

XEROX®

System Administration Guide



XE3027EN0-2

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1 Before Using the Machine

Welcome to the Xerox family of WorkCentre products.

This System Administration Guide provides detailed information, technical specifications, and procedures for using the integral features of the machine.

This chapter provides information which users should be aware of before using the machine.

Xerox Welcome Center

If you need assistance during or after product installation, visit the Xerox website for online solutions and support.

<http://www.xerox.com/support>

If you require further assistance, contact our experts at the Xerox Welcome Center. A telephone number for the local representative may have been provided when the product was installed. For convenience and future reference, please record the telephone number in the space below.

Welcome Center or local representative telephone number:

Xerox US Welcome Center: 1-800-821-2797

Xerox Canada Welcome Center: 1-800-93-XEROX (1-800-939-3769)

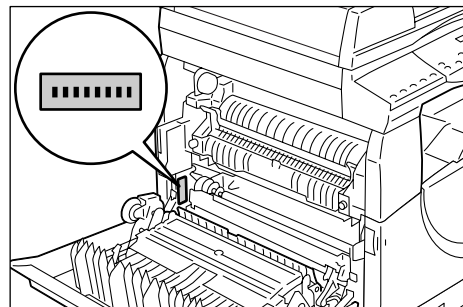
Serial Number

When you call the Welcome Center you will need to provide the serial number which is located inside of the Left Side Cover, as shown in the diagram.

For your convenience, record the serial number in the space below.

Serial Number:

Keep a record of any error codes. This information helps us solve problems faster.



Conventions

This section describes the conventions that are used throughout this System Administration Guide.

WARNING: indicates statements that alert you to the possibility of personal harm.

CAUTION: indicates statements that suggest the possibility of mechanical damage as a result of an action.

NOTE: indicates additional information on operations or features.

" ": indicates cross-references within this guide and input text

[]: indicates the values and error codes that appear in the Display, and also indicates the names of menus, windows, dialog boxes, buttons, and other items displayed on a computer monitor.


< >: indicates hardware buttons on the Control Panel of the machine and keys on a computer keyboard.

This section also describes terms that are used throughout this System Administration Guide.

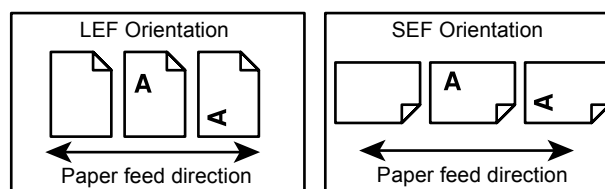
- Orientation is used to mean the direction of images on the page. When the image is upright, the paper (or other media) can be either long edge feed or short edge feed.

- LEF (Long Edge Feed) 

Loading documents and paper with one of the long edges to be fed into the machine first.

- SEF (Short Edge Feed) 

Loading documents and paper with one of the short edges to be fed into the machine first.



- Paper is synonymous with media, and is used interchangeably.
- Machine is synonymous with Xerox WorkCentre 5020/DN, and is used interchangeably.
- Computer refers to a personal computer or workstation.
- System Administrator refers to a person who is responsible for maintaining the machine, such as setting up the machine, installing the print drivers, and managing software.

Related Information Sources

The following sources of information are available for the machine:

- WorkCentre 5020/DN User Guide
- WorkCentre 5020/DN System Administration Guide
- WorkCentre 5020/DN Installation Guide

- WorkCentre 5020/DN Quick Use Guide

NOTE: Diagrams used in this System Administration Guide apply to a fully configured machine and therefore may not exactly represent the configuration being used.

NOTE: All the screen shots used in this System Administration Guide are taken using Windows XP.

2 Maintenance

This chapter explains how to replace consumables and how to clean the machine.

The following information is provided in this chapter:

Replacing Consumables – page 11

Cleaning the Machine – page 17

Moving the Machine – page 20

Replacing Consumables

The following consumables are manufactured to meet the specifications of the machine.

Consumables/ Maintenance Part	Product Code	Page Yield	Quantity/Box
Toner Bottle	106R01277	Approx. 6,300 pages *1 (per a bottle)	2 unit/box
Drum Cartridge	101R00432	Approx. 22,000 pages *2	1 unit/box

*1: The value of the page yield provided above is in accordance with ISO/IEC 19752. This value is based on using A4 LEF paper. The value is for reference only and will vary depending on the conditions such as the print contents, dot coverage (area coverage), paper size, paper type, copy/print density, output image type, and machine usage environment.

*2: Based on the following conditions: (1) 1-sided copying (not printing), (2) average number of pages copied at a time: 4 pages, (3) paper size: A4 LEF, (4) paper tray: Tray 1, (5) output tray: Output Tray. These values are estimates and will also be affected by other machine-usage conditions, such as how often the machine is switched on and off. The degradation of image quality may occur even before the machine stops when the Drum Cartridge reaches the end of its life.

Handling consumables/periodical replacement parts

- Do not store boxes of consumables/periodical replacement parts upright.
- Do not unpack consumables/periodical replacement parts before use. Avoid storing consumables/periodical replacement parts in the following locations:
 - In extreme temperature and humidity
 - Near heat-generating devices
 - In direct sunlight
 - In dusty locations
- Use consumables only as directed on their packages.
- We recommend always having spare consumables available.
- When calling the Xerox Welcome Center to order consumables/periodic replacement parts, have the product codes ready.

- Use of consumables/periodic replacement parts that are not recommended by Xerox can impair quality and performance of the machine. Use only consumables/periodic replacement parts that are specifically recommended by Xerox.

Checking the status of consumables

If the Drum Cartridge needs to be replaced in the near future, or toner levels fall below a certain threshold, the respective indicators on the Machine Diagram (mimic) light up. If the Drum Cartridge needs to be replaced immediately, or the toner has run out, respective error codes appear in the Display.

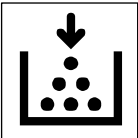
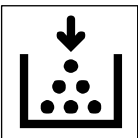
For more information on the Machine Diagram (mimic), refer to *Machine Diagram (mimic)* on page 76.

NOTE: You can also check the status of consumables using CentreWare Internet Services. For more information, refer to *Checking the Status of Consumables* on page 38.

Adding Toner to the Drum Cartridge

The machine comes with one toner bottle. When the remaining toner becomes low, the Toner indicator on the Machine Diagram (mimic) lights up. Order a new bottle of toner.

When the toner runs out in the Drum Cartridge, the error code [J1] appears in the Display, the Toner indicator flashes, and the machine stops. Add a new bottle of toner to the Drum Cartridge.

Error Code	Machine Diagram (mimic)	Description/Remedy
-	Lights up 	The remaining toner is low. Prepare a new bottle of toner. NOTE: After the Toner indicator on the Machine Diagram (mimic) lights up, the machine allows you to copy/print approximately 100 pages.*1
J1	Flashes 	Toner ran out. Add toner.

*1: The page yield after the Toner indicator on the Machine Diagram (mimic) lights up is based on using A4 LEF paper. The value is an estimate and varies depending on the conditions such as the print contents, dot coverage (area coverage), paper size, paper type, copy/print density, output image type, and the machine usage environment.

NOTE: If the error code [J1] appears in the Display, the six-digit error code [093-912] is also displayed on CentreWare Internet Services. For information on how to view the error history, refer to *Checking Error Information* on page 35.

NOTE: When the remaining toner becomes low, the machine may stop during printing to display the error code. If this happens, add toner to continue copying or printing.

⚠ WARNING

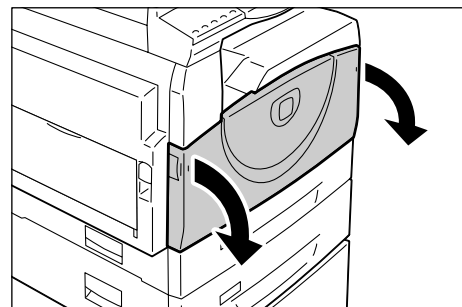
- Use a broom or a wet cloth to wipe off spilled toner. Never use a vacuum cleaner for the spills.

⚠ CAUTION

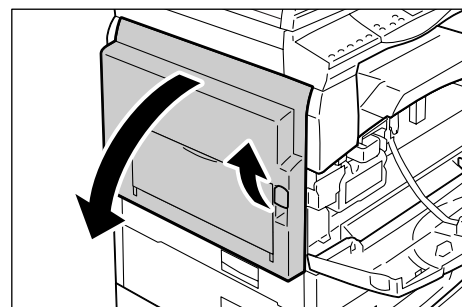
- Keep the Toner Bottle out of the reach of children. If a child accidentally swallows toner, spit it out, rinse mouth with water, drink water and consult a physician immediately.
- When adding toner to the Drum Cartridge, be careful not to spill the toner. In case of any toner spills, avoid contact with clothes, skin, eyes and mouth as well as inhalation.
- If toner spills onto your skin or clothing, wash it off with soap and water.
- If you get toner particles in your eyes, wash it out with plenty of water for at least 15 minutes until irritation is gone. Consult a physician if necessary.
- If you inhale toner particles, move to a fresh air location and rinse your mouth with water.
- If you swallow toner, spit it out, rinse your mouth with water, drink plenty of water and consult a physician immediately.

The following procedure describes how to add toner to the Drum Cartridge.

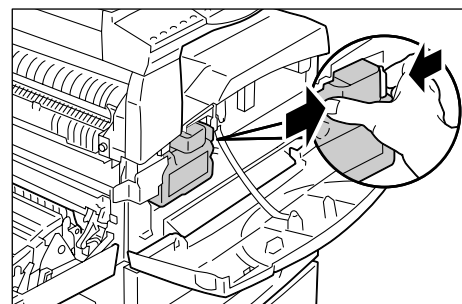
1. Make sure that the machine is not processing a job, and then open the Front Cover.



2. Pull up the Left Side Cover Latch to open the Left Side Cover.



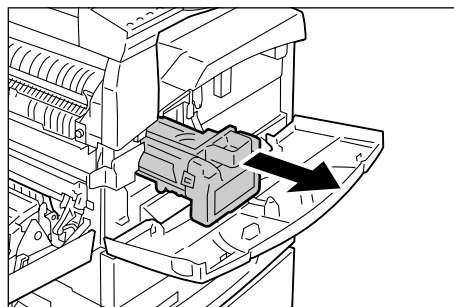
3. Lightly press the orange tab to unlock the Drum Cartridge.



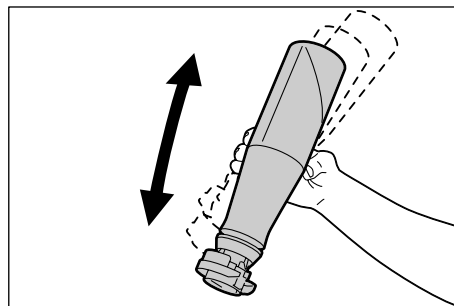
4. Pull the Drum Cartridge out halfway.

NOTE: Do not touch the drum (blue roller) when pulling out the Drum Cartridge.

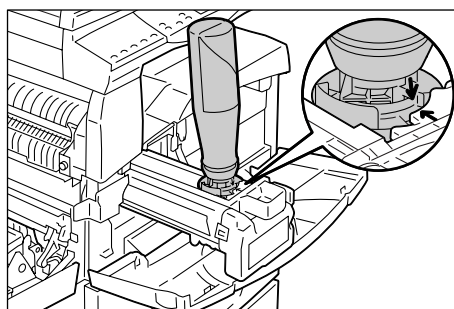
5. Take a new toner bottle out of the box.



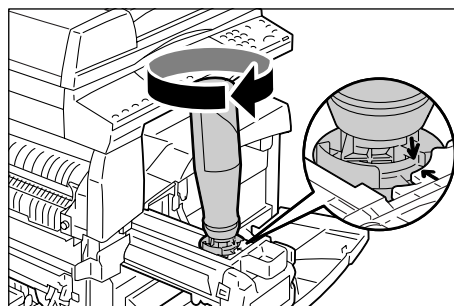
6. Shake the toner bottle well about 15 times.



7. Position the toner bottle into the opening on the Drum Cartridge, and align the orange arrow of the toner bottle with that of the Drum Cartridge.



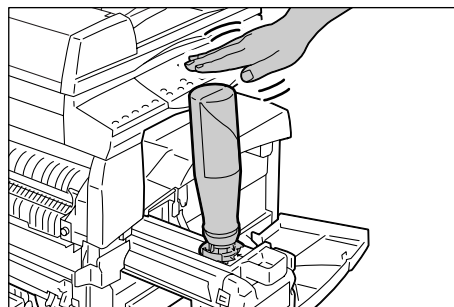
8. Turn the toner bottle around in a clockwise direction once, and align the two orange arrows again.



9. Gently tap the toner bottle several times to allow toner to be poured into the Drum Cartridge. Wait for 20 seconds, and tap it several times to make sure that the toner bottle has been emptied completely.

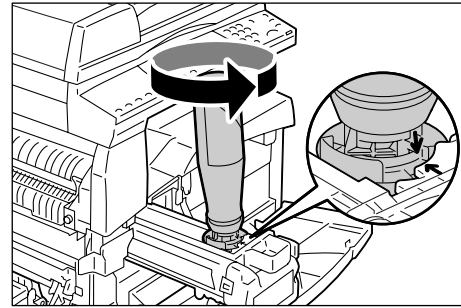
NOTE: Do not squeeze the toner bottle.

NOTE: Do not fill the Drum Cartridge with more than a single bottle of toner at a time.



- 10.** Turn the toner bottle around in a counter-clockwise direction until the two orange arrows are aligned, and remove the toner bottle from the Drum Cartridge.

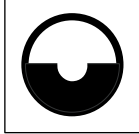
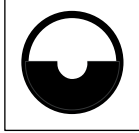
NOTE: Follow the instruction given on the packaging for recycling the empty toner bottle.



- 11.** Push in the Drum Cartridge until it locks into position.
12. Close the Left Side Cover and the Front Cover.

Replacing the Drum Cartridge

The machine comes with a Drum Cartridge. The machine will alert by lighting up or flashing the Drum Cartridge indicator on the Machine Diagram (mimic) before the Drum Cartridge reaches the end of its life. Follow the instructions to order and replace with a new Drum Cartridge. The machine will stop when the Drum Cartridge ends its life.

Error Code	Machine Diagram (mimic)	Description/Remedy
-	Lights up 	The Drum Cartridge is near the end of its life. Prepare a new Drum Cartridge for replacement. NOTE: After the Drum Cartridge indicator on the Machine Diagram (mimic) lights up, the machine allows you to copy/print approximately 5,000 pages.*1
J6	Flashes 	The Drum Cartridge is at the end of its life. It needs to be replaced with a new Drum Cartridge.

*1: Based on the following conditions: (1) 1-sided copying (not printing), (2) average number of pages copied at a time: 4 pages, (3) paper size: A4 LEF, (4) paper tray: Tray 1, (5) output tray: Output Tray. This value is an estimate and will also be affected by other machine-usage conditions, such as how often the machine is switched on and off. The degradation of image quality may occur even before the machine stops when the Drum Cartridge reaches the end of its life.

NOTE: If the error code [J6] appears in the Display, the six-digit error code [091-913] is also displayed on CentreWare Internet Services. For information on how to view the error history, refer to *Checking Error Information on page 35*.

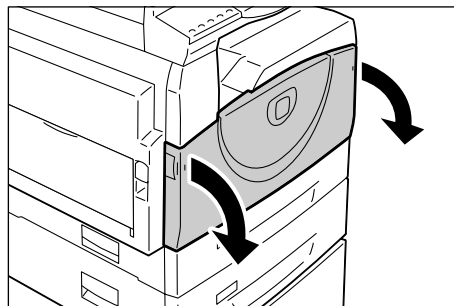
NOTE: The use of Drum Cartridges that are not recommended by Xerox may impair quality and performance of the machine. Use only Drum Cartridges specifically recommended by Xerox.

NOTE: Do not expose Drum Cartridges to direct sunlight or strong indoor fluorescent light. Do not touch or scratch the surface of the Drum Cartridge. Doing so may lower print quality.

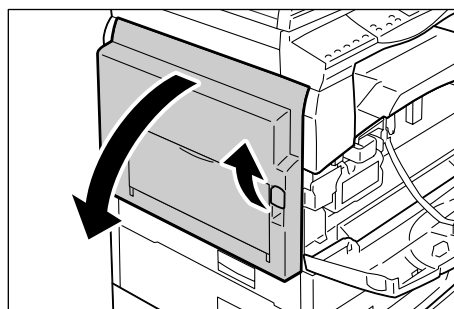
NOTE: Replace the Drum Cartridge while the machine is switched on.

The following procedure describes how to replace the Drum Cartridge.

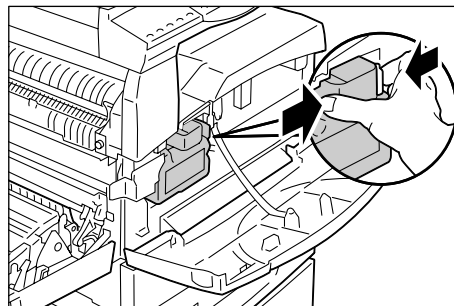
1. Make sure that the machine is not processing a job, and then open the Front Cover.



2. Open the Left Side Cover.



3. Lightly press the orange tab to unlock the Drum Cartridge.



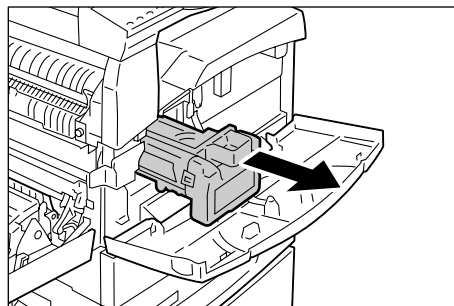
4. Pull out the Drum Cartridge carefully.

NOTE: Do not touch the drum (blue roller) when pulling out the Drum Cartridge.

5. Take a new Drum Cartridge out of the box, and remove the packaging.

6. Insert the new Drum Cartridge halfway.

7. Add toner.



For information on how to add toner, refer to *Adding Toner to the Drum Cartridge* on page 12.

NOTE: A bottle of toner must be purchased separately when replacing the Drum Cartridge.

8. Push the Drum Cartridge in until it locks into position.

9. Close the Left Side Cover and the Front Cover.

Cleaning the Machine

The cleaning instructions are specific to each part of the machine, such as the machine exterior, Document Cover, Document Glass, Film, Narrow Glass Strip, Document Feeder Roller, and Corotron Wire.

This section describes how to clean each component of the machine.

Cleaning the Exterior

The following describes how to clean the exterior of the machine.

NOTE: Always switch off the power to the machine, and unplug the power cord before cleaning any part of the machine. Cleaning the machine with the power on may cause an electric shock.

NOTE: Do not use any volatile liquids on the machine such as benzene and paint thinner, or insect repellent as these may discolor, deform, or crack the machine exterior.

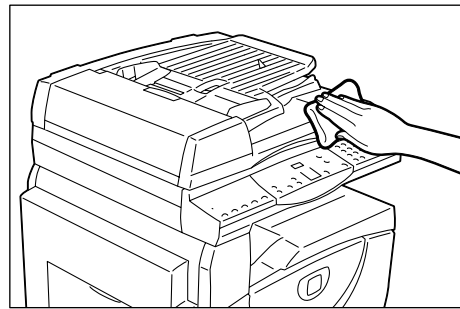
NOTE: Cleaning the machine with an excessive amount of water may cause the machine to malfunction, or damage documents being copied.

1. Wipe the exterior with a soft cloth moistened with water.

NOTE: Do not use cleaning agents other than water or neutral detergent.

NOTE: If dirt does not come off easily, gently wipe it with a soft cloth moistened with a small amount of neutral detergent.

2. Wipe off any excess water with a soft cloth.



Cleaning the Document Cover and Document Glass

If the Document Cover and Document Glass are dirty, streaks or smears may appear on copies, or the machine may not properly detect the size of the original documents.

The following procedure describes how to clean the Document Cover and the Document Glass.

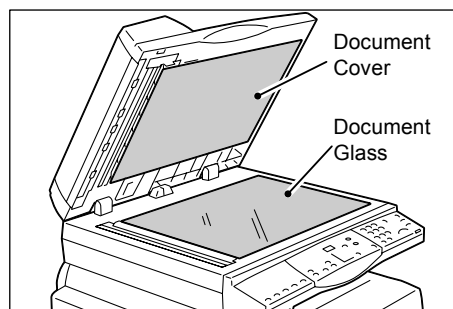
NOTE: Do not use benzene, paint thinner, or other organic solvents. Doing so might damage paint or coating on plastic parts.

NOTE: Cleaning the machine with an excessive amount of water may cause the machine to malfunction, or damage documents being copied.

1. Wipe the Document Cover with a soft cloth moistened with water to remove any dirt and then wipe it with a soft, dry cloth.

NOTE: Do not use cleaning agents other than water or neutral detergent.

NOTE: If dirt does not come off easily, gently wipe it with a soft cloth moistened with a small amount of neutral detergent.



2. Wipe the Document Glass with a soft cloth moistened with water, and then wipe it with a dry cloth.

NOTE: Do not use cleaning agents other than water or neutral detergent.

NOTE: If dirt does not come off easily, gently wipe it with a soft cloth moistened with a small amount of neutral detergent.

Cleaning the Film and Narrow Glass Strip

If the Film and Narrow Glass Strip are dirty, streaks or smears may appear on copies, and the machine may not properly detect the size of the original documents. To ensure clean copies at all times, clean the Film and Narrow Glass Strip about once a month.

The following procedure describes how to clean the Film and Narrow Glass Strip.

NOTE: Do not use benzene, paint thinner, or other organic solvents. Doing so might damage paint or coating on plastic parts.

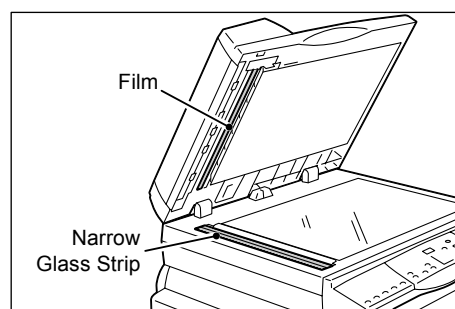
NOTE: Cleaning the machine with an excessive amount of water may cause the machine to malfunction, or damage documents being copied.

1. Wipe the Film with a soft cloth moistened with water, and then wipe it with a dry cloth.

NOTE: The Film can be damaged easily. Do not clean the Film with an excessive force.

NOTE: Do not use cleaning agents other than water or neutral detergent.

NOTE: If dirt does not come off easily, gently wipe it with a soft cloth moistened with a small amount of neutral detergent.



2. Wipe the Narrow Glass Strip with a soft cloth moistened with water, and then wipe it with a dry cloth.

NOTE: Do not use cleaning agents other than water or neutral detergent.

NOTE: If dirt does not come off easily, gently wipe it with a soft cloth moistened with a small amount of neutral detergent.

Cleaning the Document Feeder Roller

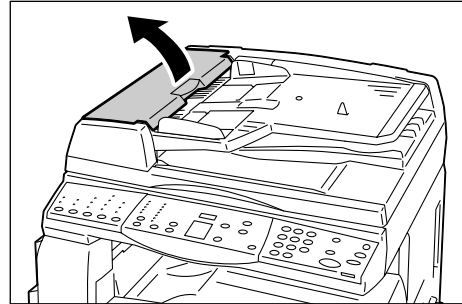
If the Document Feeder Roller is dirty, streaks or smears may appear on the output copies, and may also result in paper jams. To ensure clean copies at all times, clean the Document Feeder Roller about once a month.

The following procedure describes how to clean the Document Feeder Roller.

NOTE: Do not use benzene, paint thinner, or other organic solvents. Doing so may damage paint or coating on plastic parts.

NOTE: Cleaning the machine with an excessive amount of water may cause the machine to malfunction, or damage documents being copied.

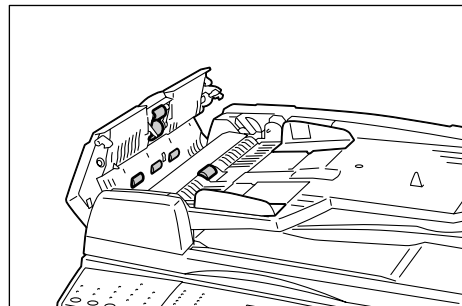
1. Pull up the latch to open the Document Feeder Cover completely.



2. Turn the Document Feeder Roller to clean it with a soft cloth moistened with water.

NOTE: Do not use cleaning agents other than water or neutral detergent.

NOTE: Use a firmly wrung cloth to avoid water drops falling onto the machine. If water gets into the machine, it may cause the machine to malfunction.



NOTE: If dirt does not come off easily, gently wipe it with a soft cloth moistened with a small amount of neutral detergent.

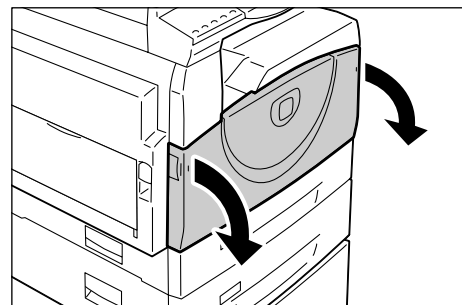
3. Close the Document Feeder Cover until it clicks into place.

Cleaning the Corotron Wire

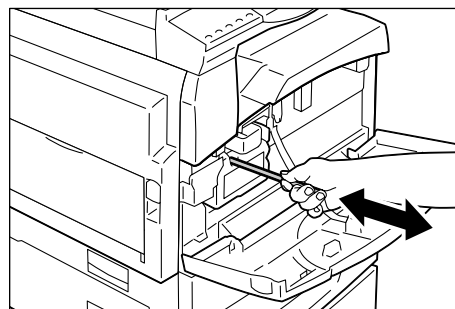
If any streaks, black lines, or smears appear on the output copies, cleaning the Corotron Wire may help resolve the problem.

The following procedure describes how to clean the Corotron Wire.

1. Open the Front Cover.



2. Pull the Corotron Wire back and forth several times.



3. Close the Front Cover.

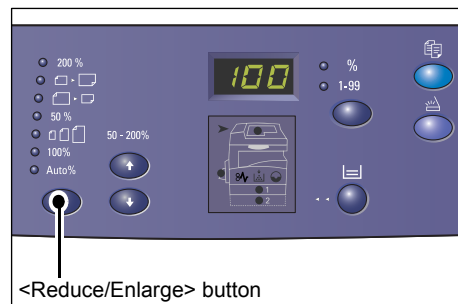
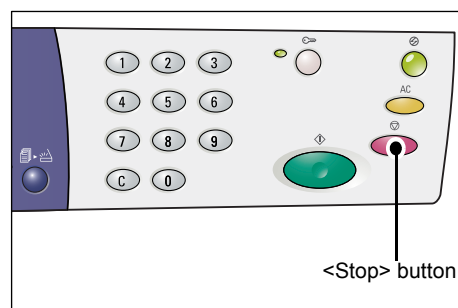
Moving the Machine

This section describes how to move the machine to another location. Before moving the machine, always secure the position of the scanner carriage.

1. Hold down the <Reduce/Enlarge> button for four seconds, and while holding down the <Reduce/Enlarge> button, press the <Stop> button. The scanner carriage moves to the locked position.

While the scanner carriage is moving, [run] appears in the Display. When the carriage completely moves to the locked position, [OFF] appears blinking in the Display.

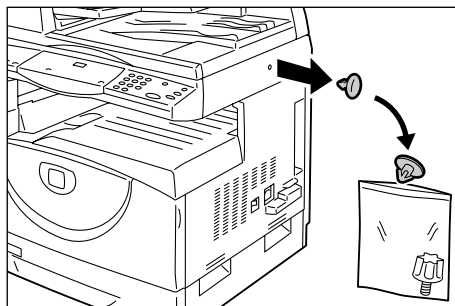
NOTE: While the scanner carriage is locked, all indicators go off and no button is available on the Control Panel, and the machine does not process any jobs.



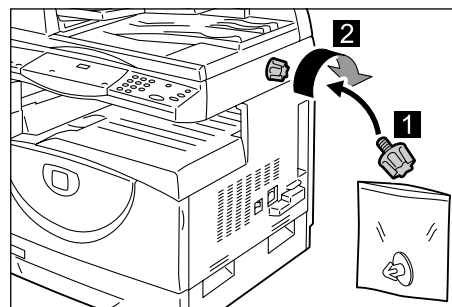
2. Switch off the machine.

NOTE: If the machine is switched off, all the scanned data stored in the mailboxes is deleted. For information on how to switch off the machine, refer to the Product Overview chapter in the User Guide.

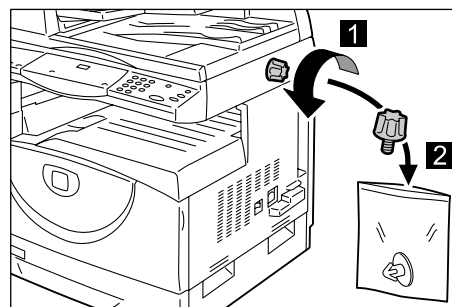
3. Remove the screw cover from the right side of the machine.



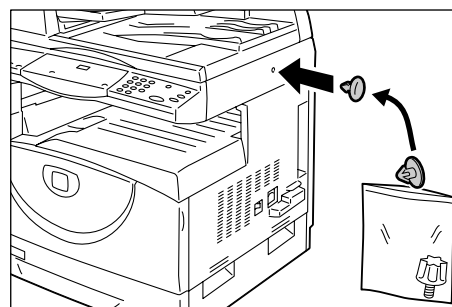
4. Attach and tighten the screw to the machine to secure the position of the scanner carriage.



5. Lift the machine and move it gently to another location.
6. Loosen the screw attached in Step 4, and remove it from the machine.



7. Re-attach the screw cover removed in Step 3 to the machine.



8. Switch on the machine.

NOTE: For information on how to switch on the machine, refer to the Product Overview chapter in the User Guide.

3 Using CentreWare Internet Services

This chapter explains how to enable and use CentreWare Internet Services for the machine.

The following information is provided in this chapter:

Information Checklist – page 23

CentreWare Internet Services Environments – page 24

CentreWare Internet Services Installation – page 24

Standard Features - CentreWare Internet Services – page 29

Services – page 30

Information Checklist

Before enabling the CentreWare Internet Services feature, make sure that the following items are available or have been performed.

Item	By
An existing operational computer with TCP/IP Internet or intranet accessibility is required. These procedures are not intended to install the TCP/IP stack itself.	Customer
Obtain and record the following information: <ul style="list-style-type: none">• A unique IP address• Gateway address• Subnet mask Refer to the Glossary in the User Guide for additional information about the gateway address and subnet mask, if needed.	Customer
Test the machine to make sure that it is fully installed and functioning correctly.	Customer

If problems are encountered during the installation of the machine, refer to *CentreWare Internet Services in the Problem Solving chapter on page 104*.

CentreWare Internet Services Environments

CentreWare Internet Services uses the embedded HTTP Server that resides in the machine. This allows communication with the machine through a web browser with access to the Internet or an intranet. By entering the IP address of the machine as the URL (Universal Resource Locator) in the browser, direct access to the machine is available.

CentreWare Internet Services allows you to make not only the same basic settings as from the Control Panel, but also more specialized settings for the machine.

User ID and Passcode

Many of the features available within Internet Services will require the System Administrator login ID and passcode. By default, the user name is "11111" and the passcode is not set. This ID and passcode can be changed or set by the System Administrator. A user will only be prompted for the System Administrator login ID and passcode once in a single browser session.

System Configuration

To use CentreWare Internet Services, you need to enable TCP/IP on the machine.

CentreWare Internet Services Installation

This section describes the settings required to use CentreWare Internet Services.

Installation Procedure

There are two stages required to enable CentreWare Internet Services.

Network Communication Setup

This requires the machine to be set up for CentreWare Internet Services.

Test Access

To make sure that CentreWare Internet Services has been set up correctly, you should access CentreWare Internet Services.

Network Communication Setup

Initially, boot the CentreWare Internet Services port.

1. Connect the machine to the network.

NOTE: The Ethernet cable is an RJ45 type and is not supplied by Xerox.

2. Enter the System Setting Mode.

- If Copy Auditron is disabled

- 1) Hold down the <Log In/Out> button on the Control Panel for four seconds.
- 2) Enter the System Administrator's ID using the numeric keypad.
The letter [P] appears blinking in the Display.

- If Copy Auditron is enabled
 - 1) Log in to the machine under the System Administrator's ID.
 - 2) Hold down the <Log In/Out> button on the Control Panel for four seconds.
The letter [P] appears blinking in the Display.

NOTE: The default System Administrator user ID is "11111".

NOTE: For more information on how to enter the System Setting Mode, refer to *Entering the System Setting Mode on page 109*. For information about Copy Auditron, refer to *Accounting and Securities on page 65*.

3. Enter the menu number [124] using the numeric keypad.

NOTE: The system setting menu number for enabling the CentreWare Internet Services port is "124".

4. Press the <Start> button to confirm the entered menu number.
5. Enter [1] using the numeric keypad to enable the CentreWare Internet Services port.
 - [0]: Disabled
 - [1]: Enabled (Default)

NOTE: If you choose not to change the value, press the <AC> button or the <Start> button. The letter [P] appears blinking in the Display.

6. Press the <Start> button to confirm the entered value.
The letter [P] appears blinking in the Display.

Next, establish TCP/IP.

NOTE: The machine does not support IPv6 addresses.

1. Enter the menu number [102] using the numeric keypad.

NOTE: The system setting menu number for specifying a method for establishing an IP address is "102".

2. Press the <Start> button to confirm the entered menu number.
3. Select an appropriate number from the following options to specify a method for establishing an IP address, and enter the number using the numeric keypad.
 - [0]: STATIC
 - [1]: DHCP
 - [2]: BOOTP
 - [3]: RARP
 - [4]: DHCP/Autonet (Default)

4. Press the <Start> button to confirm the entered value.

NOTE: If you have selected [4] (DHCP/Autonet) in Step 3, print out the Configuration Report to confirm that an IP address has been allocated and that it is a valid IP address on your network. For information on how to print out the Configuration Report, refer to *Printing the Configuration Report on page 41*. If the machine does not have an IP address, contact the network administrator.

NOTE: Use the DHCP server together with the Windows Internet Name Server (WINS) server.

If you have selected [0] (STATIC) in Step 3, proceed to Step 5 to configure the protocol settings. Otherwise, proceed to Step 8.

- 5.** Using the numeric keypad, enter the IP address for the machine in the format “xxx.xxx.xxx.xxx”.

The following table shows the system setting menu numbers for specifying the IP address.

IP Address (xxx.xxx.xxx.xxx)

	1st block	2nd block	3rd block	4th block
Menu Number	103	104	105	106

- 1) Enter the menu number [103], and then press the <Start> button to confirm the entered menu number.
 - 2) Enter a value for the first block of the IP address, and then press the <Start> button to confirm the entered value.
 - 3) Enter the menu number [104], and then press the <Start> button to confirm the entered menu number.
 - 4) Enter a value for the second block of the IP address, and then press the <Start> button to confirm the entered value.
 - 5) Enter the menu number [105], and then press the <Start> button to confirm the entered menu number.
 - 6) Enter a value for the third block of the IP address, and then press the <Start> button to confirm the entered value.
 - 7) Enter the menu number [106], and then press the <Start> button to confirm the entered menu number.
 - 8) Enter a value for the fourth block of the IP address, and then press the <Start> button to confirm the entered value.
- 6.** Using the same method as in Step 5, enter the subnet mask.

The following table shows the system setting menu numbers for specifying the subnet mask.

Subnet Mask (xxx.xxx.xxx.xxx)

	1st block	2nd block	3rd block	4th block
Menu Number	107	108	109	110

- 7.** Using the same method as in Step 5, enter the gateway address.

The following table shows the system setting menu numbers for specifying the gateway address.

Gateway Address (xxx.xxx.xxx.xxx)

	1st block	2nd block	3rd block	4th block
Menu Number	111	112	113	114

NOTE: If you do not wish to set the gateway address, skip this step.

8. When you have finished establishing TCP/IP, press the <Log In/Out> button.
The machine exits the System Setting Mode.

NOTE: If you have changed any settings in the System Setting Mode, the machine will reboot to register and enable the new settings. All scanned documents stored in mailboxes will be deleted on the reboot.

NOTE: After the machine is rebooted, print a Configuration Report to confirm that the the CentreWare Internet Services port is enabled and TCP/IP is correctly configured. For information on how to print the Configuration Report, refer to *Printing the Configuration Report on page 41*.

NOTE: If you wish to use the IP Filtering feature, use CentreWare Internet Services to register the IP addresses which are not allowed to access the machine. For more information, refer to *IP Filtering (IP Address Restriction) on page 74*.

TCP/IP Configuration

After accessing the CentreWare Internet Services home page, you can make detailed settings for TCP/IP under [Connectivity] > [Protocols] > [TCP/IP] on the [Properties] tab.

The following table shows the information fields and settings on the [TCP/IP] page.

Feature		Setting Items
General	Protocol	Displays "Enabled". This is a display-only item.
	Physical Connection	Displays "Ethernet". This is a display-only item.
	Host Name	Enter the host name.
	IP Address Resolution	Set the method for obtaining the IP address from the drop down menu to access the following options. <ul style="list-style-type: none"> • STATIC: The user will specify all the addresses. • DHCP: The address will automatically be set via DHCP. • BOOTP: The address will automatically be set via BOOTP. • RARP: The address will automatically be set via RARP. • DHCP/Autonet: The address will be automatically set by Autonet via DHCP.
	IP Address	Enter the IP address allocated to the machine in the xxx.xxx.xxx.xxx format.
	Subnet Mask	Enter the subnet mask in the xxx.xxx.xxx.xxx format.
	Gateway Address	Enter the gateway address in the xxx.xxx.xxx.xxx format.
Domain Name	Domain Name	Enter the domain name.

Feature		Setting Items
DNS Configuration	Obtain DNS Server Address Automatically	Allows you to enable or disable the automatic setting of the DNS server address via DHCP.
	Preferred DNS Server	Enter the IP address for the DNS domain primary server.
	Alternate DNS Server 1 - 2	Enter the IP addresses for the DNS domain alternate server 1 and 2.
	Dynamic DNS Registration	Specify whether to enable dynamic DNS server updates and/or to overwrite DNS settings upon updates.
	Generate Domain Search List Automatically	Select whether or not to automatically generate the domain search list.
	Domain Name 1 - 3	Enter the domain names for the domain name 1 to 3.
	Connection Time-Out	Specify the maximum time period allowed for searching domains.
DHCP/DDNS	Release Registration	Allows DHCP resources to be released when the machine is powering down. This is a display-only item and shows "Enabled".
Zero-Configuration Networking	Self Assigned Address	Allocates an IP address without using a DHCP server. This check box is selected when [IP Address Resolution] is set to [DHCP/Autonet]. This is a display-only item.

Test Access

Follow the steps below to access CentreWare Internet Services.

1. At a client computer on the network, launch a web browser.
2. In the URL field, enter "http://" followed by the Internet address of the machine. Then press the <Enter> key on the keyboard.

If you use the domain name to specify the Internet address, use the following format.

http://myhost.example.com

If you use the IP address to specify the Internet address, use the following format.

http://xxx.xxx.xxx.xxx

3. Verify that the home page of CentreWare Internet Services is displayed.

The CentreWare Internet Services installation process is now completed.

If the test fails, refer to *CentreWare Internet Services in the Problem Solving chapter on page 104*.

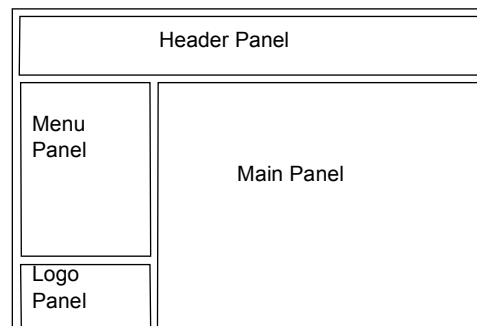
NOTE: If the Account Mode is enabled, you may be required to enter the user ID and passcode (if one is set up). If you need assistance, contact the System Administrator.

Standard Features - CentreWare Internet Services

CentreWare Internet Services allows you to display, configure, and change the current status or settings of the machine through a web browser on a computer instead of the Control Panel of the machine.

Interface Options

The CentreWare Internet Services home page contains four panels without visible boundaries. You can change the left and right panel sizes by dragging the boundary between them.



Header Panel

Displays the header for all pages. The header includes the CentreWare Internet Services logo and the model of the machine. Just under this panel on most pages is the tab bar which corresponds to the five functions or page buttons. These are [Status], [Jobs], [Scan], [Properties], and [Support]. You can navigate through the pages when you click the text on each tab.

Logo Panel

Displays the company logo.

Menu Panel

Displays a navigation tree, listing the items available within each category, with the currently displayed item highlighted.

Main Panel

Displays information and settings for the selected item within the current category selected in the navigation tree in the menu panel.

For more information about each function, refer to the following:

Services – page 30

Status – page 30

Jobs – page 30

Scan – page 31

Properties – page 31

Support – page 31

Services

The services supported by CentreWare Internet Services are subdivided into the following categories. The category is selected on the tab bar in the header panel.

Category Name	Services
Status	<ul style="list-style-type: none"> • General • Trays • Consumables
Jobs	<ul style="list-style-type: none"> • Active Jobs • Job History List <ul style="list-style-type: none"> - Job History • Error History
Scan	<ul style="list-style-type: none"> • Mailbox
Properties	<ul style="list-style-type: none"> • Configuration Overview • Description • General Setup <ul style="list-style-type: none"> - Configuration - Job Management - Paper Tray Attributes - Paper Size Settings - Unit Settings - Power Saver Settings - Billing & Counters • Connectivity <ul style="list-style-type: none"> - Port Settings - Physical Connections - Protocols • Services <ul style="list-style-type: none"> - Printing - Machine Software • Accounting <ul style="list-style-type: none"> - Accounting Configuration • Security <ul style="list-style-type: none"> - Authentication Configuration - IP Filtering - System Administrator Settings
Support	<ul style="list-style-type: none"> • Support

Status

This page allows you to check the status of the paper trays and consumables on the machine. It also displays the machine information, IP address, and status.

For more information on this page, refer to *Machine Status on page 37*.

Jobs

This page displays a list of active and completed jobs sent using the protocols, or from the Control Panel of the machine. In addition to displaying details of the jobs, this page also allows you to delete jobs.

For more information on this page, refer to *Job Status on page 33*.

Scan

This page allows you to create, edit, or delete mailboxes, and import scanned data to a computer.

For more information on this page, refer to *Scanner Environment Settings on page 53*.

Properties

This page allows you to view and set the machine properties. These include the machine details and configuration, the CentreWare Internet Services settings, the port settings, protocol settings, and emulation settings.

NOTE: Some settings with data entry use bytes as units of data volume. Each character that you enter is one byte.

1. Click [Properties] on the Main Panel on the home page.
2. Select an item from the collapsible menu on the Menu Panel. To open each folder, click "+" on its left side to expand and access the items beneath the folder.
3. To change settings, use the drop-down list box, text boxes, and check boxes on the page.

The default settings in the drop-down list box are indicated with an asterisk (*).

4. After changes have been made, click [Apply].

- To cancel any changes you have made, click [Undo].
- To display the current machine settings, click [Refresh].

NOTE: If prompted, enter the System Administrator user ID and passcode, and click [OK]. By default, the System Administrator user ID is "11111" and its passcode is not set.

NOTE: Some settings will be available only after you restart CentreWare Internet Services or after the machine is switched off and on.

NOTE: If the machine is switched off, all scanned data stored in the mailboxes will be deleted.

Support

This page provides support information for the machine, including a link for software updates and contacts for technical support.

For more information, refer to *Viewing/Editing Support Information on page 108*.

4 Job Status

This chapter explains how to check current and completed jobs using CentreWare Internet Services. It also provides information on how to delete jobs and view error information.

The following information is provided in this chapter:

Checking Current Jobs – page 33

Checking Completed Jobs – page 34

Checking Error Information – page 35

Checking Current Jobs

This section describes how to display the list of active jobs being processed.

1. Open your web browser, and enter the machine's IP address in the [Address] box to access CentreWare Internet Services.
2. Click the [Jobs] tab.
The [Active Jobs] page is displayed.

Job Name

Displays the name of the job.

Owner

Displays the name of the client (user) that has sent the job.

Status

Displays the status of the job.

Type

Displays the type of job.

Quantity

Displays the number of sets that have been processed.

Deleting Jobs

On the [Active Jobs] page, you can delete jobs.

NOTE: In some instances, the deletion of jobs might be ignored.

1. Select the job, then click [Delete].

If you have selected the check boxes for more than one job, all those jobs will be deleted.

NOTE: You can set whether to allow all users or only the System Administrator to delete jobs under [Job Management] on the [Properties] tab. For more information, refer to *Machine Information on page 39*.

Checking Completed Jobs

This section describes how to display a list of completed jobs.

1. Open your web browser, and enter the machine's IP address in the [Address] box to access CentreWare Internet Services.
2. Click the [Jobs] tab.
3. On the collapsible menu of the Menu Panel, click the [Job History List] folder, and then [Job History] to view the list of completed jobs.

Job Name

Displays the name of the job.

Owner

Displays the name of the client (user) who sent the job.

Status

Displays the status of the job. The status includes [Completed], [Error], [Deleted], [Shutdown], [Cancelled], [Aborted], and [Unknown].

Type

Displays the type of job.

Page Count

Displays the number of pages printed (printed jobs only).

Output Destination

Displays "Center Tray". For a scan job or an aborted job, "-" is displayed instead.

Host Interface

Displays the name of the host that has sent the job. If the host interface is unknown or not specified, "-" is displayed.

Time Completed

Displays the date and time the job was completed.

Checking Error Information

This section describes how to display a list of errors that have occurred.

1. Open your web browser, and enter the machine's IP address in the [Address] box to access CentreWare Internet Services.
2. Click the [Jobs] tab.
3. On the collapsible menu of the Menu Panel, click [Error History] to view the list of errors.

Date & Time

Displays the date and time the error occurred.

Error Code

Displays the six-digit error code (**-**) of the error.

NOTE: Some six-digit error codes are displayed on the [Job History] page, but not on the [Error History] page. Check also the error codes under [Status] on the [Job History] page. For information on how to view the [Job History] page, refer to *Checking Completed Jobs* on page 34.

Viewing the six-digit error code at the machine

If an error occurs, the two-digit error code, such as [C1] and [E2], appears in the Display on the Control Panel of the machine.

To view the six-digit error code (**-**) in the Display, use the following procedure.

1. While the two-digit error code appears in the Display, press the <Display Switch> button.
The first three digits of the six-digit error code appears in the Display.
2. Press the <Display Switch> button.
The second half of the six-digit error code appears in the Display.
3. Press the <Display Switch> button.
The Display switches back to the two-digit error code.

5 Machine Status

This chapter explains how to check the machine status, such as the paper trays, consumables, and how to view general information about the machine. It also provides information on how to download software, print a report, and view the current readings of the machine counters.

The following information is provided in this chapter:

Checking the Machine Status – page 37

Checking the Status of Trays – page 37

Checking the Status of Consumables – page 38

Machine Information – page 39

Downloading Software – page 41

Printing the Configuration Report – page 41

Viewing the Total Number of Pages Made on the Machine – page 42

Checking the Machine Status

This section describes how to display the machine information, IP address, and status.

1. Open your web browser, and enter the machine's IP address in the [Address] box to access CentreWare Internet Services.
2. Click the [Status] tab.
The [General] page is displayed.

This page also displays the [Refresh] and [Reboot Machine] buttons. Click the [Refresh] button to display the latest information.

NOTE: If the machine is rebooted, all scanned data stored in the mailboxes will be deleted.

Checking the Status of Trays

This section describes how to display the status of the paper trays.

1. Open your web browser, and enter the machine's IP address in the [Address] box to access CentreWare Internet Services.
2. Click the [Status] tab.
3. On the collapsible menu of the Menu Panel, click [Trays].
The [Trays] page is displayed.

Trays

Lists the available paper trays: Tray 1, Tray 2 (optional), and Bypass Tray.

NOTE: The trays displayed will depend on the machine configuration.

Status

Displays the status of the paper trays as [Ready], [Empty], [Not Available], or [Unknown].

NOTE: The status of the paper tray may be displayed as [Unknown] if the machine is in the Power Saver mode.

Paper Remaining

Displays the status of paper loaded in the paper trays as [Paper Loaded] or [No Paper].

Paper Size

Displays the size of paper loaded in each tray.

Priority

Displays the priority set for each tray when Automatic Tray Switching is enabled. The highest priority is number 1. The greater the number, the lower the priority.

Checking the Status of Consumables

This section describes how to check the status of consumables.

The consumables menu displays the status of the Drum Cartridge and toner. The status indicates when to replace the Drum Cartridge and to add toner to the Drum Cartridge.

1. Open your web browser, and enter the machine's IP address in the [Address] box to access CentreWare Internet Services.
2. Click the [Status] tab.
3. On the collapsible menu of the Menu Panel, click [Consumables].
The [Consumables] page is displayed.

Consumables

Toner Cartridges

Displays the status of toner as [OK], [Reorder], [Replace], or [Fault].

NOTE: If [Replace] is displayed, add toner to the Drum Cartridge.

NOTE: Once toner is added to the Drum Cartridge, the status will be displayed as [Ready].

Drum Cartridges

Displays the status of the Drum Cartridge as [OK], [Reorder], [Replace], or [Fault]. It also displays the remaining drum life in percentages.

NOTE: If [Replace] is displayed, replace the Drum Cartridge.

Machine Information

This section describes how to view general information about the machine, such as the serial number, memory capacity, and available printer language. It also provides information on how to change the machine settings, such as paper size table and Power Saver feature.

1. Open your web browser, and enter the machine's IP address in the [Address] box to access CentreWare Internet Services.
2. Click the [Properties] tab.
3. On the collapsible menu of the Menu Panel, click [Description] or the [General Setup] folder.
4. Configure the required settings.
5. Click [Apply].
6. If prompted, enter the System Administrator user ID and passcode, and click [OK].

NOTE: By default, the System Administrator user ID is "11111" and its passcode is not set.

The following table lists the items that can be set.

Feature	Setting items
Description	<p>Allows you to set and view information related to the machine, such as the name and installation location of the machine and the System Administrator's e-mail address.</p> <ul style="list-style-type: none"> • Machine Model Displays the model of your machine. • Serial Number Displays the serial number of the machine. • Machine Name Enter the name of the machine. • Location Enter the location of the machine. • Contact Person Enter the name of the System Administrator. • Administrator's E-mail Address Enter the e-mail address of the System Administrator. • Comment Enter a comment on the machine.

Feature		Setting items
General Setup	Configuration	<p>Displays information such as the memory capacity, available printer language, and installed software.</p> <ul style="list-style-type: none"> • Memory Displays the size of the installed memory, and amount of memory used for each port/protocol. • Available PDL Lists the printer language used by the machine and its version. • Software Displays the version of software (firmware) installed on the machine.
	Job Management	<ul style="list-style-type: none"> • Job Deletion Allows you to set whether to allow all users or only the System Administrator to delete jobs.
	Paper Tray Attributes	<ul style="list-style-type: none"> • Trays Lists the paper trays installed. • Paper Size Lists the paper size set for each tray. • Priority Allows you to set the priority for specified paper trays.
	Paper Size Settings	<p>Allows you to specify the paper size table. You can select from [A/B Series (8K/16K)], [Inch Series (8.5 x 13")], [Inch Series (8.5 x 13.4")], and [Inch Series].</p> <p>NOTE: Depending on the paper size table the machine is programmed to use, the document sizes that can be detected by the Document Feeder change. Refer to <i>Document Sizes Detectable by the Document Feeder</i> on page 121.</p>
	Unit Settings	<p>Allows you to specify [Inches] or [Millimeters] as the unit for entering document or scan sizes.</p>
	Power Saver Settings	<ul style="list-style-type: none"> • Low Power Mode Time-Out Allows you to specify the time-out period before the machine enters the Low Power Mode from the last user operation. • Sleep Mode Time-Out Allows you to specify the time-out period before the machine enters the Sleep Mode from the last user operation. <p>NOTE: You must specify a longer time period for the Sleep Mode than for the Low Power Mode.</p>

Downloading Software

This section describes how to manually upgrade the machine's software.

1. Open your web browser, and enter the machine's IP address in the [Address] box to access CentreWare Internet Services.
2. Click the [Properties] tab.
3. On the collapsible menu of the Menu Panel, click the [Services] folder, and then the [Machine Software] folder.
4. Configure required settings.
5. Click [Apply].
6. If prompted, enter the System Administrator user ID and passcode, and click [OK].

NOTE: By default, the System Administrator user ID is "11111" and its passcode is not set.

Upgrades

Upgrades

Specify whether the machine is to allow software downloads.

NOTE: To manually upgrade the machine software, Software Download must also be set to [0] (Allow) in the System Setting Mode (menu number: 127). For more information, refer to *System Settings on page 109*.

Manual Upgrade

Last Successful Upgrade

Displays the most recent version of the software.

Manual Upgrade

Specify the latest software file.

Printing the Configuration Report

This section describes how to print out the Configuration Report. The Configuration Report lists the total number of prints, the machine's hardware configuration, network information, and the status of various settings. Print this report to confirm the machine configuration.

1. On the Control Panel of the machine, hold down the <2> button for four seconds or longer, and while holding down the <2> button, press the <Stop> button. The Configuration Report is printed out.
2. Read the Configuration Report to confirm the configuration of the machine.

Viewing the Total Number of Pages Made on the Machine

This section describes how to display the current readings of the entire set of machine counters.

1. Open your web browser, and enter the machine's IP address in the [Address] box to access CentreWare Internet Services.
2. Click the [Properties] tab.
3. On the collapsible menu of the Menu Panel, click [General Setup] > [Billing & Counters] > [Usage Counters].
The [Usage Counters] page is displayed.

Total Impressions

Displays the total number of copies and prints.

Black Copied Impressions

Displays the total number of copies.

Black Printed Impressions

Displays the total number of prints.

Scanned Images Stored

Displays the total number of scanned images.

NOTE: You can also view the total number of copies and prints made on the machine on the Control Panel of the machine in the System Setting Mode (menu number: 52). For more information, refer to *System Settings on page 109*.

6 Printer Environment Settings

This chapter describes how to set up the printing environment for the machine.

The following information is provided in this chapter:

TCP/IP (LPD or Port9100) – page 43

USB Port – page 47

SNMP Configuration – page 49

TCP/IP (LPD or Port9100)

This section explains how to set up the machine to print from a Windows computer through LPD or Port9100. The following information is provided:

Information Checklist – page 43

TCP/IP (LPD or Port9100) Environments – page 44

TCP/IP (LPD or Port9100) Installation – page 44

Information Checklist

Before starting these procedures, make sure that the following items are available or have been performed.

Item	By
An existing operational network utilizing TCP/IP is required. These procedures are not designed to install a network.	Customer
Obtain and record the following information: <ul style="list-style-type: none">• IP address• Gateway address• Subnet mask• Host name Refer to the Glossary in the User Guide for additional information about the gateway address and subnet mask, if needed.	Customer
Test the machine to make sure that it is fully installed and functioning correctly.	Customer
Install the print driver.	Customer

If problems are encountered during machine setup, refer to *Problem Solving on page 75*.

TCP/IP (LPD or Port9100) Environments

System configuration

As the machine supports the LPD and Port9100 protocol, you can print directly from a Windows computer.

When printing from Windows 2000/Windows XP/Windows Server 2003/Windows Vista computers through the LPD port, use the OS standard LPR port.

When printing through Port9100, change the necessary settings on the computers.

The transport protocol for LPD and Port9100 can be TCP/IP.

You will also need to set up the IP address on the machine and the Windows computers. For information on how to set up an IP address, refer to *CentreWare Internet Services Installation on page 24*.

TCP/IP (LPD or Port9100) Installation

This section describes how to set up the machine to use the LPD and Port9100 protocols.

Installation Procedure

There are three stages to enable printing on the machine through LPD or Port9100.

Network Communication Setup

Enable the following ports using the Control Panel or CentreWare Internet Services.

- Printing through LPD: LPD port
- Printing through Port9100: Port9100 port

Computer Setup

This requires the computers in the networking environment to be configured to communicate with the machine.

Test Print

A print job should be submitted to make sure that the machine has been installed and configured correctly.

Network Communication Setup

This section describes how to set up the network communication parameters of the machine.

1. Confirm that an existing operational network utilizing TCP/IP is available.
2. Confirm that the machine is set up for CentreWare Internet Services.

NOTE: For information on the settings required to use CentreWare Internet Services, refer to *CentreWare Internet Services Installation on page 24*.

3. Boot the LPD or Port9100 port using CentreWare Internet Services.
 - 1) Open your web browser, and enter the machine's IP address in the [Address] box to access CentreWare Internet Services.
 - 2) Click the [Properties] tab.
 - 3) Click the [Connectivity] folder, and then [Port Settings].

- 4) If you are using the Port9100 port, select the [Enabled] check box for [Port9100]. If you are using the LPD port, select the [Enabled] check box for [LPD].

NOTE: Confirm that the SNMP port is enabled. If not enabled, select the [Enabled] check box for [SNMP]. For information on how to configure SNMP settings, refer to *SNMP Configuration on page 49*.

- 5) Click [Apply].

- 6) If prompted, enter the System Administrator user ID and passcode, and click [OK].

NOTE: By default, the System Administrator user ID is "11111" and its passcode is not set.

NOTE: You can also enable each port on the Control Panel of the machine in the System Setting Mode. For more information, refer to *System Settings on page 109*.

4. Depending on your requirements, configure the LPD or Port9100 settings.

- 1) Click the [Connectivity] folder, and then [Protocols] folder.
- 2) Click [LPD] or [Port9100].
- 3) Configure the required options.

The following table shows the information fields and settings on the [Port 9100] and [LPD] pages.

Port	Setting items		Description
LPD	General	Protocol	Displays whether the protocol is enabled or disabled.
		Physical Connection	Displays "Ethernet".
		Port Number	Enter the port number within the range of 1 to 65535.
		Connection Time-Out	Specify the connection time-out period when transmission fails.
		Maximum Number of Sessions	Enter the maximum number of sessions.
Port 9100	General	Protocol	Displays whether the protocol is enabled or disabled.
		Physical Connection	Displays "Ethernet". This is a display-only item.
	Port Information	TCP Port Number	Enter the port number for Port 9100.
		Bidirectional	Displays whether the bidirectional communication is enabled or disabled. This is a display-only item.
		Maximum Connections per Port	Displays "8". This is a display-only item.
		End of Job Timeout	Specify the connection time-out period when transmission fails.
		PDL Switching	Displays whether the PDL Switching feature is enabled or disabled. This is a display-only item.

4) Click [Apply].

5) If prompted, enter the System Administrator user ID and passcode, and click [OK].

NOTE: Click the [Reboot Machine] button when it is displayed. If the [Reboot Machine] button fails to be displayed, click the [Status] tab and then click the [Reboot Machine] button.

NOTE: If the machine is rebooted, all scanned data stored in the mailboxes will be deleted.

Computer Setup

Install print drivers on each client computer that will be sending print jobs to the machine, and map to the machine as a printer. Refer to the PCL Print Driver CD-ROM.

Test Print

To make sure that the machine has been installed on the network correctly, a test print should be submitted from each client computer. Perform the following steps.

1. Open a document on a client computer.
2. Select the machine as the printer to which the selected document will be sent.
3. Print the document on the machine and verify that it prints correctly.
4. Make sure that the driver is installed on every computer that will be sending jobs to the machine.
5. Repeat the test for all computers that will be sending jobs to the machine.

The installation process is now complete.

If the test print fails, refer to *Problem Solving on page 75*.

USB Port

This section explains how to set up the machine in a USB port environment. The following information is provided:

Information Checklist – page 47

USB Port Environment – page 47

USB Port Installation – page 48

Information Checklist

Before starting the USB port installation procedures, make sure that the following items are available or have been performed.

Item	By
USB Cable	Customer
Test the machine to make sure that it is fully installed and functioning correctly.	Customer
Install the print driver.	Customer

NOTE: The installation procedures will install the machine on the USB port of the host computer. The procedures are not intended to connect the host computer to other computers.

NOTE: Use CentreWare Internet Services to set [Auto Eject Time]. Refer to *USB Port Communication Setup on page 48*.

If problems are encountered during the installation of the machine, refer to *Problem Solving on page 75*.

NOTE: Do not connect the USB cable to the machine until instructed to do so.

USB Port Environment

System configuration

The machine can be connected directly to the USB port of a host computer. A document file can be sent from the host computer via the USB port to the machine for printing. Other computers can be connected via a network to the host computer. Each computer has a queue that can hold a number of files.

The document file is sent from the queue in the computer to the queue in the host computer, and then onto the queue in the machine to be printed.

Target computers

The following computers support printing through the USB port.

- Windows 2000/Windows XP/Windows Server 2003/Windows Vista

USB Port Installation

Follow these installation procedures for using the machine on a USB port.

Installation Procedure

There are three stages required to install the machine on a USB port.

USB Port Communication Setup

This requires the machine to be set up for USB port printing.

Computer Setup

This requires the computer to be configured to print to the machine.

Test Print

A print job should be submitted to make sure that the machine has been installed and configured correctly.

USB Port Communication Setup

This section describes how to set up USB communication on the machine. The following parameters can be set depending on your requirements. These setups must be done without the USB cable connected.

This procedure is used to set up the USB communication parameters for the machine.

Perform the following steps using CentreWare Internet Services.

Initially, boot the USB port.

1. Open your web browser, and enter the machine's IP address in the [Address] box to access CentreWare Internet Services.
2. Click the [Properties] tab.
3. Click the [Connectivity] folder, and then [Port Settings].
4. Select the [Enabled] check box for [USB] to enable the USB port.

NOTE: Confirm that the SNMP port is enabled. If not enabled, select the [Enabled] check box for [SNMP]. For information on how to configure SNMP settings, refer to *SNMP Configuration on page 49*.

5. Click [Apply].
6. If prompted, enter the System Administrator user ID and passcode, and click [OK].

NOTE: By default, the System Administrator user ID is "11111" and its passcode is not set.

NOTE: You can also enable the USB port on the Control Panel of the machine in the System Setting Mode. For more information, refer to *System Settings on page 109*.

Depending on your requirements, set [Auto Eject Time], which allows you to specify the time when the paper will be automatically ejected from the machine if no data are sent to the machine. Follow these steps.

1. On the [Properties] tab, click the [Physical Connections] folder, and then [USB].
2. Set [Auto Eject Time] within the range of 5 to 1275 seconds in 5 second increments.
3. Click [Apply].

4. If prompted, enter the System Administrator user ID and passcode, and click [OK].

NOTE: Click the [Reboot Machine] button when it is displayed. If the [Reboot Machine] button fails to be displayed, click the [Status] tab and then click the [Reboot Machine] button.

NOTE: If the machine is rebooted, all scanned data stored in the mailboxes will be deleted.

Computer Setup

Before starting Computer Setup, make sure that the USB cable is disconnected from the computer.

Then perform the following steps.

1. Refer to the PCL Print Driver CD-ROM, and install the print drivers for the machine on the computer that will be sending jobs to the machine.
2. Connect the USB cable to the machine and the computer.
3. Continue with *Test Print on page 49*.

Test Print

To make sure that the machine has been installed on the USB port correctly, submit a test print from each client computer. Perform the following steps.

1. Open a document on the computer.
2. Select the machine as the printer.
3. Print the document on the machine and verify that it prints correctly.
4. Repeat the test for all computers that will be sending jobs to the machine.

The installation process is now complete.

If the test print fails, refer to *Problem Solving on page 75*.

SNMP Configuration

This section describes how to configure the SNMP settings when accessing the machine via SNMP.

1. Open your web browser, and enter the machine's IP address in the [Address] box to access CentreWare Internet Services.
 2. Click the [Properties] tab.
 3. Click the [Connectivity] folder, and then [Port Settings].
 4. Select the [Enabled] check box for [SNMP] to enable the SNMP port.
 5. Click [Apply].
 6. If prompted, enter the System Administrator user ID and passcode, and click [OK].
- NOTE:** By default, the System Administrator user ID is "11111" and its passcode is not set.
7. On the collapsible menu of the Menu Panel, click the [Protocols] folder, and then [SNMP Configuration].

8. Configure required settings.

The following table shows the items that can be set.

Setting Items			Description
SNMP Configuration	SNMP Properties	[Edit SNMP v1/v2c Properties] button	Displays the [SNMP Configuration > Edit SNMP v1/v2c Properties] page which allows you to set the SNMP v1/v2c properties.
		[Advanced] button	Displays the [SNMP Configuration > Advanced] page that contains the [Add UDP IP Address] and [Delete] buttons.
SNMP Configuration > Edit SNMP v1/v2c Properties	Community Names	Community Name (Read Only)	Enter the community name used for display.
		Community Name (Read/Write)	Enter the community name used for display and update.
	Default Trap Community Name	TRAP Community Name	Enter the trap notification community name.
	System Administrator's Login ID	System Administrator's Login ID	Enter the ID of the System Administrator
SNMP Configuration > Advanced	Trap Destination Addresses		Displays a page that contains the [Add UDP IP Address] and [Delete] buttons. <ul style="list-style-type: none"> • [Add UDP IP Address] button This button displays the [SNMP Configuration] page. • [Delete] button Selecting a trap on the [SNMP Configuration > Advanced] page and clicking this button deletes the trap. You can select and delete multiple traps at once.
SNMP Configuration	IP Trap Destination Address	IP Address	Enter the IP address of the SNMP agent that you are setting up to receive traps.
		UDP Port Number	Enter the UDP port number of the SNMP agent.
		SNMP Version	Select the SNMP version of the SNMP agent.
	Traps	TRAP Community Name	Enter the trap community name of the SNMP agent.
		Trap to be Received	Select the types of traps to receive from the SNMP agent.

9. Click [Apply].**10.** If prompted, enter the System Administrator user ID and passcode, and click [OK].

NOTE: Click the [Reboot Machine] button when it is displayed. If the [Reboot Machine] button fails to be displayed, click the [Status] tab and then click the [Reboot Machine] button.

NOTE: If the machine is rebooted, all scanned data stored in the mailboxes will be deleted.

7 Scanner Environment Settings

This chapter explains how to set up Scanning Services in the supported environments.

The following information is provided in this chapter:

Scanning Overview – page 53

Scanning with the Machine – page 53

Setup Procedure – page 53

Network Communication Setup – page 53

Scanning Procedure – page 55

Computer Setup – page 56

Setting Up a Mailbox – page 56

Creating a Mailbox – page 58

Setting the Scan Options – page 59

Editing a Mailbox – page 63

Deleting a Mailbox – page 63

Scanning Overview

The machine provides Scanning Services. Documents that you want to convert into electronic data can be scanned and stored into a mailbox. Stored documents can be accessed from any computers on the network.

The stored scanned documents can be opened by any software application that can view or edit TIFF/PDF files.

Scanning with the Machine

Scanning Services enables multiple users to use the machine to scan and store documents. With the power of the local area network, multiple users can access the machine and use it to scan documents.

Setup Procedure

This section describes the setup procedure to use the Scanning feature on the machine.

Network Communication Setup

1. Confirm that an existing operational network utilizing TCP/IP is available.
2. Confirm that the machine is set up for CentreWare Internet Services.

NOTE: For information on the settings required to use CentreWare Internet Services, refer to *CentreWare Internet Services Installation on page 24*.

3. Confirm that the following ports are enabled:

- SNMP
- WebDAV (only when using Network Scanner Utility 3)
- SOAP (only when using Network Scanner Utility 3)

Follow these steps to enable the ports.

- 1) Open your web browser, and enter the machine's IP address in the [Address] box to access CentreWare Internet Services.
- 2) Click the [Properties] tab.
- 3) Click the [Connectivity] folder, and then [Port Settings].
- 4) Select the check boxes to enable each port.
- 5) Click [Apply].
- 6) If prompted, enter the System Administrator user ID and passcode, and click [OK].

NOTE: By default, the System Administrator user ID is "11111" and its passcode is not set.

NOTE: You can also enable each port on the Control Panel of the machine in the System Setting Mode. For more information, refer to *System Settings on page 109*.

NOTE: For information on how to configure SNMP settings, refer to *SNMP Configuration on page 49*.

4. Depending on your requirements, set [Port Number] and [Connection Time-out] for WebDAV.

- 1) On the [Properties] tab, click the [Connectivity] folder and then the [Protocols] folder.
- 2) Click [WebDAV].
- 3) Configure the required settings.
 - Port Number - Specify the Web DAV port number.
 - Connection Time-Out - Specify the connection time-out period when transmission fails.
- 4) Click [Apply].
- 5) If prompted, enter the System Administrator user ID and passcode, and click [OK].

NOTE: Click the [Reboot Machine] button when it is displayed. If the [Reboot Machine] button fails to be displayed, click the [Status] tab and then click the [Reboot Machine] button.

NOTE: If the machine is rebooted, all scanned data stored in the mailboxes will be deleted.

Target Computers

- Windows 2000/Windows XP/Windows Server 2003/Windows Vista

Data to Set Up Scan to Mailbox	Install Requirement	Comments
CentreWare Internet Services	Required	CentreWare Internet Services can be used to create/edit mailboxes and view scanned documents stored in mailboxes.
Mailboxes are created via CentreWare Internet Services	Required	For additional information, refer to <i>Creating a Mailbox on page 58</i> .
Network Scanner Utility 3 is installed	Optional	This utility can be installed from the CD-ROM to view/print scanned documents.

Scanning Procedure

1. From a workstation, open up a web browser (such as Internet Explorer), and then enter the Internet address of the machine. If connected properly, you should see a CentreWare Internet Services web page for your machine.

NOTE: If you use the IP address to specify the Internet address, use the following format.

http://xxx.xxx.xxx.xxx

2. Create mailboxes:
 - 1) Click the [Scan] tab.
 - 2) Click the [Create] button for a mailbox.
 - 3) Enter the appropriate information.
 - 4) Click on [Apply].

NOTE: If a passcode is set for a mailbox, users are prompted for the passcode when they access the mailbox.

NOTE: For more information on how to create a mailbox, refer to *Creating a Mailbox on page 58*.

3. On the Control Panel, press the <Scan> button.
 - 1) Select the mailbox number to which you want to store the scanned document.
 - 2) Load a sample document into the Document Feeder or on the Document Glass.
 - 3) Press the <Start> button on the machine.
4. Verify that the scanned document is in the mailbox:
 - 1) Select the mailbox number to which the scanned document was stored.
 - 2) Select [Document List].

Computer Setup

To retrieve scanned documents, install Network Scanner Utility 3 or activate CentreWare Internet Services. For more information about the operating environment for Network Scanner Utility 3 and the installation method, refer to the PCL Print Driver CD-ROM. For more information on how to retrieve scanned documents to your computer, refer to the User Guide.

Setting Up a Mailbox

This section describes the mailbox features that allow you to check, import, or delete documents in the mailboxes displayed on the [Mailbox] page in CentreWare Internet Services.

1. Open your web browser, and enter the machine's IP address in the [Address] box to access CentreWare Internet Services.
2. Click the [Scan] tab.
The [Mailbox] page is displayed.



Mailbox icons

Clicking the icon of a registered mailbox displays the [Mailbox Document List] page for the mailbox.

Mailbox Number

Displays the mailbox numbers. Clicking the number of a registered mailbox displays the [Mailbox Document List] page for the mailbox.

Mailbox Name

Displays the names of mailboxes. Clicking the name of a registered mailbox displays the [Mailbox Document List] page for the mailbox.

Number of Documents in this Mailbox

Displays the number of documents stored in each mailbox.

Document List

Displays the [Mailbox Document List] page where you can set the document processing settings for the selected mailbox.

Delete

Deletes the selected mailbox.

Edit

Displays the [Edit Mailbox] page, which allows you to edit the selected mailbox.

Create

Displays the [Mailbox Setup] page, which allows you to create the selected mailbox.

Mailbox Document List

The following shows the setting items available on the [Mailbox Document List] page.

Mailbox Number

Displays the number of the selected mailbox.

Mailbox Name

Displays the name of the selected mailbox.

Document Number

Displays the numbers of the documents.

Document Name

Displays the names of the documents.

Stored Date

Displays the dates on which the documents were stored.

Compression Format

Displays the compression formats of the documents.

Page Count

Displays the page counts of the documents.

Type

Displays the job type as "Scan".

Retrieve

- Retrieve Page - Select whether or not to retrieve one page of the selected document.
- Page Number - Enter the page number of the page to be retrieved.
- Retrieving Format - Specify the file format to be used when retrieving the page.

Creating a Mailbox

The following procedure explains how to create a mailbox for storing scanned documents.

Scanned documents in mailboxes can be imported to computers via Network Scanner Utility 3 or CentreWare Internet Services. For information on how to import the scanned documents to a computer, refer to the User Guide.

You can create up to 99 mailboxes.

1. Click the [Scan] tab on the Header Panel of the CentreWare Internet Services home page.
The [Mailbox] page is displayed.
2. Select an unassigned mailbox number from the displayed list, and click [Create].
The [Mailbox Setup] page is displayed.
3. Configure the required settings.

Mailbox Number

Displays the number of the selected mailbox.

Mailbox Name

Specify the mailbox name. Enter a name (up to 20 characters) to be assigned to the mailbox. Leave the text box blank if not setting a mailbox name.

Mailbox Passcode

Specify the passcode to the mailbox. Enter a passcode with up to 20 numerical characters. Leave the text box blank if not setting a passcode.

NOTE: The passcode set here is specific to each mailbox, and differs from the user information set under the [User Account Settings] page for the Account Administration feature. For information about the Account Administration feature, refer to *Accounting and Securities* on page 65.

Retype Passcode

Re-type the passcode for verification.

Check Mailbox Passcode

Select whether and when the passcode for the mailbox is required. Select from [Off], [Always], [At Scan Time], and [At Delete Time], referring to the table below.

Mailbox Operations	Passcode Required			
	Off	Always	At Scan Time	At Delete Time
Change Settings	No	Yes	Yes	Yes
Store Document	No	Yes	Yes	No
Delete Document	No	Yes	No	Yes
Display Document	No	Yes	No	Yes

4. Click [Apply].

Setting the Scan Options

After creating a mailbox, you can set the scan options for the mailbox.

The settings made here are valid and specific to the respective mailboxes. Thus, you must set up the scan options for each mailbox.

NOTE: Before setting the scan options, create a mailbox in advance. For information on how to create a mailbox, refer to *Creating a Mailbox on page 58*.

NOTE: Some mailboxes may require you to enter a passcode, depending on the [Check Mailbox Passcode] setting on the [Mailbox Setup] page. For more information, refer to *Creating a Mailbox on page 58*.

- 1.** Click the [Scan] tab on the Header Panel of the CentreWare Internet Services home page.
The [Mailbox] page is displayed.
- 2.** From the displayed list, select an existing mailbox number that you want to set the scan options for, and click [Edit].
The [Edit Mailbox] page is displayed.
- 3.** Under [Scan Settings], configure the required settings.

The following table lists the options available.

Parameter		Value
When Document Feeder is used	Original Orientation	Specify the orientation of originals when scanning a document from the Document Feeder. <ul style="list-style-type: none"> • [Sideways Images (Top to Left)] • [Upright Images] (Default)
	Original Size	Specify the size of originals. <ul style="list-style-type: none"> • [Auto] • [A3 Landscape] • [B4 Landscape] • [A4 Portrait] (Default) • [A4 Landscape] • [B5 Portrait] • [B5 Landscape] • [A5 Portrait] • [A5 Landscape] • [Statement (5.5 x 8.5") Landscape] • [Executive (7.25 x 10.5") Portrait] • [Executive (7.25 x 10.5") Landscape] • [Letter (8.5 x 11") Portrait] • [Letter (8.5 x 11") Landscape] • [8.5 x 13" Landscape] • [8.5 x 13.4" Landscape] • [Legal (8.5 x 14") Landscape] • [Tabloid (11 x 17") Landscape] • [8K Landscape] • [16K Portrait] • [16K Landscape] • [Custom Size] Specify the width (X) within the range of 100 - 432 mm (3.9 - 17.0 inches)*, and the length (Y) within the range of 128 - 297 mm (5.0 - 11.7 inches)* <p>*The measurement unit will depend on the setting in [Unit Settings] on the [Properties] tab.</p>
	2 Sided Scanning	Specify whether to scan both sides of a document. <ul style="list-style-type: none"> • [1 Sided] (Default) • [2 Sided] • [2 Sided, Rotate Side 2]

Parameter		Value
When Document Glass is used	Original Orientation	Specify the orientation of originals when scanning a document from the Document Glass. <ul style="list-style-type: none"> • [Sideways Images (Top to Left)] • [Upright Images] (Default)
	Original Size	Specify the size of originals. <ul style="list-style-type: none"> • [A3 Landscape] (Default) • [B4 Landscape] • [A4 Portrait] • [A4 Landscape] • [B5 Portrait] • [B5 Landscape] • [A5 Portrait] • [A5 Landscape] • [Statement (5.5 x 8.5") Landscape] • [Executive (7.25 x 10.5") Portrait] • [Executive (7.25 x 10.5") Landscape] • [Letter (8.5 x 11") Portrait] • [Letter (8.5 x 11") Landscape] • [8.5 x 13" Landscape] • [8.5 x 13.4" Landscape] • [Legal (8.5 x 14") Landscape] • [Tabloid (11 x 17") Landscape] • [8K Landscape] • [16K Portrait] • [16K Landscape] • [Custom Size] Specify the width (X) within the range of 15 - 432 mm (0.6 - 17.0 inches)*, and the length (Y) within the range of 15 - 297 mm (0.6 - 11.7 inches)*. <p>*The measurement unit will depend on the setting in [Unit Settings] on the [Properties] tab.</p>
Original Type		Allows you to scan at optimum image quality by selecting the type of the original document. <ul style="list-style-type: none"> • [Photo & Text] • [Text] (Default) • [Photo]
Lighten / Darken		Adjust the density in five levels. <ul style="list-style-type: none"> • [Lighten +2] • [Lighten +1] • [Normal] (Default) • [Darken +1] • [Darken +2]
Background Suppression		Specify whether to suppress background colors when scanning.
Sharpness		Adjust the sharpness in five levels. <ul style="list-style-type: none"> • [Soften +2] • [Soften +1] • [Normal] (Default) • [Sharpen +1] • [Sharpen +2]

Parameter		Value
Resolution		Specify the scan resolution for the documents to be scanned. <ul style="list-style-type: none"> • [200 x 200 dpi] (Default) • [300 x 300 dpi] • [400 x 400 dpi] • [600 x 600 dpi]
Reduce / Enlarge	Preset %	Select the preset enlargement/reduction ratio. <ul style="list-style-type: none"> • [A3→A5/11x17→5.5x8.5(50.0%)] • [B4→A5(57.7%)] • [A3→B5(61.2%)] • [11x17→8.5x11/8.5x11→5.5x8.5(64.7%)] • [A3→A4/B4→B5(70.7%)] • [8.5x14→8.5x11/A3→8.5x13(78.5%)] • [B4→A4/B5→A5(81.6%)] • [A3→B4/A4→B5(86.6%)] • [A4→8.5x11/A3→11x17(94.0%)] • [8.5x11→A4/11x17→A3(97.3%)] • [100%] (Default) • [B4→A3/B5→B4(115.4%)] • [A4→B4/A5→B5(122.5%)] • [8.5x13→A3(127.3%)] • [5.5x8.5→8.5x11/8.5x11→11x17(129.4%)] • [A4→A3/B5→B4(141.4%)] • [5.5x8.5→8.5x14(154.5%)] • [B5→A3(163.2%)] • [A5→B4(173.2%)] • [A5→A3/5.5x8.5→11x17(200%)]
	Variable %	Specify a desired enlargement/reduction ratio. The value can be specified within the range of 50 - 200% in 1% increments.
Edge Erase	Top & Bottom	Allow you to erase unwanted marks from each edge of scanned documents. Set the top and bottom margins within the range of 0 - 50 mm (0 - 2.0 inches)*. (Default: 2mm/0.1 inches*) *The measurement unit will depend on the setting in [Unit Settings] on the [Properties] tab.
	Left & Right	Allow you to erase unwanted marks from each edge of scanned documents. Set the left and right margins within the range of 0 - 50 mm (0 - 2.0 inches)*. (Default: 2mm/ 0.1 inches*) *The measurement unit will depend on the setting in [Unit Settings] on the [Properties] tab.

4. Click [Apply].

Editing a Mailbox

The following procedure explains how to change mailbox settings.

NOTE: Some mailboxes may require you to enter a passcode depending on the [Check Mailbox Passcode] setting on the [Mailbox Setup] page. For more information, refer to *Creating a Mailbox on page 58*.

1. Click the [Scan] tab on the Header Panel of the CentreWare Internet Services home page.
The [Mailbox] page is displayed.
2. Select the mailbox you want to edit, then click [Edit].
The [Edit Mailbox] page is displayed.
3. Change the settings as necessary.
4. Click [Apply].

Deleting a Mailbox

The following procedure explains how to delete a mailbox.

You can delete a mailbox selected on the [Mailbox] page. Before deleting a mailbox, you need to delete all the documents in that mailbox. If the documents are stored in the mailbox, the mailbox cannot be deleted. For information on how to delete documents in a mailbox, refer to the User Guide.

1. Click the [Scan] tab on the Header Panel of the CentreWare Internet Services home page.
The [Mailbox] page is displayed.
2. Select the mailbox that you want to delete, and click [Delete].
A confirmation message is displayed.
3. Click [OK].

8 Accounting and Securities

The machine has an Account Administration feature that restricts the ability to use functions and manages the use of each machine feature.

This chapter contains information for the System Administrator on the features used to change the settings and on the setting procedures. It also provides information on how to configure the IP Filtering feature.

The following information is provided in this chapter:

Overview of Account Administration – page 65

Enabling the Account Mode – page 66

Managing User Accounts – page 67

Managing the Counters – page 69

Changing the System Administrator Settings – page 73

IP Filtering (IP Address Restriction) – page 74

Overview of Account Administration

The Account Administration feature is used to prevent the machine from being used by unauthorized users, impose different restrictions on individual users (accounts), and track the total number of copies and prints for each account.

The Account Administration feature allows you to:

- Create, change, and delete up to 99 user accounts.
- Control access to the Copy feature.
- Control access to the Print feature.
- Set the copy and print job limits per user account.
- View the total number of copies or prints made by each user account.

Copy Auditron

The Copy Auditron feature tracks and counts copies made on the machine for each user account. To enable this feature, refer to *Enabling the Account Mode on page 66*.

If Copy Auditron is enabled, users must log in to the machine to access the Copy feature. To login, users are prompted to enter their user ID and passcode. For information on how to log in to the machine, refer to the User Guide.

Print Auditron

The Print Auditron feature tracks and counts prints made on the machine for each user account. To enable this feature, refer to *Enabling the Account Mode on page 66*.

If Print Auditron is enabled, users must set the login information such as their user ID and passcode in the print driver in advance to use the Print feature. For more information, refer to the PCL Print Driver CD-ROM.

NOTE: A user ID and passcode are only required for copy and print jobs. Users do not need to enter a user ID and passcode to log in to the machine for a scan job. However, if a passcode is set for a mailbox, users are prompted to enter the passcode for the mailbox, regardless of whether or not the Account Mode is enabled.

Users Controlled by Account Administration

The following is an explanation of the different user types that are controlled by the Account Administration feature.

Users are classified into the following three types. The Account Administration feature restricts operations according to the user type.

- System Administrator
- Account Users
- General Users

System Administrator

This is a user who can enter the System Setting Mode and change the machine settings.

A System Administrator uses a special user ID called a System Administrator ID.

Account Users

These are users who are registered with the machine.

When this type of user uses a service that is restricted, they must enter their user ID and passcode.

General Users

These are users other than the System Administrator when the Account Mode is disabled.

Enabling the Account Mode

This section describes how to enable the Account Mode using CentreWare Internet Services.

At your Computer

1. Open your web browser, and enter the machine's IP address in the [Address] box to access CentreWare Internet Services.
2. Click the [Properties] tab.
3. Click the [Accounting] folder, and then [Accounting Configuration].
The [Accounting Configuration > Step 1 of 2] page is displayed.
4. Select [Local Accounting] from the [Accounting Type] drop-down list.

Accounting Type

- **Local Accounting**
Performs account management using user information pre-registered on the machine.

- **Accounting Disabled**

Does not perform account management on the machine.

NOTE: If [Accounting Disabled] is selected, [Auditron (Copy Service)] and [Auditron (Print Service)] are disabled even if their check boxes are selected in Step 5.

5. Select the [Enabled] check box for each service for which you want to perform account management.

Auditron (Copy Service)

Select this check box to enable the Copy Auditron feature.

Auditron (Print Service)

Select this check box to enable the Print Auditron feature.

NOTE: To enable Copy Auditron and/or Print Auditron, [Accounting Type] must be set to [Local Accounting] in Step 4.

NOTE: To permit printing jobs that do not have a user name and passcode when Print Auditron is enabled, select the [Enable] check box for [Non-account Print] under [Security] > [Authentication Configuration] on the [Properties] tab.

6. Click [Apply].

7. If prompted, enter the System Administrator user ID and passcode, and click [OK].

NOTE: By default, the System Administrator user ID is "11111" and its passcode is not set.

NOTE: Click the [Reboot Machine] button when it is displayed. If the [Reboot Machine] button fails to be displayed, click the [Status] tab and then click the [Reboot Machine] button.

NOTE: If the machine is rebooted, all scanned data stored in the mailboxes will be deleted.

NOTE: The Account Mode can be configured also on the Control Panel of the machine in the System Setting Mode (Menu Number: 351, 352, and 353). For more information, refer to *System Settings on page 109*.

Managing User Accounts

This section describes how to register user account information, such as user IDs, user names and passcodes, and to impose restrictions on the number of copy and print pages allowed for each user. You can also change and reset the settings for each account. Up to 99 users can be registered.

Creating/Editing a User Account

The following describes how to create a new user account and change the settings for each account.

At your Computer

1. Open your web browser, and enter the machine's IP address in the [Address] box to access CentreWare Internet Services.

2. Click the [Properties] tab.
3. On the collapsible menu of the Menu Panel, click the [Accounting] folder, and then [Accounting Configuration].
The [Accounting Configuration > Step 1 of 2] page is displayed.
4. Click [Next].
The [Authentication Configuration > Step 2 of 2] page is displayed.
5. Enter the account number for which you want to register a user.
6. Click [Edit].
The [User Account Settings] page is displayed, on which you can edit the account configurations for the specified account number.
7. Configure the required settings.

User Identification

- **Account Number**
Displays the specified account number.
- **User Name**
Enter a user name. You can enter up to 32 alphanumeric characters including spaces.
- **User ID**
Enter a user ID. You can enter three numerical characters.
- **Passcode**
Enter a passcode for the user ID. You can enter 4 to 12 numerical characters. Leave the text box blank if not setting a passcode.
- **Retype Passcode**
Re-enter the passcode for verification.

Feature Access

- **Copy Service - Feature Access**
Specify whether to limit access to the Copy feature. Select from [Free Access] and [No Access to Copy Service].
- **Print Service - Feature Access**
Specify whether to limit access to the Print feature. Select from [Free Access] and [No Access to Print Service].

Impressions / Limits

- **Black Copy Limit**
Set the maximum number of pages allowed for copying. You can enter a value between 1 - 99,999.
- **Black Print Limit**
Set the maximum number of pages allowed for printing. You can enter a value between 1 - 99,999.

8. Click [Apply].

NOTE: A user ID, passcode, and copy/print job limit can be configured also on the Control Panel of the machine in the System Setting Mode. For more information, refer to *System Settings* on page 109.

Deleting a User Account

At your Computer

The following describes how to delete all registered information for a selected user account.

1. Open your web browser, and enter the machine's IP address in the [Address] box to access CentreWare Internet Services.
2. Click the [Properties] tab.
3. Click the [Accounting] folder, and then [Accounting Configuration].
The [Accounting Configuration > Step 1 of 2] page is displayed.
4. Click [Next].
The [Authentication Configuration > Step 2 of 2] page is displayed.
5. Enter the account number for which you want to delete the user information.
6. Click [Edit].
The [User Account Settings] page is displayed.
7. Click [Delete].

NOTE: You can also delete user information for a selected user account on the Control Panel of the machine in the System Setting Mode (Menu Number: 601 to 699). For more information, refer to *System Settings on page 109*.

Managing the Counters

The System Administrator can set a copy/print job limit on each user account, view the total number of copies or prints made by each account, and also reset all counts for all user accounts.

Setting Copy and Print Job Limits on a User Account

The following describes how to set the copy and print job limits on a user account on the Control Panel of the machine or in CentreWare Internet Services.

When the total number reaches the upper limit set up by the System Administrator, users cannot use the copy/print feature on the machine.

At Your Computer

You can set the copy and print job limits on a particular user account on the [User Account Settings] page on CentreWare Internet Services.

For more information, refer to *Impressions / Limits on page 68*.

At the Machine

To set the copy and print job limits on a user account, you must enter the System Setting Mode.

The following procedure describes how to set a copy or print job limit on a particular user account.

NOTE: If you change a copy or print job limit for a selected user account, the current number of copies or prints made under the user account will be reset to "0".

1. Enter the System Setting Mode.
The letter [P] appears blinking in the Display.

NOTE: For information on how to enter the System Setting Mode, refer to *Entering the System Setting Mode on page 109*.

2. Enter the menu number using the numeric keypad, referring to the tables below.

To set a copy job limit for a user account

Menu Number	Description
801 to 899*	Specify the maximum number of copy pages allowed for account numbers 1 to 99. Up to a maximum of 99,999 copies can be set for each account.

*: When entering the menu number, enter 8 plus the account number. For example, for account number 45, enter "845" as the menu number.

To set a print job limit for a user account

Menu Number	Description
901 to 999*	Specify the maximum number of print pages allowed for account numbers 1 to 99. Up to a maximum of 99,999 prints can be set for each account.

*: When entering the menu number, enter 9 plus the account number. For example, for account number 45, enter "945" as the menu number.

3. Press the <Start> button to confirm the entered menu number.
The currently-set copy or print job limit for that particular account number appears blinking in the Display.

NOTE: If the displayed value has more than three digits, the first half of the numerical value appears in the Display. Press the <Start> button to reveal the second half of the value in the Display.

4. Set a new copy or print job limit using the numeric keypad.
5. Press the <Start> button to confirm the new copy or print job limit.
The letter [P] appears blinking in the Display.
6. Press the <Log In/Out> button.
The machine exits the System Setting Mode.

NOTE: If you have changed any settings in the System Setting Mode, the machine will automatically reboot to register and enable the new settings. All scanned documents stored in mailboxes will be deleted on the reboot.

Viewing the Total Number of Copies or Prints for a User Account

The following describes how to view the total number of copies or prints made on each user account.

At the Machine

To view the total number of copies or prints made on a user account, you must enter the System Setting Mode.

1. Enter the System Setting Mode.
The letter [P] appears blinking in the Display.

NOTE: For information on how to enter the System Setting Mode, refer to *Entering the System Setting Mode on page 109*.

2. Enter the menu number using the numeric keypad, referring to the tables below.

To view the total number of copies for a user account

Menu Number	Description
401 to 499*	Displays the current number of copies made under the account number 1 to 99.

*: When entering the menu number, enter 4 plus the account number. For example, for account number 45, enter "445" as the menu number.

To view the total number of prints for a user account

Menu Number	Description
501 to 599*	Displays the current number of prints made under the account number 1 to 99.

*: When entering the menu number, enter 5 plus the account number. For example, for account number 45, enter "545" as the menu number.

3. Press the <Start> button to confirm the entered menu number.
The current number of copies or prints made under the selected account appears in the Display.

NOTE: If the displayed value has more than three digits, the first half of the numerical value appears in the Display. Press the <Start> button to reveal the second half of the value in the Display.

4. Press the <Log In/Out> button.
The machine exits the System Setting Mode.

Resetting the Total Number of Copies and Prints for All Users

The following describes how to reset the copy and print totals for all user accounts in a single operation.

At the Machine

1. Enter the System Setting Mode.
The letter [P] appears blinking in the Display.

NOTE: For information on how to enter the System Setting Mode, refer to *Entering the System Setting Mode on page 109*.

2. Enter a menu number [398] using the numeric keypad.
3. Press the <Start> button to confirm the entered menu number.
4. Enter "0" using the numeric keypad.
5. Press the <Start> button to confirm the entered value.
All counters for all user accounts are reset to "0".
6. Press the <Log In/Out> button.
The machine exits the System Setting Mode.

NOTE: If you have changed any settings in the System Setting Mode, the machine will automatically reboot to register and enable the new settings. All scanned documents stored in mailboxes will be deleted on the reboot.

Changing the System Administrator Settings

This section describes the features that allow you to change the System Administrator's ID and passcode. The machine enters the System Setting Mode only when a correct System Administrator's ID is entered. By default, the System Administrator's ID is set to "11111", and its passcode is not set.

1. Open your web browser, and enter the machine's IP address in the [Address] box to access CentreWare Internet Services.
2. Click the [Properties] tab.
3. Click the [Security] folder, and then [System Administrator Settings].
4. Configure the required settings.

Administrator's Login ID

Specify the System Administrator's ID with up to 32 alphanumeric characters.

NOTE: If the System Administrator's Login ID contains alphabetical characters, the Login ID cannot be entered at the machine using the numeric keypad on the Control Panel because only numerical characters can be entered.

Administrator's Passcode

Specify the System Administrator's passcode with up to 4 to 12 alphanumeric characters. Leave the text box blank if not setting a passcode.

NOTE: If the System Administrator's passcode contains alphabetical characters, the passcode cannot be entered at the machine using the numeric keypad on the Control Panel.

Retype Administrator's Passcode

Re-enter the System Administrator's passcode for verification.

Maximum Login Attempts

Specify the number of System Administrator login attempts before a login failure is reported. You can specify the number of attempts allowed in the range of 1 to 10. Selecting "0" disables this feature.

5. Click [Apply].

NOTE: Click the [Reboot Machine] button when it is displayed. If the [Reboot Machine] button fails to be displayed, click the [Status] tab and then click the [Reboot Machine] button.

NOTE: If the machine is rebooted, all scanned data stored in the mailboxes will be deleted.

NOTE: You can also change the System Administrator user ID and passcode on the Control Panel of the machine in the System Setting Mode (Menu Number: 600 and 700). For more information, refer to *System Settings on page 109*.

IP Filtering (IP Address Restriction)

The IP Filtering feature provides security to the machine, by allowing you to register the IP addresses permitted to communicate with the machine. The IP addresses to be filtered can be specified on CentreWare Internet Services.

To restrict access to the machine, perform the following procedure.

1. Open your web browser, and enter the machine's IP address in the [Address] box to access CentreWare Internet Services.
2. Click the [Properties] tab.
3. Click the [Security] folder, and then [IP Filtering].
4. Configure the required settings.

IP Filtering

Select whether to enable the IP Filtering feature using IP addresses.

IP Filter Rule List

- **Rule Number**
Displays entry numbers 1 - 10 for IP addresses to be filtered.
- **Source IP/Mask**
Displays the range of the IP addresses in "IP address/prefix length" format.

Add

Displays the [Add IP Filter Rule] page, which allows you to configure the following settings:

- **Source IP Address**
Enter an IP address from which to permit communication with the machine.
- **Source IP Mask**
Enter the mask address of the IP address in prefix length format.

Edit

Displays the [Edit IP Filter Rule] page, which allows you to edit the IP address selected in [IP Filter Rule List].

Delete

Allows you to delete the address selected in [IP Filter Rule List].

5. Click [Apply].

NOTE: Click the [Reboot Machine] button when it is displayed. If the [Reboot Machine] button fails to be displayed, click the [Status] tab and then click the [Reboot Machine] button.

NOTE: If the machine is rebooted, all scanned data stored in the mailboxes will be deleted.

9 Problem Solving

This chapter describes what needs to be done when a problem occurs with the machine. It provides information on how to troubleshoot a problem by referring to the Machine Diagram (mimic), Error Code Label, and Troubleshooting Table. It also explains how to identify network-related machine problems and how to clear paper jams.

The following information is provided in this chapter:

Fault Clearance Procedure – page 75

Paper Jams – page 94

A1/A2: Document Jams – page 101

Network-related Problems – page 102

Xerox Welcome Center – page 107

Viewing/Editing Support Information – page 108

Fault Clearance Procedure

When a problem is encountered when using the machine, follow each step to identify the cause of the problem, then apply the suggested solution.

- **Machine Diagram (mimic)**

If any indicator is lit or flashing, refer to *Machine Diagram (mimic) on page 76*.

- **Error code in the Display**

Check the error code shown in the Display. Most error codes are listed on the Error Code Label. Refer to the Error Code Label for the error description, and apply the suggested solution.

If the displayed error code is not listed on the Error Code Label, refer to *Error Codes on page 78*.

If an error occurs, the six-digit error code (**-**) is also displayed on CentreWare Internet Services. For information on how to view the error history, refer to *Checking Error Information on page 35*.

NOTE: You can also view the six-digit error code (**-**) in the Display on the Control Panel. For more information, refer to *Viewing the six-digit error code at the machine on page 35*.

- **Troubleshooting Table**

If any problem persists after applying the suggested solution, refer to *Troubleshooting Table on page 90*. Diagnose the symptom, then apply the appropriate solutions.

- **Assistance from the System Administrator**

Alternatively, contact the System Administrator for assistance.

- **Switching the machine on /off**

In some cases, a problem can be solved by simply switching the machine off and then on again. For information on how to switch the machine on and off, refer to the User Guide.

NOTE: If the machine is switched off, all scanned data stored in the mailboxes will be deleted.

- **Network-related Problem**

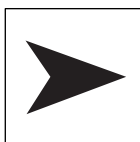
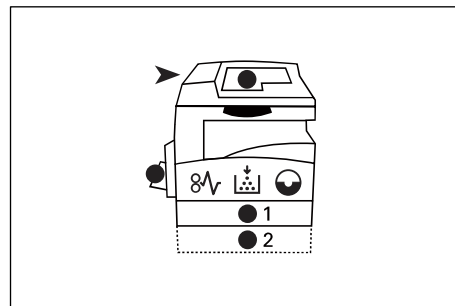
If the problem still persists, refer to *Network-related Problems on page 102*.

- **Xerox Welcome Center**

If a problem persists after applying all the suggested solutions, contact the Xerox Welcome Center. For more information, refer to *Xerox Welcome Center on page 107*.

Machine Diagram (mimic)

The Machine Diagram (mimic) consists of the following indicators to display the machine status.



Document Feeder Jam

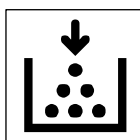
The red indicator flashes when a document jams in the Document Feeder or when the Document Feeder Cover is open.

For information on how to clear document jams in the Document Feeder, refer to *A1/A2: Document Jams on page 101*.



Processor Jam

The red indicator flashes when a paper jam occurs in the machine. Check the error code that appears in the Display. Refer to *Error Codes on page 78* for the solution.



Toner

The red indicator lights up when the amount of toner left in the Drum Cartridge is low. Prepare a new toner bottle. No error code is displayed at this point.

The red indicator flashes when toner runs out. Add toner into the Drum Cartridge. The error code [J1] appears in the Display.

NOTE: If the error code [J1] appears in the Display, the six-digit error code [093-912] is also displayed on CentreWare Internet Services. For information on how to view the error history, refer to *Checking Error Information on page 35*.

For information on how to add toner into the Drum Cartridge, refer to *Adding Toner to the Drum Cartridge on page 12*.



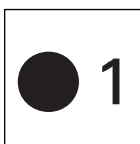
Replace Drum Cartridge

The red indicator lights up when the Drum Cartridge needs to be replaced in the near future. Prepare a new Drum Cartridge. No error code is displayed at this point.

The red indicator flashes when the Drum Cartridge needs to be replaced immediately. Replace the Drum Cartridge with a new one. The error code [J6] appears in the Display.

NOTE: If the error code [J6] appears in the Display, the six-digit error code [091-913] is also displayed on CentreWare Internet Services. For information on how to view the error history, refer to *Checking Error Information on page 35*.

For information on how to replace the Drum Cartridge, refer to *Replacing the Drum Cartridge on page 15*.



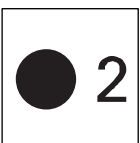
Tray 1

The green indicator lights up when Tray 1 is selected.

The green indicator flashes when paper runs out in Tray 1 or when a paper jam occurs in Tray 1.

For information on how to load paper in Tray 1, refer to the User Guide.

For information on how to clear paper jams in Tray 1, refer to *C1: Paper Jam in Tray 1 on page 98*.



Tray 2

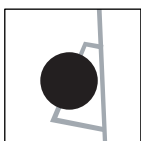
The green indicator lights up when Tray 2 is selected.

The green indicator flashes when paper runs out in Tray 2 or when a paper jam occurs in Tray 2.

For information on how to load paper in Tray 2, refer to the User Guide.

For information on how to clear paper jams in Tray 2, refer to *C2: Paper Jam in Tray 2 on page 99*.

NOTE: This indicator is only available when Paper Tray 2 (optional) is fitted to the machine.

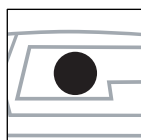


Bypass Tray

The green indicator lights up when the Bypass Tray is selected.

For information on how to load paper in the Bypass Tray, refer to the User Guide.

For information on how to clear paper jams in the Bypass Tray, refer to *C3: Paper Jam in the Bypass Tray on page 100*.



Document Present

The green indicator lights up when a document is loaded correctly in the Document Feeder.

Error Codes

The following table shows the error codes that appear in the Display.

If an error occurs, the six-digit error code (**-**) is also displayed on CentreWare Internet Services. For information on how to view the error history, refer to *Checking Error Information on page 35*.

NOTE: You can also view the six-digit error code (**-**) in the Display on the Control Panel. For more information, refer to *Viewing the six-digit error code at the machine on page 35*.

NOTE: If the machine is switched off, all scanned data stored in the mailboxes will be deleted.

Error Code		Description	Remedy
What appears in the Display	What appears in CentreWare Internet Services		
A1	005-170 005-171 005-172 005-920	The document is jammed in the Document Feeder.	<p>Remove the jammed document carefully.</p> <ul style="list-style-type: none"> If the error occurred during a copy job: Check the output copies and identify where the copy job should be restarted. Reload the unscanned pages in the Document Feeder and press the <Start> button to resume the copy job. If the error occurred during a scan job: Reload all the pages in the Document Feeder and press the <Start> button to restart the scan job. <p>For information on how to remove the jammed document, refer to <i>A1/A2: Document Jams on page 101</i>.</p>
A2	005-198 005-199	The size of the documents that are loaded in the Document Feeder is not supported, and has resulted in a document jam.	<p>Remove the jammed document carefully, and use the Document Glass instead.</p> <p>For information on how to remove the jammed document, refer to <i>A1/A2: Document Jams on page 101</i>.</p>
A5	005-305	The Document Feeder Cover is open.	Close the Document Feeder Cover.
	062-300	The Document Cover is open.	Close the Document Cover.

Error Code		Description	Remedy
What appears in the Display	What appears in CentreWare Internet Services		
C0	024-965	When Automatic Tray Switching (menu number: 163) is enabled, the selected tray runs out of paper.	Load paper in the tray. For information on how to load paper in the trays, refer to the User Guide.
	024-966	When Automatic Paper Selection (menu number: 164) is enabled, the machine is unable to select a tray because none of the trays are loaded with the appropriate size of paper.	Load a tray with the desired size of paper. For information on how to change the size of paper in the tray, refer to the User Guide. The error code may appear again if the paper size specified in the print job is A4, B5, 8.5 x 11", or 16K and the paper is loaded in the tray in the SEF orientation. Reload the paper in the tray in the LEF orientation.
C1	071-100	Paper is jammed in or around Tray 1.	Remove the jammed paper. Check that the paper guides are adjusted correctly. If Tray 1 has run out of paper, load paper in the tray. For information on how to clear paper jams in Tray 1, refer to <i>C1: Paper Jam in Tray 1 on page 98</i> . For information on how to correctly adjust the paper guides, refer to the User Guide. For information on how to load paper in Tray 1, refer to the User Guide.
C2	072-100	Paper is jammed in or around Tray 2.	Remove the jammed paper. Check that the paper guides are adjusted correctly. If Tray 2 has run out of paper, load paper in the tray. For information on how to clear paper jams in Tray 2, refer to <i>C2: Paper Jam in Tray 2 on page 99</i> . For information on how to correctly adjust the paper guides, refer to the User Guide. For information on how to load paper in Tray 2, refer to the User Guide.

Error Code		Description	Remedy
What appears in the Display	What appears in CentreWare Internet Services		
C3	002-910 075-910	The Bypass Tray has run out of paper.	Load paper in Bypass Tray, and press the <Start> button to resume the job. For information on how to load paper in the Bypass Tray, refer to the User Guide.
		Paper is jammed in the Bypass Tray.	Remove the jammed paper. Check that the paper guides are adjusted correctly, and press the <Start> button to resume the job. For information on how to clear paper jams in the Bypass Tray, refer to <i>C3: Paper Jam in the Bypass Tray on page 100</i> .
C5	024-950	Tray 1 has run out of paper.	Load paper in Tray 1. For information on how to load paper in Tray 1, refer to the User Guide.
	024-959	Tray 1 has been selected in a print job; however, the size/orientation of paper that is loaded in Tray 1 does not match the paper size/orientation of the print job.	Load Tray 1 with the same sized paper as specified in the print job. Specify the correct size/orientation of paper that is loaded in Tray 1. For information on how to reload Tray 1 with a different sized paper, refer to the User Guide. For information on how to specify the size and orientation of paper that is loaded, refer to the User Guide. The error code may appear again if the paper size specified in the print job is A4, B5, 8.5 x 11", or 16K and the paper is loaded in Tray 1 in the SEF orientation. Reload the paper in Tray 1 in the LEF orientation.

Error Code		Description	Remedy
What appears in the Display	What appears in CentreWare Internet Services		
C6	024-951	Tray 2 has run out of paper.	Load paper in Tray 2. For information on how to load paper in Tray 2, refer to the User Guide.
	024-960	Tray 2 has been selected in a print job; however, the size/orientation of paper that is loaded in Tray 2 does not match the paper size/orientation of the print job.	Load Tray 2 with the same sized paper as specified in the print job. Specify the correct size/orientation of paper that is loaded in Tray 2. For information on how to reload Tray 2 with a different sized paper, refer to the User Guide. For information on how to specify the size and orientation of paper that is loaded, refer to the User Guide. The error code may appear again if the paper size specified in the print job is A4, B5, 8.5 x 11", or 16K and the paper is loaded in Tray 2 in the SEF orientation. Reload the paper in Tray 2 in the LEF orientation.
C7	024-958	The Bypass Tray has been selected in a print job; however, the size/orientation of paper that is loaded in the Bypass Tray does not match the paper size/orientation of the print job.	Load the Bypass Tray with the same sized paper as specified in the print job. Specify the correct size/orientation of paper that is loaded in the Bypass Tray. For information on how to load paper in the Bypass Tray, refer to the User Guide. For information on how to specify the size and orientation of paper that is loaded, refer to the User Guide. The error code may appear again if the paper size specified in the print job is A4, B5, 8.5 x 11", or 16K and the paper is loaded in the Bypass Tray in the SEF orientation. Reload the paper in the Bypass Tray in the LEF orientation.

Error Code		Description	Remedy
What appears in the Display	What appears in CentreWare Internet Services		
C8	003-963	When Automatic Paper Selection (menu number: 164) is enabled, the machine is unable to select a tray, because the machine does not support the paper size that was specified by the job, or because none of the trays are loaded with the appropriate size of paper.	Press the <Stop> button to cancel the job. Take one of the following actions: <ul style="list-style-type: none"> Press the <Variable Ratio> button or the <Reduce/Enlarge> button to specify the zoom ratio within the range of 50 to 200%. Change the paper size. For information on how to change the size of paper in the tray, refer to the User Guide.
	003-965	When Automatic Paper Selection (menu number: 164) is enabled, the selected tray runs out of paper.	Press the <Stop> button to cancel the job. Load paper in the tray. For information on how to load paper in the trays, refer to the User Guide.
	003-966	When Automatic Paper Selection (menu number: 164) is enabled, the machine is unable to select a tray, because none of the trays are loaded with the appropriate size of paper.	Press the <Stop> button to cancel the job. Load a tray with the desired size of paper. For information on how to change the size of paper in the tray, refer to the User Guide.
E1	077-103 077-106 077-130 077-900 077-901	Paper is jammed around the Fuser Unit or inside the Left Side Cover.	Remove the jammed paper. For information on how to remove the jammed paper around the Fuser Unit or inside the Left Side Cover, refer to <i>E1: Paper Jam around the Fuser Unit and inside the Left Side Cover on page 94</i> .
E2	071-101 077-903	Paper is jammed in or around Tray 1.	Remove the jammed paper. Check that the paper guides are adjusted correctly. For information on how to remove the jammed paper in and around Tray 1, refer to <i>E2: Paper Jam inside the Left Side Cover on page 96</i> . For information on how to correctly adjust the paper guides, refer to the User Guide.

Error Code		Description	Remedy
What appears in the Display	What appears in CentreWare Internet Services		
E3	072-101 077-904	Paper is jammed in or around Tray 2.	Remove the jammed paper. Check that the paper guides are adjusted correctly. For information on how to remove the jammed paper in and around Tray 2, refer to <i>E3: Paper Jam in Tray 2 on page 99</i> . For information on how to correctly adjust the paper guides, refer to the User Guide.
E4	072-105	Paper is jammed inside the Left Side Cover.	Remove the jammed paper. For information on how to remove the jammed paper, refer to <i>E4: Paper Jam inside the Left Side Cover on page 97</i> .
E5	077-300	The Front Cover is open.	Close the Front Cover.
	077-301	The Left Side Cover is open.	Close the Left Side Cover.
E6	077-305	The Access Cover 2 is open.	Close the Access Cover 2.
	077-309	The Access Cover 1 is open.	Close the Access Cover 1.
E8	003-500	When using the N-up feature, the zoom ratio required to fit the specified number of pages on a sheet is outside the range of 50 - 200%.	Press any button to clear the error. Check the selected options, and try again. For information about the N-up feature, refer to the User Guide.
	003-501	When using the N-up feature, there is a mismatch between the orientation of the loaded documents and the paper in a tray.	Press any button to clear the error. Check the selected options, and try again. For information about the N-up feature, refer to the User Guide.
	003-502	There is a mismatch between the orientation of the loaded document and that of the paper in a tray.	Press any button to clear the error. Check the selected options, and try again.
E9	003-795	The zoom ratio required to fit the image on the paper under the specified settings is outside its range of 50 - 200%.	Press any button to clear the error. Take one of the following actions: <ul style="list-style-type: none"> • Press the <Variable Ratio> button or the <Reduce/Enlarge> button to specify the zoom ratio within the range of 50 to 200%. • Change the paper size. For information on how to change the size of paper in the tray, refer to the User Guide.

Error Code		Description	Remedy
What appears in the Display	What appears in CentreWare Internet Services		
H9	010-325	An internal communication error occurred in the machine.	Switch the machine off and on. If the error persists, contact the Xerox Welcome Center.
J1	093-912	Out of toner.	Add toner. For information on how to add toner, refer to <i>Adding Toner to the Drum Cartridge on page 12</i> .
J3	091-912	The machine cannot correctly sense the connection to the Drum Cartridge, or the Drum Cartridge may not be installed at all.	If the Drum Cartridge is installed in the machine, pull it out halfway, and push it back in again. If the Drum Cartridge is not installed in the machine at all, install the recommended Drum Cartridge. For information on the Drum Cartridge, refer to <i>Replacing Consumables on page 11</i> .
J6	091-913	The Drum Cartridge needs to be replaced.	Replace the Drum Cartridge. For information on how to replace the Drum Cartridge, refer to <i>Replacing the Drum Cartridge on page 15</i> .
J7	091-914 091-915 091-916	The Drum Cartridge is defective.	Replace the Drum Cartridge. For information on the Drum Cartridge, refer to <i>Replacing Consumables on page 11</i> . For information on how to replace the Drum Cartridge, refer to <i>Replacing the Drum Cartridge on page 15</i> .
L9	016-756	The use of the service is restricted for a particular user account.	Change the setting to permit the user account to access the service. For more information, refer to <i>Feature Access on page 68</i> .
	016-757	A wrong passcode was entered.	Enter the correct passcode.
	016-759	When Copy Auditron or Print Auditron is enabled on the machine, the copy or print job limit that has been set for a particular user account has been reached.	Press any button to clear the error. Change the copy or print job limit for the user account in the System Setting Mode (menu number: 801 to 899, 901 to 999). The copy or print count for the user account will be reset to "0" by changing the job limit. For more information, refer to <i>System Settings on page 109</i> .

Error Code		Description	Remedy
What appears in the Display	What appears in CentreWare Internet Services		
n0	002-970	This error code appears after the paper jam, which occurred during a copy job, has been cleared.	Press the <Start> button to resume the copy job.
n1	003-972	When copying documents, the number of pages that can be stored in memory exceeded the maximum (999 pages).	Press any button to clear the error. Reload the unscanned documents, and press the <Start> button to resume scanning the rest of the documents.
	016-748	Memory is full.	<ul style="list-style-type: none"> If the error occurred during a copy job: Delete unnecessary documents in mailboxes. Check the output copies and identify where the copy job should be restarted. Reload the unscanned pages and press the <Start> button to resume the copy job. If the error occurred during a scan job: Delete unnecessary documents in mailboxes or lower the scan resolution, and then try scanning again.
	016-981	Memory is full.	Delete unnecessary documents in mailboxes. Check the output copies and identify where the copy job should be restarted. Reload the unscanned pages and press the <Start> button to resume the copy job.
	016-982	Memory is full.	Delete unnecessary documents in mailboxes, and try copying again. To run a copy job without deleting documents in mailboxes, use the Document Glass and select all of the following copy options: <ul style="list-style-type: none"> Select <100%> in the <Reduce/Enlarge> button. Select <Uncollate> in the <Copy Output> button. Select <1→1 Sided> in the <2-sided> button. Select <Off> in the <N-up/ID Card Copy> button.

Error Code		Description	Remedy
What appears in the Display	What appears in CentreWare Internet Services		
n2	003-942	The size of the original documents was not detected by the Document Feeder.	Press the <Stop> button to cancel the job. Reload the unscanned documents, and press the <Start> button to resume scanning the rest of the documents.
n3	027-452	The specified IP address already exists.	Change the IP address. For information on how to set the IP address, refer to <i>CentreWare Internet Services Installation on page 24</i> .
n4	016-500 016-502 062-500 116-220	Download failed to start after switching to download mode.	Contact the Xerox Welcome Center.
	016-741	Unable to move into the downloading mode.	Check if Software Download (menu number: 127) is set to [0] (Allow) in the System Setting Mode, and then try downloading again. For information on how to configure the system settings, refer to <i>System Settings on page 109</i> .
	016-742	The product ID in the downloaded data is invalid.	Try downloading again.
	016-743	The download files are not supported.	Use the download files available for the model of your machine.
	016-744	An error occurred in the data being downloaded.	Check if the connection between the external device and the machine is secure, and try executing the operation again.
	016-745	An XPJL error occurred while downloading.	Try executing the job again. Contact the Xerox Welcome Center if the problem persists.

Error Code		Description	Remedy
What appears in the Display	What appears in CentreWare Internet Services		
n5	016-712	The specified document area is too small.	Select a higher resolution or a larger scan area.
	016-776	An error occurred during image conversion processing.	Retrieve the data via CentreWare Internet Services.
	016-779	An error occurred during conversion processing of the scan image.	Instruct scanning again.
	016-788	Failed to retrieve the file from the web browser.	Take one of the following actions, and then try retrieving again. <ul style="list-style-type: none">• Refresh the browser page.• Restart the browser.• Switch the machine off and then back on, and try scanning again.

Error Code		Description	Remedy
What appears in the Display	What appears in CentreWare Internet Services		
n6	003-760	Incompatible features are selected in the document scan conditions.	Check the selected options.
	016-701	An error occurred due to insufficient memory for the PCL decomposer.	Lower the resolution if possible.
	016-702	A page compression error occurred. The machine could not compress any page due to insufficient free space in the buffer.	Lower the resolution if possible.
	016-704	The mailboxes are full.	Delete unnecessary documents from the mailboxes, and then try printing again.
	016-709	A report command error occurred.	Contact the Xerox Welcome center.
	016-718	Unable to process PCL print data due to insufficient memory.	Take one of the following actions: <ul style="list-style-type: none"> • Lower the resolution. • Do not use the Multiple-Up or 2 Sided Print feature, and try printing again.
	016-719	Unable to process PCL print data due to insufficient print page buffer memory.	Take one of the following actions: <ul style="list-style-type: none"> • Lower the resolution. • Do not use the Multiple-Up or 2 Sided Print feature, and try printing again.
	016-720	PCL print data contained a command that could not be processed.	Check the print data, and then try printing again.
	016-721	An error occurred while printing a job.	Contact the Xerox Welcome Center.
	016-761	An image output error occurred.	Lower the resolution if possible.
	116-720	An error occurred during printing due to insufficient memory.	Close unused ports or delete unnecessary data.

Error Code		Description	Remedy
What appears in the Display	What appears in CentreWare Internet Services		
n7	016-726	The printer language cannot be automatically selected.	Use the machine's print driver. If the problem persists, contact the Xerox Welcome Center.
	016-749	The printer language received from a print driver cannot be printed on the machine.	Use the machine's print driver. If the problem persists, contact the Xerox Welcome Center.
	016-762	The specified print language is not supported on the machine.	Use the machine's print driver. If the problem persists, contact the Xerox Welcome Center.
	016-799	The print data contains invalid parameters.	Check the print data and print options, and try printing again.
	024-747	An invalid print parameter combination was set.	Check the print data and print options, and try printing again.
	116-701	Unable to print double-sided due to insufficient memory.	Switch the machine off and on. If the error persists, contact the Xerox Welcome Center.
n9	-	An internal communication error occurred in the machine.	Switch the machine off and on. If the error persists, contact the Xerox Welcome Center.
U0, U1, U2, U3, U4, U6, U7, U8, U9	-	An internal error occurred in the machine.	Switch the machine off and on. If the error persists, contact the Xerox Welcome Center.

Troubleshooting Table

If you are experiencing any difficulties using the machine, check the table below for the recommended solutions.

Symptom	Recommendation
The machine will not switch on.	<ul style="list-style-type: none"> • Check the power cord. • Check that the Power Switch is pressed on to the [—] position. • Check that the AC outlet is supplying voltage. Connect another appliance to the outlet to verify the voltage supply.
An error is indicated on the Machine Diagram (mimic).	<ul style="list-style-type: none"> • If any indicators on the Machine Diagram (mimic) are lit or flashing, apply the appropriate solutions. • If an error code appears in the Display, refer to the Error Code Label, and apply the suggested solutions.
The document will not feed through the Document Feeder.	<ul style="list-style-type: none"> • Check that the Document Feeder is not overloaded. The Document Feeder can hold up to 50 sheets. • Check that the document is fully inserted into the Document Feeder. • Using a lint-free cloth, lightly wipe the underside of the Document Cover. • Load the documents, and then check that the side guides are not too tight. • If the document is curled, make sure to straighten it before reloading it into the Document Feeder.
The machine does not accept documents into memory.	<ul style="list-style-type: none"> • If the memory is at its maximum capacity, print and delete unnecessary files.
All the indicators on the Control Panel are off. (The <Power Saver> button is lit.)	<ul style="list-style-type: none"> • Press the <Power Saver> button on the Control Panel to disable the Low Power Mode or the Sleep Mode. For information on the Low Power Mode and the Sleep Mode, refer to the User Guide. For information on how to change the Low Power Mode or Sleep Mode setting, refer to <i>Machine Information on page 39</i>.
Failed to run a print job.	<ul style="list-style-type: none"> • Delete the print job, and run the print job again. • Switch off the machine. Wait for five seconds, then switch on the machine.

Symptom	Recommendation
A print job is sent to the machine correctly, but the machine does not start printing.	<ul style="list-style-type: none"> • Make sure that the computer application you are sending a print job from is working correctly. • Make sure that the appropriate printer cable is used. • Make sure that the printer cable is connected securely. • Check to see if the size of paper loaded in a tray matches the size of paper that you specified in the print driver. • Print data is still being transmitted. The machine does not start printing unless it has received all the data. If printing a graphic-intensive document, wait for a while. Data transmission may take a while.
Failed to print on the paper in the tray that you selected.	<ul style="list-style-type: none"> • Check to see if the paper size that you have specified in the print driver matches the size of paper that is actually loaded in the tray. • Make sure that paper is loaded correctly in the tray.
"UnknownUser" is printed as a user name on a banner sheet.	<ul style="list-style-type: none"> • If Print Auditron is disabled, "UnknownUser" is printed as the user name on the banner sheet. Specify the user ID in the print driver to correct the banner sheet. If Print Auditron is enabled, a three-digit user ID is printed on a banner sheet. For information on how to specify the user ID in the print driver, refer to the PCL Print Driver CD-ROM.
Damaged or deformed transparencies	<ul style="list-style-type: none"> • Transparencies can be loaded only in the Bypass Tray.
Blank output	<ul style="list-style-type: none"> • Check that the document is loaded face up in the Document Feeder. • Check that the document is placed face down on the Document Glass. • If toner has recently been added to the Drum Cartridge, it may not be dispersed properly. Run the job again. • Check that the sealing tape has been removed from the new Drum Cartridge. • Reinstall the Drum Cartridge. • Replace the Drum Cartridge. • Add toner if the toner indicator on the Machine Diagram (mimic) flashes or the error code indicating that toner needs to be added appears in the Display.

Symptom	Recommendation
Streaks, solid or dotted lines, or spots	<ul style="list-style-type: none"> • Clean the Corotron Wire. For information on how to clean the Corotron Wire, refer to <i>Cleaning the Corotron Wire on page 19</i>. • Clean the Document Glass, the Narrow Glass Strip (the narrow strip of glass located at the left hand side of the Document Glass), the Document Feeder, and the paper guides. For information on how to clean the machine, refer to <i>Cleaning the Machine on page 17</i>. • Check the quality of the document. • Run the job using the Document Glass. • If the machine has been idle for an extended period of time, if toner has recently been added, or if the Drum Cartridge has recently been replaced, run the job again. • Load fresh paper. • Check the humidity in the location of the machine. • Replace the Drum Cartridge.
Paper delivered to an Output Tray is curled, and it is not properly stacked up.	<ul style="list-style-type: none"> • Flip the paper stack over in the tray. • Rotate the paper stack head to toe in the tray.
Output is too light or too dark.	<ul style="list-style-type: none"> • Set the density feature to a lighter or darker setting. • Check the quality of the document. • Load fresh paper. • Run off more prints until the copy quality improves. • Replace the Drum Cartridge.
Output is too light.	<ul style="list-style-type: none"> • Set the density feature to a darker setting. • If toner has recently been added to the Drum Cartridge, toner may not be dispersed properly. Run the job again. • Remove the Drum Cartridge, and shake it gently (away from clothing and carpet). <p>NOTE: Shake the Drum Cartridge gently without spilling toner.</p>
Uneven print	<ul style="list-style-type: none"> • Load fresh paper. • Replace the Drum Cartridge.
Blurred images	<ul style="list-style-type: none"> • Load fresh paper. • Replace the Drum Cartridge.
Missing characters	<ul style="list-style-type: none"> • Load fresh paper. • Replace the Drum Cartridge.
Gloss variations (coining)	<ul style="list-style-type: none"> • Check the quality of the document. • If the document has large areas of solid density, adjust the density feature for the contrast.
Light copies when scanning glossy, shiny, or coated documents through the Document Feeder.	<ul style="list-style-type: none"> • Use the Document Glass instead of the Document Feeder.

Symptom	Recommendation
Ghosting (residual images)	<ul style="list-style-type: none"> • Check the quality of the documents. • Feed the document SEF.
Washout	<ul style="list-style-type: none"> • Check the quality of the documents. • If the image is lighter near the borders, set the density feature to a darker setting. • Replace the Drum Cartridge.
Solid density variations	<ul style="list-style-type: none"> • Load fresh paper. • Check the quality of the documents. • Set the density feature to a lighter or darker setting. • Replace the Drum Cartridge.
Image loss	<ul style="list-style-type: none"> • When copying a document from a larger paper size to a smaller size, reduce the image to fit onto the smaller paper size. • Set a slightly smaller document size (for example, copy 90% instead of 100%).
Misfeeds in the Bypass Tray	<ul style="list-style-type: none"> • Reload paper in the tray. Do not add paper on top of the remaining paper in the tray. Instead, remove the remaining paper from the tray, place it on top of the new stack of paper, align the edges, and then load the paper stack in the tray. • Check that the paper guides are locked into position against the paper. • Check that the settings for the Bypass Tray are correct and match the paper size and orientation specified on the Control Panel.
Jams in the Document Feeder	<ul style="list-style-type: none"> • Open the Document Feeder and check that no paper or objects are inside. • Check that the cover on the Document Feeder is firmly closed. <p>Refer to <i>A1/A2: Document Jams on page 101</i> for procedures.</p>
Paper jams	<ul style="list-style-type: none"> • Use only recommended media. • Check that the paper is loaded correctly. • Flip the paper stack over in the tray. • Check that the paper guides are locked into position. • Do not use media that is torn, wrinkled, or folded. • Load fresh paper. <p>Refer to <i>Paper Jams on page 94</i> for procedures.</p>
Paper curl	<ul style="list-style-type: none"> • Check that the paper is loaded correctly. Load paper in Tray 1 and Tray 2 seam side up. • Load paper in the Bypass Tray seam side down. • Load custom media in the Bypass Tray. Refer to the User Guide for procedures.

Paper Jams

This section describes procedures to clear paper jams.

When paper jams in the machine, the machine stops, and the indicator on the Machine Diagram (mimic) flashes. An error code also appears in the Display, which indicates which procedures to take to remove the jammed paper.

Carefully remove the jammed paper without tearing it. Do not leave any pieces of paper in the machine.

If a paper jam error code remains in the Display after you have removed the jammed paper, it is possible that paper is jammed in another location in the machine or that pieces of paper are still left in the machine. Check the Machine Diagram (mimic) and the error code, and remove the jammed paper completely.

After removing the jammed paper, a copy job or print job resumes from the page where the paper jam occurred.

NOTE: Identify the location of the paper jam first. Randomly pulling out the trays may tear the jammed paper, and any torn pieces of paper remaining in the machine may eventually cause the machine to malfunction.

NOTE: If there are any torn pieces of paper left in the machine, the error code remains in the Display.

NOTE: Clear paper jams while the machine is switched on.

NOTE: Do not touch any parts inside the machine while clearing a paper jam unless specifically instructed to do so.

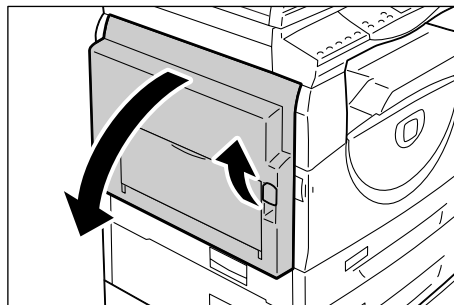
NOTE: Six-digit error codes are also displayed on CentreWare Internet Services. For information on how to view the error history, refer to *Checking Error Information on page 35*. For more information about error codes, refer to *Error Codes on page 78*.

E1: Paper Jam around the Fuser Unit and inside the Left Side Cover

The following procedure describes how to clear paper jams around the Fuser Unit or inside the Left Side Cover when an error code [E1] appears in the Display.

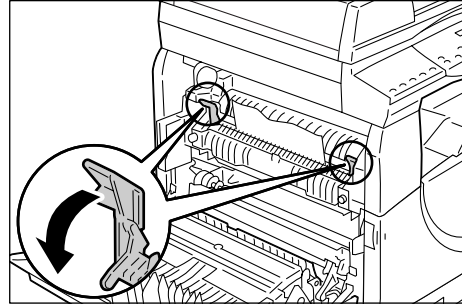
NOTE: Do not touch the transfer corotron wire when removing the jammed paper. Touching the transfer corotron wire can possibly damage the wire itself, which may require replacement or impair image quality.

1. Lift up the Left Side Cover Latch gently to open the Left Side Cover.



If the paper is jammed around the Fuser

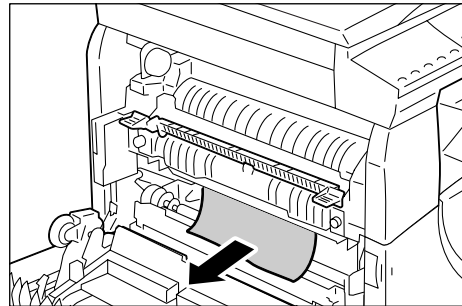
- 1) Pull down the latches.



- 2) Remove the jammed paper.

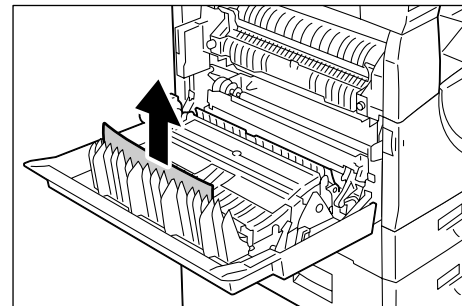
NOTE: Do not leave any torn pieces of paper inside the machine.

- 3) Return the latches back to their original position.
- 4) Gently close the Left Side Cover.

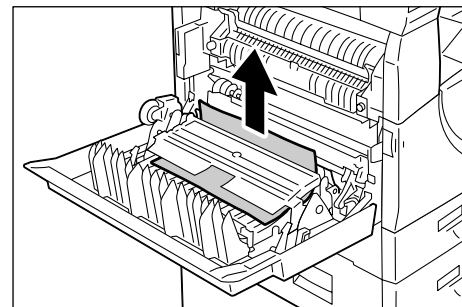


If the paper is jammed inside the Left Side Cover

- 1) If the paper is jammed in the location shown in the diagram, remove the jammed paper by pulling it upwards.

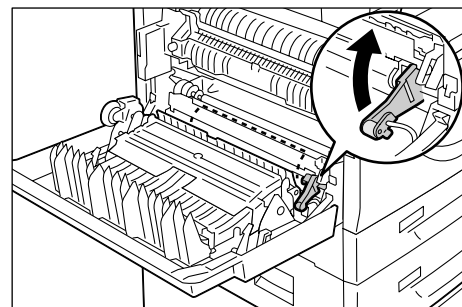


- 2) If the paper is jammed in the location shown in the diagram, remove the jammed paper by pulling it upwards.



- 3) If the paper is jammed in the location shown in the diagram, and if the edge of the jammed paper is not accessible to be pulled out, pull up the green lever, and remove the jammed paper.

NOTE: If the paper is still jammed tightly, even after pulling up the green lever, open Access Cover 1. This may release the jammed paper, allowing you to remove it.



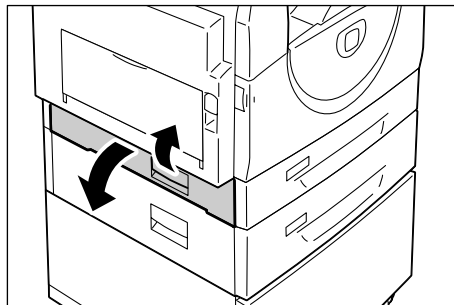
- 4) Gently close the Left Side Cover.

E2: Paper Jam inside the Left Side Cover

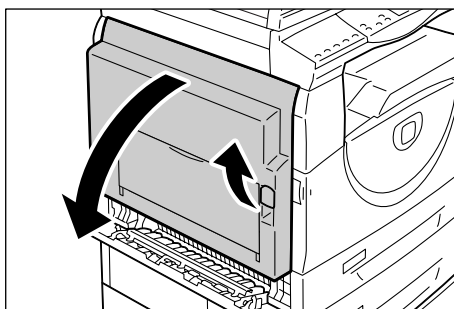
The following procedure describes how to clear paper jams inside the Left Side Cover when an error code [E2] appears in the Display.

1. Hold the latch, and open Access Cover 1.

NOTE: This releases the tightly jammed paper within the machine.



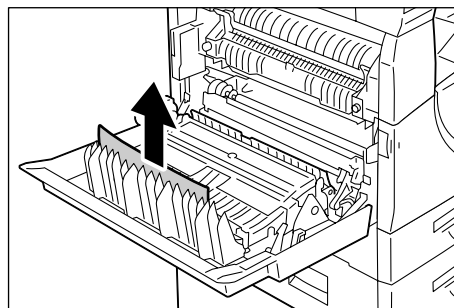
2. Lift up the Left Side Cover Latch gently to open the Left Side Cover.



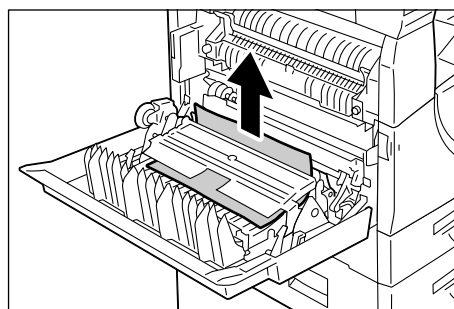
3. Remove the jammed paper.

NOTE: Do not leave any torn pieces of paper inside the machine.

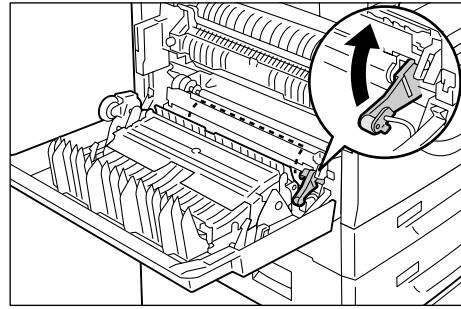
- 1) If the paper is jammed in the location shown in the diagram, remove the jammed paper by pulling it upwards.



- 2) If the paper is jammed in the location shown in the diagram, remove the jammed paper by pulling it upwards.



- 3) If the paper is jammed in the location shown in the diagram, and if the edges of the jammed paper is not accessible to be pulled out, pull up the green lever, and remove the jammed paper.

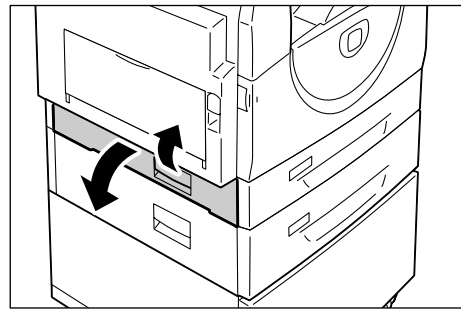


4. Gently close the Left Side Cover and Access Cover 1.

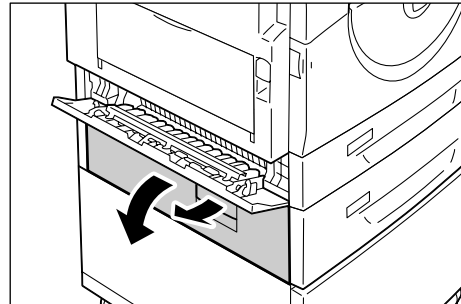
E4: Paper Jam inside the Left Side Cover

The following procedure describes how to clear paper jams inside the Left Side Cover when an error code [E4] appears in the Display.

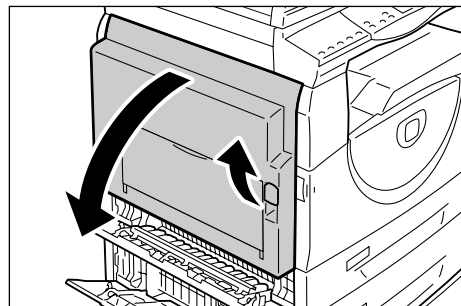
1. Hold the latch, and open Access Cover 1.



2. Hold the latch, and open Access Cover 2.



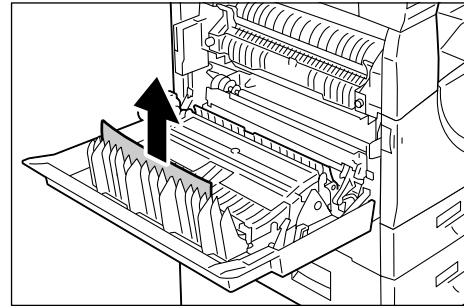
3. Lift up the Left Side Cover Latch gently to open the Left Side Cover.



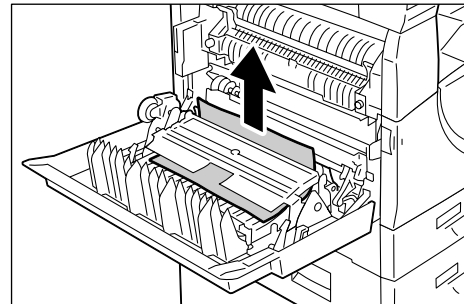
4. Remove the jammed paper.

NOTE: Do not leave any torn pieces of paper inside the machine.

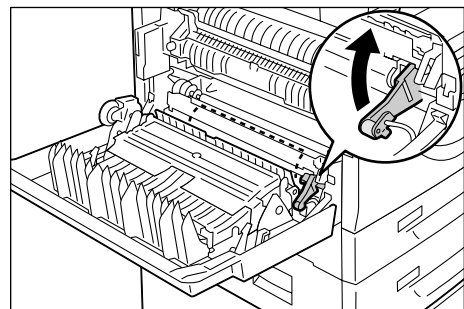
- 1) If the paper is jammed in the location shown in the diagram, remove the jammed paper by pulling it upwards.



- 2) If the paper is jammed in the location shown in the diagram, remove the jammed paper by pulling it upwards.



- 3) If the paper is jammed in the location shown in the diagram, and if the edges of the jammed paper is not accessible to be pulled out, pull up the green lever, and remove the jammed paper.



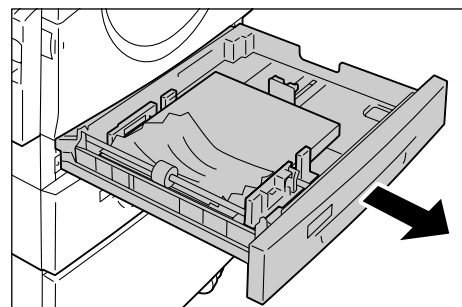
- 5.** Gently close the Left Side Cover, Access Cover 2, and Access Cover 1.

C1: Paper Jam in Tray 1

The following procedure describes how to clear paper jams in Tray 1 when an error code [C1] appears in the Display.

- 1.** Pull out Tray 1 toward you.

NOTE: Identify the location of the paper jam first. Randomly pulling out the trays may tear the jammed paper, and any torn pieces of paper remaining in the machine may eventually cause the machine to malfunction.



- 2.** Remove the jammed paper.

NOTE: Do not leave any torn pieces of paper inside the machine.

- 3.** Check that the paper guides are adjusted correctly.

NOTE: If Tray 1 has run out of paper, load paper in the tray. For information on how to load paper in Tray 1, refer to the User Guide

4. Push Tray 1 gently back into position.

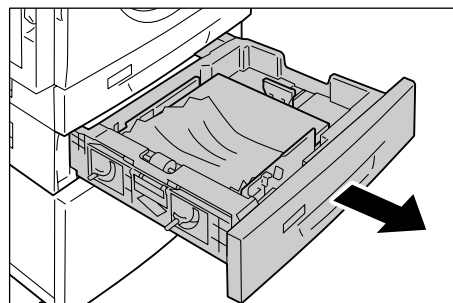
C2: Paper Jam in Tray 2

The following procedure describes how to clear paper jams in Tray 2 when an error code [C2] appears in the Display.

NOTE: Paper Tray 2 is an optional accessory that can be used as Tray 2.

1. Pull out Tray 2 toward you.

NOTE: Identify the location of the paper jam first. Randomly pulling out the trays may tear the jammed paper, and any torn pieces of paper remaining in the machine may eventually cause the machine to malfunction.



2. Remove the jammed paper.

NOTE: Do not leave any torn pieces of paper inside the machine.

3. Check that the paper guides are adjusted correctly.

NOTE: If Tray 2 has run out of paper, load paper in the tray. For information on how to load paper in Tray 2, refer to the User Guide.

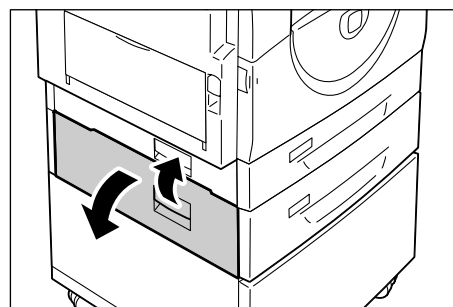
4. Push Tray 2 gently back into position.

E3: Paper Jam in Tray 2

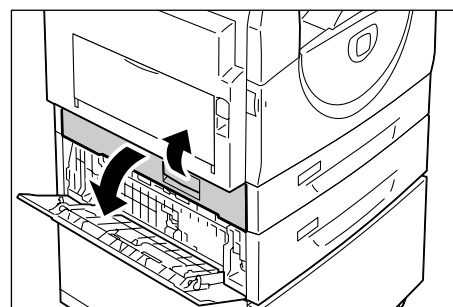
The following procedure describes how to clear paper jams in Tray 2 when an error code [E3] appears in the Display.

NOTE: Paper Tray 2 is an optional accessory that can be used as Tray 2.

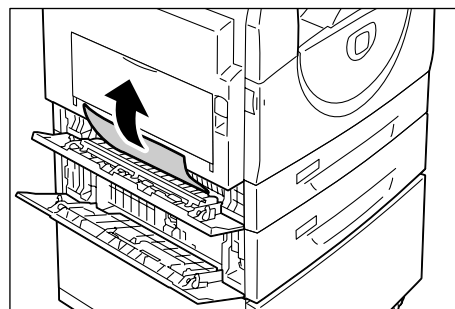
1. Hold the latch, and open Access Cover 2.



2. Hold the latch, and open Access Cover 1.



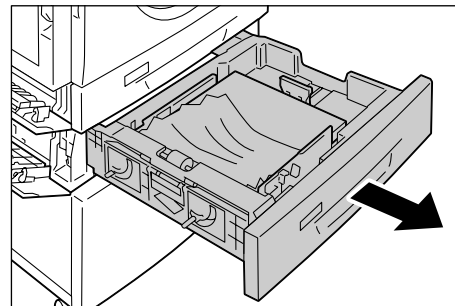
3. If the jammed paper is accessible through Access Cover 1, remove the jammed paper.



4. Pull out Tray 2 toward you, and remove the jammed paper.

NOTE: Do not leave any torn pieces of paper inside the machine.

5. Push Tray 2 gently back into position, and close Access Cover 1 and Access Cover 2.



C3: Paper Jam in the Bypass Tray

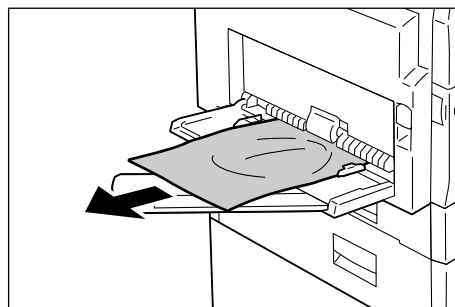
The following procedure describes how to clear paper jams in the Bypass Tray when an error code [C3] appears in the Display.

1. Check the feed slot of the Bypass Tray to remove the jammed paper.

NOTE: Remove all the sheets from the tray.

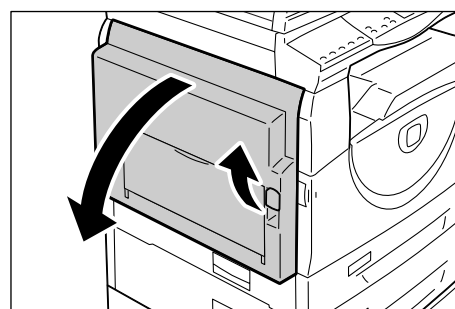
NOTE: Do not leave any torn pieces of paper inside the machine.

2. Slide the Extension Flap back in, and close the Bypass Tray.



3. Pull up the Left Side Cover Latch to open the Left Side Cover, and close the Left Side Cover.

NOTE: Opening and closing the Left Side Cover releases any tightly jammed paper inside the machine. This reduces the possibility of tearing the jammed paper when you open the Bypass Tray in the following step.



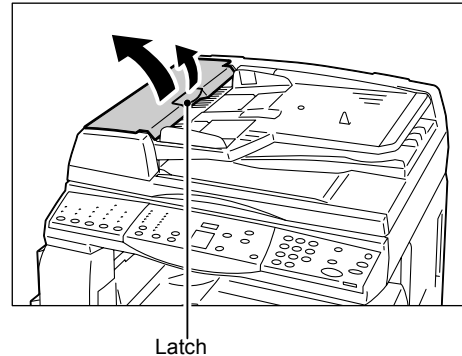
4. Open the Bypass Tray, and slide out the Extension Flap.
5. Fan the edges of the paper that you removed, and neatly align all four corners of the paper.
6. Insert the paper into the tray with the side to be copied or printed facing down.
For information on how to load paper in the Bypass tray, refer to the User Guide.
7. Press the <Start> button to resume the job.

A1/A2: Document Jams

If a document jams in the Document Feeder, the machine stops, and an error code [A1] or [A2] appears in the Display. The Document Feeder Jam indicator on the Machine Diagram (mimic) flashes.

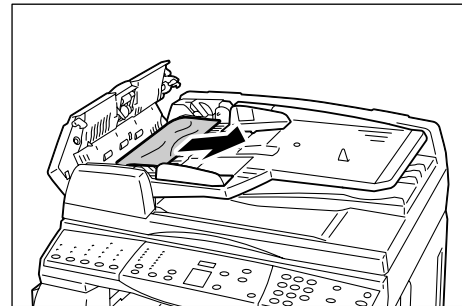
The following procedure describes how to remove the jammed documents in the Document Feeder.

1. Pull up the latch to open the Document Feeder Cover.

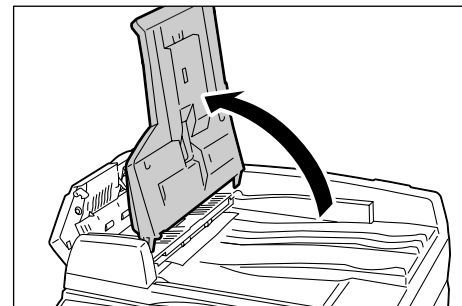


2. Remove the jammed document.

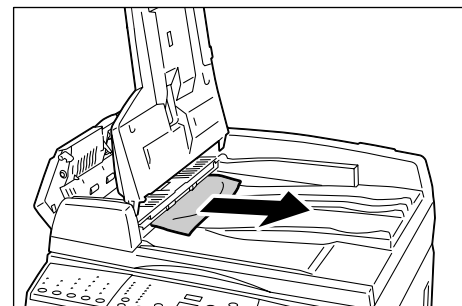
NOTE: When the document jams tightly in the Document Feeder Roller and cannot be pulled out, pull it out from under the Document Feeder Tray as shown in Steps 5 to 7.



3. Close the Document Feeder Cover.
4. If the error persists, or if you cannot find any jammed documents, lift up the Document Feeder Tray.



5. Remove the jammed document from under the Document Feeder Tray.
6. Gently put the Document Feeder Tray back to its original position.
7. Make sure that the document is not torn, wrinkled, or folded before loading it again in the Document Feeder.



NOTE: Torn, wrinkled or folded documents may cause document jams. To copy such documents, place them on the Document Glass.

Network-related Problems

Problem Solving Procedure

This section enables you to identify network-related machine problems. Use the following steps to identify and solve a problem.

1. Resolve any local copier problems first. Perform corrective action by referring to *Troubleshooting Table on page 90*. Do not attempt to resolve a network problem if the local copier functions are not operating correctly.
2. Check that the machine has power and is switched on.
3. Check that the network cable is connected to the machine.
4. Check that the network cable is connected to the computer.
5. Check that the correct print driver for the machine is selected on the computer.
6. Check that the software application being used to send print jobs is set up correctly.
7. If printing documents are not available from a computer, re-install the print driver on the computer.
8. Call the local Xerox Welcome Center, where a representative will assist in the diagnosis and solution of the problem.

TCP/IP

This section explains the troubleshooting procedures and restrictions while using TCP/IP.

Troubleshooting

The possible causes, confirmation methods, and actions are as follows.

When printing fails

Cause	Confirmation Method	Action
The correct IP address is not specified.	Check whether the IP address of the machine is correct.	Specify the correct IP address for the machine.
A fault occurred during print processing.	Check the error code in the Display on the Control Panel.	Switch the machine off and on, and then retry printing.
The selected transport protocol does not conform with the client.	Check the selected transport protocol on the Control Panel or in CentreWare Internet Services.	Select a transport protocol conforming with the client.

When the required printing result is not obtained

Cause	Confirmation Method	Action
The specified print language is different from the print language of the print data.	Check the specified print language and the print language of the print data.	Specify a print language matching that of the print data.
The print driver that accompanies the machine is not being used (a third party print driver is being used).	Check whether the print driver that accompanies the machine is selected.	Select the print driver that accompanies the machine. If the print driver is not found, install and select it. If a third party print driver is used, you may have unexpected results.

Restrictions

This section explains the restrictions that apply while using TCP/IP.

Machine settings

- The IP address is a unique address administered system-wide. Consult with the system administrator when setting the necessary parameters.
- The subnet mask and gateway settings may also be required, depending on the networking environment. Consult with the system administrator when setting the necessary parameters.

Client settings

- The IP address is a unique address administered system-wide. Consult with the system administrator when setting the necessary parameters.

When the machine is switched off

The following actions take place when the machine is switched off.

All print data in the receiving buffer, including the data currently being printed, is deleted. There is no print data on the machine when the machine is switched on.

However, if the machine is switched off immediately after a print request, the print data may be stored on the client. In this case, the print request can be reissued when the machine is switched on, and the print data is printed on the machine.

When printing

- Print requests cannot be received from a client if a print request from another client is being processed.
- When the client IP address or computer name is changed:
When the client IP address or computer name is changed, the machine cannot perform query processing and cancel processing. Switch the machine off and on with the receiving buffer empty of print data.

NOTE: Stopping printing or forced deleting of print data in the machine receiving buffer can be performed using CentreWare Internet Services. For more information, refer to *Job Status* on page 33.

CentreWare Internet Services

This section explains the troubleshooting procedures while using CentreWare Internet Services.

Troubleshooting

The possible causes, confirmation methods, and actions are as follows.

Problem	Confirmation Method	Action
Cannot access CentreWare Internet Services.	Check if the machine is switched on.	Switch on the machine.
	Print out the Configuration Report to check if the CentreWare Internet Services port is activated.	Activate the CentreWare Internet Services port.
	Check if the Internet address is correctly entered.	Check the Internet address. If Services cannot be accessed, enter the IP address to make the connection.
	Check if the proxy server is used.	Depending on the proxy server, connections may not be possible. Set your browser so that it will not try to access the machine through a proxy server.
The “please wait” message is displayed.	–	Wait for a while as instructed. If nothing happens, click the [Refresh] button. If this does not help, check that the machine is working correctly.
The [Refresh] button is not working.	Check if you are using the specified OS and browser.	Use the specified OS and browser.
Selecting menu in the left frame does not change the right frame connection.		
The screen display is distorted.	–	Change the window size of the browser.
The latest information is not displayed.	–	Click the [Refresh] button.
Clicking the [Apply] button does not reflect the new settings.	Check if the entered value is correct.	Enter the correct value. If the entry is not valid, it will be changed within the limit automatically.
Clicking the [Apply] button will display messages like “the server has returned ineffective or unrecognizable response” or “no data”.	Check if the user ID and passcode are correct.	Enter the correct user ID and passcode.
		Reboot the machine.
Cannot delete the job.	–	Wait for a while and then click the [Refresh] button.

Scanning Services

This section explains the troubleshooting procedures and restrictions while using the scan function.

Troubleshooting

The possible causes, confirmation methods, and actions are as follows.

Cause	Confirmation Method	Action
Cannot find the scanned documents in the mailbox.	Check that the machine is switched on. All scanned data in the mailboxes will be deleted if the machine is switched off.	Try scanning again.
Cannot run a scan job.	Check that mailboxes are not full of scanned documents. A mailbox has a limited capacity to store scanned documents.	Delete unnecessary documents in mailboxes, and try scanning again.

Restrictions

This section explains the restrictions that apply while using the scan function.

NOTE: For information on the network scan driver and Mailbox Viewer 3, refer to the PCL Print Driver CD-ROM.

Using a network scan driver and Mailbox Viewer 3 simultaneously

A single computer using a network scan driver and Mailbox Viewer 3 simultaneously cannot connect to the machine.

A maximum of 3 computers can retrieve a document from the machine simultaneously using either a network scan driver or Mailbox Viewer 3.

Using TIFF files

TIFF files are compressed using the MMR or MH compression method. Software that supports these compression methods is required to open TIFF files.

Write capacity limit

The maximum write capacity for a single page is 297 x 432 mm. The largest standard size is A3 or 11 x 17 inches.

Number of stored document pages (mailbox)

The maximum number of document pages that can be written to a mailbox in a single write operation is 999 pages. The maximum number also changes in response to the size of the document and resolution.

When retrieving a document from a mailbox

If using a TWAIN compatible application or Mailbox Viewer 3 to import scanned data to your computer, the stored documents will be deleted from the mailbox after they are retrieved. If using CentreWare Internet Services, the stored documents will not be deleted from the mailbox even after they are retrieved.

Internet/Intranet Connection

This section explains the troubleshooting procedures and restrictions while using Internet and intranet connections.

Troubleshooting

The possible problems and actions are as follows.

When you cannot connect to the Internet/intranet

Problem	Action
The IP address is not set correctly.	Check the IP address setting. If the IP address is not set correctly, supply a fixed IP address, or use DHCP or Autonet to assign an IP address.
The IP gateway address is not set correctly.	Enter the correct IP gateway address if connected to a proxy server or a web server through an IP gateway.
The subnet mask is not set correctly.	Enter the correct subnet mask that matches the operating environment.
The network drops out or is disconnected.	Check the network cable connections. A spanning tree environment is recommended to construct a strong environment against network interruptions.
Cannot communicate due to the load on the server application.	Wait a while and try again.
Cannot connect due to proxy server, firewall, or web server access restrictions.	Check if any of the following access restrictions are set. <ul style="list-style-type: none"> • Address (port) restrictions • SSL usage restrictions • User access restrictions (including access privileges) • Content blocking • Scheme restrictions (for example, HTTP disable) • Transfer data size restrictions • Used method restrictions (for example, POST disable) • HTTP header restrictions (for example, specific browsers) • Time restrictions (for example, time-limited access) NOTE: SSL is not supported on the machine.

When you cannot connect to a web server

Problem	Action
The settings are not for using the proxy server.	In a proxy environment, the web server cannot be connected without the proxy server settings. Enter the settings for using the proxy server.
The settings are for using a proxy server in a non-proxy environment.	For environments where connecting via a proxy is not required, such as connecting to an intranet, the settings should not be set for using a proxy server.
The proxy server address is not set correctly.	When setting up a proxy server, the web server cannot be connected if the proxy server address is not set correctly. Enter the correct proxy server address.
The user name and/or password are entered incorrectly when proxy server authentication is set.	Register the user name and password on the machine to grant connection access to the proxy server.

Restrictions

This section explains the restrictions that apply while using Internet or intranet connections.

Internet/Intranet connections

Connection to the Internet or an intranet depends on various settings, including the destination web server, the used server application, proxy server, and firewall types.

When connecting to the Internet or an intranet using server application software, proxy, or firewall supplied by another company, the following conditions are required.

- Windows 2000, Windows XP, Windows Server 2003 or Windows Vista operating system
- Conformance with the following conditions:
 - RFC2616: Hypertext Transfer Protocol HTTP/1.1
(Normal connections, SSL connections, Proxy authentication)
 - RFC2617: HTTP Authentication: Basic and Digest Access Authentication
(Basic authentication support only, others are not supported)
 - RFC2817: Upgrading to TLS Within HTTP/1.1
 - RFC2818: HTTP Over TLS

Xerox Welcome Center

If you need any additional help on using your machine, you can:

- 1) Refer to the User Guide or this System Administration Guide.
- 2) Visit our Customer Web Site at www.xerox.com or contact the Xerox Welcome Center.

Please have your serial number at hand when contacting Xerox.

The Welcome Center will want to know the following information: The nature of the problem, the serial number of the machine, the error code (if any), as well as the name and location of your company. Follow the steps below to look up the serial number of the machine.

1. Open your web browser, and enter the machine's IP address in the [Address] box to access CentreWare Internet Services.
2. Click the [Properties] tab.
3. Click [Description].
Under [Serial Number], the serial number is displayed.

NOTE: The serial number is also located inside of the Left Side Cover. Refer to *Serial Number* on page 7.

Viewing/Editing Support Information

The following explains how to view support information for the machine, including a link for software updates and contacts for technical support. The information on this page, except the software upgrade website, can be edited.

1. Open your web browser, and enter the machine's IP address in the [Address] box to access CentreWare Internet Services.
2. Click the [Support] tab.
3. Follow the steps below to edit the information displayed on the [Support] page.
 - 1) Click the [Change Settings] button.
 - 2) Edit the information.
 - 3) Click [Apply].
 - 4) If prompted, enter the System Administrator user ID and passcode, and click [OK].

NOTE: By default, the System Administrator user ID is "11111" and its passcode is not set.

Software Upgrades

Click this link to access our software upgrade website:

<http://www.xerox.com>

System Administrator

Name

Identifies your System Administrator. To edit this information, enter up to 40 characters.

Phone Number

Displays the telephone number of your System Administrator. To edit this information, enter up to 40 characters.

Location

Identifies the location of your System Administrator. To edit this information, enter up to 40 characters.

Xerox Support

Customer Support Phone Number

Displays the telephone number of the customer support representative. To edit this information, enter up to 20 characters.

Services Phone Number

Displays the telephone number of the service representative. To edit this information, enter up to 40 characters.

Supply Phone Number

Displays the telephone number of the consumable support representative. To edit this information, enter up to 20 characters.

10 Appendix

This chapter provides the system settings menu list, machine specifications, optional accessory list.

The following information is provided in this chapter:

System Settings – page 109

Specifications – page 122

Optional Accessories – page 125

System Settings

This section describes how to enter the System Setting Mode, and configure the System Settings.

NOTE: If you have changed any settings in the System Setting Mode, the machine will automatically reboot to register and enable the new settings. All scanned documents stored in mailboxes will be deleted on the reboot.

Entering the System Setting Mode

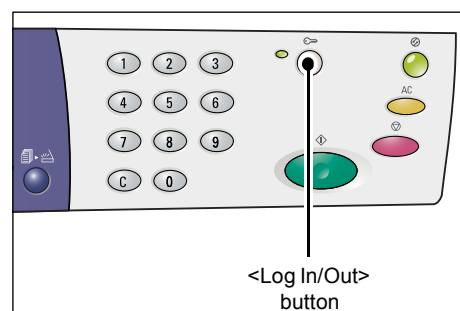
The following describes how to enter the System Setting Mode.

Depending on whether Copy Auditron is enabled or disabled on the machine, the procedure for entering the System Setting Mode differs.

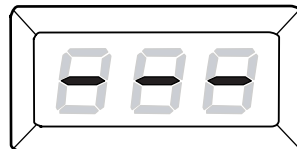
For more information about Copy Auditron, refer to *Accounting and Securities on page 65*.

If Copy Auditron is disabled

1. Hold down the <Log In/Out> button for four seconds.

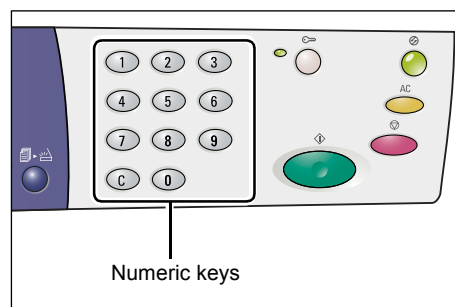


Hyphens appear blinking in the Display.

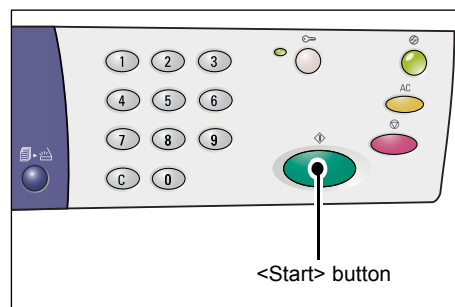


2. Enter the System Administrator's ID using a numeric keypad.

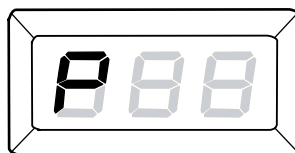
NOTE: The default System Administrator's ID is "11111".



3. Press the <Start> button to confirm the entered ID.



The machine enters the System Setting Mode. The letter [P] appears blinking in the Display.



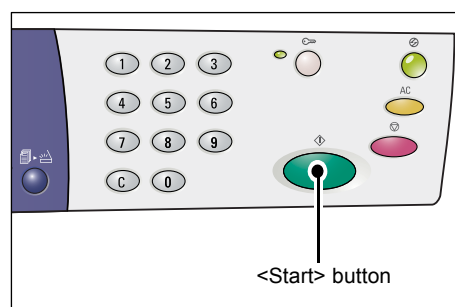
If Copy Auditron is enabled

1. When Copy Auditron is enabled, [Id] appears blinking in the Display. Enter the System Administrator's ID using the numeric keypad.

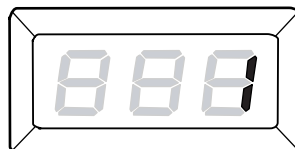


NOTE: The default System Administrator's ID is "11111".

2. Press the <Start> button to confirm the entered ID.

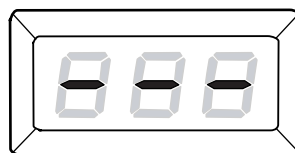


- If the System Administrator's passcode is not set, the machine enters the Copy Mode, and [1] appears in the Display. Proceed to Step 5.

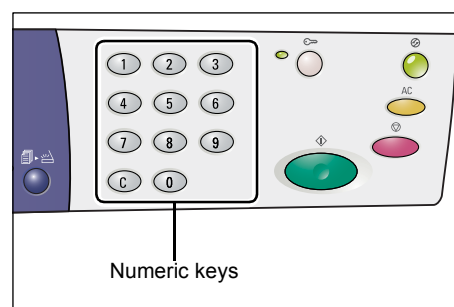


NOTE: By default, the System Administrator's passcode is not set.

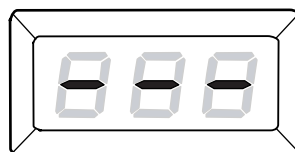
- If the System Administrator's passcode is set, [---] appears in the Display.
Proceed to the next step.



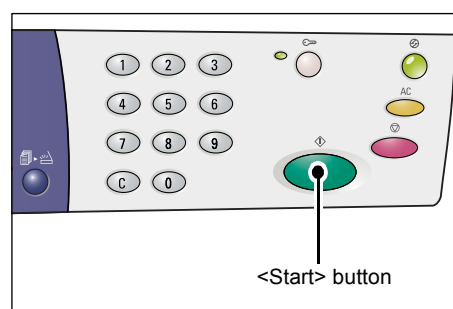
3. Enter the passcode using the numeric keypad.



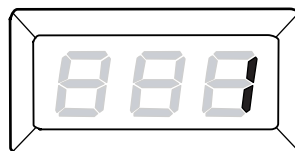
For security reasons, as you enter each digit of the passcode, a hyphen appears in the Display instead of the actual number that you enter.



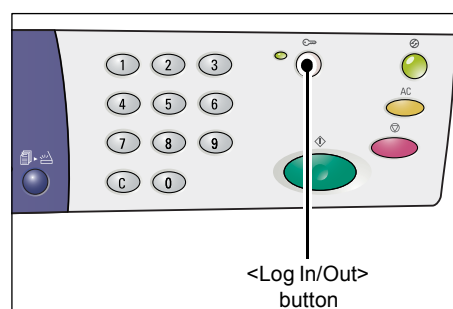
4. Press the <Start> button to confirm the entered passcode.



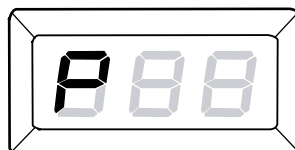
If the entered passcode is correct, the machine enters the Copy Mode, and [1] appears in the Display.



5. Hold down the <Log In/Out> button for four seconds.



The machine enters the System Setting Mode. The letter [P] appears blinking in the Display.



Configuring the System Settings

After the machine enters the System Setting Mode, follow the steps below.

1. Enter a menu number that you wish to configure using the numeric keypad, referring to *System Setting List on page 113*.
2. Press the <Start> button to confirm the entered menu number.

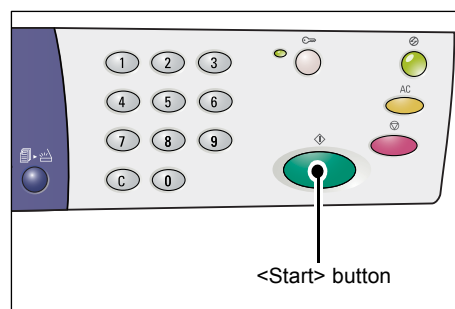
The currently set value of the menu number appears blinking in the Display.

NOTE: If you choose not to change the value, press the <AC> button or the <Start> button. The letter [P] appears blinking in the Display.

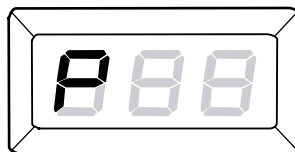
3. Enter a new value using the numeric keypad, referring to *System Setting List on page 113*.

NOTE: When you start entering a new value, the previously set value in the Display will be erased automatically.

4. Press the <Start> button to confirm the entered value.

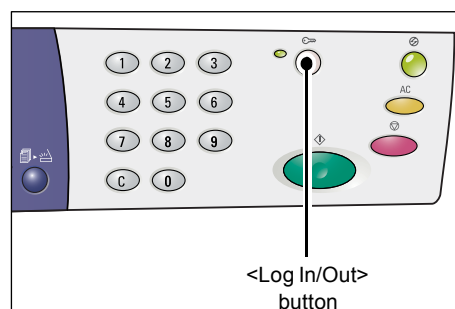


The letter [P] appears blinking in the Display.



5. Press the <Log In/Out> button to log out.

The machine exits the System Setting Mode.



System Setting List

Menu Number	Menu	Description	Value
1	Machine Clock (Year)	Enter the current year with two digits.	00 - 99 (year)
2	Machine Clock (Month)	Enter the current month.	1 - 12 (month)
3	Machine Clock (Day)	Enter the current day.	1 - 31 (day)
4	Machine Clock (Hour)	Enter the current hour.	0 - 23 (hour)
5	Machine Clock (Minute)	Enter the current minute.	0 - 59 (minute)
6	Date Format	Specify the date format. The date format set here is printed on the Configuration Report or is displayed in CentreWare Internet Services. NOTE: The default value depends on the location where you purchased the machine.	1: 20yy/mm/dd 2: mm/dd/20yy 3: dd/mm/20yy
7	Time Format	Specify the time format. The time format set here is printed on the Configuration Report or is displayed in CentreWare Internet Services. NOTE: The default value depends on the location where you purchased the machine.	1: 12-hour format 2: 24-hour format
11	Auto Clear Time	When the machine completes a copy job, it clears features which have been selected for that particular copy job after a specified period of time. Select how long it takes for the machine to clear the selected copy features after a copy job has been completed.	0: Disabled 1: 20 seconds 2: 30 seconds 3: 60 seconds* 4: 90 seconds
12	Transition Time to Low Power Mode	Specify the transition time before the machine enters the Low Power Mode from the last user operation. For more information on the Low Power Mode, refer to the User Guide.	5 - 240 minutes (Default: 5 minutes)
13	Transition Time to Sleep Mode	Specify the transition time before the machine enters the Sleep Mode from the last user operation. For more information on the Sleep Mode, refer to the User Guide.	5 - 240 minutes (Default: 10 minutes) NOTE: You must specify a longer time period for the Sleep Mode than for the Low Power Mode.

Menu Number	Menu	Description	Value
14	<Scan Completed> Auto Clear Time	When the indicator next to the <Scan Completed> button is blinking during a copy or scan job, and if the <Scan Completed> button is not pressed for a specified period of time to indicate the last page of a document, the current copy or scan batch becomes the last in the job.	0: Disabled 1: 20 seconds 2: 30 seconds 3: 60 seconds* 4: 90 seconds
21	Paper Size Table	Specify the paper size table used when the Document Feeder detects standard sizes of documents automatically. NOTE: The default value depends on the location where you purchased the machine. NOTE: Depending on the paper size table the machine is programmed to use, the document sizes that can be detected by the Document Feeder change. Refer to <i>Document Sizes Detectable by the Document Feeder</i> on page 121.	Metric 0: A/B Series (8K/16K) Inches 1: Inch Series (8.5 x 13") 2: Inch Series (8.5 x 13.4") 3: Inch Series
22	Tray Priority for Automatic Paper Selection NOTE: This feature is available only when the machine is fitted with the optional Paper Tray 2.	Specify the tray priority for Automatic Paper Selection if there is more than one tray that is loaded with the same size and same orientation of paper. NOTE: The Bypass Tray is not available.	1: Tray 1* 2: Tray 2
23	Odd Page 2 Sided	For 2-sided printing, specify whether to add a blank page to a document that contains an odd number of pages, so that the document prints as an even number of pages.	0: Off * 1: On

Menu Number	Menu	Description	Value
24	Language	Select the language to be displayed on the Configuration Report.	2: English* 3: French 4: German 5: Italian 6: Spanish 8: Russian 14: Dutch 15: Danish 16: Swedish 17: Finnish 18: Norwegian 19: Brazilian Portuguese 20: Bulgarian 21: Polish 22: Hungarian 23: Romanian 24: Czech 25: Greek 26: Turkish 30: Catalan
51	Drum Cartridge Remaining Life	Shows you the remaining life of the Drum Cartridge in percentages.	0 - 100%
52	Total Counter	Shows the total number of copies and prints made on the machine.	0 - 999,999
53	Machine Serial Number	Shows you the machine serial number.	
101	Ethernet	Select the Ethernet transmission rate.	0: Auto* 1: 10 Mbps Half-Duplex 2: 10 Mbps Full-Duplex 3: 100 Mbps Half-Duplex 4: 100 Mbps Full-Duplex
102	IP Address Obtaining Method	Select the method for obtaining the IP address.	0: STATIC 1: DHCP 2: BOOTP 3: RARP 4: DHCP/Autonet*
103	IP Address (1st block)	Enter a value in the first block of the IP address.	0 - 255
104	IP Address (2nd block)	Enter a value in the second block of the IP address.	0 - 255
105	IP Address (3rd block)	Enter a value in the third block of the IP address.	0 - 255
106	IP Address (4th block)	Enter a value in the fourth block of the IP address.	0 - 255
107	Subnet Mask (1st block)	Enter a value in the first block of the subnet mask.	0 - 255
108	Subnet Mask (2nd block)	Enter a value in the second block of the subnet mask.	0 - 255
109	Subnet Mask (3rd block)	Enter a value in the third block of the subnet mask.	0 - 255

Menu Number	Menu	Description	Value
110	Subnet Mask (4th block)	Enter a value in the fourth block of the subnet mask.	0 - 255
111	Gateway Address (1st block)	Enter a value in the first block of the gateway address.	0 - 255
112	Gateway Address (2nd block)	Enter a value in the second block of the gateway address.	0 - 255
113	Gateway Address (3rd block)	Enter a value in the third block of the gateway address.	0 - 255
114	Gateway Address (4th block)	Enter a value in the fourth block of the gateway address.	0 - 255
115	IP Filtering	Select whether to restrict access to the machine by IP addresses.	0: Off* 1: On
120	USB	Select whether to enable or disable the USB port.	0: Disabled 1: Enabled*
121	SNMP	Select whether to enable or disable the SNMP port.	0: Disabled 1: Enabled*
122	LPD	Select whether to enable or disable the LPD port.	0: Disabled 1: Enabled*
123	Port9100	Select whether to enable or disable the Port9100 port.	0: Disabled 1: Enabled*
124	CentreWare Internet Services	Select whether to enable or disable the CentreWare Internet Services port.	0: Disabled 1: Enabled*
125	WebDAV	Select whether to enable or disable the WebDAV port.	0: Disabled 1: Enabled*
126	SOAP	Select whether to enable or disable the SOAP port.	0: Disabled 1: Enabled*
127	Software Download	Specify whether the machine is to allow or disallow software downloads.	0: Allow* 1: Disallow
130	Banner Sheet	Specify whether to add sorting sheets (banner sheets). This is effective for sorting/classifying differentiate printed sheets from the rest. You can add banner sheets before and/or at the end of the print job. NOTE: Printing banner sheets also increments the print count.	0: Off* 1: Start Page 2: End Page 3: Start Page & End Page
131	Banner Sheet Tray	Specify the tray for banner sheets. NOTE: If [2] (Tray 2) is selected and the machine is not fitted with the optional Paper Tray 2, banner sheets will not print.	1: Tray 1* 2: Tray 2

Menu Number	Menu	Description	Value
132	Print Area	Specify the printable area. Select [1] (Standard) to crop a margin 4.1 mm (0.16 inches) wide along all four edges of the paper. Select [2] (Extended) to crop a margin of 2 mm (0.08 inches) along the edges.	1: Standard* 2: Extended
151	Tray Priority (Copying)	Select the tray priority for a copy job. NOTE: If [2] (Tray 2) is selected and the machine is not fitted with the optional Paper Tray 2, Tray 1 is selected instead.	1: Tray 1* 2: Tray 2 3: Bypass Tray
152	Reduce/Enlarge Ratio	Select the default zoom ratio. NOTE: The selectable values change depending on the setting under Paper Size Table (menu number: 21). NOTE: The value of [1] (Preset) is the one specified under Preset Reduce/Enlarge Zoom Ratio (menu number: 153).	Inches 0: 100%* 1: Preset 2: 50% 3: 78% 4: 129% 5: 200% Metric 0: 100%* 1: Preset 2: 50% 3: 70% 4: 141% 5: 200%
153	Preset Reduce/Enlarge Zoom Ratio	Specify the preset zoom ratio for one of the selections of the <Reduce/Enlarge> button. For information on the <Reduce/Enlarge> button, refer to the User Guide.	50 - 200% (Default: 64%)
154	Document Type	Select the default document type.	1: Text* 2: Text & Photo 3: Photo
155	Density	Select the default density level.	0: Lightest 1: Light 2: Normal* 3: Dark 4: Darkest
156	2-sided (Copying)	Select whether to make 1-sided or 2-sided copies from 1-sided or 2-sided documents for a copy job.	1: 1 → 1* 2: 1 → 2 3: 2 → 2 4: 2 → 1
161	Background Suppression (Copying)	The machine automatically removes the background color of an original document for a copy job. Select whether to suppress the background color.	0: Disabled 1: Enabled*

Menu Number	Menu	Description	Value
162	Sharpness (Copying)	Select the default sharpness level for copy jobs.	0: Least Sharp 1: Less Sharp 2: Normal* 3: Sharp 4: Sharpest
163	Automatic Tray Switching NOTE: This feature is available only when the machine is fitted with the optional Paper Tray 2.	When a tray runs out of paper during a copy job, the machine automatically selects another tray that is loaded with the same size and same orientation of paper. This feature is called Automatic Tray Switching. Select whether to enable or disable the Automatic Tray Switching feature.	0: Disabled 1: Enabled*
164	Automatic Paper Selection	The Document Feeder detects the document size, and automatically selects paper. This feature is called Automatic Paper Selection. Select whether to enable or disable the Automatic Paper Selection feature.	0: Disabled 1: Enabled*
201	Add Original (Scanning)	Select whether to enable or disable the scanning of the next page of a document when running a scan job using the Document Glass.	1: Enabled 2: Disabled*
202	Background Suppression (Scanning)	The machine automatically removes the background color of an original document for a scan job. Select the Background Suppression level.	0: Normal 1: Level 1* 2: Level 2 3: Level 3 4: Level 4
351	Account Mode	Select whether to enable or disable the Account Mode on the machine. NOTE: If [0] (Disabled) is selected, Copy Auditron (menu number: 352) and Print Auditron (menu number: 353) are disabled even if they are set to [1] (Enabled).	0: Disabled* 1: Enabled
352	Copy Auditron	Select whether to enable or disable the Copy Auditron feature, which tracks and counts copies made on the machine per user account. NOTE: To enable this feature, select [1] (Enabled) under Account Mode (menu number: 351).	0: Disabled 1: Enabled*

Menu Number	Menu	Description	Value
353	Print Auditron	Select whether to enable or disable the Print Auditron feature, which tracks and counts prints made on the machine per user account. NOTE: To enable this feature, select [1] (Enabled) under Account Mode (menu number: 351).	0: Disabled 1: Enabled*
398	All Accounts Count Clear	Entering "0" clears the copy and print counts for all user accounts.	
401 to 499	Copy Count for Account Number 1 - 99 NOTE: When entering the menu number, enter 4 plus the account number. For example, for account number 45, enter "445" as the menu number.	Shows the total number of copies made under an account number from 1 to 99.	0 - 99,999
501 to 599	Print Count for Account Number 1 - 99 NOTE: When entering the menu number, enter 5 plus the account number. For example, for account number 45, enter "545" as the menu number.	Shows the total number of prints made under an account number from 1 to 99.	0 - 99,999
600	System Administrator User ID	Specify the System Administrator User ID.	Up to 32 numerical characters (Default: 11111)
601 to 699	User ID for Account Number 1 - 99 NOTE: When entering the menu number, enter 6 plus the account number. For example, for account number 45, enter "645" as the menu number.	Specify the user ID for an account number from 1 to 99, using three digits.	000 - 999 NOTE: Entering "0" clears all registered information for a selected account number, including the user ID, passcode, copy/print job limit, and copy/print count.
700	System Administrator Passcode	Specify the System Administrator passcode.	4 to 12 numerical characters NOTE: By default, the System Administrator's passcode is not set.
701 to 799	Passcode for Account Number 1 - 99 NOTE: When entering the menu number, enter 7 plus the account number. For example, for account number 45, enter "745" as the menu number.	Specify a passcode for an account number from 1 to 99.	4 to 12 numerical characters NOTE: By default, a passcode for the account number 1 - 99 is not set. Entering "0" initializes the passcode to null.

Menu Number	Menu	Description	Value
801 to 899	Copy Job Limit for Account Number 1 - 99 NOTE: When entering the menu number, enter 8 plus the account number. For example, for account number 45, enter "845" as the menu number.	Specify the maximum number of pages allowed to copy on an account number from 1 to 99.	1 - 99,999 (Default: 99,999) NOTE: If you change a copy job limit for a selected user account, the current number of copies made under the user account will be reset to "0".
901 to 999	Print Job Limit for Account Number 1 - 99 NOTE: When entering the menu number, enter 9 plus the account number. For example, for account number 45, enter "945" as the menu number.	Specify the maximum number of pages allowed to print on an account number from 1 to 99.	1 - 99,999 (Default: 99,999) NOTE: If you change a print job limit for a selected user account, the current number of prints made under the user account will be reset to "0".

*: Default setting

Document Sizes Detectable by the Document Feeder

Switch the paper size table as necessary in the System Setting Mode (menu number: 21).

NOTE: When an undetectable size of document is loaded in the Document Feeder, the error code [A2] appears in the display. For more information, refer to *Error Codes on page 78*.

Detectable Document Size	Selected value for Metric/Inch (menu number: 21)			
	Metric	Inches		
	0: A/B Series (8K/16K)	1: Inch Series (8.5 x 13")	2: Inch Series (8.5 x 13.4")	3: Inch Series
A5 SEF	O	O	X	X
A5 LEF	O	X	X	X
5.5 x 8.5" SEF	X	X	O	O
5.5 x 8.5" LEF	X	O	O	O
B5 SEF	O	X	X	X
B5 LEF	O	O	O	O
A4 SEF	O	O	O	O
A4 LEF	O	O	O	O
8.5 x 11" SEF	O	O	O	O
8.5 x 11" LEF	O	O	O	O
8.5 x 13" SEF	X	O	X	X
8.5 x 13.4" SEF	X	X	O	X
8.5 x 14" SEF	X	X	X	O
B4 SEF	O	O	O	O
7.25 x 10.5" LEF	X	O	O	O
16K LEF	O	X	X	X
8K SEF	O	X	X	X
A3 SEF	O	O	X	X
11 x 17" SEF	O	O	O	O
Non-standard paper size	X	X	X	X

O: Available / X: Not available

Specifications

This section lists the main specifications of the machine. Note that the specifications and the appearance of the product may change without prior notice.

Copy Feature Specifications

Type	Console
Copying method	Laser Xerography
Scan resolution	600 x 600 dpi (23.6 x 23.6 dots/mm)
Output resolution	600 x 600 dpi (23.6 x 23.6 dots/mm)
Gradation	256 levels
Warm-up time	27 seconds or less (at 22°C room temperature)
Copy document	The maximum size is 297 x 432 mm (A3, 11 x 17") for both sheets and books
Development method	Dry development (single component)
Document table type	Fixed
Photosensitive type	OPC
Fusing system	Heat roller
Scanning method	Flatbed scanning using CCD image sensor
Copy paper size	<p>[Trays 1 - 2] Maximum: A3 SEF (297 x 420 mm), 11 x 17" SEF (279 x 432 mm) Minimum : A5 SEF (148 x 210 mm)</p> <p>[Bypass Tray] Maximum: A3 SEF (297 x 420 mm), 11 x 17" SEF (279 x 432 mm) Minimum : A5 SEF (148 x 210 mm) Non-standard size: X direction 182 to 432 mm Y direction 140 to 297 mm</p> <p>Image loss width: Leading edge 4 mm or less, trailing edge 4 mm or less, and top/front 4 mm or less.</p>
Copy paper weight	Tray 1 : 60 - 90g/m ² Tray 2 : 60 - 90g/m ² Bypass Tray : 60 - 110g/m ²
First copy output time	7.5 seconds* *: When using A4 LEF or 8.5 x 11" LEF, zoom ratio 100%, Document Glass, Tray 1, and 1-sided.
Magnification	Size-for-Size 1:1±0.7% Preset % Inches 1:0.500, 1:0.640, 1:0.785, 1:1.294, 1:2.000 Metric 1:0.500, 1:0.707, 1:0.820, 1:1.414, 1:2.000 Variable % 1:0.5-1:2.00 (1% increments)

Continuous copy speed NOTE: The speed may be reduced due to image quality adjustment. NOTE: The performance may be reduced depending on the paper type.	WorkCentre 5020/DN <ul style="list-style-type: none"> Tray 1 - 2 : Continuous 1-sided copy/100% zoom ratio B5 LEF, A4 LEF : 20 sheets/minute B5 SEF, A4 SEF : 15 sheets/minute B4 SEF : 10 sheets/minute A3 SEF : 10 sheets/minute Bypass Tray* : Continuous 1-sided copy/100% zoom ratio B5 LEF, A4 LEF : 10 sheets/minute B5 SEF, A4 SEF : 10 sheets/minute B4 SEF : 10 sheets/minute A3 SEF : 10 sheets/minute
Paper feed method/ capacity	<Machines equipped with an optional Paper Tray 2> 250 sheets (Tray 1) + 500 sheets (Tray 2) + 50 sheets (Bypass Tray) Maximum paper feed capacity: 800 sheets NOTE: When using Xerox P paper.
Continuous copy pages	999 pages NOTE: The machine may pause temporarily to perform image stabilization.
Output Tray capacity	Output Tray : Approx. 250 sheets (A4)* *: When using Xerox P paper
Power source	110 - 127 V, 220 - 240 V AC
Power consumption	WorkCentre 5020/DN (110 V) Maximum power consumption: 1320 VA Low Power Mode : 107 W or less Sleep Mode : 20 W or less WorkCentre 5020/DN (220 V) Maximum power consumption: 1320 VA Low Power Mode : 107 W or less Sleep Mode : 20 W or less
Dimensions	Width 595 x Depth 532 x Height 605 mm (with a Document Feeder)
Weight	39.0 kg (86.0 lbs.) NOTE: The weight of toner, paper, and any optional accessories is not included.
Minimum Space Requirements	Width 1370 x Depth 1055 mm (53.94 x 41.54")
Memory capacity	128 MB NOTE: Memory is shared among copy, printer, and scan functions.

Print Feature Specifications

Type	Built-in
Continuous printing speed	Same as the continuous copy speed
Resolution	600 x 600 dpi (23.6 x 23.6 dots/mm)
Page description language	PCL6, PCL5e
Supported protocols	Ethernet: TCP/IP (LPD, Port9100)

Supported operating systems	Microsoft® Windows® 2000 Professional Microsoft® Windows® XP Professional Microsoft® Windows® XP Home Edition Microsoft® Windows® Server® 2003 Standard Edition Microsoft® Windows® Vista™ 64-bit editions of Windows® NOTE: For the latest information on operating systems that are supported by the machine, contact the Xerox Welcome Center.
Interface	Ethernet (100BASE-TX/10BASE-T), USB 2.0
Emulation	PCL

Scan Feature Specifications

Type	Monochrome scanner
Scan size	Maximum : 297 x 432 mm (A3, 11 x 17") Minimum : 128 x 210 mm (A5)
Scan resolution	600 x 600 dpi, 400 x 400 dpi, 300 x 300 dpi, 200 x 200 dpi (23.6 x 23.6, 15.7 x 15.7, 11.8 x 11.8, 7.9 x 7.9 dots/mm)
Supported operating systems	Microsoft® Windows® 2000 Professional Microsoft® Windows® XP Professional Microsoft® Windows® XP Home Edition Microsoft® Windows® Server® 2003 Standard Edition Microsoft® Windows® Vista™ 64-bit editions of Windows® NOTE: For the latest information on operating systems that are supported by the machine, contact the Xerox Welcome Center.
Supported protocols	TCP/IP (CentreWare Internet Services, WebDAV)
Scan gradation	Monochrome binary
Scanning speed	20 sheets/minute (For ITU-T No.1 Chart A4/8.5 x 11" □ 200 dpi) NOTE: The scanning speed varies depending on documents.
Interface	Ethernet (100BASE-TX/10BASE-T)
Output Format	TIFF, PDF* *: Supported only when documents are imported using CentreWare Internet Services.

Document Feeder Specifications

Document feeder type	Duplex Automatic Document Feeder (DADF)
Document size/type	Maximum : 297 x 432 mm (A3 SEF, 11 x 17" SEF) Minimum : 148 x 210 mm (A5 SEF) 52.3 - 128 g/m ²
Capacity	50 sheets* *: When using 80 g/m ² paper.
Original changing speed	20 sheets/minute (A4/8.5 x 11" □ 1-sided)

Printable Area

The area on the paper that can be printed is as follows.

Standard Printable Area

The standard printable area is an area on the paper excluding a 4 mm margins on all four edges of the paper. The actual printable area, however, may vary depending on the printer (plotter) control language.

Extended Printable Area

With the extended printable area setting, the printable area can be extended to 297 x 432 mm at a maximum. The unprintable area, however, may vary depending on the size of paper.

Optional Accessories

The following optional items are available for the WorkCentre 5020/DN. To purchase any of these optional items, contact the Xerox Welcome Center.

Product Name	Description
Paper Tray 2	Adds an additional tray that can be used as Tray 2.
Stand	Elevates and stabilizes the machine for optimum use; the attached casters allow you to easily move the machine.

NOTE: The optional accessories are subject to change without notice. For the latest information, contact the Xerox Welcome Center.

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