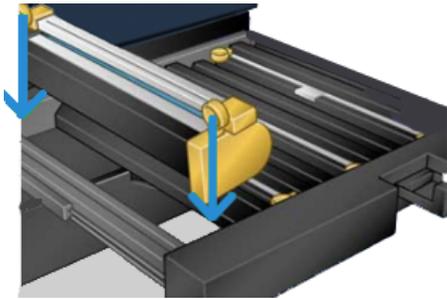
! **Caution:** Do not touch or scratch the surface of the drum when you take it out from the bag.

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.

Maintenance

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



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



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

Troubleshooting

This chapter contains:

- Paper Jams 44
- Fault Information..... 63

Paper Jams

If a paper jam occurs, a fault screen displays a message on the press control panel indicating in which area the jam is situated. Follow the instructions provided for clearing the jam and resuming press operation.

For more information, refer to [Fault Messages](#).

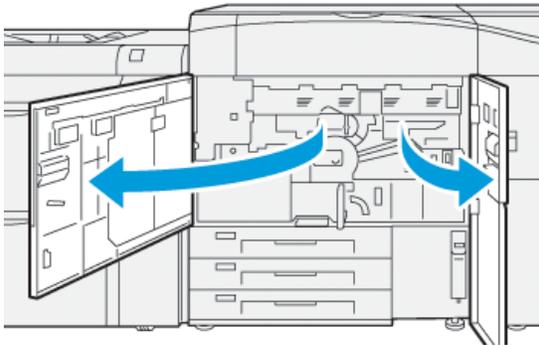
Clearing Jams in Area 2

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

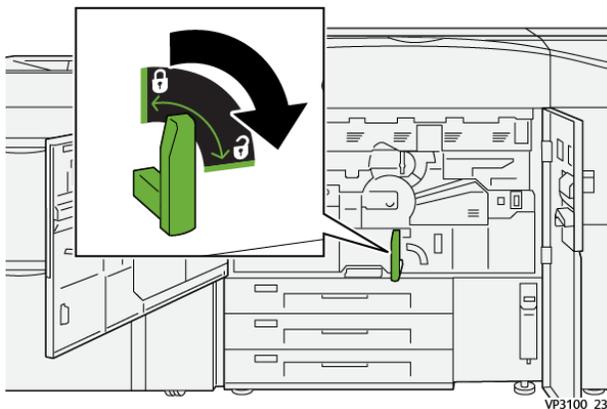
The transfer drawer includes the following jam clearance areas:

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

1. Open the left and center front doors.

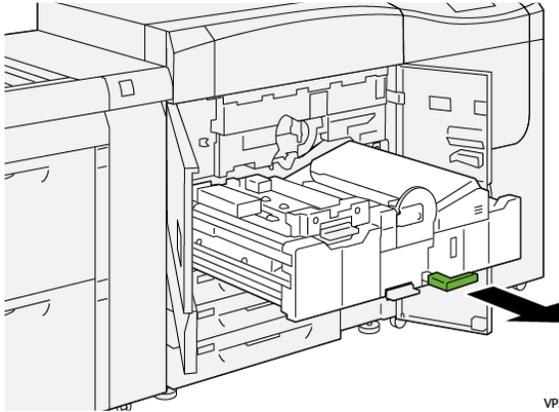


2. To unlock transfer drawer, locate the green handle **2** and rotate it clockwise (right) to the horizontal position.



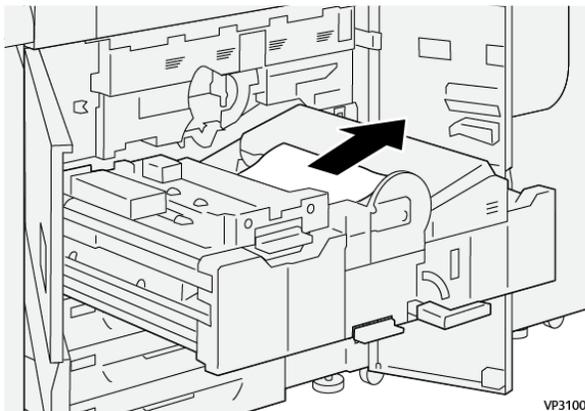
3. Slowly pull out the transfer drawer until it stops.

 **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 continue pulling out the drawer.



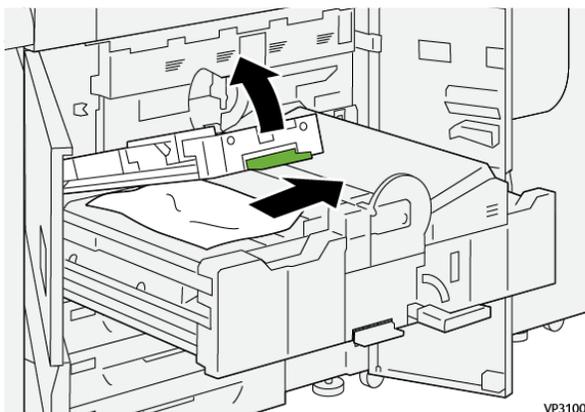
VP3100_232

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



VP3100_233

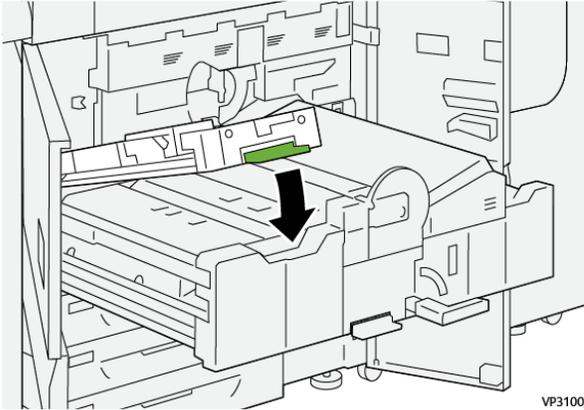
5. Open lever **2b** upward and remove any jammed paper.



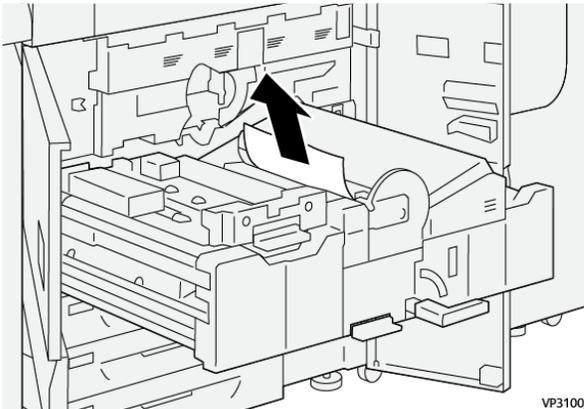
VP3100_234

Troubleshooting

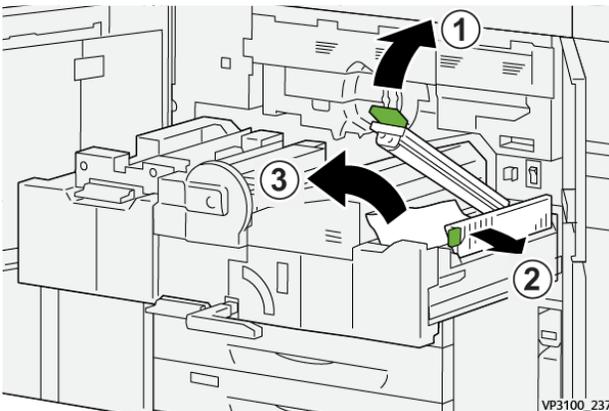
- Return lever **2b** to its original position.



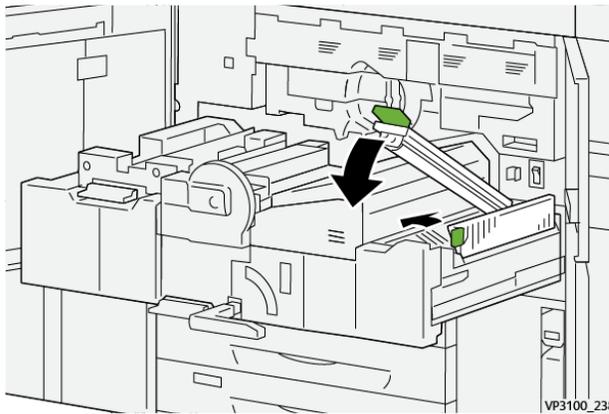
- Locate area **2c** and pull any jammed paper out towards the left.



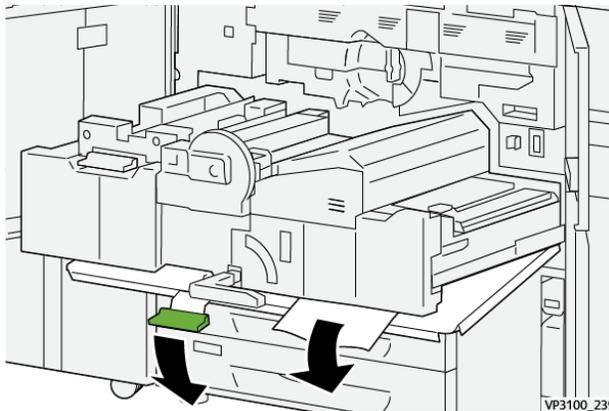
- Open lever **2d** upward (1) and lever **2e** to the right (2) and remove any jammed paper (3).



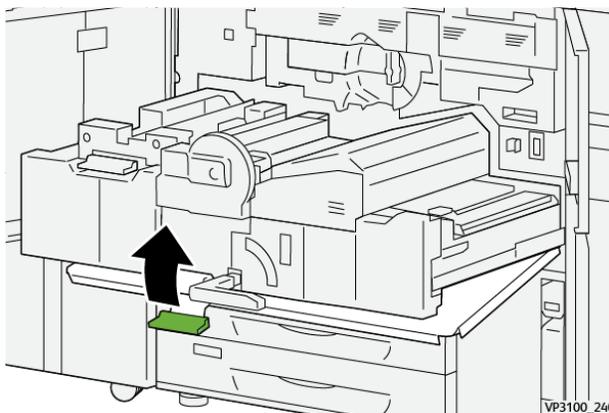
- Return levers **2d** and **2e** to their original positions.



- Open lever **2f** lever downward and remove any jammed paper.

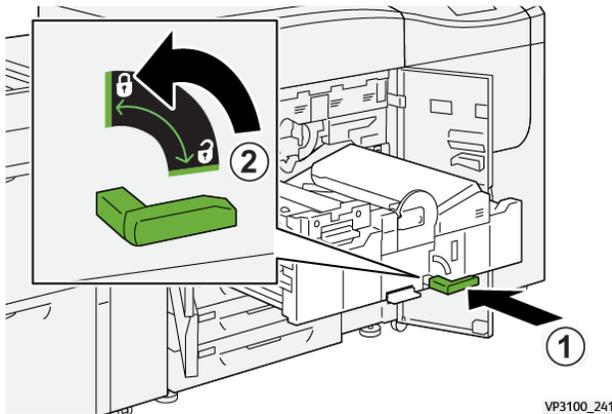


- Return lever **2f** to its original position.



Troubleshooting

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

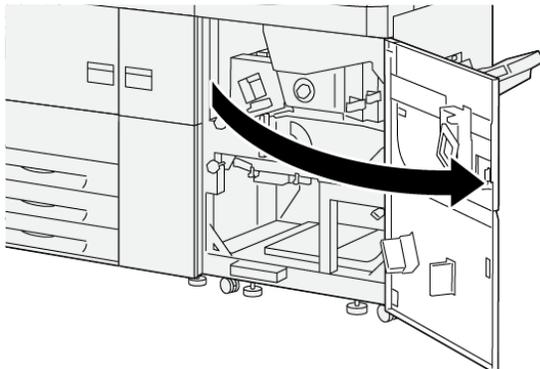


13. Close the left and center front doors completely. The press does not operate when doors or covers are open.

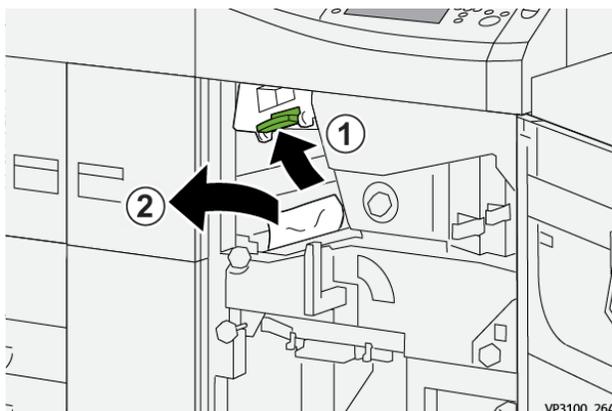
Clearing Jams in Areas 3, 4, and 5

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

1. Open the right front door.

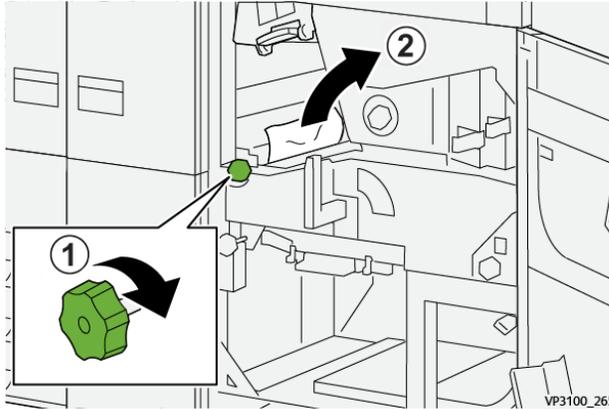


2. Open lever 3a upward (1) and remove any jammed paper (2).

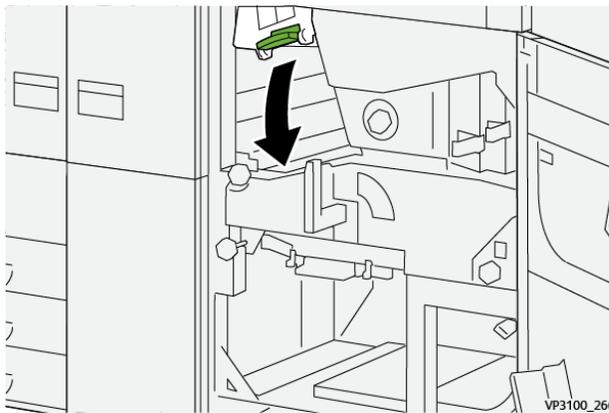


3. If there is difficulty in removing the jammed paper, rotate knob **3b** clockwise (right) (1), and remove the jammed paper (2).

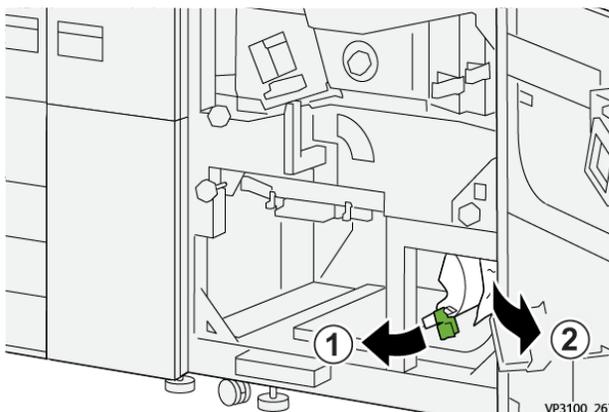
 **Note:** There may be extra sheets remaining in the press. To ensure all sheets are removed, rotate knob **3b** clockwise (right) three times.



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

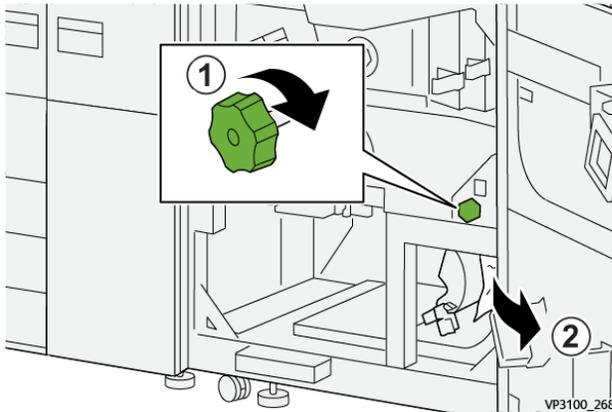


5. Open lever **5a** downward and remove any jammed paper .

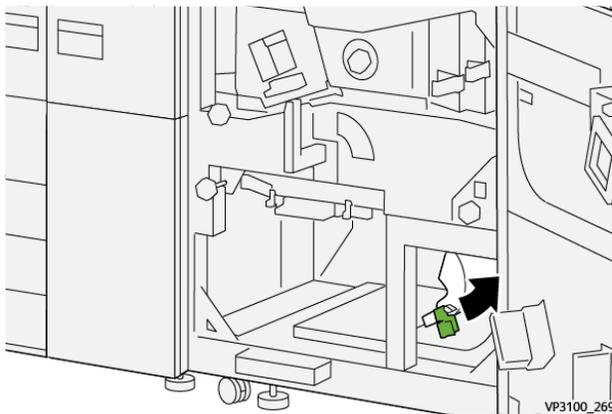


Troubleshooting

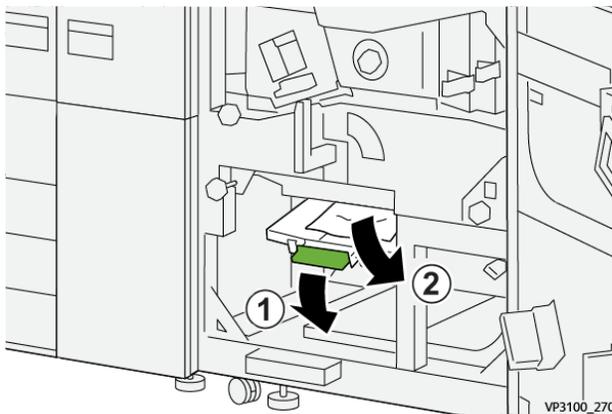
6. If there is difficulty in removing the jammed paper, rotate knob **5b** clockwise (right) (1), and remove the jammed paper (2).



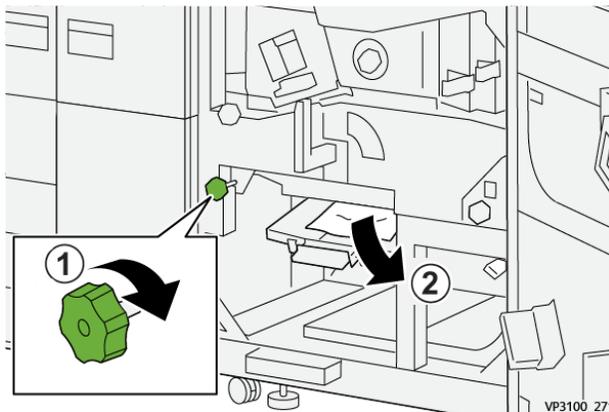
7. Return lever **5a** to its original position.



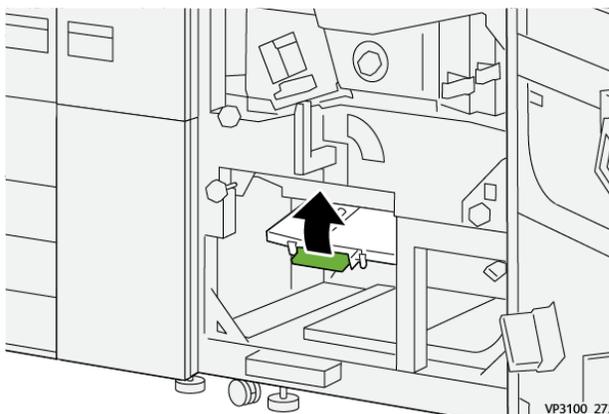
8. Open lever **5c** downward (1) and remove any jammed paper (2).



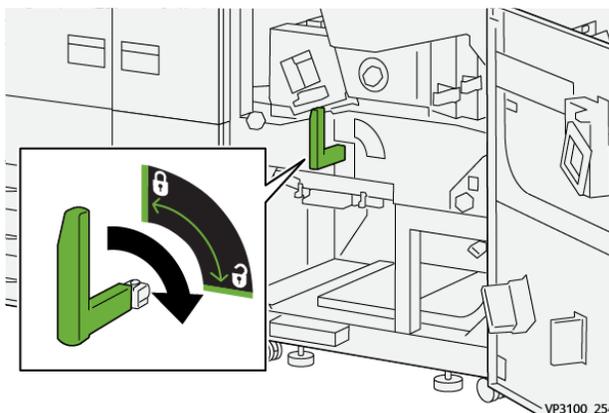
9. If there is difficulty in removing the jammed paper, rotate knob **5d** clockwise (right) (1), and remove the jammed paper (2).



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

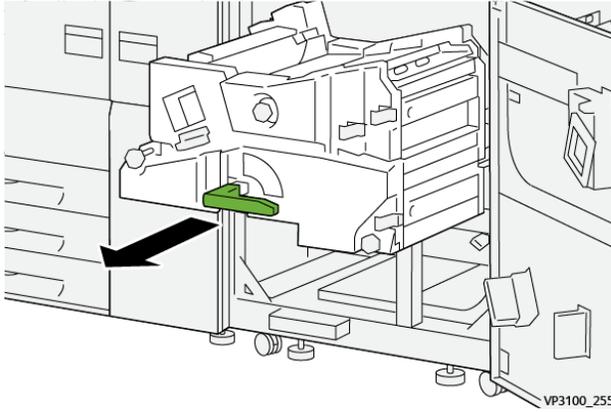


11. To open the exit module drawer, grasp handle **4** and rotate handle to the right to the horizontal position.

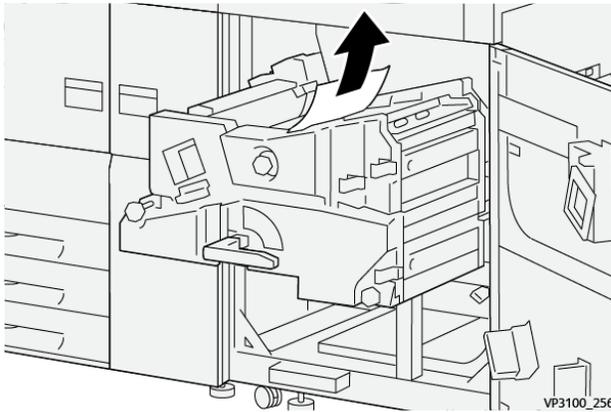


Troubleshooting

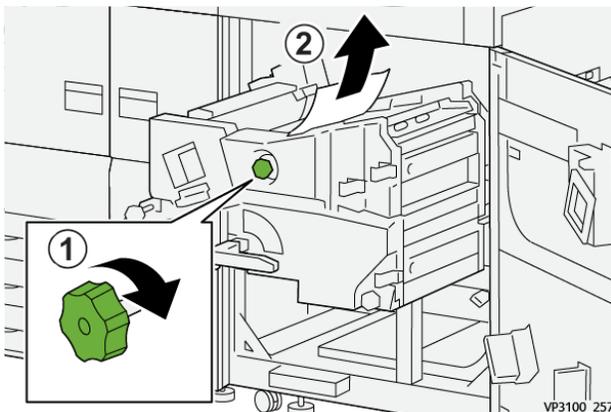
12. Slowly pull out the exit module drawer until stops.



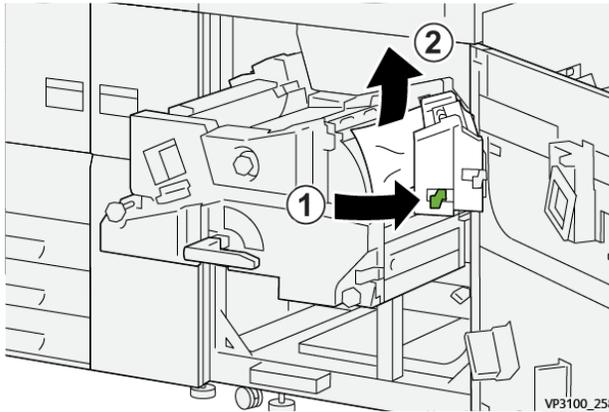
13. Remove any jammed paper from the top of the module (area 4a) by pulling it straight out.



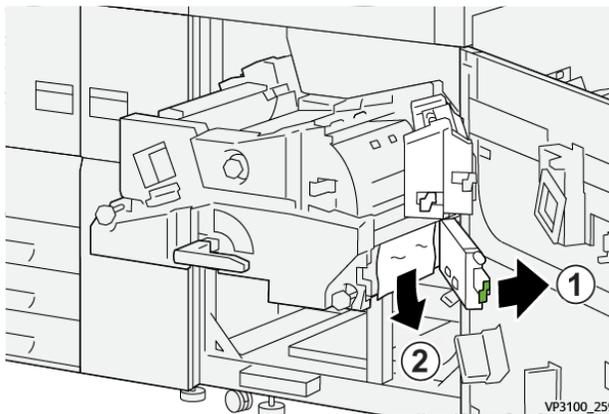
14. If there is difficulty in removing the jammed paper, rotate knob 4a clockwise (right) (1), and remove the jammed paper (2).



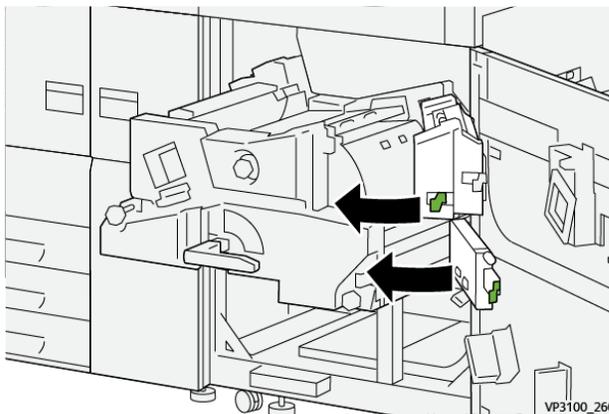
15. Open lever **4b** to the right (1) and remove any jammed paper (2).



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

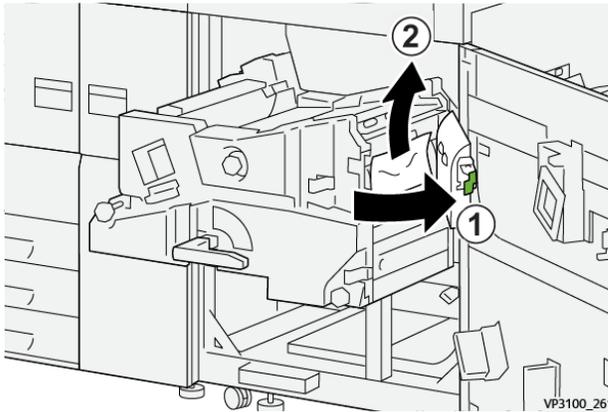


17. Return levers **4b** and **4d** to their original positions.

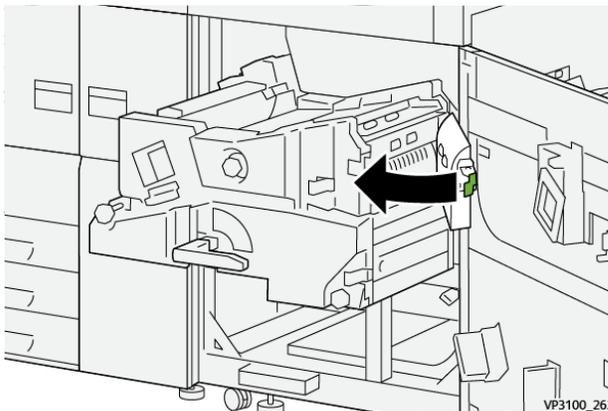


Troubleshooting

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

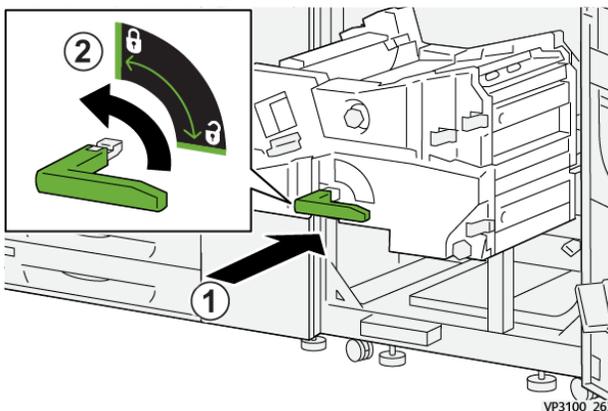


19. Return lever **4c** to its original position.



20.

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

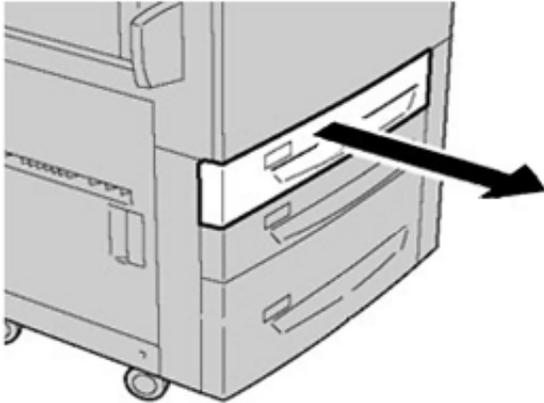


22. Close the right front door completely. The press does not operate if a door is open even slightly.

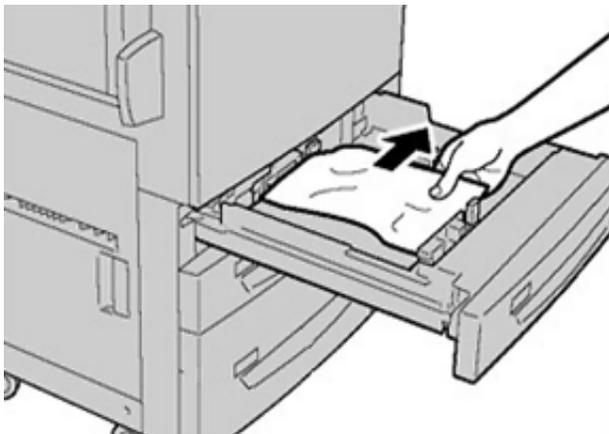
Paper Jams in Trays 1-3

 **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.

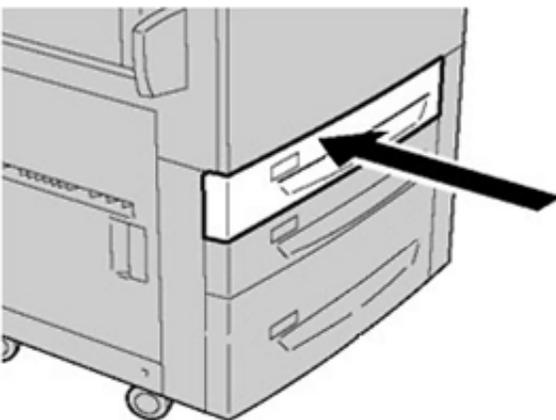
1. Open the tray where the paper jam occurred.



2. Remove the jammed paper.



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



Paper Jams in the Bypass (Tray 5)

Paper Jams When the Bypass is Installed on Trays 6 and 7

 **Tip:** Always ensure that all paper jams, including any small, ripped pieces of paper, are cleared before proceeding with any print jobs.

1. Remove the paper currently loaded in the Bypass (Tray 5).
2. Lift and open the Top Cover of the Bypass (Tray 5).



3. Remove any jammed paper.



 **Note:** If paper is torn, check inside the press and remove it.

4. Close the Top Cover of the Bypass (Tray 5).



5. Reload paper into the tray and resume printing.

Jam Clearance of OHCF

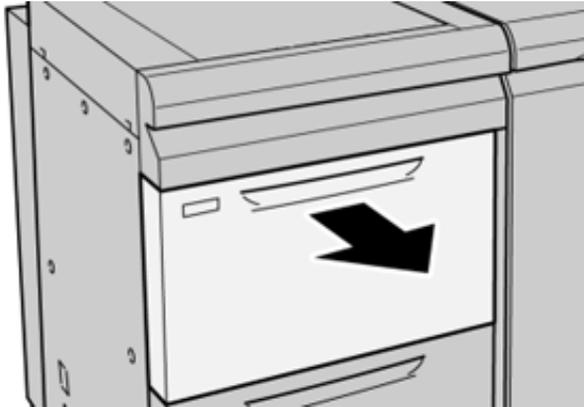
Clearing OHCF Jams (Trays 6 and 7)

Nip Release levers inside of the Transport area of the Feeder hold back large size sheets (such as A3, 11 x 17 inches, 12 x 18 inches) to reduce the chance of jamming as paper enters the print engine.

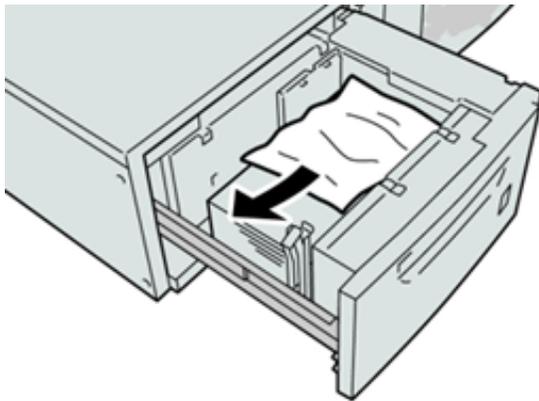
 **Note:** Follow the jam clearance instructions displayed on the touch screen. Always ensure that all paper jams, including any small ripped pieces of paper, are cleared before proceeding with your print jobs.

Paper Jams inside Trays 6 and 7

1. Pull out the tray where the paper jam occurred.



2. Remove the jammed paper.

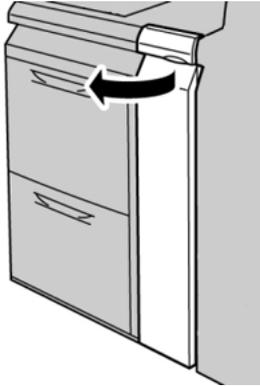


Note: If paper is torn, check inside the machine and remove it.

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

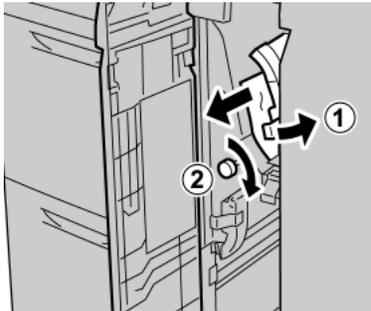
Trays 6 and 7 Paper Jams at Lever 1a and Knob 1c

1. Open the front cover of the feeder module.

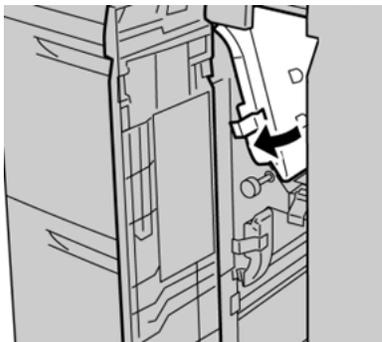


2. Move the lever 1a to the right and turn the knob 1c to the right. Remove the jammed paper.

 **Note:** If paper is torn, check for any torn pieces of paper inside the machine.



3. Return the lever 1a to the original position.

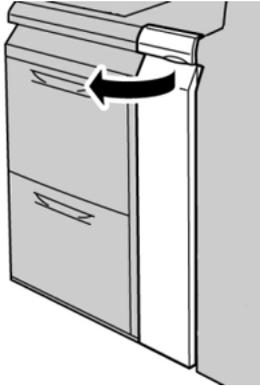


4. Close the front cover of the feeder module.

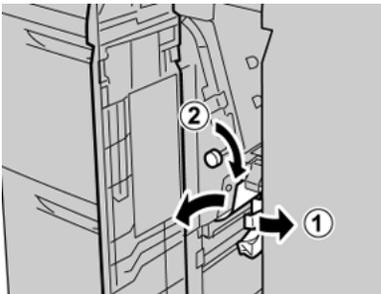
 **Note:** If the front cover of the feeder module is not completely closed, a message will appear and the press will not operate.

Trays 6 and 7 Paper Jams at Lever 1b and Knob 1c

1. Open the front cover of the feeder module.



2. Move the lever **1b** to the right and turn the knob **1c** to the right. Remove the jammed paper.



 **Note:** If paper is torn, check for any torn pieces of paper inside the machine.

3. Return the lever **1b** to the original position.



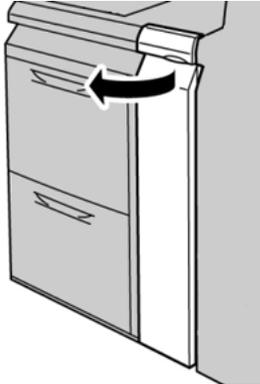
4. Close the front cover of the feeder module.

 **Note:** If the front cover of the feeder module is not completely closed, a message will appear and the press will not operate.

Trays 6 and 7 Paper Jams at Lever 1d and Knob 1c

 **Note:** If paper is torn, check for any torn pieces of paper inside the machine.

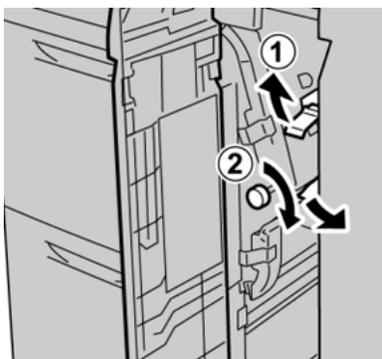
1. Open the front cover of the feeder module.



2. Move the lever **1d** upward and remove the jammed paper.

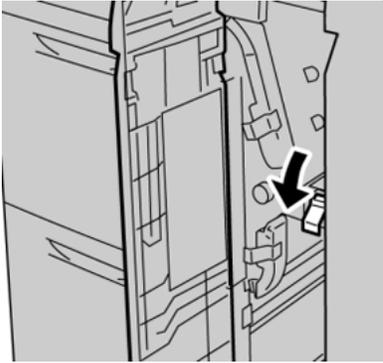


3. If the paper cannot be removed, turn the knob **1c** clockwise, then remove the jammed paper.



Troubleshooting

4. Return the lever **1d** to the original position.



5. Close the front cover of the feeder module.



Note: If the front cover of the feeder module is not completely closed, a message will appear and the press will not operate.

Fault Information

The following occurs when there is a fault, such as paper jams, open doors or covers, or a press malfunction:

- The press stops running and a fault message displays on the press touch screen.
- The message includes a graphical illustration showing the location of the fault along with a brief explanation of corrective actions for clearing the fault.
- Paper jams may occur in multiple areas of the press and any optional devices connected to the press. When this happens, the graphical illustration changes to show the multiple locations and the required corrective actions.
- Additionally, if a fault occurs with an optional device, an indicator lights on that device control panel and shows the corresponding area on the device where the fault occurred.

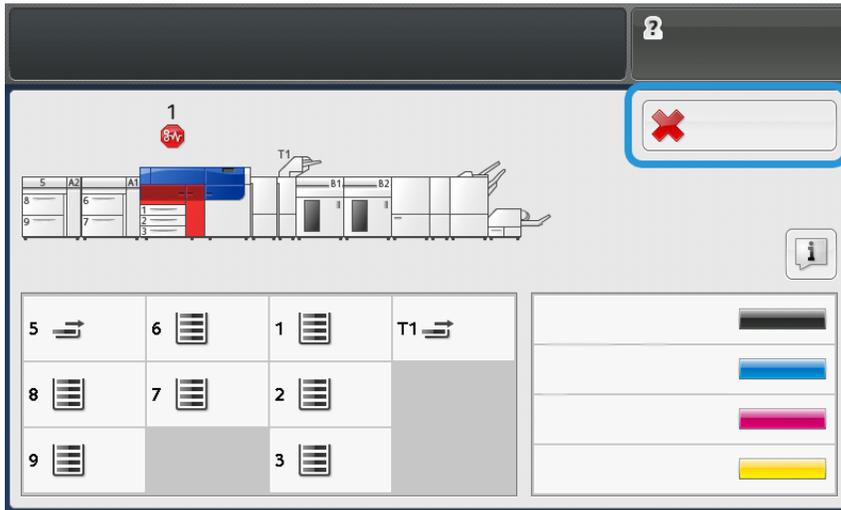
Always refer to the following information when clearing paper jams:

- Do not power off the press when removing paper jams.
- Paper jams can be removed with the press still powered on. When the power is turned off, all information stored to the system memory will be erased.
- Clear all paper jams before resuming print jobs.
- Do not touch components inside the press. This can cause print defects.
- Ensure that all paper jams, including any small ripped pieces of paper, are cleared before proceeding with print jobs.
- Gently remove the paper taking care not to tear it. If paper is torn, be sure to remove all torn pieces.
- After removing paper jams, close all doors and covers. The press cannot print when doors or covers are open.
- After clearing a paper jam, printing automatically resumes from the state before the paper jam occurred.
- If all paper jams are not cleared, an error message continues to display on the press touch screen. To clear any remaining jams, refer to the press touch screen for instructions and information.

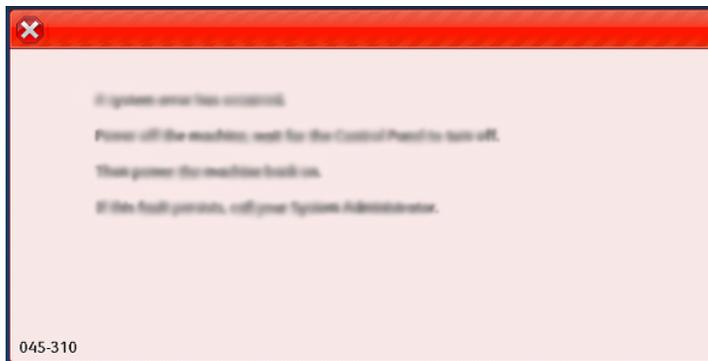
Obtaining Fault Information from the Press Touch Screen

When a 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.

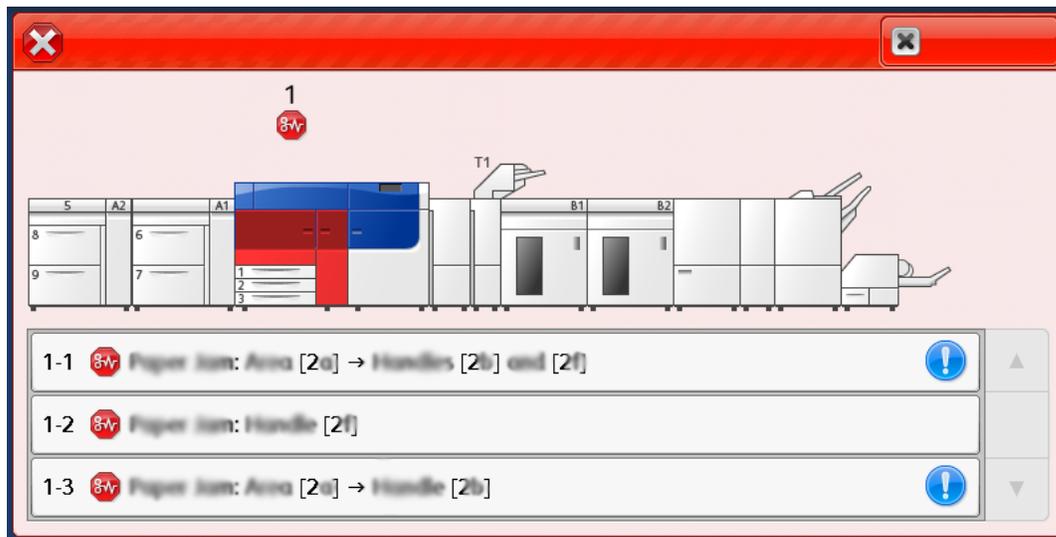


- If there is only one fault, a Fault screen displays.



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

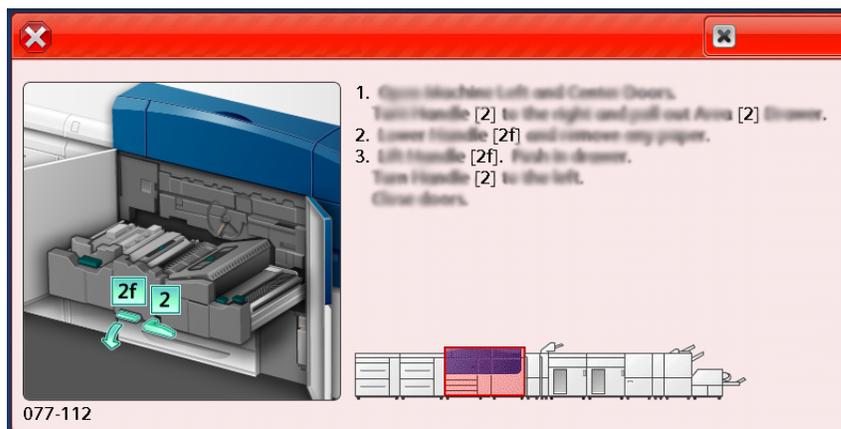
2. Select the first, top item from the displayed list.



 **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.

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.

Fault Messages

When a 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. A graphical illustration shows the location of the fault with a brief explanation of corrective actions for clearing the fault. If a fault occurs in more than one location, the illustration changes to indicate the multiple locations and the required corrective actions.

 **Note:** For more information, refer to [Obtaining Fault Information from the Press Touch Screen](#).

Troubleshooting

Detailed information and instructions about the correcting a fault is available by selecting the **Faults** button on the HOME screen. The **Fault** screen displays.



Find the code for the fault listed at the bottom of the **Fault** screen.

