

XEROX®

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# User Guide



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### **Products Subject To Ordinary Export Regulations**

An export of this product is strictly limited in accordance with Laws concerning Foreign Exchange and Foreign Trade of Japan and/or the export control regulations of the United States. You must obtain, if you wish to export this product, any appropriate export license from the Japanese Government or its agency and/or re-export approval from the U.S. Government or its agency.

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An export of this product is strictly limited in accordance with Laws concerning Foreign Exchange and Foreign Trade of Japan and/or the export control regulations of the United States. You must obtain, if you know the product is to be used, or was used for development, manufacturing or use of any mass destructive weapons including nuclear weapon, chemical weapon or biological weapon because of a dealing document such as legal contract or information from the importer, any appropriate export license from the Japanese Government or its agency and/or re-export approval from the U.S. Government or its agency.

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# 1 Before Using the Machine

Welcome to the Xerox family of WorkCentre products.

This User 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

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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 local representative telephone number 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

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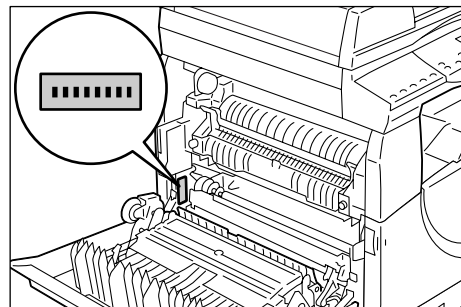
When you call the Xerox Welcome Center, you will need the serial number which is located inside of the Left Side Cover as shown in the diagram.

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 User Guide.

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

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

**Important:** indicates important information that a user should be aware of.

**Note:** indicates additional information on operations or features.

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

[ ]: indicates the values and error codes 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 User Guide.

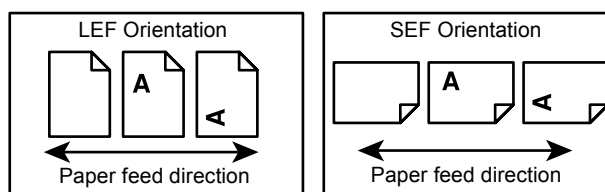
- Orientation is used to mean the direction of images on the page.

- 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 5016, 5020/B, 5020/DB, 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:

- User Guide
- Installation Guide
- Quick Use Guide

**Note** • Please note that diagrams used in this User Guide apply to a fully configured machine and therefore may not exactly represent the configuration being used.



- All the screen shots used in this User Guide are taken on Windows XP.

## Safety Notes

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Read these safety notes carefully before using this product to make sure you operate the equipment safely.

Your Xerox product and recommended supplies have been designed and tested to meet strict safety requirements. These include safety agency approval, and compliance to established environmental standards. Please read the following instructions carefully before operating the product and refer to them as needed to ensure the continued safe operation of your product.

The safety and environment testing and performance of this product have been verified using Xerox materials only.

**WARNING: Any unauthorized alteration, which may include the addition of new functions or connection of external devices, may impact the product certification. Please contact your authorized Service Provider for more information.**

### Warning Markings

All warning instructions marked on or supplied with the product should be followed.



**WARNING** This WARNING alerts users to areas of the product where there is the possibility of personal injury.



**WARNING** This WARNING alerts users to areas of the product where there are heated surfaces, which should not be touched.

### Electrical Supply

This product shall be operated from the type of electrical supply indicated on the product's data plate label. If you are not sure that your electrical supply meets the requirements, please consult your local power company for advice.



**WARNING: This product must be connected to a protective earth circuit.**

This product is supplied with a plug that has a protective earth pin. This plug will fit only into an earthed electrical outlet. This is a safety feature. To avoid risk of electric shock, contact your electrician to replace the electrical outlet if you are unable to insert the plug into it. Never use an earthed adapter plug to connect the product to an electrical outlet that lacks an earth connection terminal.

### Operator Accessible Areas

This equipment has been designed to restrict operator access to safe areas only. Operator access to hazardous areas is restricted with covers or guards, which would require a tool to remove. Never remove these covers or guards.

## Maintenance

Any operator product maintenance procedures will be described in the customer documentation supplied with the product. Do not carry out any maintenance procedures on this product which are not described in the customer documentation.

## Cleaning Your Product

Before cleaning this product, unplug the product from the electrical outlet. Always use materials specified for this product. The use of other materials may result in poor performance and may create a hazardous situation. Do not use aerosol cleaners, they may be explosive and flammable under certain circumstances.

## WARNING - Electrical Safety Information

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- ▷ Only use the power cord supplied with the equipment.
- ▷ Plug the power cord directly into a grounded electrical outlet easily accessible. Do not use an extension cord. If you do not know whether an outlet is grounded, consult a qualified electrician.
- ▷ Improper connection of the equipment-grounding conductor can result in an electric shock.
- ▶ **Do not** place this equipment where people might step on or trip over the power cord.
- ▶ **Do not** override or disable electrical or mechanical interlocks.
- ▶ **Do not** obstruct the ventilation openings.
- ▶ **Never** push objects of any kind into slots or openings on the equipment.
- ▷ If any of the following conditions occur, switch off the power to the machine immediately and disconnect the power cord from the electrical outlet. Call an authorized local service representative to correct the problem.
  - The equipment emits unusual noises or odors.
  - The power cord is damaged or frayed.
  - A wall panel circuit breaker, fuse, or other safety device has been tripped.
  - Liquid has spilled into the equipment.
  - The equipment is exposed to water.
  - Any part of the equipment is damaged.

### Disconnect Device

The power cable is the disconnect device for this equipment. It is attached to the back of the machine as a plug-in device. To remove all electrical power from the equipment, disconnect the power cable from the electrical outlet.

## Laser Safety Information

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**CAUTION: Use of controls, adjustments or performance of procedures other than those specified herein may result in hazardous light exposure.**

With specific regard to laser safety, the equipment complies with performance standards for laser products set by government, national and international agencies as a Class 1 laser product. It does not emit hazardous light, as the beam is totally enclosed during all phases of customer operation and maintenance.

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## Operational Safety Information

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To ensure the continued safe operation of your Xerox equipment, follow these safety guidelines at all times.

### Do These:

- Always connect equipment to a correctly grounded power outlet. If in doubt, have the outlet checked by a qualified electrician.
- This equipment must be connected to a protective earth circuit.  
This equipment is supplied with a plug that has a protective earth pin. This plug will fit only into an earthed electrical outlet. This is a safety feature. To avoid risk of electric shock, contact your electrician to replace the electrical outlet if you are unable to insert the plug into it. Never use a plug that lacks an earth connection terminal to connect the product to an electrical outlet.
- Always follow all warnings and instructions that are marked on or supplied with the equipment.
- Always locate the equipment in an area that has adequate ventilation, and space for servicing. See installation instructions for minimum dimensions.
- Always use materials and supplies specifically designed for your Xerox equipment. Use of unsuitable materials may result in poor performance.
- Always unplug this equipment from the electrical outlet before cleaning.

### Do Not Do These:

- Never use a plug that lacks an earth connection terminal to connect the product to an electrical outlet.
- Never attempt any maintenance procedures that are not specifically described in the customer documentation.
- This equipment should not be placed in a built-in unit unless proper ventilation is provided. Please contact your authorized local dealer for further information.
- Never remove covers or guards that are fastened with screws. There are no operator serviceable areas within these covers.
- Never locate the equipment near a radiator or any other heat source.
- Never push objects of any kind into the ventilation openings.
- Never override or “cheat” any of the electrical or mechanical interlock devices.
- Never operate the equipment if you notice unusual noises or odors. Disconnect the power cord from the electrical outlet and contact your local Xerox Service Representative or Service Provider immediately.

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## Maintenance Information

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Do not attempt any maintenance procedures that are not specifically described in the customer documentation supplied with your machine.

- Do not use aerosol cleaners. The use of cleaners that are not approved may cause poor performance of the equipment, and could create a dangerous condition.
- Use supplies and cleaning materials only as directed in the customer documentation. Keep all these materials out of the reach of children.

- Do not remove covers or guards that are fastened with screws. There are no parts behind these covers that you can maintain or service.
- Do not perform any maintenance procedures unless you have been trained to do them by an authorized local dealer or unless a procedure is specifically described in the user manuals.

## Ozone Information

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This product produces ozone during normal operation. The ozone produced is heavier than air and is dependent on copy volume. Install the system in a well-ventilated room.

If you need additional information about ozone, please request the Xerox publication Facts About Ozone (part number 610P64653) by calling 1-800-828-6571 in the United States and Canada. In other markets, please contact your local Xerox representative.

## For Consumables

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- Store all consumables in accordance with the instructions given on its package or container.
- Use a broom or a wet cloth to wipe off spilled toner. Never use a vacuum cleaner for the spills.
- 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.

## Radio Frequency Emissions (Class A digital device)

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### European Union

**WARNING: In order to allow this equipment to operate in close proximity to Industrial, Scientific and Medical (ISM) equipment, the external radiation from ISM equipment may have to be limited or special mitigation measures taken.**

Changes or modifications to this equipment not specifically approved by the Xerox Corporation may void the user's authority to operate this equipment.

**WARNING: This is a Class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.**

## USA

**NOTE:** This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

Changes or modifications to this equipment not specifically approved by the Xerox Corporation may void the user's authority to operate this equipment.

## Product Safety Certification

This product is certified by the following Agency using the Safety standards listed.

<u>Agency</u>	<u>Standard</u>
TUV Rheinland	UL60950-1 1st (2003) (USA/Canada)
CQC	IEC60950-1 Edition 1 (2001)

This product was manufactured under a registered ISO9001 Quality system.

## Regulatory Information

### Certifications in Europe (CE)

The CE mark applied to this product, symbolizes XEROX's declaration of conformity with the following applicable European Union Directives, as of the dates indicated:

December 12, 2006: Council Directive 2006/95/EC as amended. Approximation of the laws of the member states related to low voltage equipment.

December 15, 2004: Council Directive 2004/108/EC as amended. Approximation of the laws of the member states related to electromagnetic compatibility.

March 9, 1999 Council Directive 99/5/EC, on radio equipment and telecommunications terminal equipment and the mutual recognition of the conformity.

A full declaration of conformity, defining the relevant directives and referenced standards, can be obtained from your XEROX Limited representative.

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## Environmental Compliance

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### USA

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#### ENERGY STAR



As an ENERGY STAR® partner, Xerox Corporation has determined that the basic configuration of this product meets the ENERGY STAR guidelines for energy efficiency.

The ENERGY STAR and ENERGY STAR MARK are registered United States trademarks.

The ENERGY STAR Imaging Equipment Program is a team effort between U.S., European Union and Japanese governments and the imaging equipment industry to promote energy-efficient copiers, printers, fax, and multifunction machine. Reducing product energy consumption helps combat smog, acid rain and long-term changes to the climate by decreasing the emissions that result from generating electricity.

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## Illegal Copies

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Copying certain documents may be illegal in your country. Penalties of fine or imprisonment may be imposed on those found guilty of making such reproductions.

- Currency notes
- Bank notes and cheques
- Bank and government bonds and securities
- Passports and identification cards
- Copyright material or trademarks without the consent of the owner
- Postage stamps and other negotiable instruments

This list is not inclusive and no liability is assumed for either its completeness or accuracy. In case of doubt, contact your legal counsel.

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## Battery Recycling and Disposal

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Dispose of all batteries in accordance with local legislation.

For recovery of scarce resources, Xerox reuses the rechargeable batteries used in this product after the product is returned. Those batteries can be reused to make recycle materials and energy recovery.

## Product Recycling and Disposal

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### All Countries, North America - USA/Canada

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Xerox operates a worldwide equipment takeback and reuse/recycle program. Contact your Xerox sales representative at (1-800-ASK-XEROX) to determine whether this Xerox product is part of the program. For more information about Xerox environmental programs, visit [www.xerox.com/environment](http://www.xerox.com/environment).

If you are managing the disposal of your Xerox product, please note that the product contains lamp(s) with mercury, and may contain lead, Perchlorate and other materials whose disposal may be regulated due to environmental considerations. The presence of these materials is fully consistent with global regulations applicable at the time that the product was placed on the market. For recycling and disposal information, contact your local authorities. In the United States, you may also refer to the Electronic Industries Alliance web site:

[www.eiae.org](http://www.eiae.org) <<http://www.eiae.org>>.

Perchlorate Material - This product may contain one or more Perchlorate-containing devices, such as batteries. Special handling may apply, please see:

[www.dtsc.ca.gov/hazardouswaste/perchlorate](http://www.dtsc.ca.gov/hazardouswaste/perchlorate).

### European Union

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#### WEEE Domestic/Household



Application of this symbol on your equipment is confirmation that you should not dispose of the equipment in the normal household waste stream. In accordance with European legislation, end of life electrical and electronic equipment subject to disposal must be segregated from household waste.

Private households within EU member states may return used electrical and electronic equipment to designated collection facilities free of charge. Please contact your local disposal authority for information.

In some member states, when you purchase new equipment, your local retailer may be required to take back your old equipment free of charge. Please ask your retailer for information.

Prior to disposal, please contact your local dealer or Xerox representative for end of life takeback information.

#### WEEE Professional/Business



Application of this symbol on your equipment is confirmation that you must dispose of this equipment in compliance with agreed national procedures. In accordance with European legislation, end of life electrical and electronic equipment subject to disposal must be managed within agreed procedures.

Private households within EU member states may return used electrical and electronic equipment to designated collection facilities free of charge. Please contact your local disposal authority for information.

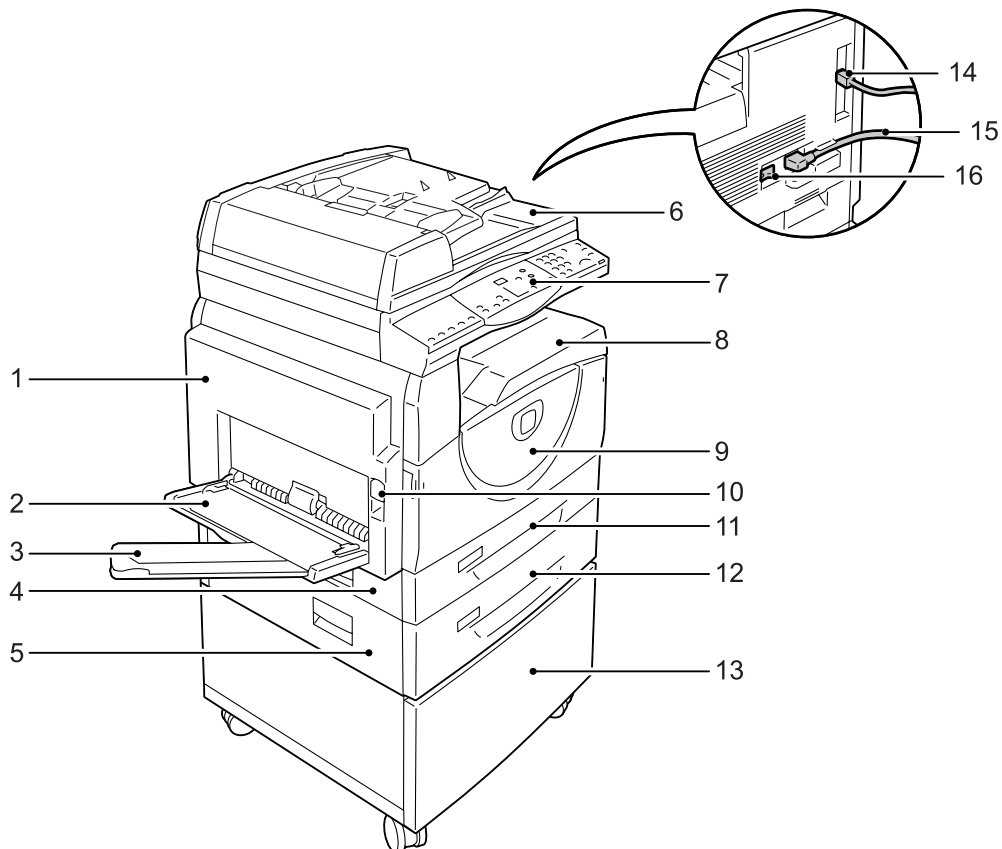
## 2 Product Overview

This chapter describes each component of the machine, explains how to switch the machine on and off, and provides information on the use of recycled paper.

### Machine Components

This section describes machine components and their functions.

#### Front View

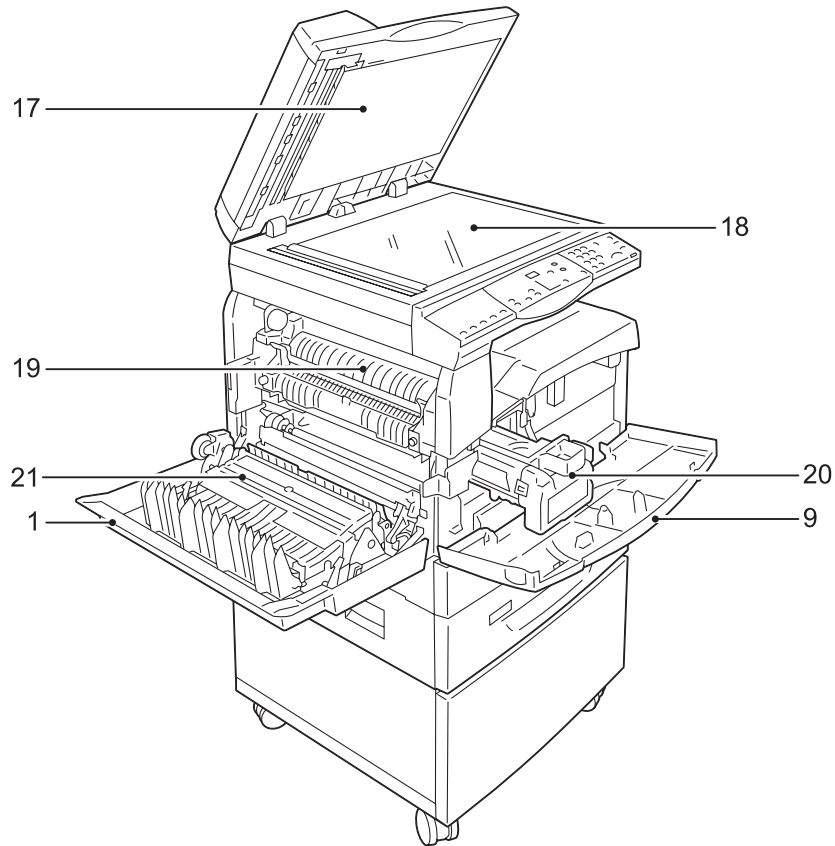


No.	Component	Function
1	Left Side Cover	Open this cover when a paper jam occurs in the machine and when replacing consumables. For information on how to clear paper jams, refer to "Paper Jams" (P.102). For information on how to replace consumables, refer to "Replacing Consumables" (P.110).



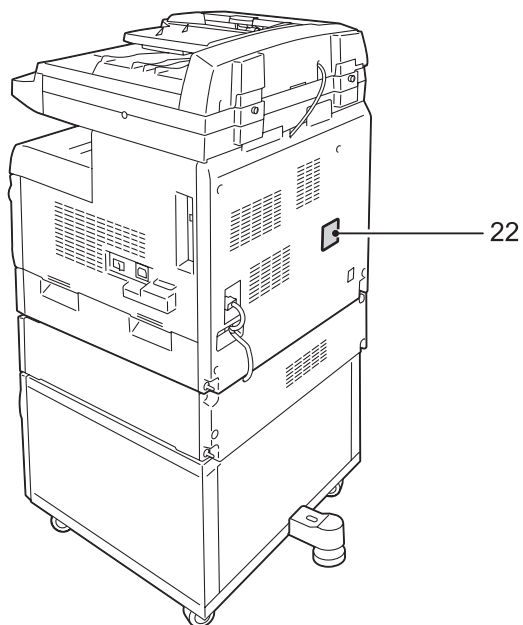
No.	Component	Function
2	Bypass Tray	Load standard size paper and non-standard size paper. It holds special media such as thick stock paper or other special media that cannot be loaded in Tray 1 or Tray 2. For more information on the supported paper types and capacity of the Bypass Tray, refer to "Supported Paper Sizes and Types" (P.40).
3	Extension Flap	Supports paper that is loaded in the Bypass Tray. Slide out this flap before loading paper in the Bypass Tray.
4	Access Cover 1	Open this cover to remove paper jams in and around Tray 1 and Tray 2. For more information on how to clear paper jams, refer to "Paper Jams" (P.102).
5	Access Cover 2	Open this cover to remove paper jams in and around Tray 2. <b>Note</b> • The Access Cover 2 is a part of the optional Paper Tray 2. For more information on how to clear paper jams, refer to "Paper Jams" (P.102).
6	Document Feeder	Automatically feeds documents that are loaded to be scanned for a copy or a scan job. <b>Note</b> • The Document Feeder may not be fitted depending on the machine model in use.
7	Control Panel	Consists of the Display, the Machine Diagram (mimic), buttons and indicators. For more information on the Control Panel, refer to "Control Panel" (P.20).
8	Output Tray	Copies and prints are delivered here, face down.
9	Front Cover	Open this cover to replace the Drum Cartridge and to add toner.
10	Left Side Cover Latch	Pull up this latch to open the Left Side Cover.
11	Tray 1	Load standard size paper. It holds up to 250 sheets of plain paper. For more information on supported paper types and tray capacity, refer to "Supported Paper Sizes and Types" (P.40).
12	Paper Tray 2 (optional)	Adds an additional tray that can be used as Tray 2. Load standard size paper. It holds up to 500 sheets of plain paper. <b>Note</b> • Paper Tray 2 is an optional accessory. For more information on supported paper types and tray capacity, refer to "Supported Paper Sizes and Types" (P.40).
13	Stand (optional)	Elevates and stabilizes the machine for optimum use. The attached casters allow you to move the machine easily. <b>Note</b> • The stand is an optional accessory.
14	USB Interface Connector	Connects the USB cable to the machine.
15	Power Cord Connector	Connects the power cord to the machine.
16	Power Switch	Switches the power to the machine on and off.

## Inside View



No.	Component	Function
17	Document Cover	Close this cover when scanning a document on the Document Glass.
18	Document Glass	Place a document here, face down.
19	Fuser Unit	Fuses toner onto the paper by applying heat and pressure. Do not touch this unit. It may become extremely hot.
20	Drum Cartridge	Contains toner and photoconductor used to transfer the toner.
21	Duplex Module	Copies and prints on both sides of paper. <b>Note</b> <ul style="list-style-type: none"> <li>The Duplex Module may not be fitted depending on the machine model in use.</li> </ul>

## Rear View



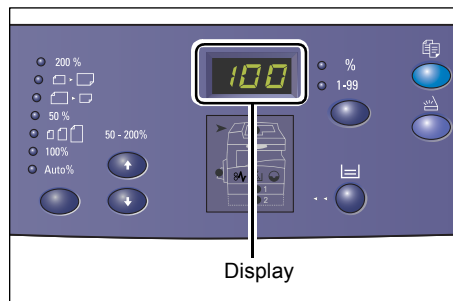
No.	Component	Function
22	Data Label	Contains the machine information.

## Control Panel

This section describes Control Panel components and their functions.

### Display

Displays the copy quantity, zoom ratio, error code, machine status, or numerical values.

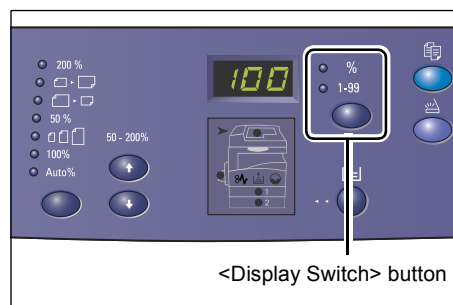


### <Display Switch> button/indicators

Press this button to switch the Display between the copy quantity and the zoom ratio. The indicator lights up to show which is currently being displayed.

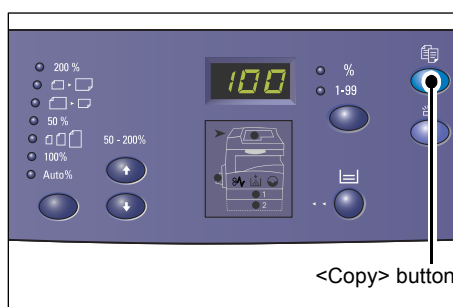
When the machine is in the Paper Setting Mode, press this button to scroll through paper sizes.

- Note**
- To enter the Paper Setting Mode, hold down the <Paper Supply> button for four seconds. For information on the <Paper Supply> button, refer to "<Paper Supply> button" (P.23).



### <Copy> button

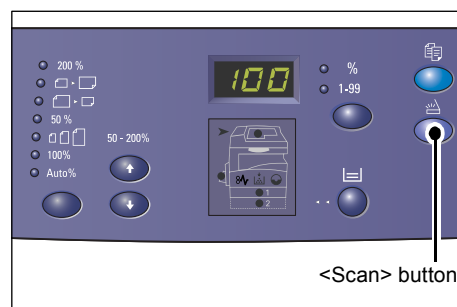
Press this button to switch the machine to the Copy Mode. The button lights up when the machine is ready to process a copy job.



## <Scan> button

Press this button to switch the machine to the Scan Mode. The button lights up when the machine is ready to process a scan job.

When the machine enters the Scan Mode, [Scn] appears in the Display.



## Numeric Keypad

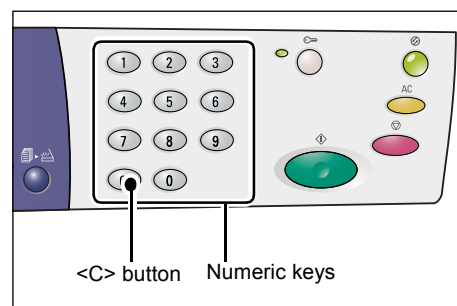
### Numeric keys

Use the numeric keys to enter the copy quantity, password, and other numerical values.

### <C (clear)> button

Press this button to clear a wrongly entered numerical value.

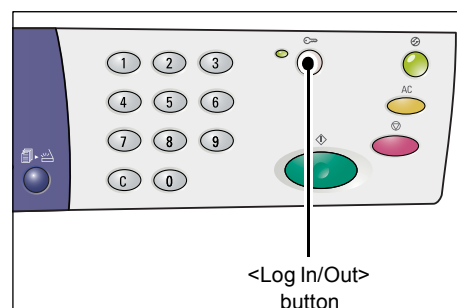
**Note** • In this manual, this button is indicated as the <C> button.



## <Log In/Out> button

Hold down this button for four seconds to enter the System Setting Mode, which allows you to configure the system settings.

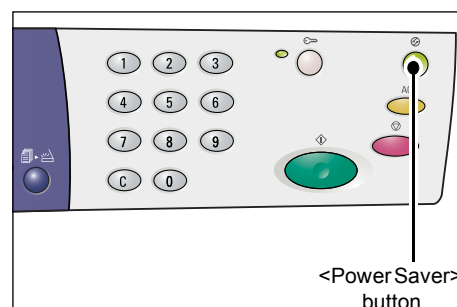
**Note** • When the machine is in the Single Account Mode or the Multiple Account Mode, you must first log in to the machine before holding down this button to enter the System Setting Mode. For more information on how to log in to the machine, refer to "Single Account Mode" (P.68) and "Multiple Account Mode" (P.69). For more information on system settings, refer to "System Settings" (P.123).



## <Power Saver> button

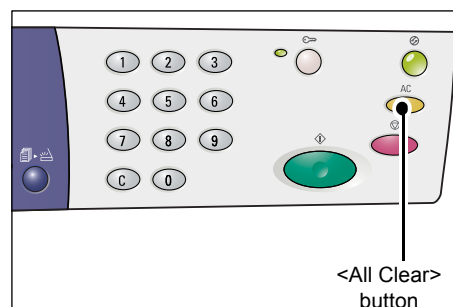
To minimize power consumption, the Power Saver feature is automatically activated during periods of machine inactivity.

For more information on the Power Saver feature, refer to "Power Saver" (P.32).



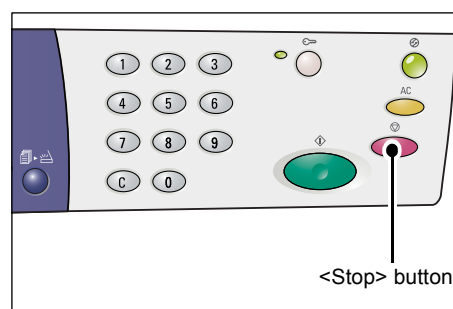
## <All Clear> button

Press this button to clear the previously selected features, and to restore the default values of the features.



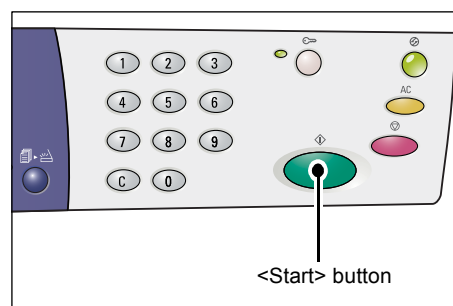
## <Stop> button

Press this button to cancel a job.



## <Start> button

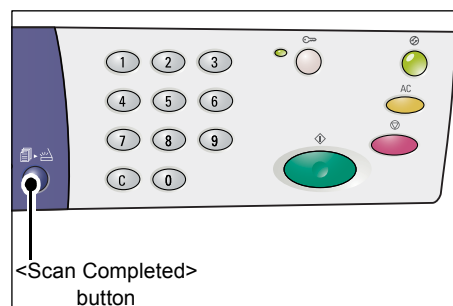
Press this button to start a copy or scan job, and to confirm the specified values.



## <Scan Completed> button

This button is selectable when using the Document Glass with certain copy features, such as Collate, 2-sided, and N-up.

The indicator next to the <Scan Completed> button blinks after the first document is scanned. The machine allows you to scan the next document while this button is blinking. After scanning the last document, press this button.



## <Paper Supply> button

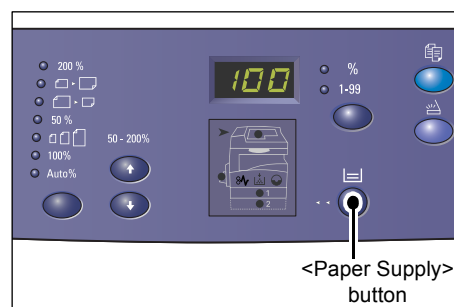
The <Paper Supply> button has the following two functions.

### Selecting a tray

Press this button to select a tray for a copy job. The Machine Diagram (mimic) shows you which tray is currently selected. Press this button repeatedly until the desired tray is lit on the Machine Diagram (mimic).

Changeover sequence:

Tray 1 & Tray 2 (Automatic Paper Selection), Tray 1, Tray 2, Bypass Tray



### Tray 1 & Tray 2 (Automatic Paper Selection)

The machine automatically selects paper that is loaded in either Tray 1 or Tray 2.

- Note**
- This option is only available when using the Document Feeder for the machines that are fitted with the optional Paper Tray 2.
  - If the Automatic Paper Selection (menu number: 7) is enabled in the system settings, this option is automatically selected when a document is loaded in the Document Feeder. For information on the system settings, refer to "System Settings" (P.123).

### Tray 1

Uses paper that is loaded in Tray 1.

### Tray 2

Uses paper that is loaded in Tray 2.

- Note**
- This option is only available when Paper Tray 2 (optional) is fitted on the machine.

### Bypass Tray

Uses paper that is loaded in the Bypass Tray.

## Entering the Paper Setting Mode

Hold down this button for four seconds to enter the Paper Setting Mode. After loading paper in any trays, you must enter the Paper Setting Mode to specify the size and orientation of the paper.

Once the machine enters the Paper Setting Mode, press the <Display Switch> button to scroll through paper sizes.

Changeover sequence is shown below. It shows what appears in the Display followed by an actual size of paper in parentheses.

Changeover sequence:

inch: 11L (8.5 x 11" LEF), 11 (8.5 x 11" SEF), 134 (8.5 x 13.4" SEF), A3 (A3 SEF), A4L (A4 LEF), A4 (A4 SEF), b4 (B4 SEF), b5L (B5 LEF), b5 (B5 SEF), 55 (5.5 x 8.5" SEF), A5 (A5 SEF), 17 (11x 17" SEF), 14 (8.5 x 14" SEF), 13 (8.5 x 13" SEF)

mm: A4L (A4 LEF), A4 (A4 SEF), b4 (B4 SEF), b5L (B5 LEF), b5 (B5 SEF), C8 (8K SEF), 16L (16K LEF), 16S (16K SEF), A5 (A5 SEF), 17 (11 x 17" SEF), 14 (8.5 x 14" SEF), 13 (8.5 x 13" SEF), 11L (8.5 x 11" LEF), 11 (8.5 x 11" SEF), 55 (5.5 x 8.5" SEF), A3 (A3 SEF)

- Note**
- You can switch the measuring unit between metric and inches when the machine is in the System Setting Mode (menu number: 15). For more information, refer to "System Settings" (P.123).

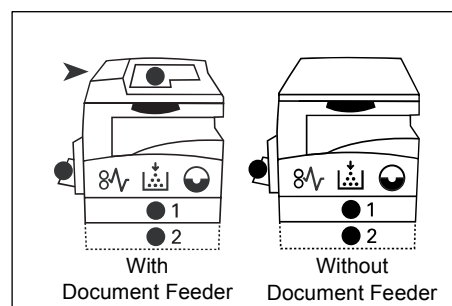
For more information on how to specify the size and orientation of paper that is loaded in the tray, refer to "Specifying the Size and Orientation of Paper Loaded in the Trays" (P.49).

## Machine Diagram (mimic)

The Machine Diagram (mimic) consists of indicators.

The indicators flash or light up to display the machine status.

For more information on the Machine Diagram (mimic), refer to "Machine Diagram (mimic)" (P.90).



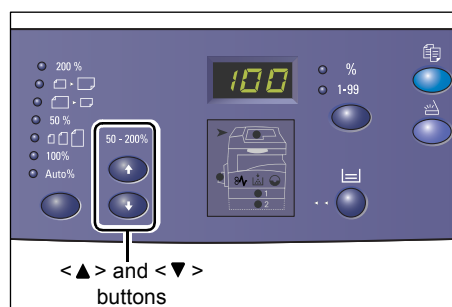
## Copy Features

### <Variable Ratio> button

Press the <▲> and <▼> buttons to specify the zoom ratio within the range of 50 to 200% in 1% increments.

The currently selected zoom ratio appears in the Display.

- Note**
- Pressing these buttons automatically switches the Display to show the zoom ratio.

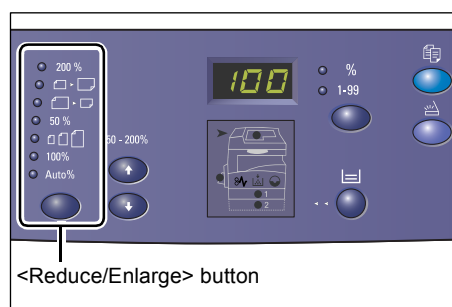


### <Reduce/Enlarge> button

Press this button to select the zoom ratio.

The currently selected zoom ratio appears in the Display.

- Note**
- Pressing this button automatically switches the Displays to show the zoom ratio.
  - The measuring unit can be switched between metric and inches when the machine is in the System Setting Mode (menu number: 15). The following options change depending on the selected measuring unit. For more information on the system settings, refer to "System Settings" (P.123).



### When the measuring unit is in inches

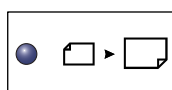


**200%**

Enlarges a document by 200%.

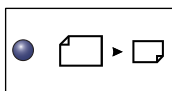
5.5 x 8.5" → 11 x 17"



**129%**

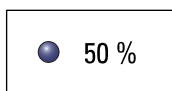
Enlarges a document by 129.4%.

5.5 x 8.5" → 8.5 x 11", 8.5 x 11" → 11 x 17"

**78%**

Reduces a document by 78.5%.

8.5 x 14" → 8.5 x 11"

**50%**

Reduces a document by 50%.

11 x 17" → 5.5 x 8.5"

**Preset**

Enlarges or reduces a document by any zoom ratio that has been preset.

**Note**

- You can specify the preset zoom ratio when the machine is in the System Setting Mode (menu number: 8). For more information, refer to "System Settings" (P.123).
- The default preset zoom ratio is 64%.

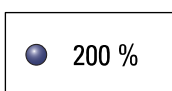
**100%**

Makes copies of an original document at the same size.

**Auto%**

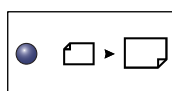
The machine automatically selects the zoom ratio based on the original document size and the paper size in the selected tray.

**Note**• This option is selectable only when using the Document Feeder.

**When the measuring unit is in metric****200%**

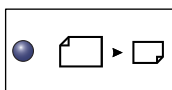
Enlarges a document by 200%.

A5 → A3

**141%**

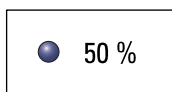
Enlarges a document by 141.4%.

A5 → A4, A4 → A3, B5 → B4

**70%**

Reduces a document by 70.7%.

A3 → A4, A4 → A5, B4 → B5

**50%**

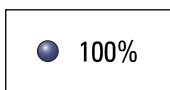
Reduces a document by 50%.

A3 → A5

**Preset**

Enlarges or reduces a document by any zoom ratio that has been preset.

- Note**
- You can specify the preset zoom ratio when the machine is in the System Setting Mode (menu number: 8). For more information, refer to "System Settings" (P.123).
  - The default preset zoom ratio is 82%.

**100%**

Makes copies of an original document at the same size.

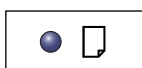
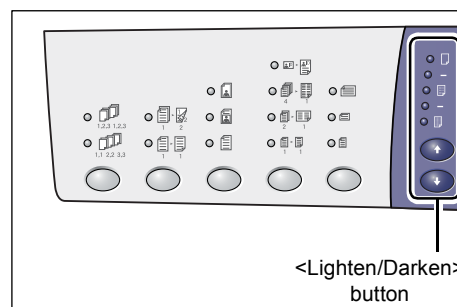
**Auto%**

The machine automatically selects the zoom ratio based on the original document size and the paper size in the selected tray.

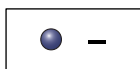
**Note** This option is selectable only when using the Document Feeder.

**<Lighten/Darken> button**

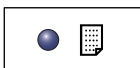
Press the <▲> or <▼> button to select the density of the output copies.

**Lightest**

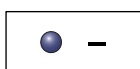
The density of the output copies decreases to the lightest level.

**Light**

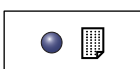
The density decreases on the output copies.

**Normal**

The density of the output copies stays the same as the original documents.

**Dark**

The density increases on the output copies.

**Darkest**

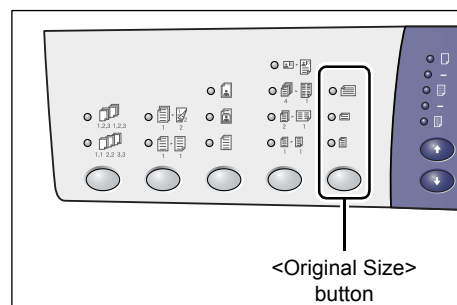
The density of the output copies increases to the darkest level.

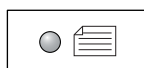
**<Original Size> button**

When selecting the N-up feature, press this button to select the original document size.

For more information on the N-up feature, refer to "4-up/2-up Copies (Copying Multiple Pages onto a Single Sheet)" (P.57).

- Important**
- This button is selectable only when using the Document Glass with the N-up feature. The button is not selectable when using the Document Feeder as the size of the original document is automatically detected.
  - The measuring unit can be switched between metric and inches when the machine is in the System Setting Mode (menu number: 15). The following three options change depending on the selected measuring unit.



**When the measuring unit is in inches****11 x 17" SEF, 8.5 x 13" SEF, 8.5 x 14" SEF**

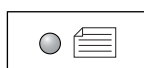
Select this option if the size and orientation of an original document is 11 x 17" SEF, 8.5 x 13" SEF, 8.5 x 14" SEF when using the N-up feature.

**8.5 x 11" SEF**

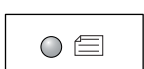
Select this option if the size and orientation of an original document is 8.5 x 11" SEF.

**8.5 x 11" LEF**

Select this option if the size and orientation of an original document is 8.5 x 11" LEF.

**When the measuring unit is in metric****A3 SEF, B4 SEF**

Select this option if the size and orientation of an original document is A3 SEF, B4 SEF.

**A4 SEF, B5 SEF**

Select this option if the size and orientation of an original document is A4 SEF or B5 SEF.

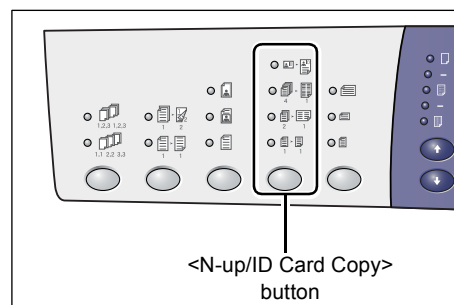
**A4 LEF, B5 LEF**

Select this option if the size and orientation of an original document is A4 LEF or B5 LEF.

**<N-up/ID Card Copy> button**

Press this button to select the N-up feature or ID Card Copy feature.

- Note**
- When the N-up feature is selected, the zoom ratio is fixed, and it cannot be changed manually.

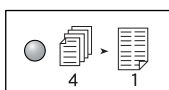


<N-up/ID Card Copy>  
button

**ID Card Copy**

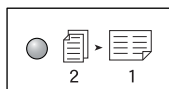
Copies an ID card-shaped document onto one side of a single sheet.

For more information on the ID Card Copy feature, refer to "ID Card Copies (Copying an ID Card-shaped Document onto a Sheet)" (P.63).

**4-up**

Copies four pages of the original documents onto one side of a single sheet.

For more information on the N-up feature, refer to "4-up/2-up Copies (Copying Multiple Pages onto a Single Sheet)" (P.57).

**2-up**

Copies two pages of the original documents onto one side of a single sheet.

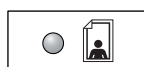
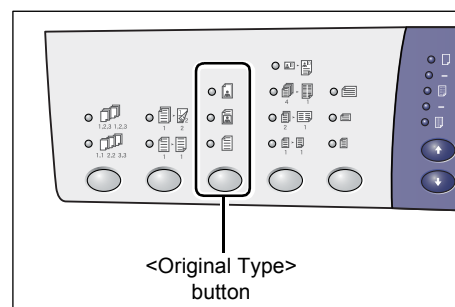
For more information on the N-up feature, refer to "4-up/2-up Copies (Copying Multiple Pages onto a Single Sheet)" (P.57).

**Off**

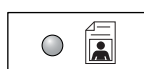
Disables the N-up and ID Card Copy features.

**<Original Type> button**

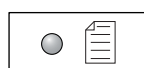
Press this button to select the original document type.

**Photo**

Suitable for copying documents that contain only photo images.

**Text & Photo**

Suitable for copying documents that contain both text and photo images.

**Text**

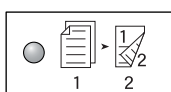
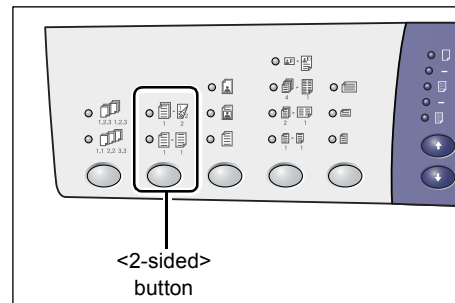
Suitable for copying documents that contain only text.

**<2-sided> button**

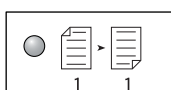
Press this button to select whether to copy on one side or both sides of the sheet.

**Note**

- 2-sided feature is only available if the Duplex Module is installed on the machine.

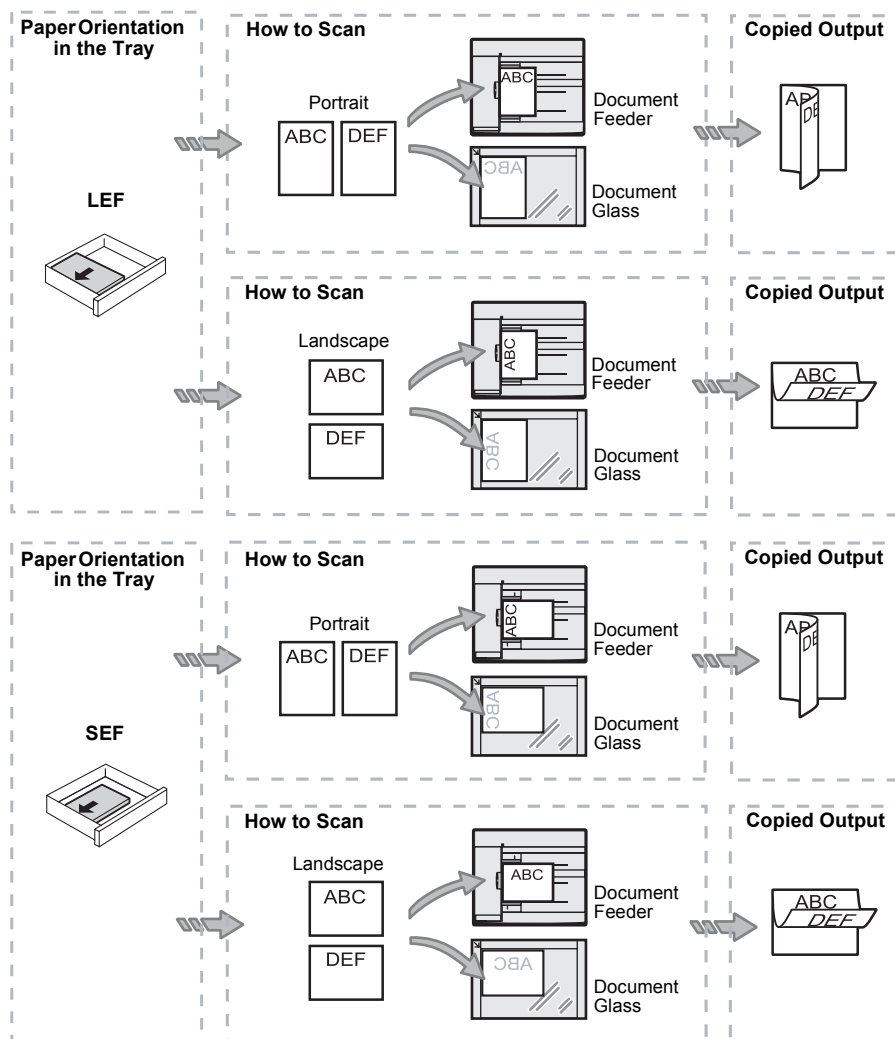
**2-sided**

Makes 2-sided copies (making copies on both sides of the sheet).

**1-sided**

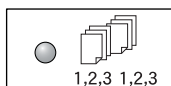
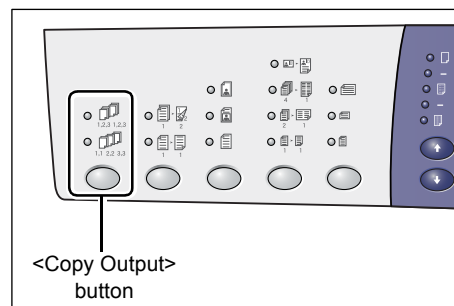
Makes 1-sided copies (making copies on one side of the sheet).

The following chart shows how to load the original document on the Document Glass or in the Document Feeder when making 2-sided copies.



## <Copy Output> button

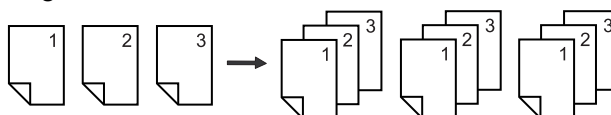
Press this button to select whether or not to collate the output copies.



### Collate

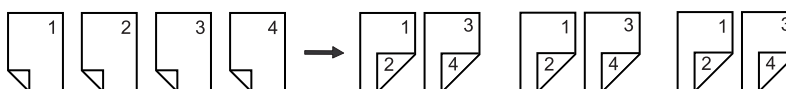
- When 1-sided is selected

Delivers the specified number of copy sets in the same order as the original documents.

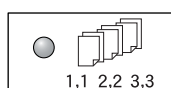


- When 2-sided is selected

Delivers the specified number of copy sets in the same order as the original documents, and copies are made on both sides of the sheets.



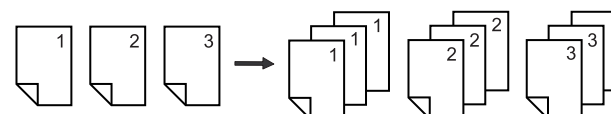
**Note** • 2-sided feature is only available if the Duplex Module is installed on the machine.



### Uncollate

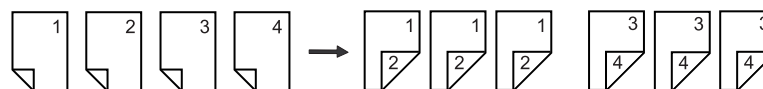
- When 1-sided is selected

Delivers the copies in stacks based on the number of copies for each set.



- When 2-sided is selected

Delivers the copies in stacks based on the number of copies for each set, and copies are made on both sides of the sheets.



**Note** • 2-sided feature is only available if the Duplex Module is installed on the machine.

## Switching On / Off

This section describes how to switch the machine on and off, and explains the Power Saver feature.

The machine is ready within 27 seconds after the machine is switched on. The time required for the machine to warm up may vary, depending on the machine configuration and the machine environment.

The machine automatically enables the Power Saver feature during inactivity to minimize power consumption. It is recommended to switch off the machine at the end of the day or when it is not in use for a long period of time.

**Important** • Switching off the machine may cause loss of data currently being processed.

For information on the Power Saver feature, refer to "Power Saver" (P.32)

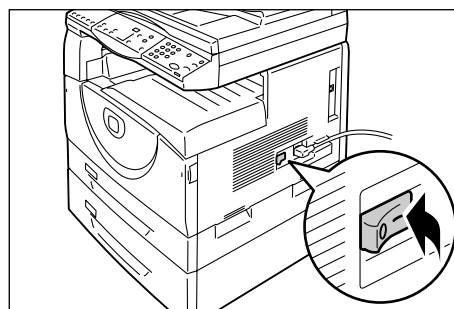
### Switching On

The following procedure describes how to switch on the power to the machine.

1. Press the Power Switch to the [—] position.

**Note**

- [1] appears in the Display when the machine is ready.
- If you attempt to run a job during warm-up, the job will be processed once the machine is ready.



### Switching Off

The following procedure describes how to switch off the power to the machine.

**Important** • Switching off the machine may cause loss of data currently being processed.

1. Before switching off the machine, make sure that all jobs have been processed completely.

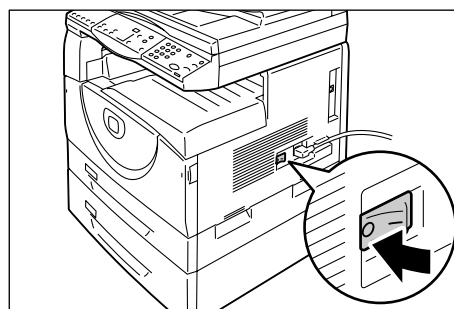
**Important** • Never switch off the machine in the following instances:

- While data is being received
- While jobs are being printed
- While jobs are being copied
- While jobs are being scanned

2. Press the Power Switch to the [O] position.

**Important**

- After pressing the Power Switch to the [O] position, wait for a few seconds before removing the power cord from the power outlet until the machine powers off completely.
- After switching off the machine, wait for a few seconds before switching the machine back on again.



## Power Saver

The machine has a power-efficient feature called Power Saver to minimize power consumption during inactivity. When the machine is inactive for a specified period of time, it activates the Power Saver feature.

The Power Saver feature has two stages: Low Power Mode and Sleep Mode.

The machine enters the Low Power Mode first if it remains inactive for a preset period of time. Then it enters the Sleep Mode to further reduce power consumption.

### Low Power Mode

When the machine enters the Low Power Mode, the machine reduces the power to the Fuser Unit.

It may not be noticeable that the machine switches to the Low Power Mode, because no change is visible on the surface. When the machine is in the Low Power Mode, no particular action is required in order to use the machine. The machine simply exits this mode when you press any buttons on the Control Panel or when you send a print job or a scan job.

You can specify how long it takes to enable the Power Saver feature when the machine is in the System Setting Mode (menu number: 11). For more information, refer to "System Settings" (P.123).

### Sleep Mode

When the machine enters the Sleep Mode, the machine further reduces its power consumption.

While the machine is in this mode, the Display goes out, and the <Power Saver> button is lit. To exit the Sleep Mode to use the machine, press the <Power Saver> button.

You can specify how long it takes to enable the Power Saver feature when the machine is in the System Setting Mode (menu number: 12). For more information, refer to "System Settings" (P.123).

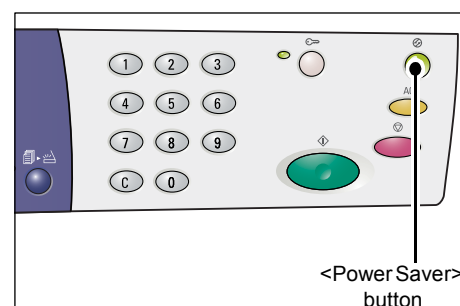
## Exiting the Sleep Mode

The machine exits the Sleep Mode in the following two instances:

- When pressing the <Power Saver> button
- When the machine receives a print job or a scan job

The following procedure describes how to exit the Sleep Mode manually.

1. Press the <Power Saver> button.





## **Recycled Paper**

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The use of recycled paper in the machine benefits the environment with no degradation in performance. Xerox recommends recycled paper with a 20% post consumer content which can be obtained both through Xerox and other office suppliers. Contact your Xerox representative or go to [www.xerox.com](http://www.xerox.com) for more information on other types of recycled paper.

# 3 Installing Drivers

This chapter describes how to install the print and scan drivers, and scanner application on a computer. If an USB cable has already been connected to the machine and the computer, and if a wizard dialog box is displayed on the computer screen, close the wizard dialog box, disconnect the USB cable, and proceed to the procedure below.

## Installing the Print Driver and the Scan Driver (TWAIN driver)

The following procedure describes how to install the print and scan drivers on a computer.

**Important** • You must log in to a computer using a user account with administrative privileges.

1. Disconnect the USB cable from the machine or from the computer.

**Important** • If the USB cable has already been connected to the machine and the computer, and if a wizard dialog box has appeared on the screen, close the wizard dialog box by canceling, disconnect the USB cable, and proceed to the next step this procedure.

2. Insert the WorkCentre 5016/5020 driver CD-ROM into the CD-ROM drive of a computer.

**Note** • When using Windows Vista, depending on the security settings, another dialog box may appear after Step 2, confirming whether or not you want to run [WorkCentre 5016/5020 CD-ROM AutoRun]. Select an option to allow the program to run, in order to display the [WorkCentre 5016/5020 CD-ROM AutoRun] dialog box and to proceed to Step 3.

3. Click [Language] to select an appropriate language if necessary.

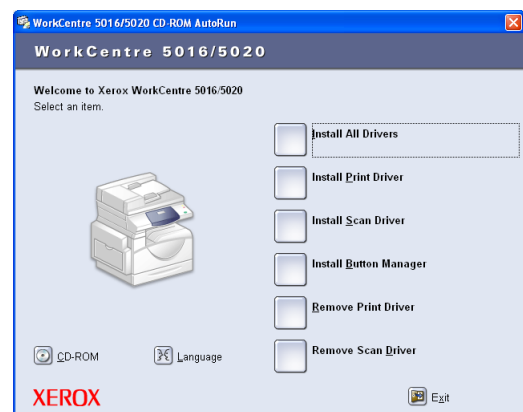
The language switches to the selected language.

**Note** • You can select a language depending on the machine model in use, or the region of use.

4. Click [Install All Drivers].

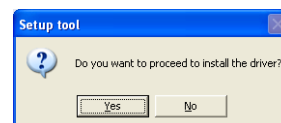
**Note** • Selecting [Install All Drivers] allows you to install the print and scan drivers together. If you wish to install either one, select [Install Print Driver] or [Install Scan Driver] instead.

A message dialog box appears.



5. Click [Yes] to proceed with the installation of the print and scan drivers.

**Note** • If you select [No], this dialog box closes.



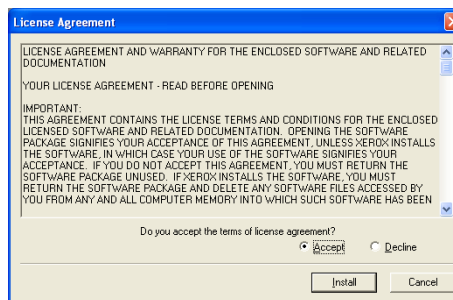
The [License Agreement] dialog box appears.

6. Read the contents of the license agreement carefully, and select [Accept] to accept the terms of the license agreement, and click [Install].

**Note**

- If you select [Decline] and click [Cancel], the [License Agreement] dialog box closes.

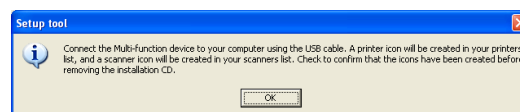
- A dialog box may appear hereinafter, warning you that the software that you are installing has not passed Windows Logo testing. Select the option to continue the installation to install the software. If you do not want to install the software, select the option to stop the installation.



- When using Windows Vista, depending on the security settings, another dialog box may appear after Step 6, confirming whether or not you want to continue the installation of the print and scan drivers. Select an option to continue the installation, in order to proceed to Step 7.

7. The message dialog box appears, prompting you to connect the USB cable. Click [OK].

The dialog box closes.



8. Connect the USB cable to the machine and to the computer.

**Note**

- When using Windows Vista, Steps 9 to 14 will be performed automatically without displaying the wizard dialog box. Once the system displays a message, notifying that the installation has been completed. Make sure the printer icon and scanner icon has been created in the respective folders.

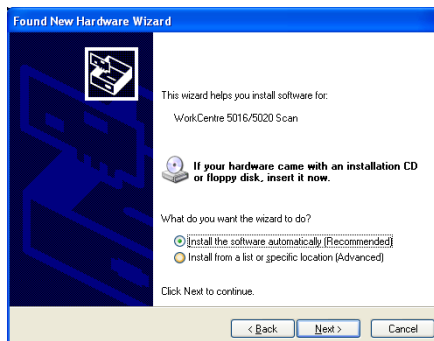
9. The scan driver installation wizard dialog box appears. Select [No, not this time], and click [Next].



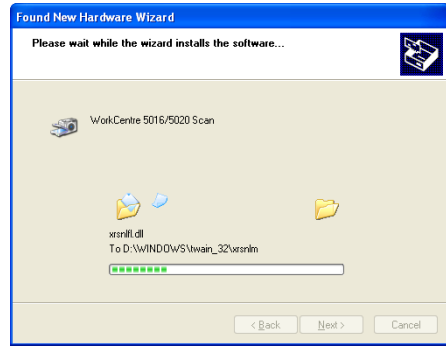
10. Select [Install the software automatically], and click [Next].

**Note**

- If a dialog box appears after this step, warning you that the software that you are installing has not passed Windows Logo testing, if you do not want to install the software, select the option to stop the installation, and select [Remove Print Driver] and [Remove Scan Driver] in the [WorkCentre 5016/5020 CD-ROM AutoRun] dialog box to completely remove the software. If you want to install the software, select the option to continue the installation.

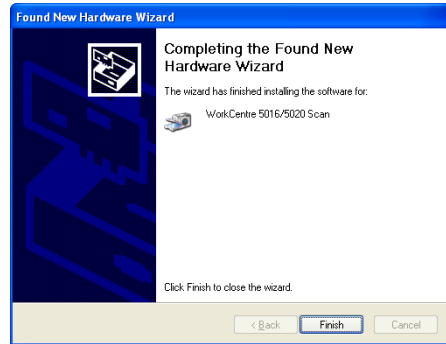


The scan driver installation starts.



11. The installation of the scan driver is now complete. Click [Finish].

The scan driver installation wizard dialog box closes.



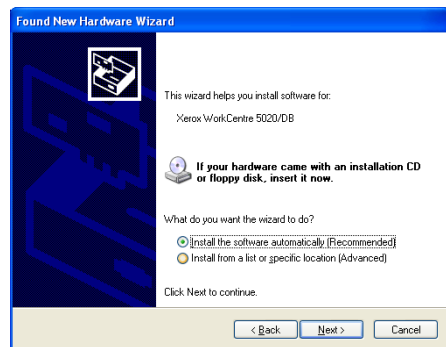
12. The print driver installation wizard dialog box appears. Select [No, not this time], and click [Next].



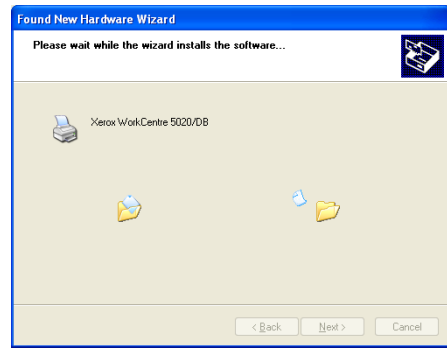
13. Select [Install the software automatically], and click [Next].

**Note**

- If a dialog box appears after this step, warning you that the software that you are installing has not passed Windows Logo testing, if you do not want to install the software, select the option to stop the installation, and select [Remove Print Driver] and [Remove Scan Driver] in the [WorkCentre 5016/5020 CD-ROM AutoRun] dialog box to completely remove the software. If you want to install the software, select the option to continue the installation.

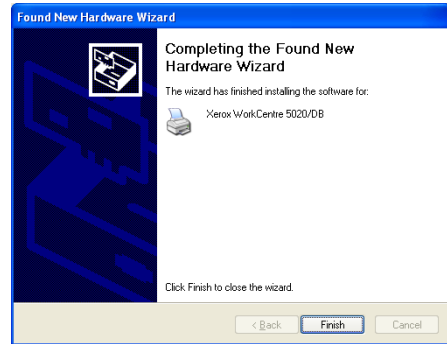


The print driver installation starts.



- 14.** The installation of the print driver is now complete. Click [Finish].

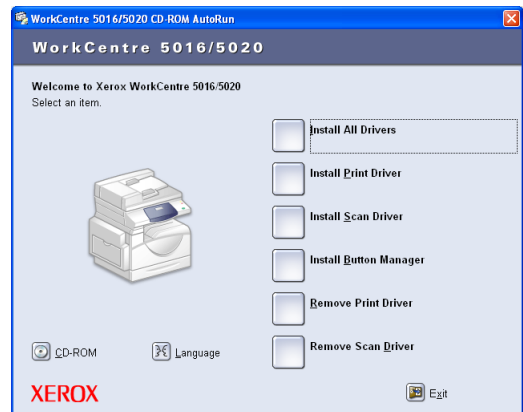
The print driver installation wizard dialog box closes.



- 15.** Click [Exit] on the [WorkCentre 5016/5020 CD-ROM AutoRun] dialog box.

The [WorkCentre 5016/5020 CD-ROM AutoRun] dialog box closes.

- Note**
- To remove the print driver, select [Remove Print Driver] in the [WorkCentre 5016/5020 CD-ROM AutoRun] dialog box.
  - To remove the scan driver, select [Remove Scan Driver] in the [WorkCentre 5016/5020 CD-ROM AutoRun] dialog box.



## Installing the Scanner Application (Button Manager)

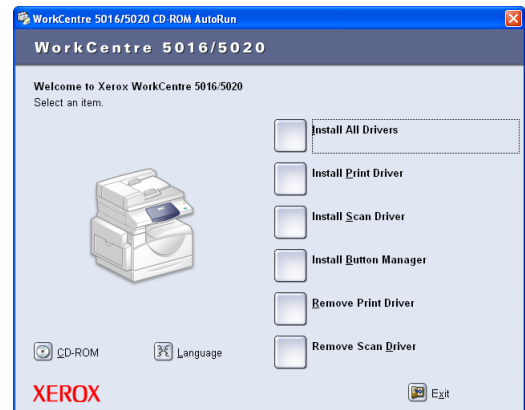
The following procedure describes how to install Button Manager on a computer.

**Important** • The TWAIN driver must be installed before installing Button Manager.

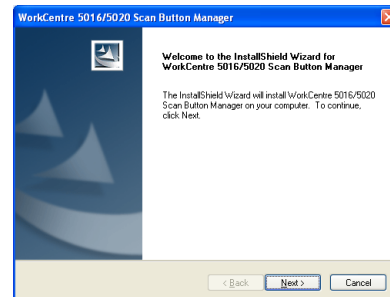
1. Insert the WorkCentre 5016/5020 driver CD-ROM into the CD-ROM drive of a computer.

**Note** • When using Windows Vista, depending on the security settings, another dialog box may appear after Step 1, confirming whether or not you want to run [WorkCentre 5016/5020 CD-ROM AutoRun]. Select an option to allow the program to run, in order to display the [WorkCentre 5016/5020 CD-ROM AutoRun] dialog box and to proceed to Step 2.

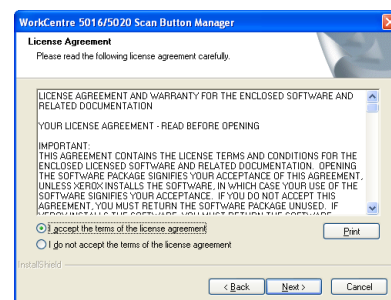
2. Click [Install Button Manager].



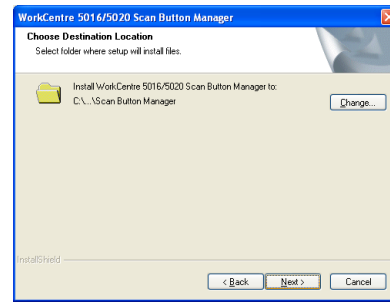
3. Click [Next] to proceed with the installation of Button Manager. The [License Agreement] dialog box appears.



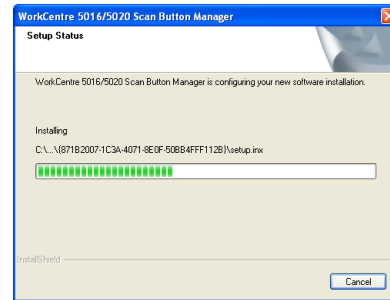
4. Select [I accept the terms of the license agreement], and click [Next].



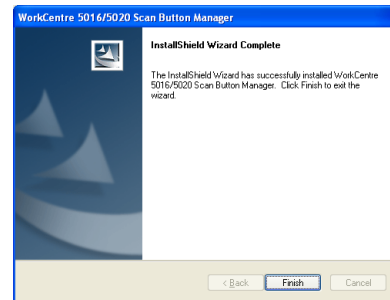
- Specify the path to a folder to install files. If you want to install files in the default location, click [Next]. To install files in another location, click [Change] to select another location.



The installation process begins.



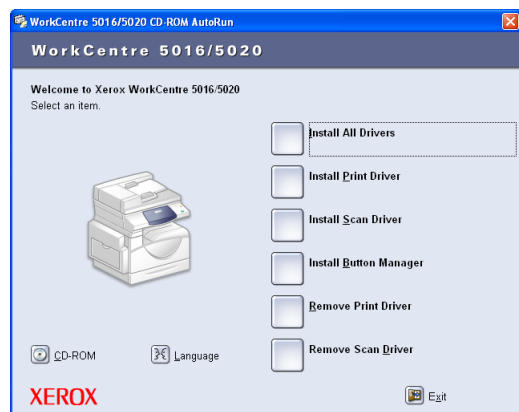
- The installation is now complete. Click [Finish].  
The installation wizard dialog box closes.



- Click [Exit] on the [WorkCentre 5016/5020 CD-ROM AutoRun] dialog box.  
The [WorkCentre 5016/5020 CD-ROM AutoRun] dialog box closes.

**Note**

- To remove Button Manager, select [Start] > [Control Panel] > [Add or Remove Programs], then select Button Manager, and click [Remove]. (Because this procedure to remove Button Manager uses Windows XP as an example, the procedure may not apply, depending on the operating system in use. Refer to a guide provided with the operating system for more information.)



# 4 Loading Paper

This chapter describes the sizes and types of paper that can be used with the machine, and provides information on how to load paper in the trays and how to specify the size and orientation of paper in the trays.

## Supported Paper Sizes and Types

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This section lists the sizes and types of paper that can be used with the machine, and explains simple rules for storing paper and loading paper in the trays.

Using paper that is not listed here may result in paper jams, lower print quality, or machine malfunctions.

If you wish to use paper other than those recommended by Xerox, contact the Xerox Welcome Center.

**Important** • The printed image may fade when paper absorbs moisture in the air. For more information on fading of printed images, contact the Xerox Welcome Center.

## Supported Paper Sizes

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The following table shows the supported paper types, such as tray capacity and paper sizes of the trays.

Paper Tray	Weight	Quantity	Paper Size
Tray 1	60 - 90 g/m <sup>2</sup>	250 sheets (70 g/m <sup>2</sup> )	B5 LEF, B5SEF, A4 LEF, A4 SEF, 8.5 x 11" LEF, 8.5 x 11" SEF, 8.5 x 13" SEF, 8.5 x 13.4" SEF, 8.5 x 14" SEF, B4 SEF, 16K LEF, 16K SEF, 8K SEF, A3 SEF, 11 x 17" SEF
Tray 2	60 - 90 g/m <sup>2</sup>	500 sheets (70 g/m <sup>2</sup> )	B5 LEF, B5SEF, A4 LEF, A4 SEF, 8.5 x 11" LEF, 8.5 x 11" SEF, 8.5 x 13" SEF, 8.5 x 13.4" SEF, 8.5 x 14" SEF, B4 SEF, 16K LEF, 16K SEF, 8K SEF, A3 SEF, 11 x 17" SEF
Bypass Tray	60 - 110 g/m <sup>2</sup>	50 sheets (70 g/m <sup>2</sup> )	A4 LEF, A4 SEF, A3 SEF, B5 LEF, B5 SEF, B4 SEF, 8K SEF, 16K LEF, 16K SEF, 8.5 x 11" LEF, 8.5 x 11" SEF, 8.5 x 13" SEF, 8.5 x 13.4" SEF, 8.5 x 14" SEF, 11 x 17" SEF, 5.5 x 8.5" SEF, A5 SEF, Custom size paper (Width: 139.7 - 297.0 mm; Length: 182.0 - 431.8 mm)



## Supported Paper Types

The following table shows the paper types that are supported with each of the trays and Duplex Module.

Paper Type	Weight (g/m <sup>2</sup> )	Tray 1	Tray 2	Bypass Tray	Duplex Module
Plain Paper	60 - 90	O	O	O	O*
Recycled Paper		O	O	O	O
Transparency	-	X	X	O	X
Labels	-	O	O	O	X
Heavyweight	90 - 110	X	X	O	X

O: Available

X: Not available

\*: Paper weight is 70 - 90 g/m<sup>2</sup> for the Duplex Module

## Storing and Handling Paper

### Storing paper

- Store paper in dry conditions. Paper that has absorbed moisture can cause paper jams and image quality deterioration.
- Once you remove the packaging from paper, keep the unused paper wrapped. To reduce moisture, apply preventive measures such as by placing desiccant (moisture absorber) in the storage area.
- Paper should be stored on a flat surface to prevent creasing or warping.

### Loading paper into the trays

- Align the edges of the paper stack neatly before loading it in the trays.
- Do not use paper that is folded, creased, curled, or heavily damaged.
- Do not load paper of mixed sizes together in the trays.
- Transparency paper and label paper often cause paper jams if any sheets of paper are stuck together. Fan the edges of these types of paper well before loading.
- When continuously printing onto transparencies, remove transparencies from the Output Tray every 20 sheets or so to prevent them from sticking to one another.
- When loading label paper in the tray, if any labels have already been peeled off or cut off, it may cause a paper jam.

## Loading Paper in the Trays

This section describes how to load paper in the trays.

### Paper loaded in the trays

After loading paper in the trays, you need to manually specify the size and orientation of paper on the machine.

For information on how to set the size and orientation of paper that is loaded in the trays, refer to "Specifying the Size and Orientation of Paper Loaded in the Trays" (P.49).

### Automatic Tray Switching

If the machine runs out of paper during a copy job, this feature also allows the machine to automatically select an alternative tray that is loaded with the same size and orientation of the paper.

To use this feature, enable Automatic Tray Switching (menu number: 6) of the system settings. If two trays are loaded with paper of the same size and orientation, the machine selects a tray based on the priority set under Tray Priority (menu number: 2) of the system settings.

For information on how to configure the system settings, refer to "System Settings" (P.123).

**Note** • Automatic Tray Switching does not include the Bypass Tray.

## Loading Paper in Tray 1

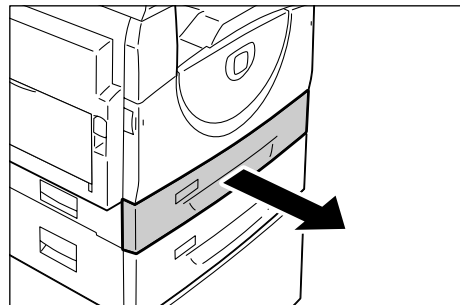
If the machine runs out of paper in Tray 1 during copying or printing, the Tray 1 indicator flashes on the Machine Diagram (mimic), and the error code appears in the Display. Copying or printing automatically resumes when sufficient amount of paper is loaded in Tray 1.

The following procedure describes how to load paper in Tray 1.

**Note** • Before loading paper in the tray, fan the edges. This separates any sheets of paper that are stuck together, and reduces the possibility of paper jams.

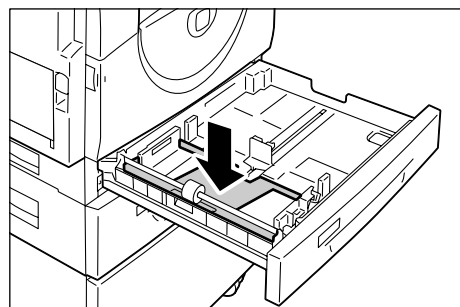
### 1. Pull out Tray 1 towards you.

**Important** • While the machine processes a job, do not pull out the tray in use.



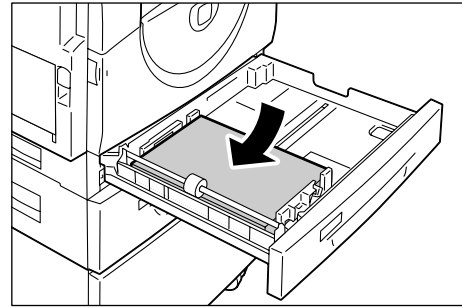
### 2. Push down the metal plate to the bottom of the tray.

**Important** • Do not add a new stack of paper on top of the remaining paper in the tray. Remove the remaining paper in the tray, put it together with a new stack of paper, align the edges neatly, then load the stack of paper in the tray. This reduces the possibility of paper jams.



3. Load paper neatly and tightly against the left corner of the tray with the side to be printed facing up.

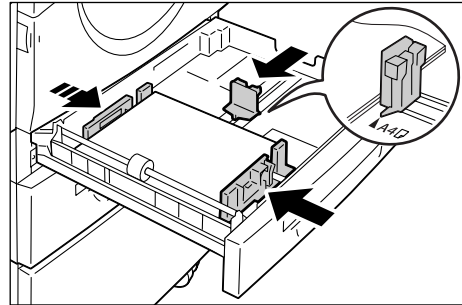
**Important** • Do not load paper above the maximum fill line. It may cause paper jams or may lead to machine malfunctions.



4. Adjust the three paper guides to just touch the edges of the paper, and align the arrow on the right paper guide with the appropriate paper size marking on the label.

**Important** • If you do not adjust the paper guides correctly, it may result in a paper jam.

**Note** • If loading a relatively thin stack of paper in the tray, when tightly adjusting the right paper guide up against the edge of the paper, the stack of paper can be warped. This will not result in a paper jam as long as the paper guide arrow is correctly aligned with the appropriate paper size marking on the label.



5. Push Tray 1 gently back into position.

## Loading Paper in Tray 2

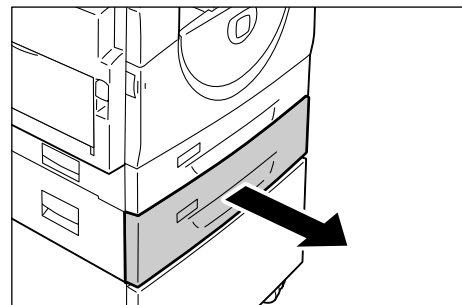
If the machine runs out of paper in Tray 2 during copying or printing, the Tray 2 indicator on the Machine Diagram (mimic) flashes, and the error code appears in the Display. Copying or printing automatically resumes when a sufficient amount of paper is loaded in Tray 2.

The following procedure describes how to load paper in Tray 2.

**Important** • Paper Tray 2 is an optional accessory that can be used as Tray 2.  
• Before loading paper in the tray, fan the edges. This separates any sheets of paper that are stuck together, and reduces the possibility of paper jams.

1. Pull out Tray 2 towards you.

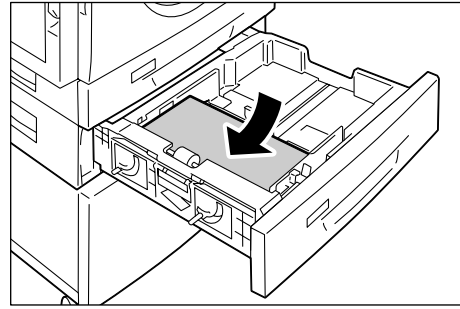
**Important** • While the machine processes a job, do not pull out the tray in use.



2. Load paper neatly and tightly against the left corner of the tray with the side to be printed facing up.

**Important** • Do not load paper above the maximum fill line. It may cause paper jams or may lead to machine malfunctions.

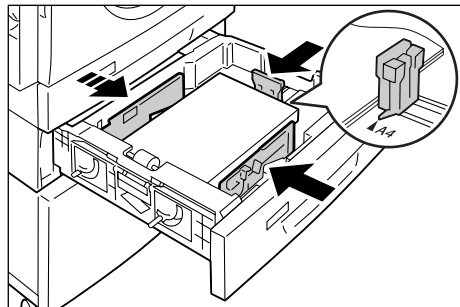
- Do not add a new stack of paper on top of the remaining paper in the tray. Remove the remaining paper in the tray, put it together with a new stack of paper, align the edges neatly, then load the stack of paper in the tray. This reduces the possibility of paper jams.



3. Adjust the three paper guides to just touch the edges of the paper, and align the arrow on the right paper guide with the appropriate paper size marking on the label.

**Important** • If you do not adjust the paper guides correctly, it may result in a paper jam.

- Note** • If loading a relatively thin stack of paper in the tray, when tightly adjusting the right paper guide up against the edge of the paper, the stack of paper can be warped. This will not result in a paper jam as long as the paper guide arrow is correctly aligned with the appropriate paper size marking on the label.



4. Push in Tray 2 gently back into position.

## Loading Paper in the Bypass Tray

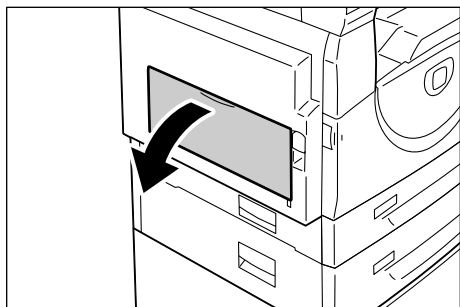
When printing on paper that cannot be loaded into Tray 1 or Tray 2, such as non-standard size paper, use the Bypass Tray.

The following procedure describes how to load paper in the Bypass Tray.

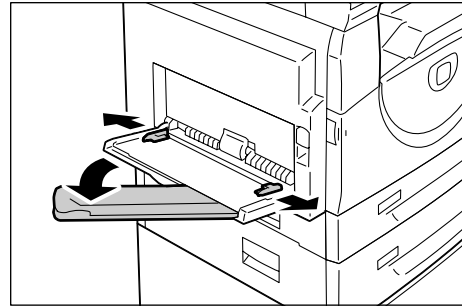
**Important** • Do not load a new stack of paper until the remaining paper in the tray runs out completely. Alternatively, remove the remaining paper before loading a new stack of paper.

- Note** • Before loading paper in the tray, fan the edges. This separates any sheets of paper that are stuck together, and reduces the possibility of paper jams.
- When using non-standard size paper for a print job, you must register its paper size in the print driver in advance. For information on how to specify a custom paper size in the print driver, refer to "Specifying the Custom Paper Size" (P.79).

1. Open the Bypass Tray.

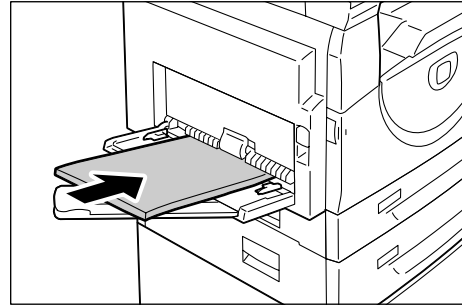


**2.** Slide out the Extension Flap.



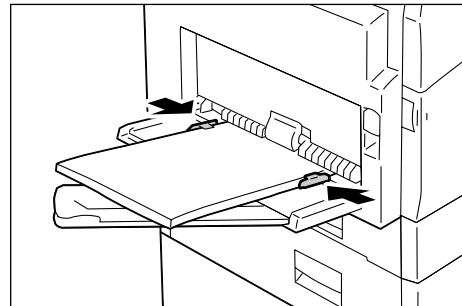
**3.** Load paper with the side to be copied or printed facing down.

- Important**
- Do not load mixed types or mixed sizes of paper together in the Bypass Tray.
  - Do not load paper above the maximum fill line. It may cause paper jams or may lead to machine malfunctions.
  - Depending on the type of paper, paper may not be fed into the machine properly, or may cause image quality deterioration.



**4.** Adjust the paper guides to just touch the edges of the paper.

- Important**
- If you do not adjust the paper guides correctly, it may result in a paper jam.
- Note**
- If paper runs out in the Bypass Tray during a job, open and close the Left Side Cover once, and reload paper in the Bypass Tray.



## Changing the Size and Orientation of Paper in the Trays

This section describes how to replace paper in the trays with a different size and orientation of paper, and how to specify the size and orientation of paper.

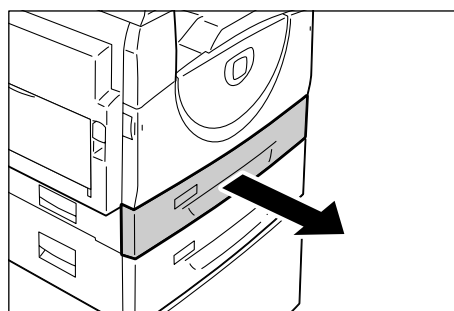
- Note**
- When using non-standard size paper for a print job, load the paper in the Bypass Tray. You must register the paper size in the print driver in advance. For information on how to specify a custom paper size in the print driver, refer to "Specifying the Custom Paper Size" (P.79).

### Changing the Size and Orientation of Paper in Tray 1

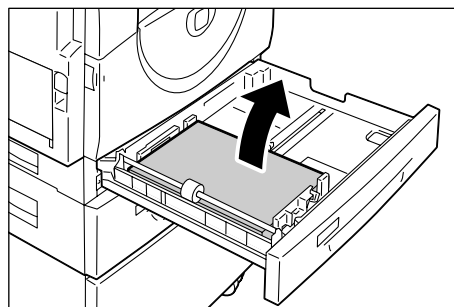
The following procedure describes how to change the size and orientation of paper in Tray 1.

1. Pull out Tray 1 towards you.

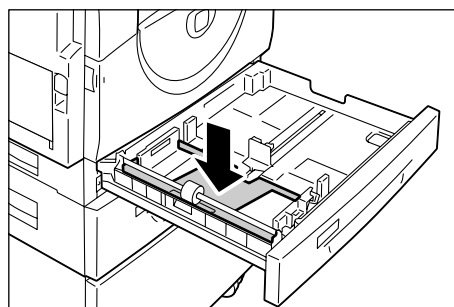
- Note**
- While the machine processes a job, do not pull out the tray in use.



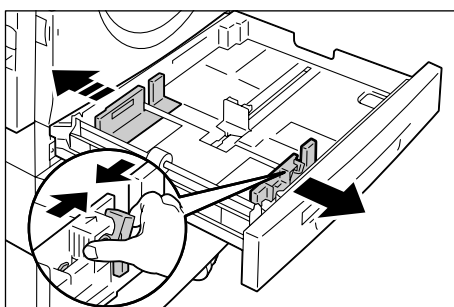
2. Remove the remaining paper.



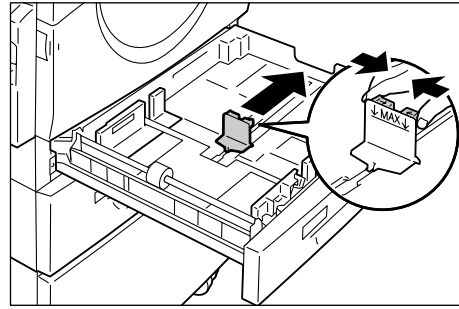
3. Push down the metal plate to the bottom of the tray.



4. Slide paper guides towards the front and back of the tray.

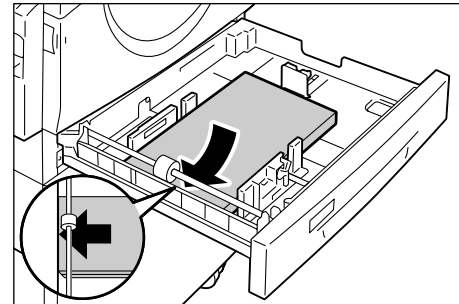


5. Slide the paper guide to the right.



6. Load paper neatly and tightly against the left corner of the tray with the side to be printed facing up.

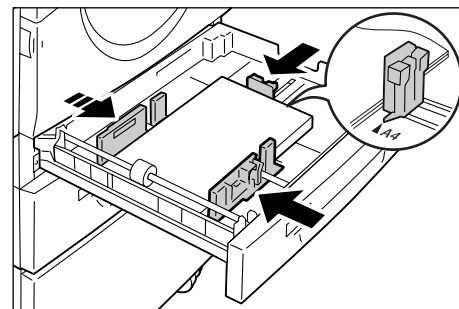
- Important**
- Do not load mixed types or mixed sizes of paper together in Tray 1.
  - Do not load paper above the maximum fill line. It may cause paper jams or machine malfunctions.



7. Adjust the paper guides to just touch the edges of the paper, and align the arrow on the right paper guide with the appropriate paper size marking on the label.

- Important**
- If you do not adjust the paper guides correctly, it may result in a paper jam.

- Note**
- If loading a relatively thin stack of paper in the tray, when tightly adjusting the right paper guide up against the edge of the paper, the stack of paper can be warped. This will not result in a paper jam as long as the paper guide arrow is correctly aligned with the appropriate paper size marking on the label.



8. Push Tray 1 gently back into position.

9. Specify the paper size and orientation on the Control Panel.

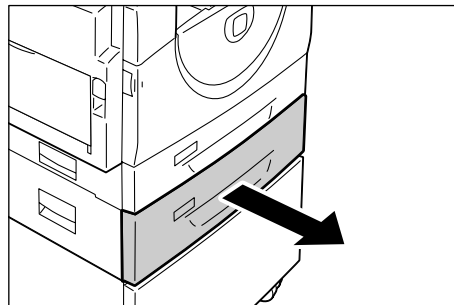
For information on how to specify the paper size and paper orientation, refer to "Specifying the Size and Orientation of Paper Loaded in the Trays" (P.49).

## Changing the Size and Orientation of Paper in Tray 2

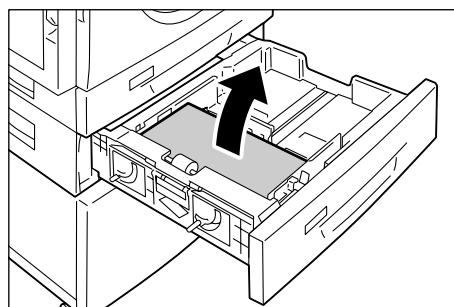
The following procedure describes how to change the size and orientation of paper in Tray 2.

1. Pull out Tray 2 towards you.

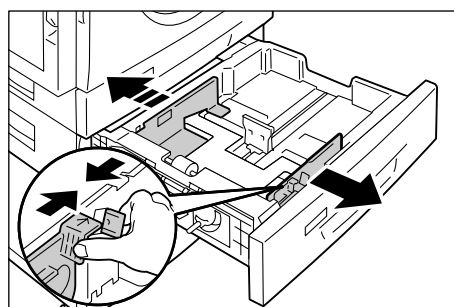
**Note** • While the machine processes a job, do not pull out the tray in use.



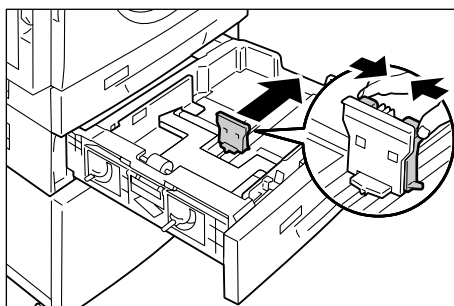
2. Remove the remaining paper.



3. Slide paper guides towards the front and back of the tray.

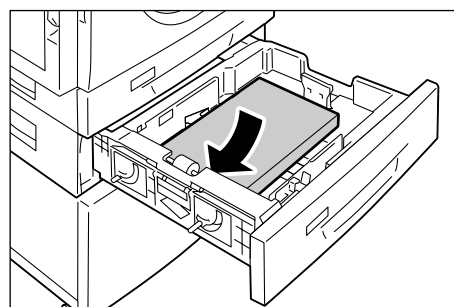


4. Slide the paper guide to the right.



5. Load a new stack of paper neatly and tightly against the left corner of the tray with the side to be printed facing up.

**Important** • Do not load mixed types or mixed sizes of paper together in Tray 2.  
 • Do not load paper above the maximum fill line. It may cause paper jams or machine malfunctions.

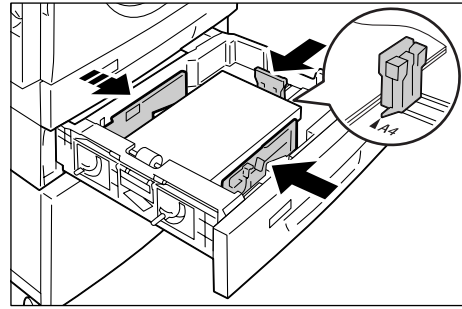




- Adjust the paper guides to just touch the edges of the paper, and align the arrow on the right paper guide with the appropriate paper size marking on the label.

**Important** • If you do not adjust the paper guides correctly, it may result in a paper jam.

**Note** • If loading a relatively thin stack of paper in the tray, when tightly adjusting the right paper guide up against the edge of the paper, the stack of paper can be warped. This will not result in a paper jam as long as the paper guide arrow is correctly aligned with the appropriate paper size marking on the label.



- Push Tray 2 gently back into position.
- Specify the paper size and orientation on the Control Panel.

For information on how to specify the paper size and paper orientation, refer to "Specifying the Size and Orientation of Paper Loaded in the Trays" (P.49).

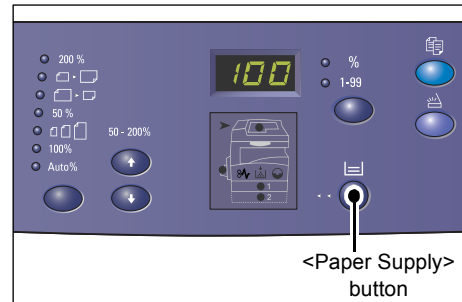
## Specifying the Size and Orientation of Paper Loaded in the Trays

After loading paper in the trays, you must manually specify the size and orientation of the paper.

The following procedure describes how to specify on the Control Panel the size and orientation of the paper.

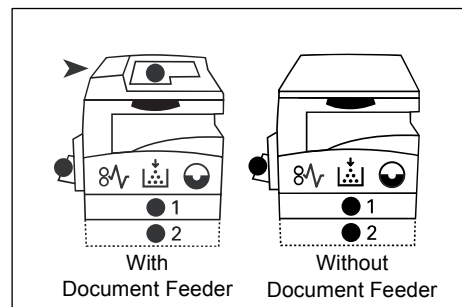
- Hold down the <Paper Supply> button for four seconds.

The machine enters the Paper Setting Mode.



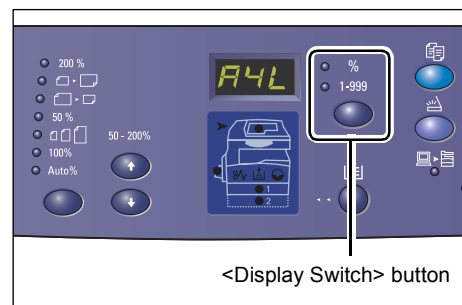
- Press the <Paper Supply> button repeatedly until the desired tray indicator lights up on the Machine Diagram (mimic).

**Note** • When pressing the <Paper Supply> button, the size and orientation of paper of the selected tray appears in the Display.



- Press the <Display Switch> button to scroll through the selections for size and orientation of the paper.

**Note** • When loading the custom size paper in the Bypass Tray for a print job (the custom size paper cannot be used for a copy job), you do not need to specify the size of paper on the Control Panel. Instead, you

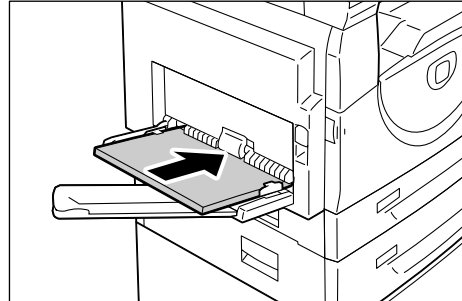
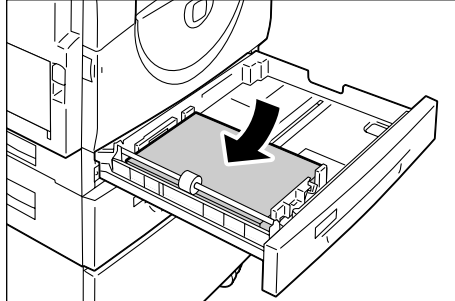


need to register the size of the custom paper on the print driver. For more information, refer to "Specifying the Custom Paper Size" (P.79).

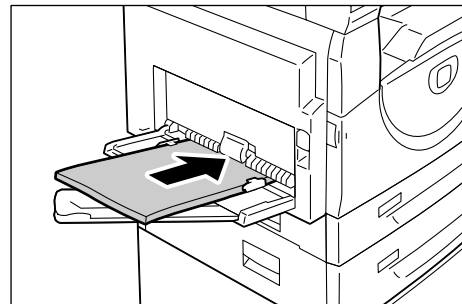
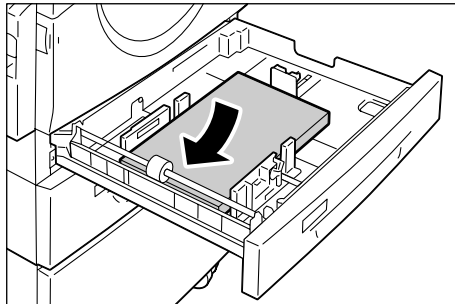
**If you do not know in which orientation the paper is loaded in the trays**

**Note** • Load the custom size paper in the Bypass Tray. Do not load the custom size paper in Tray 1 or Tray 2.

• If paper is loaded as shown in the diagrams below, the orientation is LEF.



• If paper is loaded as shown in the diagrams below, the orientation is SEF.



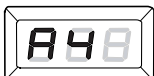
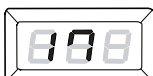
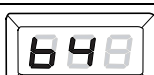
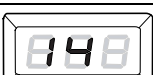
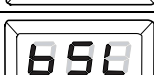

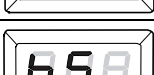

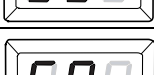
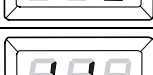
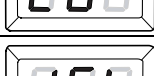
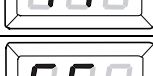




• Changing sequence when the measuring unit is in inches

Sequence	What appears in the Display	Size / Orientation	Sequence	What appears in the Display	Size / Orientation
1		8.5 x 11" / LEF	8		B5 / LEF
2		8.5 x 11" / SEF	9		B5 / SEF
3		8.5 x 13.4" / SEF	10		5.5 x 8.5" / SEF
4		A3 / SEF	11		A5 / SEF
5		A4 / LEF	12		11 x 17" / SEF
6		A4 / SEF	13		8.5 x 14" / SEF
7		B4 / SEF	14		8.5 x 13" / SEF

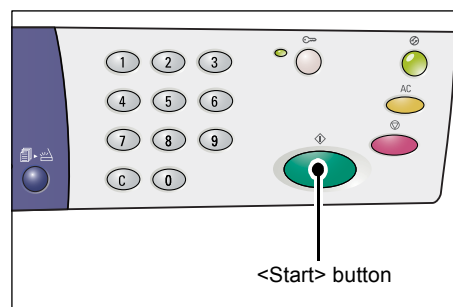
**Note** • When Tray 1 or Tray 2 is selected, [A5] and [55] do not appear in the Display.

- Changing sequence when the measuring unit is in metric

Sequence	What appears in the Display	Size / Orientation	Sequence	What appears in the Display	Size / Orientation
1		A4 / LEF	9		A5 / SEF
2		A4 / SEF	10		11 x 17" / SEF
3		B4 / SEF	11		8.5 x 14" / SEF
4		B5 / LEF	12		8.5 x 13" / SEF
5		B5 / SEF	13		8.5 x 11" / LEF
6		8K / SEF	14		8.5 x 11" / SEF
7		16K / LEF	15		5.5 x 8.5" / SEF
8		16K / SEF	16		A3 / SEF

- Note**
- When Tray 1 or Tray 2 is selected, [A5] and [55] do not appear in the Display.
  - You can switch the measuring unit between metric and inches when the machine is in the System Setting Mode (menu number: 15). For more information, refer to "System Settings" (P.123).

4. Press the <Start> button to confirm the selected size and orientation of paper. The machine exits the Paper Setting Mode.



# 5 Copying

This chapter describes the basic copying procedure and copy features available on the machine.

## Copying Procedure

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This section describes the basic copy procedure.

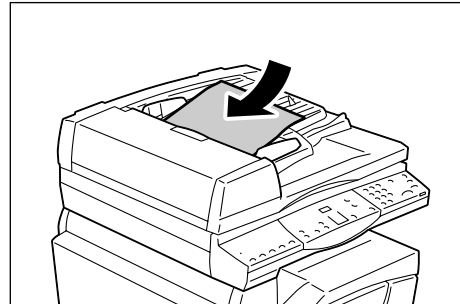
- If the machine is in the No Account Mode, proceed to Step 1.
- If the machine is in the Single Account Mode, refer to "Logging in to the Machine" (P.68) under "Single Account Mode" to log in to the machine before proceeding to Step 1.
- If the machine is in the Multiple Account Mode, refer to "Logging in to the Machine" (P.69) under "Multiple Account Mode" to log in to the machine before proceeding to Step 1.

### 1. Load a document.

- When copying a document from the Document Feeder

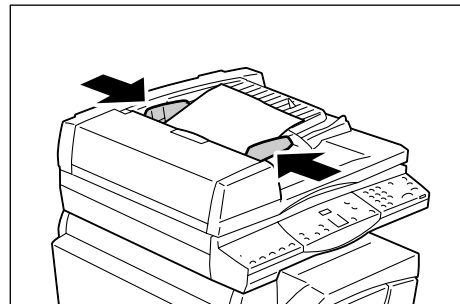
- 1) Place a document face up in the center of the Document Feeder.

- Note**
- The indicator on the Machine Diagram (mimic) lights up when a document is loaded correctly in the Document Feeder.



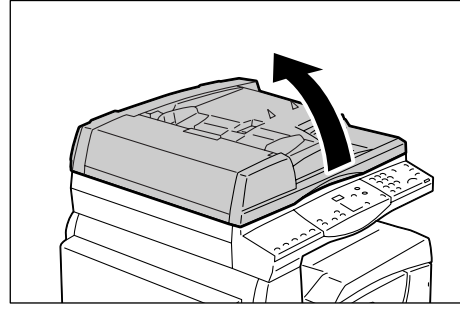
- 2) Adjust the document guides to just touch the edges of the loaded document.

- Note**
- If the size of the loaded document is smaller than any standard sizes, the edges of the loaded document may create shadow, and may appear to have an outline on the copied output.



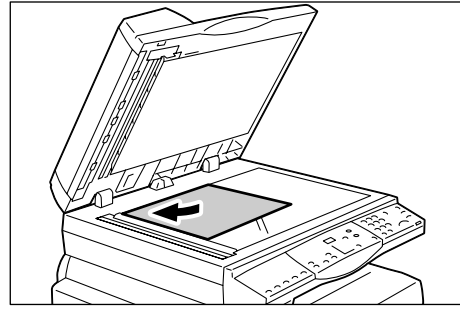
- When copying a document from the Document Glass

1) Open the Document Cover.



2) Place a document face down on the Document Glass, and align it with the top left corner.

- Note**
- If the size of the loaded document is smaller than any standard sizes, the edges of the loaded document may create shadow, and may appear to have an outline on the copied output.



3) Close the Document Cover.

**2.** Specify copy features as necessary.

**<Reduce/Enlarge> button / <Variable Ratio> button**

Select the zoom ratio.

For more information, refer to "<Reduce/Enlarge> button" (P.24) and "<Variable Ratio> button" (P.24).

**<Lighten/Darken> button**

Select the density of the output copies.

For more information, refer to "<Lighten/Darken> button" (P.26).

**<Original Size> button**

Select the original document size when selecting the N-up feature.

For more information, refer to "<Original Size> button" (P.26).

**<N-up/ID Card Copy> button**

Select the N-up feature or the ID Card Copy feature.

For more information on the N-up and ID Card Copy features, refer to "<N-up/ID Card Copy> button" (P.27).

For information on how to make copies using the N-up feature, refer to "4-up/2-up Copies (Copying Multiple Pages onto a Single Sheet)" (P.57).

For information on how to make copies using the ID Card Copy feature, refer to "ID Card Copies (Copying an ID Card-shaped Document onto a Sheet)" (P.63).

**<Original Type> button**

Select the original document type.

For more information, refer to "<Original Type> button" (P.28).

**<2-sided> button**

Select whether to copy on one side or both sides of a sheet.

For more information, refer to "<2-sided> button" (P.28).

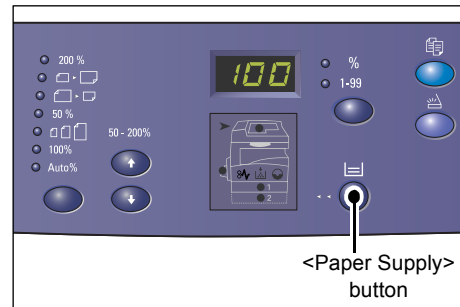
### <Copy Output> button

Select whether or not to collate the output.

For more information, refer to "<Copy Output> button" (P.30).

### 3. Press the <Paper Supply> button to select a tray.

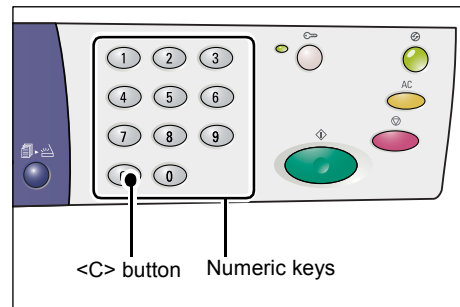
- Note**
- Press the <Paper Supply> button repeatedly until the desired tray is lit on the Machine Diagram (mimic). For information on the <Paper Supply> button, refer to "<Paper Supply> button" (P.23).
  - When Tray 1 and Tray 2 are lit simultaneously, the machine selects a tray automatically.



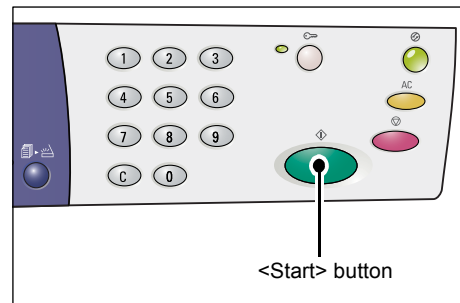
- When pressing the <Paper Supply> button, the size and orientation of paper of the selected tray appears in the Display for three seconds. After that, the Display switches back to the previously displayed value.

### 4. Enter the copy quantity using the numeric keypad. The entered number appears in the Display.

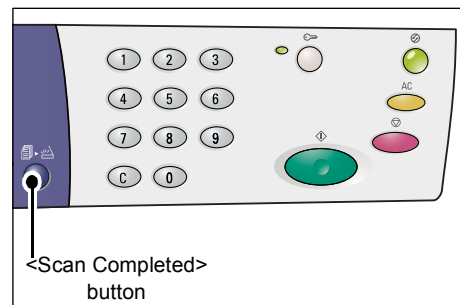
- Note**
- If you enter an incorrect value, press the <C> button to clear a wrongly entered value.



### 5. Press the <Start> button to start the copy job.



- Note**
- When using the Document Glass with certain copy features, such as Collate, 2-sided, and N-up, the indicator next to the <Scan Completed> button blinks after the first document has been scanned. Load and scan the next document while the button is blinking. After scanning the last document, press the <Scan Completed> button.



## Loading Documents

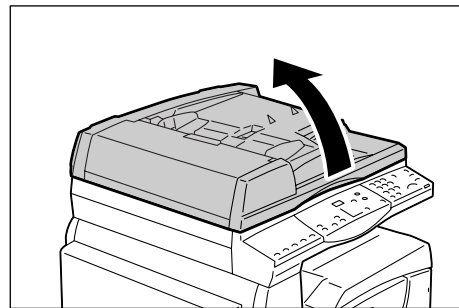
When loading an original document to copy, you can place it on the Document Glass, or load it in the Document Feeder. This section describes how to place documents on the Document Glass and in the Document Feeder. Information is also given on the paper capacity and the supported paper types for the Document Glass and the Document Feeder.

### Document Glass

The Document Glass supports a single sheet, a book, and other similar types of original documents in sizes up to 297 x 432 mm. The machine does not automatically detect the size of the original document that is placed on the Document Glass.

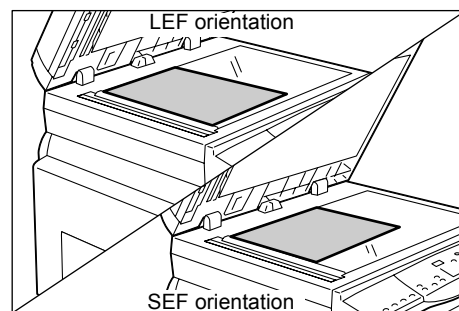
**Important** • Close the Document Cover while scanning a document on the Document Glass. Do not leave the Document Cover open when not in use.

1. Open the Document Cover.



2. Place the document face down on the Document Glass, and align it with the top left corner.

**Note** • If the size of the loaded document is smaller than any standard sizes, the edges of the loaded document may create shadow, and may appear to have an outline on the copied output.



3. Close the Document Cover.

## Document Feeder

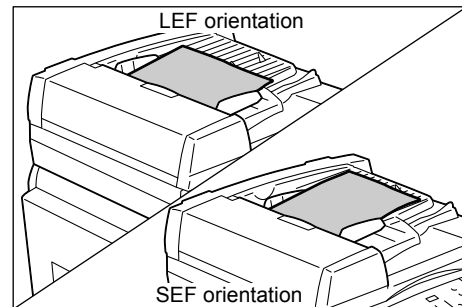
The Document Feeder automatically feeds and scans a single-sheet document in sizes from 148 x 210 mm (A5) to 297 x 432 mm (A3, 11 x 17"), and sequentially feeds and scans multiple-sheet documents in sizes from 148 x 210 mm to 297 x 432 mm. It is capable of detecting the standard document sizes, and supports up to 50 sheets of 80 g/m<sup>2</sup> paper.

If you have non-standard size documents, use the Document Glass instead.

1. Remove any paper clips and staples from the original documents before loading.
2. Place documents face up in the center of the Document Feeder.

**Note**

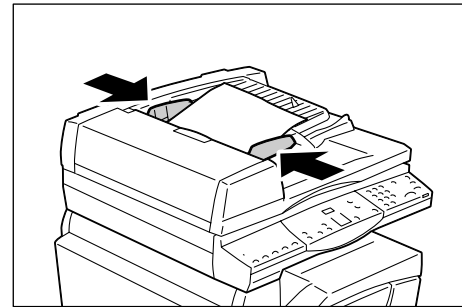
- The indicator on the Machine Diagram (mimic) lights up when a document is loaded correctly in the Document Feeder.



3. Adjust the document guides to just touch the edges of the loaded document.

**Note**

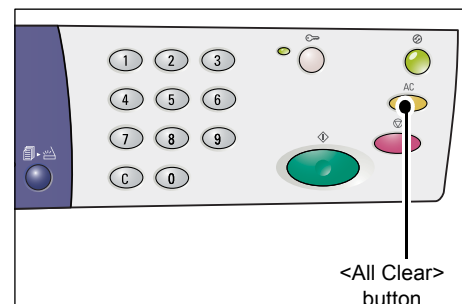
- If the size of the loaded document is smaller than any standard sizes, the edges of the loaded document may create shadow, and may appear to have an outline on the copied output.



## Clearing All the Features

This section explains how to clear the specified copy features.

1. Press the <All Clear> button.

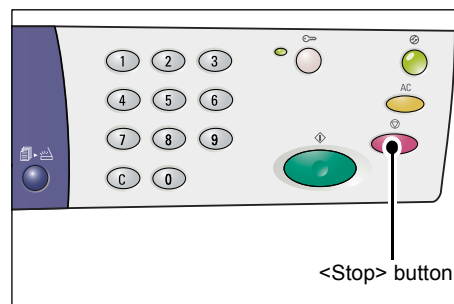




## Canceling a Copy Job

The following procedure describes how to cancel a copy job.

1. Press the <Stop> button.



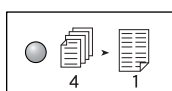
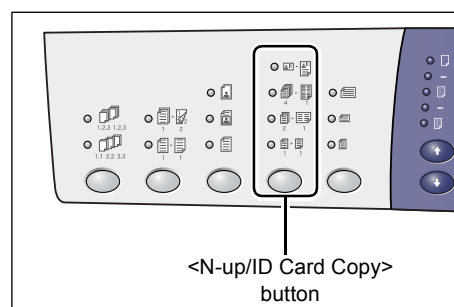
## Making Special Copies

This section explains how to make copies using the N-up feature and the ID Card copy feature.

### 4-up/2-up Copies (Copying Multiple Pages onto a Single Sheet)

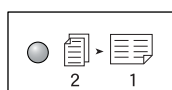
The following procedure describes how to copy multiples pages of documents onto one side of a single sheet of paper.

1. Press the <N-up/ID Card Copy> button to select the N-up feature.



#### 4-up

Copies four pages of the original documents onto one side of the sheet.

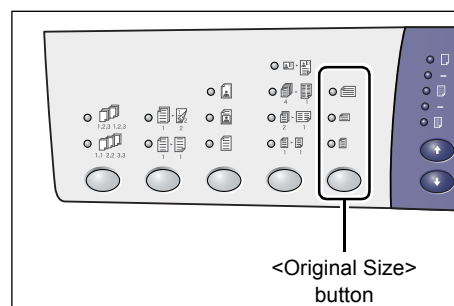


#### 2-up

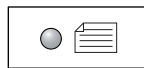
Copies two pages of the original documents onto one side of the sheet.

2. Press the <Original Size> button to select the original document size, and load the document in reference to the charts below.

- Note**
- This button is selectable only when using the Document Glass with the N-up feature. The button is not selectable when using the Document Feeder as the size of the original document is automatically detected.

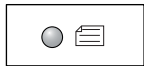


- The measuring unit can be switched between metric and inches when the machine is in the System Setting Mode (menu number: 15). The following three options change depending on the selected measuring unit. For more information on the system settings, refer to "System Settings" (P.123).



**Inches: 11 x 17" SEF, 8.5 x 13" SEF, 8.5 x 14" SEF**  
**Metric: A3 SEF, B4 SEF**

Select this when the document size is 11 x 17", 8.5 x 14", 8.5 x 13", A3, or B4, and when scanning documents in the SEF orientation.



**Inches: 8.5 x 11" SEF**  
**Metric: A4 SEF, B5 SEF**

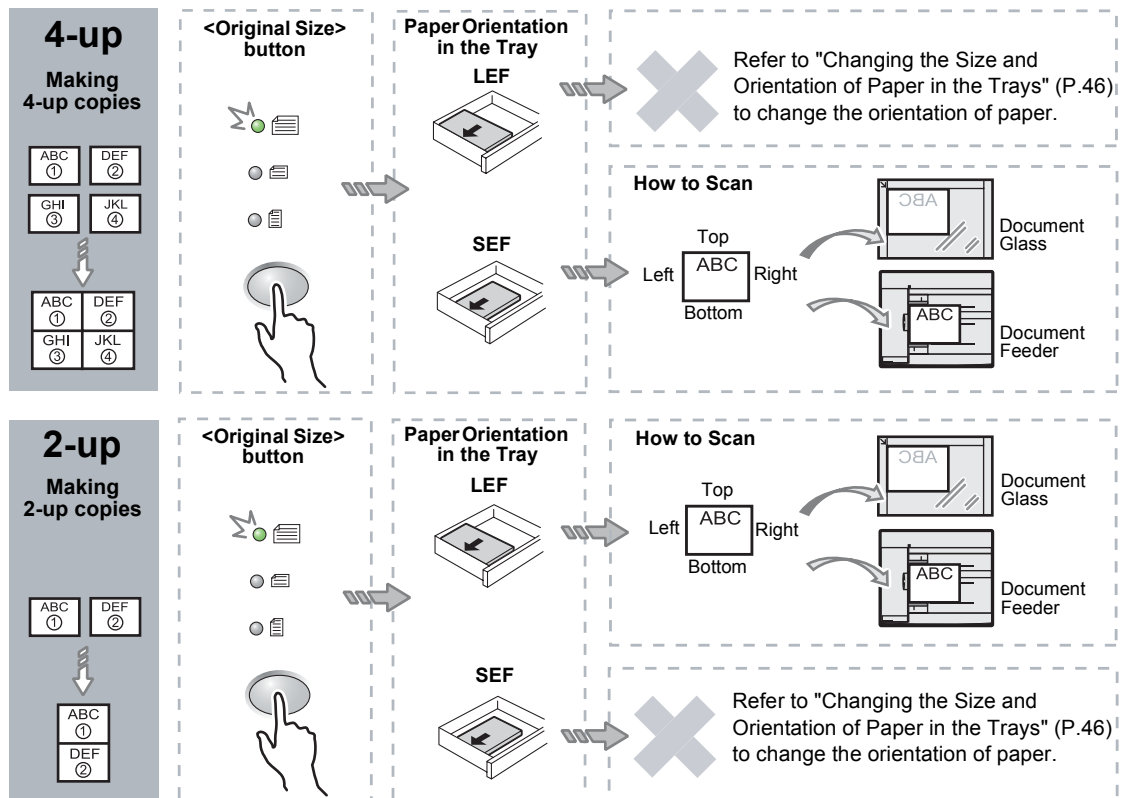
Select this when the document size is 8.5 x 11", A4, or B5, and when scanning documents in the SEF orientation.



**Inches: 8.5 x 11" LEF**  
**Metric: A4 LEF, B5 LEF**

Select this when the document size is 8.5 x 11", A4, or B5, and when scanning documents in the LEF orientation.

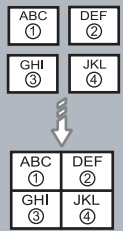

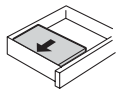
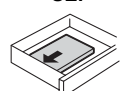
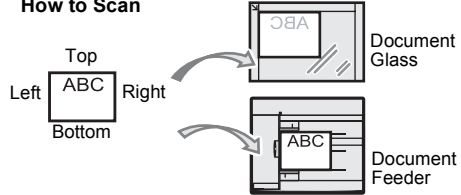
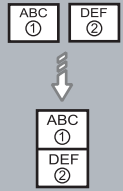

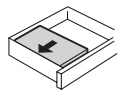
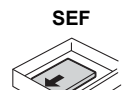
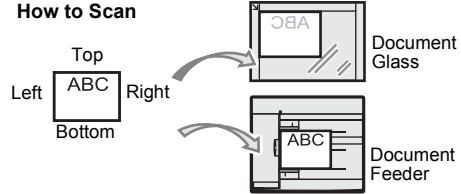


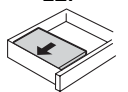
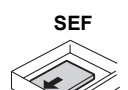
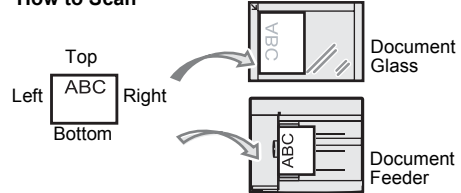
**If the document is 11 x 17" SEF, 8.5 x 14" SEF, or 8.5 x 13" SEF (A3 SEF or B4 SEF if the measuring unit is in metric)**



**Note** • The 2-up copies of 8.5 x 14" SEF or 8.5 x 13" SEF cannot be made. A3 SEF, B4 SEF, and 11 x 17" SEF can only be made into the 2-up copies.

**Important** • The <Original Size> button is not selectable when using the Document Feeder as the size of the original document is automatically detected.

**If the document is 8.5 x 11" SEF  
(A4 SEF or B5 SEF if the measuring unit is in metric)**

<p><b>4-up</b> Making 4-up copies</p> 	<p>&lt;Original Size&gt; button</p> 	<p>Paper Orientation in the Tray</p> <p>LEF</p>  <p>SEF</p> 	<p>Refer to "Changing the Size and Orientation of Paper in the Trays" (P.46) to change the orientation of paper.</p> <p>How to Scan</p>  <p>Top Left ABC Right Bottom</p> <p>Document Glass</p> <p>Document Feeder</p>
<p><b>2-up</b> Making 2-up copies</p> 	<p>&lt;Original Size&gt; button</p> 	<p>Paper Orientation in the Tray</p> <p>LEF</p>  <p>SEF</p> 	<p>Refer to "Changing the Size and Orientation of Paper in the Trays" (P.46) to change the orientation of paper.</p> <p>How to Scan</p>  <p>Top Left ABC Right Bottom</p> <p>Document Glass</p> <p>Document Feeder</p>
<p><b>2-up</b> Making 2-up copies</p> 	<p>&lt;Original Size&gt; button</p> 	<p>Paper Orientation in the Tray</p> <p>LEF</p>  <p>SEF</p> 	<p>Refer to "Changing the Size and Orientation of Paper in the Trays" (P.46) to change the orientation of paper.</p> <p>How to Scan</p>  <p>Top Left ABC Right Bottom</p> <p>Document Glass</p> <p>Document Feeder</p>

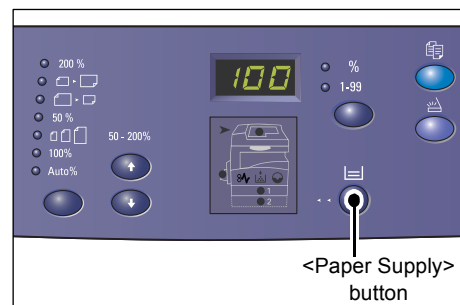
**Note** • The <Original Size> button is not selectable when using the Document Feeder as the size of the original document is automatically detected.

**If the document is 8.5 x 11" LEF  
(A4 LEF or B5 LEF is the measuring unit is in metric)**

<p><b>4-up</b> Making 4-up copies</p>	<p>&lt;Original Size&gt; button</p>	<p>Paper Orientation in the Tray</p> <p>LEF</p> <p>SEF</p>	<p>How to Scan</p> <p>Document Glass</p> <p>Document Feeder</p> <p>Refer to "Changing the Size and Orientation of Paper in the Trays" (P.46) to change the orientation of paper.</p>
<p><b>2-up</b> Making 2-up copies</p>	<p>&lt;Original Size&gt; button</p>	<p>Paper Orientation in the Tray</p> <p>LEF</p> <p>SEF</p>	<p>How to Scan</p> <p>Document Glass</p> <p>Document Feeder</p> <p>Refer to "Changing the Size and Orientation of Paper in the Trays" (P.46) to change the orientation of paper.</p>
<p><b>2-up</b> Making 2-up copies</p>	<p>&lt;Original Size&gt; button</p>	<p>Paper Orientation in the Tray</p> <p>LEF</p> <p>SEF</p>	<p>How to Scan</p> <p>Document Glass</p> <p>Document Feeder</p> <p>Refer to "Changing the Size and Orientation of Paper in the Trays" (P.46) to change the orientation of paper.</p>

**Note** • The <Original Size> button is not selectable when using the Document Feeder as the size of the original document is automatically detected.

**3.** Press the <Paper Supply> button to select a tray that is loaded with an appropriate size and orientation of paper, in reference to the tables below.



**When the measuring unit is in inches**

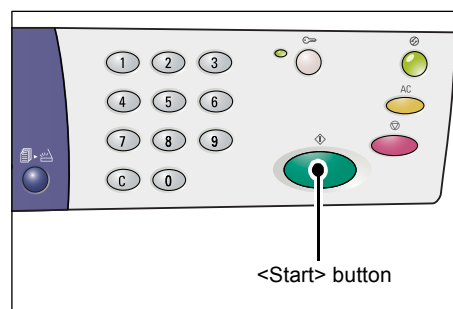
N-up	Document Size	Paper Size in the Tray
4-up	11 x 17" SEF	11 x 17" SEF
	8.5 x 14" SEF	8.5 x 14" SEF
	8.5 x 13" SEF	8.5 x 13" SEF
	8.5 x 11" SEF	8.5 x 11" SEF, 8.5 x 13" SEF, 8.5 x 13.4" SEF, 8.5 x 14" SEF, 11 x 17" SEF, A3 SEF, B4 SEF
	8.5 x 11" LEF	8.5 x 11" LEF
2-up	11 x 17" SEF	8.5 x 11" LEF
	8.5 x 11" SEF	8.5 x 11" LEF, A4 LEF, B5 LEF
	8.5 x 11" LEF	8.5 x 11" SEF, 8.5 x 13" SEF, 8.5 x 13.4" SEF, 8.5 x 14" SEF, 11 x 17" SEF, A4 SEF, A3 SEF, B5 SEF, B4 SEF

**When the measuring unit is in metric**

N-up	Document Size	Paper Size in the Tray
4-up	A3 SEF	A3 SEF
	B4 SEF	B4 SEF
	A4 SEF	A4 SEF, A3 SEF, 8K SEF, 8.5 x 13" SEF, 8.5 x 13.4" SEF, 8.5 x 14" SEF, 11 x 17" SEF
	B5 SEF	B5 SEF, B4 SEF
	A4 LEF	A4 LEF
	B5 LEF	B5 LEF
2-up	A3 SEF	A4 LEF
	B4 SEF	B5 LEF
	A4 SEF	A4 LEF, 16K LEF, 8.5 x 11" LEF, B5 LEF
	A4 LEF	A5 SEF, A4 SEF, A3 SEF, 16K SEF, 8K SEF, 8.5 x 11" SEF, 8.5 x 13" SEF, 8.5 x 14" SEF, 8.5 x 13.4 SEF, 11 x 17" SEF
	B5 SEF	B5 LEF
	B5 LEF	B5 SEF, B4 SEF

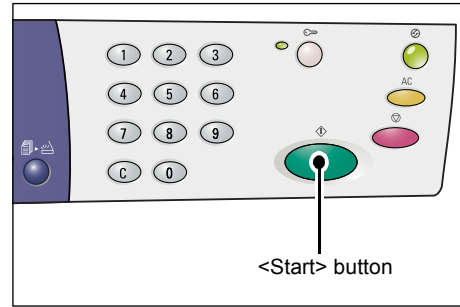
**If using the Document Feeder to scan documents**

- 1) Press the <Start> button to start copying.

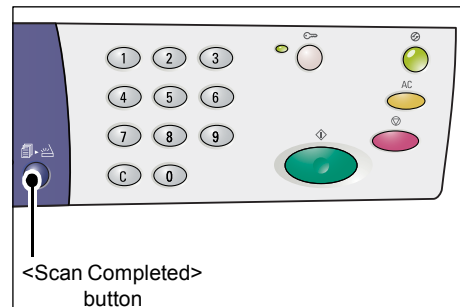


## If using the Document Glass to scan documents

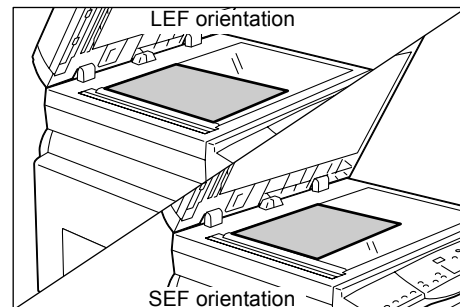
- 1) Press the <Start> button to scan the loaded document.



The indicator next to the <Scan Completed> button blinks.

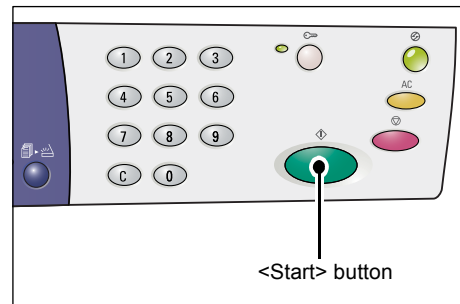


- 2) Load the next document on the Document Glass in the same orientation as the previously scanned document.



- 3) Press the <Start> button to scan the loaded document.

**Note** • After scanning the last document, press the <Scan Completed> button to start copying.

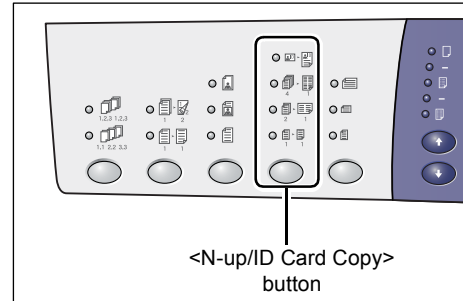


## ID Card Copies (Copying an ID Card-shaped Document onto a Sheet)

ID Card Copy feature is used to copy both sides of an ID card-shaped document onto one side of a sheet. The following procedure describes how to copy an ID card-shaped document.

**Important** • When selecting the ID Card Copy feature, the zoom ratio is fixed to 100%.

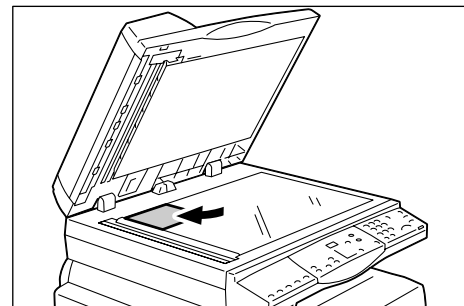
1. Press the <N-up/ID Card Copy> button to select the ID Card Copy feature.



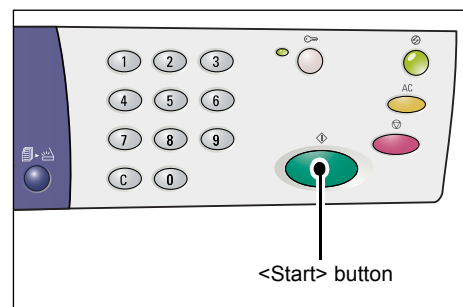
### ID Card Copy

Copies an ID card-shaped document onto one side of a single sheet.

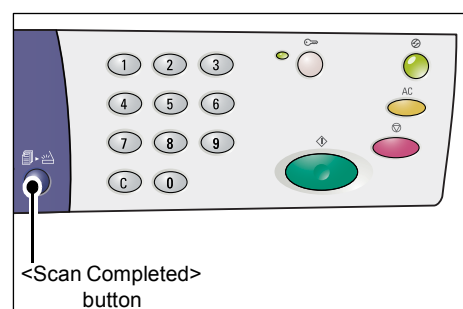
2. Place an ID card-shaped document face down on the Document Glass, and align it with the top left corner.



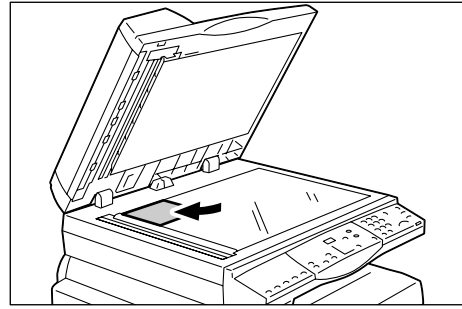
3. Press the <Start> button to start scanning one side of the ID card-shaped document.



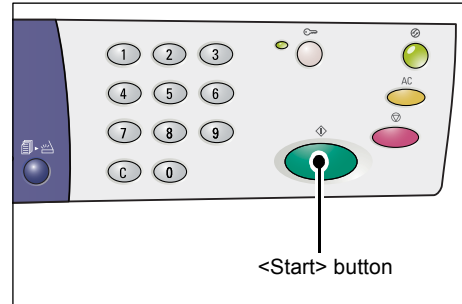
The indicator next to the <Scan Completed> button blinks.



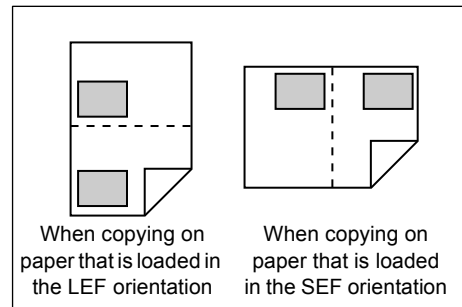
4. Flip over the ID Card-shaped document, and align it with the top left corner of the Document Glass.



5. Press the <Start> button to start scanning the loaded ID card-shaped document and to start copying.



Both sides of the ID card-shaped document are copied onto one side of a single sheet.





# 6 Managing Accounts

This section describes three different account modes that the machine offers in order to manage accounts effectively for copy jobs, and describes how to log in to the machine.

## Account Mode Overview

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You can select one of the following account modes: No Account Mode, Single Account Mode, or Multiple Account Mode.

### No Account Mode

No password is set on the machine in the No Account Mode, allowing all users to run a copy job without logging in.

### Single Account Mode

A single password can be set on the machine in the Single Account Mode. Only those who have the password can run a copy job on the machine.

**Important** • Password entry is only required for copy jobs. You do not need to enter a password to log in to the machine for a print or scan job.

### Multiple Account Mode

Up to 11 user accounts and their corresponding passwords can be set on the machine in the Multiple Account Mode (one for the System Administrator, and the rest for 10 different users/user groups). Users are required to enter their account number and password to log in to the machine. The System Administrator can set the copy job limit on each user account, and also review the total number of copies made by each account.

**Important** • Password entry is only required for copy jobs. You do not need to enter a password to log in to the machine for a print or scan job.

## Selecting the Account Mode on the Machine

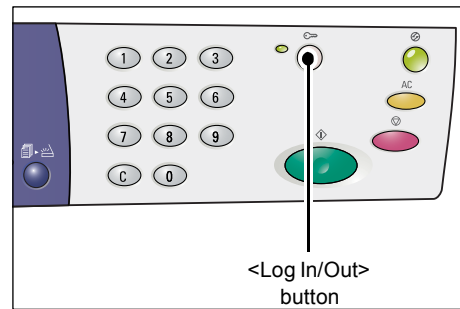
---

The following procedure describes how to select the account mode.

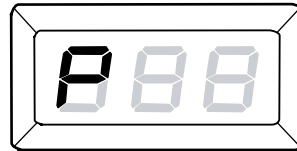
- If the machine is in the No Account Mode, proceed to Step 1.
- If the machine is in the Single Account Mode, refer to "Logging in to the Machine" (P.68) under "Single Account Mode" to log in to the machine, then proceed to Step 1 of the following procedure to select the account mode.
- If the machine is in the Multiple Account Mode, refer to "Logging in to the Machine" (P.69) under "Multiple Account Mode" to log in to the machine under the System Administrator's account, then proceed to Step 1 of the following procedure to select the account mode.

**Important** • The machine is in the No Account Mode by default.

1. Press the <Log In/Out> button for four seconds.  
The machine enters the System Setting Mode.



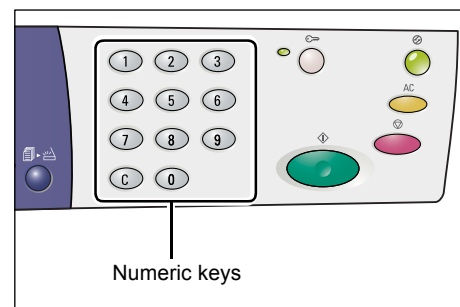
The letter [P] appears blinking in the Display.



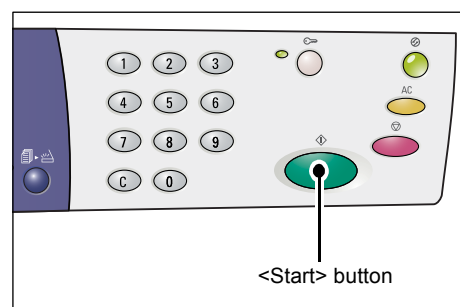
2. Enter "70" using the numeric keypad.

**Note** • The system setting menu number for selecting an account mode is "70".

For information on the system settings, refer to "System Settings" (P.123).



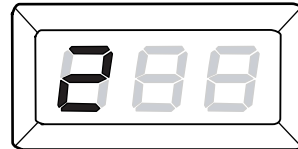
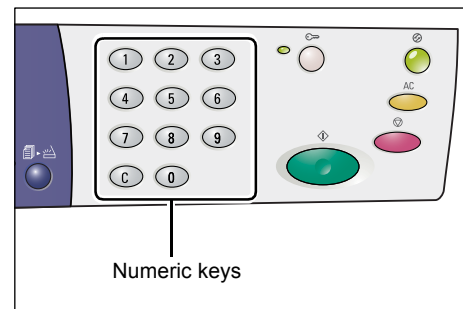
3. Press the <Start> button to confirm the entered menu number.  
The currently-set value appears blinking in the Display.



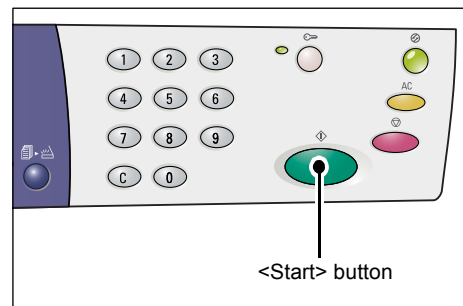
4. Enter the desired value using the numeric keypad.

- 0 - No Account Mode
- 1 - Single Account Mode
- 2 - Multiple Account Mode

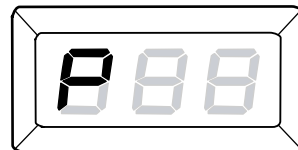
**Note** • "2" (Multiple Account Mode) is used as an example in this procedure.



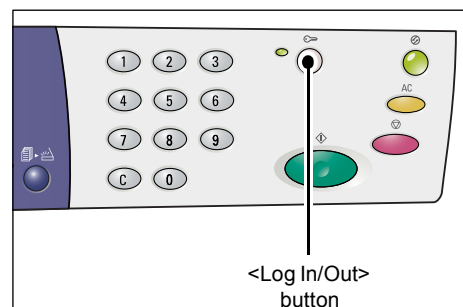
5. Press the <Start> button to confirm the entered account mode.



The letter [P] appears blinking in the Display.



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



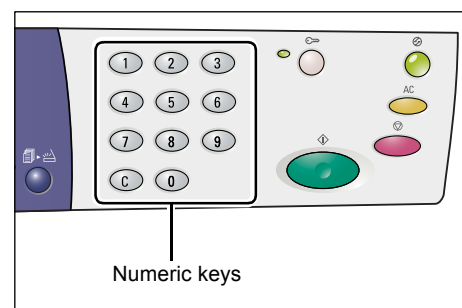
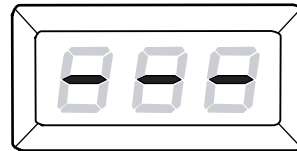
## Single Account Mode

This section describes how to log in when the machine is in the Single Account Mode.

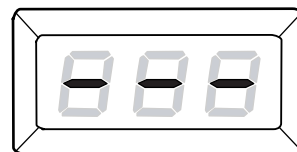
### Logging in to the Machine

The following procedure describes how to log in when the machine is in the Single Account Mode.

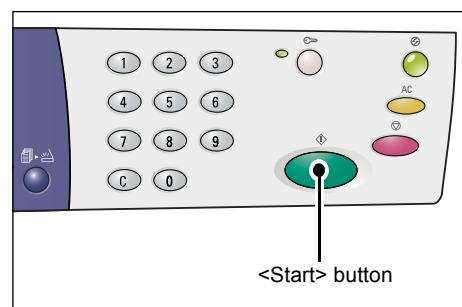
1. When the machine is in the Single Account Mode, [---] appears in the Display. Enter a three-digit password using the numeric keypad.



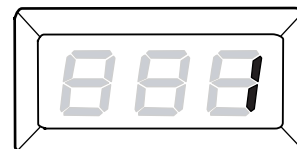
For security reasons, as you enter each digit of the password, a hyphen appears in the Display instead of the actual number that you enter.



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

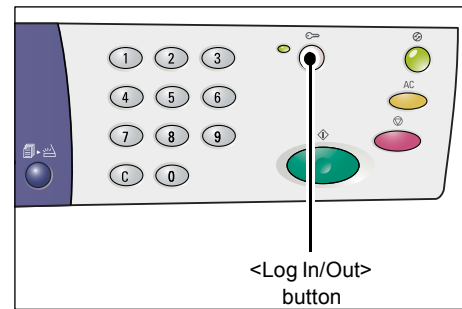


If the entered password is correct, the machine enters the Copy Mode, and [1] appears in the Display.



The indicator next to the <Log In/Out> button is lit while you are logged in to the machine.

- Note**
- You do not need to log in to the machine for a scan job or print job. If you wish to run a scan job after logging in, simply press the <Scan> button to switch the machine to the Scan Mode.



## Multiple Account Mode

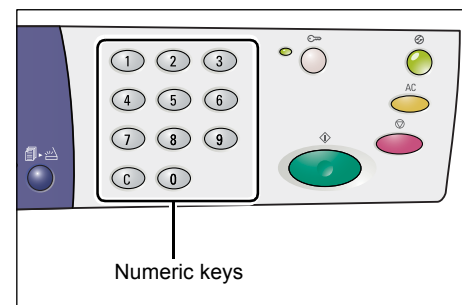
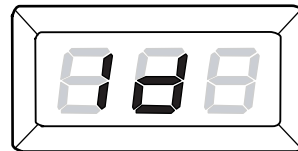
This section describes how to log in when the machine is in the Multiple Account Mode.

### Logging in to the Machine

The following procedure describes how to log in when the machine is in the Multiple Account Mode.

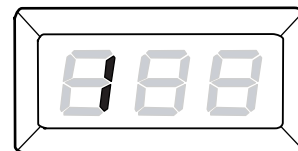
- Note**
- The System Administrator's account number is "0", and its default password is "111".

- When the machine is in the Multiple Account Mode, [Id] appears blinking in the Display. Enter an account number using the numeric keypad.

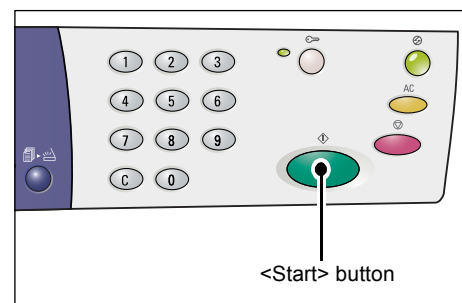


The account number that you enter appears in the Display.

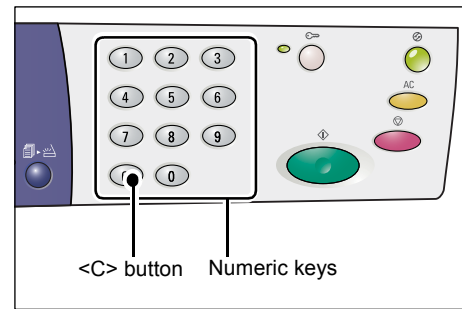
- Note**
- The account number "1" is used as an example in this procedure.



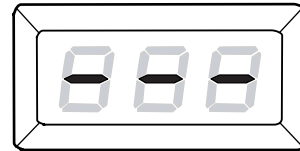
- Press the <Start> button to confirm the entered account number.



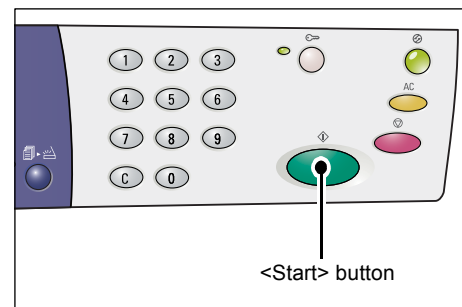
3. Enter a three-digit password which corresponds to the account number that you just entered using the numeric keypad.



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



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

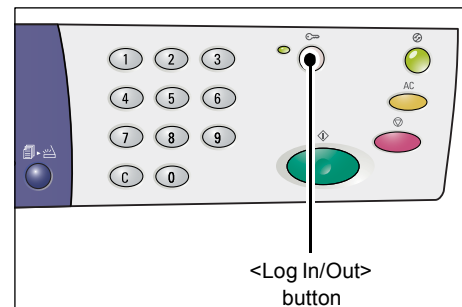


If the entered password is correct, the machine enters the Copy Mode, and [1] appears in the Display.



The indicator next to the <Log In/Out> button is lit while you are logged in to the machine.

- Note**
- You do not need to log in to the machine for a scan job or print job. If you wish to run a scan job after logging in, simply press the <Scan> button to switch the machine to the Scan Mode.

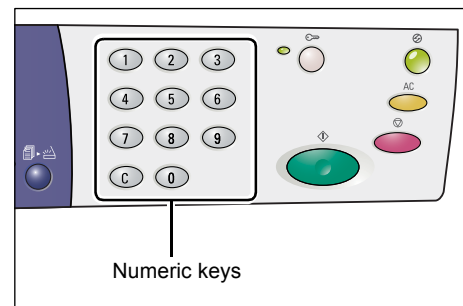
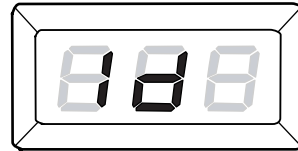


## Changing the Password

To change a password that has been set for a user account, you must first log in to the machine under the System Administrator's account, and then enter the System Setting Mode.

The following procedure describes how to change the password using the System Administrator's account.

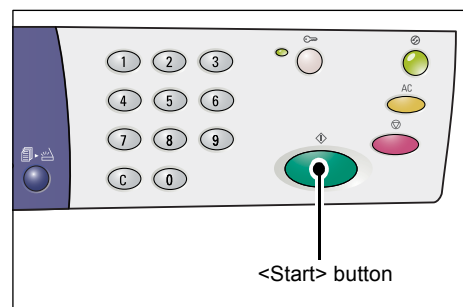
1. When the machine is in the Multiple Account Mode, [Id] appears blinking in the Display. Enter the System Administrator's account number "0" using the numeric keypad.



[0] appears in the Display.

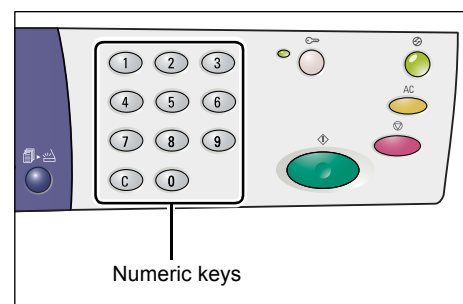


2. Press the <Start> button to confirm the entered account number.

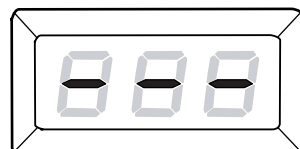


3. Enter the System Administrator's password using the numeric keypad.

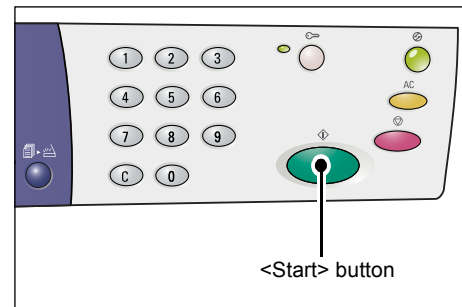
**Note** • The default System Administrator's password is "111".



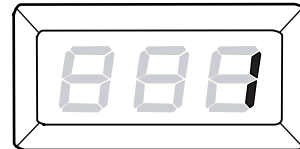
For security reasons, as you enter each digit of the password, a hyphen appears in the Display instead of the actual number that you enter.



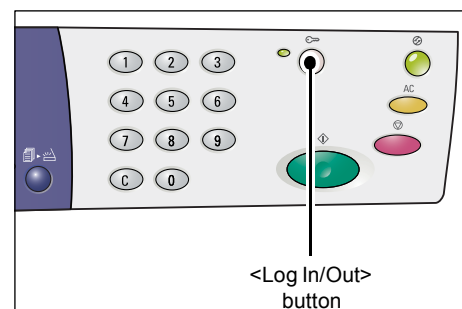
4. Press the <Start> button to confirm the entered password.



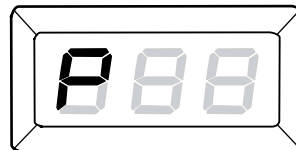
If the entered password is correct, the machine enters the Copy Mode, and [1] appears in the Display.



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.



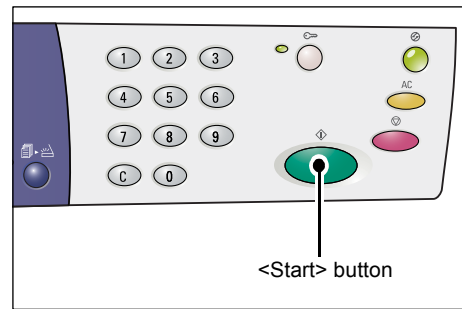
6. Enter the menu number using the numeric keypad.

Menu Number	Description
200	Specify a three-digit password of the System Administrator within a range of 000 - 999. (Default: 111)
201	Specify a three-digit password of the account number 1 within a range of 000 - 999.
202	Specify a three-digit password of the account number 2 within a range of 000 - 999.
203	Specify a three-digit password of the account number 3 within a range of 000 - 999.
204	Specify a three-digit password of the account number 4 within a range of 000 - 999.
205	Specify a three-digit password of the account number 5 within a range of 000 - 999.
206	Specify a three-digit password of the account number 6 within a range of 000 - 999.
207	Specify a three-digit password of the account number 7 within a range of 000 - 999.
208	Specify a three-digit password of the account number 8 within a range of 000 - 999.
209	Specify a three-digit password of the account number 9 within a range of 000 - 999.
210	Specify a three-digit password of the account number 10 within a range of 000 - 999.

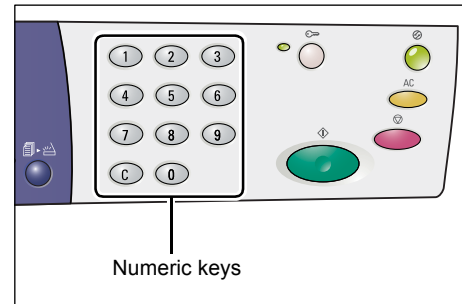


- 7.** Press the <Start> button to confirm the entered menu number.

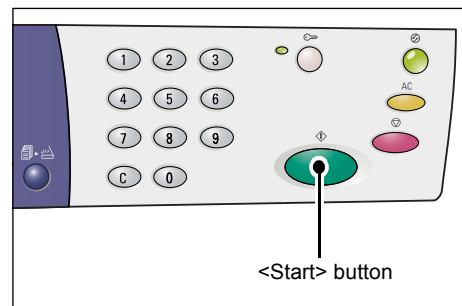
The currently-set password for that particular account appears blinking in the Display.



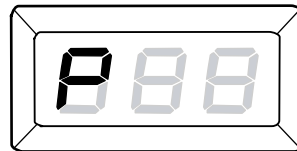
- 8.** Enter a new three-digit password using the numeric keypad.



- 9.** Press the <Start> button to confirm the new password.

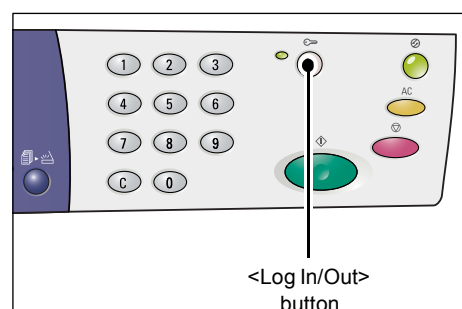


The letter [P] appears blinking in the Display.



- 10.** Press the <Log In/Out> button.

The machine exits the System Setting Mode.

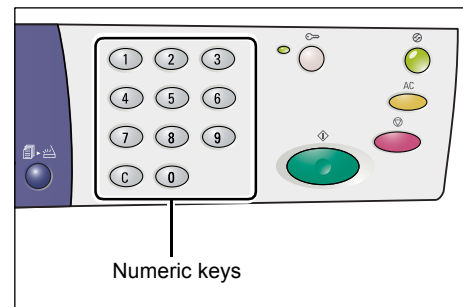
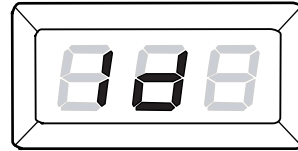


## Setting Copy Job Limits on a User Account

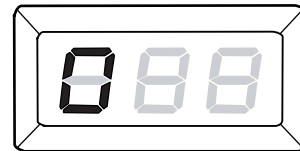
To set the copy job limit on a user account, you must first log in to the machine under the System Administrator's account, and then enter the System Setting Mode.

The following procedure describes how to set a copy job limit on a particular user account using the System Administrator's account.

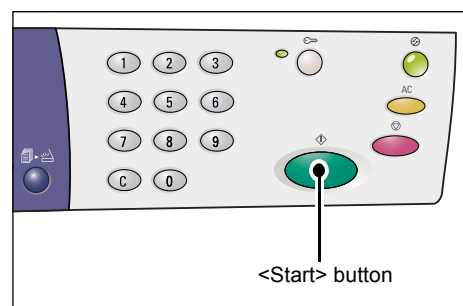
1. When the machine is in the Multiple Account Mode, [Id] appears blinking in the Display. Enter the System Administrator's account number "0" using the numeric keypad.



[0] appears in the Display.

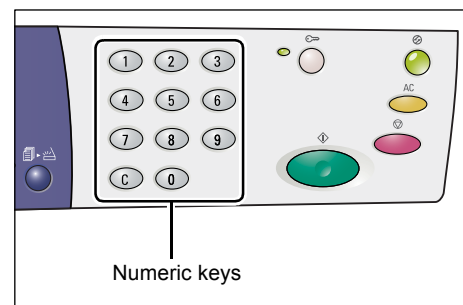


2. Press the <Start> button to confirm the entered account number.

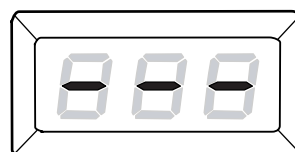


3. Enter the System Administrator's password using the numeric keypad.

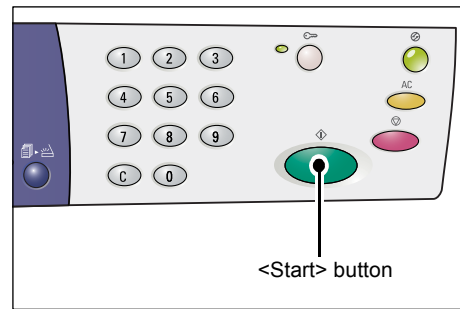
**Note** • The default System Administrator's password is "111".



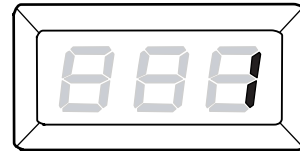
For security reasons, as you enter each digit of the password, a hyphen appears in the Display instead of the actual number that you enter.



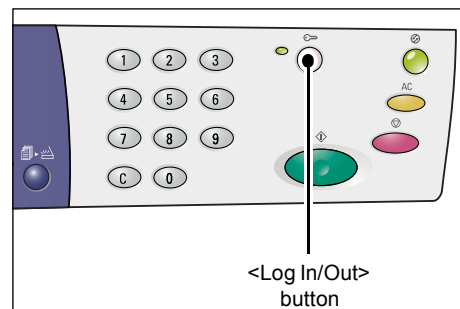
4. Press the <Start> button to confirm the entered password.



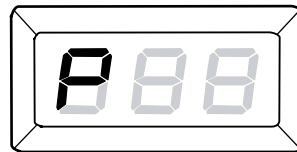
If the entered password is correct, the machine enters the Copy Mode, and [1] appears in the Display.



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.



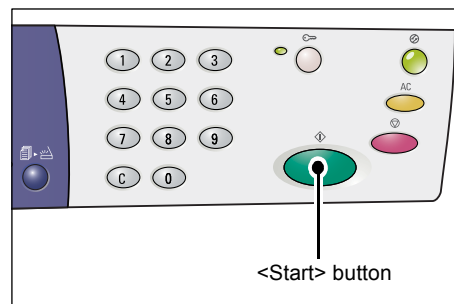
6. Enter the menu number using the numeric keypad.

Menu Number	Description
301	Specify the maximum number of pages allowed to copy for the account number 1 within a range of 0 - 60 (0 - 60,000).
302	Specify the maximum number of pages allowed to copy for the account number 2 within a range of 0 - 60 (0 - 60,000).
303	Specify the maximum number of pages allowed to copy for the account number 3 within a range of 0 - 60 (0 - 60,000).
304	Specify the maximum number of pages allowed to copy for the account number 4 within a range of 0 - 60 (0 - 60,000).
305	Specify the maximum number of pages allowed to copy for the account number 5 within a range of 0 - 60 (0 - 60,000).
306	Specify the maximum number of pages allowed to copy for the account number 6 within a range of 0 - 60 (0 - 60,000).
307	Specify the maximum number of pages allowed to copy for the account number 7 within a range of 0 - 60 (0 - 60,000).
308	Specify the maximum number of pages allowed to copy for the account number 8 within a range of 0 - 60 (0 - 60,000).

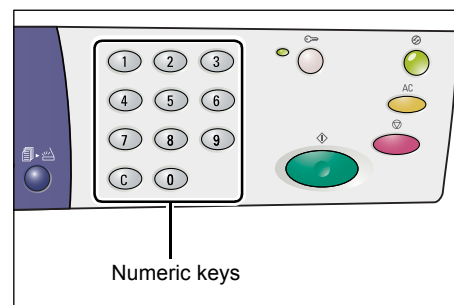
Menu Number	Description
309	Specify the maximum number of pages allowed to copy for the account number 9 within a range of 0 - 60 (0 - 60,000).
310	Specify the maximum number of pages allowed to copy for the account number 10 within a range of 0 - 60 (0 - 60,000).

7. Press the <Start> button to confirm the entered menu number.

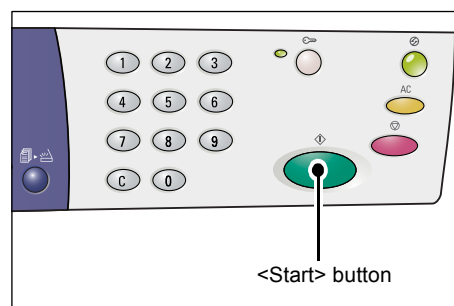
The currently-set copy job limit for that particular account number appears blinking in the Display.



8. Set a new copy job limit using the numeric keypad.

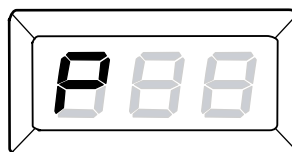


9. Press the <Start> button to confirm the new copy job limit.



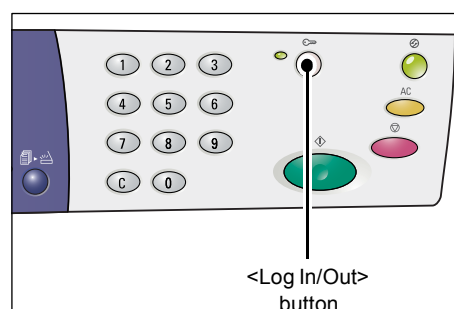
The letter [P] appears blinking in the Display.

**Note** • If an incorrect value is specified in step 8, [0] appears in the Display instead of the letter [P].



10. Press the <Log In/Out> button.

The machine exits the System Setting Mode.



## Reviewing the Total Number of Copies

The following procedure describes how to review the total number of copies made by each account.

**1.** Log in to the machine.

For information on how to log in to the machine, refer to "Logging in to the Machine" (P.69) under "Multiple Account Mode" (P.69).

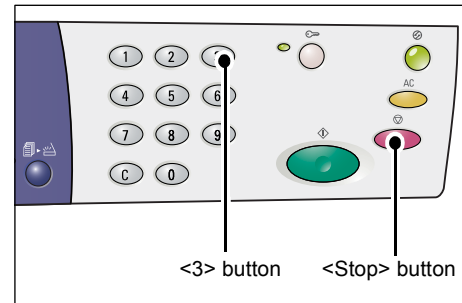
**2.** Hold down the <Stop> button, and while holding down the <Stop> button, press <3> button.

- If you have logged in under the System Administrator's account

An account number, copy job limit set for the account, and the current number of copies made under the account appear sequentially in the Display starting from the account number 1 to 10.

- If you have logged in under any account other than the System Administrator's

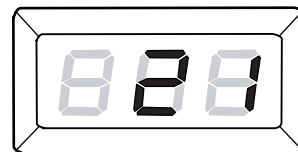
An account number that has been used to log in, the copy job limit set for the account, and the current number of copies made under the account, appear sequentially in the Display.



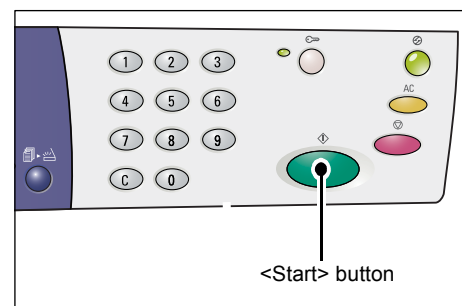
### If the displayed value has more than three digits

The following describes how a numerical value, which has more than three digits, appears in the Display.

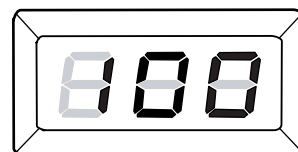
**1.** First two digits of the value appears in the Display.



**2.** Press the <Start> button to display the rest.



The second half of the numerical value appears in the Display. The value shown in this example is "21100".



# 7 Printing

This chapter describes the basic flow of a print job, starting from setting up the printer, and the basic printing procedure.

**Important** • You must install the print driver in advance. For information on how to install the print driver, refer to "Installing the Print Driver and the Scan Driver (TWAIN driver)" (P.34).

## Setting Up the Printer

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This section describes how to set up the printer preferences and how to specify the custom paper size.

### Setting the Printer Preferences

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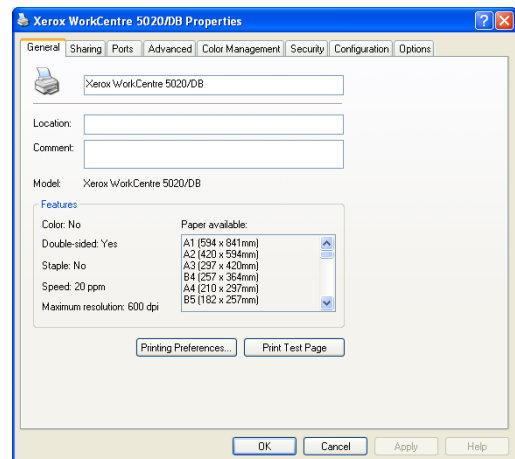
The following procedure describes how to specify the printer preferences.

1. Select [Start] at the bottom of the screen, then select [Printers and Faxes].  
The [Printers and Faxes] dialog box appears.
2. Right-click on the [Xerox WorkCentre 5016], [Xerox WorkCentre 5020/B], or [Xerox WorkCentre 5020/DB] printer, and select [Properties] from the displayed pop-up menu.

**Note** • Because this procedure to open the [Properties] dialog box uses Windows XP as an example, you may have to open the [Properties] dialog box in different ways, depending on the operating system in use. Refer to a guide provided with the operating system for more information.

The [Properties] dialog box appears.

3. Click [Printing Preferences].



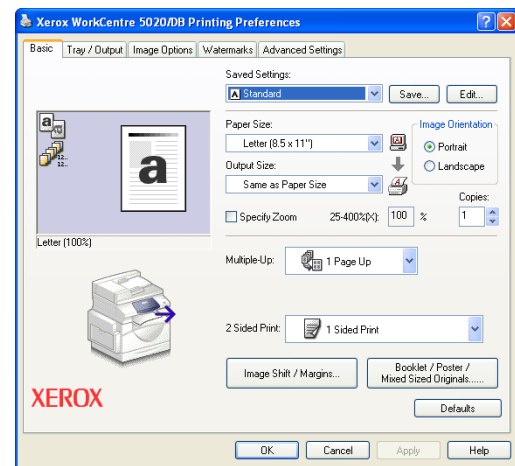
The [Printing Preferences] dialog box appears.

4. Configure any printer settings as necessary.
5. Click [OK] to save the specified settings.

The [Printing Preferences] dialog box closes.

6. Click [OK] on the [Properties] dialog box.

The [Properties] dialog box closes.



## Specifying the Custom Paper Size

When using non-standard sized paper for any print job, you must first specify its size in the print driver.

The following procedure describes how to specify the non-standard custom paper size in the print driver.

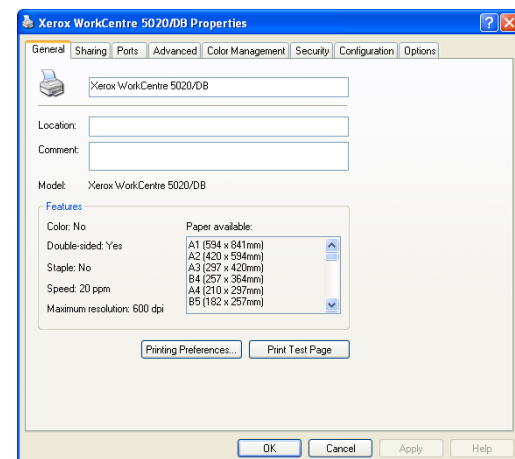
**Important** • You must use the Bypass Tray to load non-standard sized paper.

1. Select [Start] at the bottom of the screen, then select [Printers and Faxes].

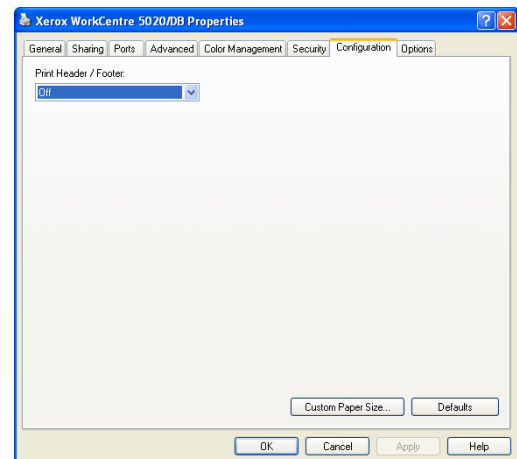
The [Printers and Faxes] dialog box appears.

2. Right-click the [Xerox WorkCentre 5016], [Xerox WorkCentre 5020/B], or [Xerox WorkCentre 5020/DB] printer, and select [Properties] from the displayed pop-up menu.

The [Properties] dialog box appears.



3. Click the [Configuration] tab, and select [Custom Paper Size].

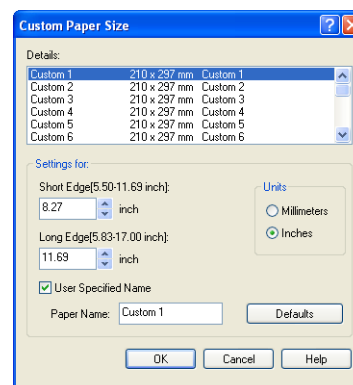


4. Specify the paper size in the [Custom Paper Size] dialog box.
5. Click [OK] to save the specified custom paper size.

The [Custom Paper Size] dialog box closes.

6. Click [OK] on the [Properties] dialog box.

The [Properties] dialog box closes.

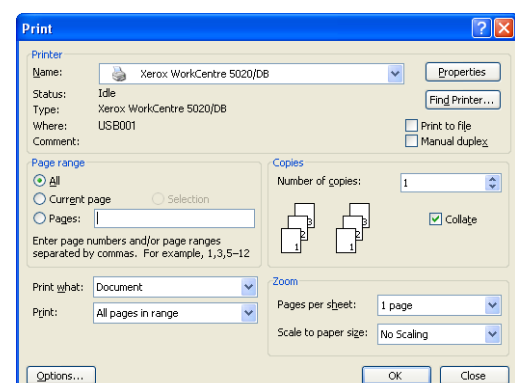


## Printing Procedure

The following procedure describes how to run a print job.

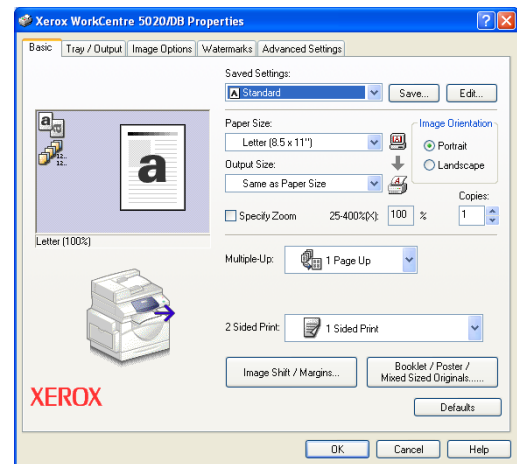
- Important**
- The printing procedure varies depending on the application in use. For details, refer to the respective manuals provided with the application.
  - For more information on the print driver, refer to Help in the print driver.

1. Select [Print] from the menu on the application.
2. Select the machine name in [Name], and click [Properties].





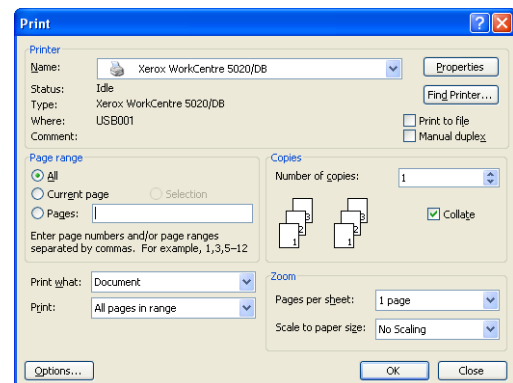
- The [Properties] dialog box appears.
3. Specify features as necessary in the [Properties] dialog box.
  4. Click [OK] to save the specified settings.  
The [Properties] dialog box closes.
  5. Click [OK] on the [Print] dialog box.  
The [Print] dialog box closes, and the print job starts.



## Printing on the Custom Size Paper

The following procedure describes how to print on a custom sized paper.

1. Select [Print] from the menu on the application.
2. Select the machine name in [Name].
3. Click [Properties].

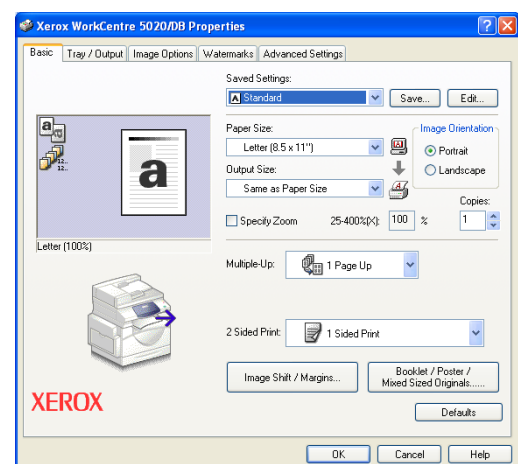


- The [Properties] dialog box appears.
4. Select the document size in [Paper Size].
  5. Select the desired custom paper size in [Output Size].

**Note**

- The custom paper sizes that appear under [Output Size] have been registered in advance. For information on how to register the custom paper size, refer to "Specifying the Custom Paper Size" (P.79).

6. Specify other features as necessary.
7. Click [OK] in the [Properties] dialog box to save specified settings.  
The [Properties] dialog box closes.
8. Click [OK] in the [Print] dialog box.  
The [Print] dialog box closes, and the print job starts.



## Canceling a Print Job

You can cancel a print job before the machine delivers the output copies. There are two ways to cancel a print job:

- Canceling a print job on a computer
- Canceling a print job on the Control Panel

### Canceling a print job on a computer

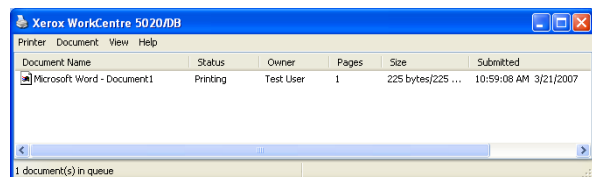
The following procedure describes how to cancel a print job on a computer.

1. Double-click the printer icon.

A dialog box appears listing all the queued jobs.

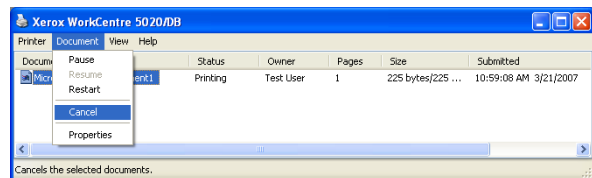
2. Select the print job that needs to be canceled.

The selected print job is highlighted.



3. Select [Cancel] from the [Document] menu.

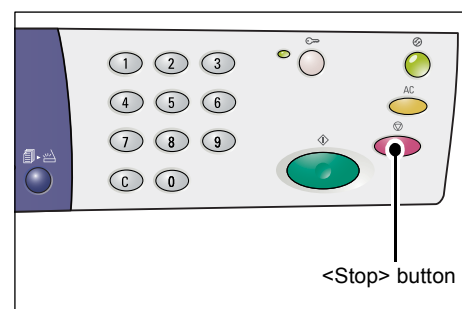
The selected job is canceled.



### Canceling a print job on the Control Panel

The following procedure describes how to cancel a print job on the Control Panel.

1. Press the <Stop> button while the machine is processing a print job that needs to be canceled.



# 8 Scanning

This chapter describes the scan driver (TWAIN driver) and the scan application (Button Manager), and provides the basic scanning procedure.

## The Scan Driver (TWAIN driver) and Button Manager

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This section provides information on the TWAIN driver and Button Manager.

### TWAIN driver

The TWAIN driver allows you to acquire an image that is scanned on the machine. You can import a scanned image to a computer through the TWAIN driver.

For information on how to install the scan driver (TWAIN driver), refer to "Installing the Print Driver and the Scan Driver (TWAIN driver)" (P.34).

### Button Manager

Button Manager is a scanner application that can be installed on a computer, which allows you to scan a document that has been loaded on the machine, and to convert the scanned document into a BITMAP file, a PDF file, or a TIFF file. This scanner application uses the TWAIN driver to acquire images scanned on the machine, so the TWAIN driver must be installed on the computer in order to use this application.

For information on how to install Button Manager, refer to "Installing the Scanner Application (Button Manager)" (P.38).

## Scanning Procedure (Using the TWAIN driver)

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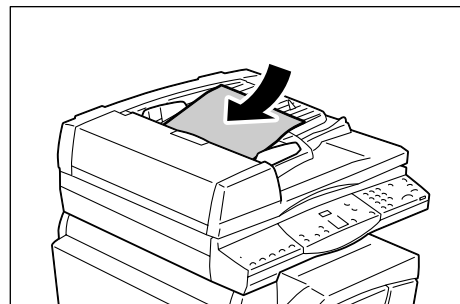
The following procedure describes a basic scanning procedure when using the TWAIN driver.

### 1. Load a document.

- When scanning a document from the Document Feeder

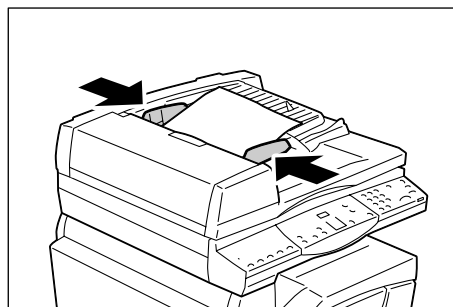
1) Place a document face up in the center of the Document Feeder.

- Note**
- The indicator on the Machine Diagram (mimic) lights up when a document is loaded correctly in the Document Feeder. If the indicator does not light up, the document may not be loaded properly in the Document Feeder.



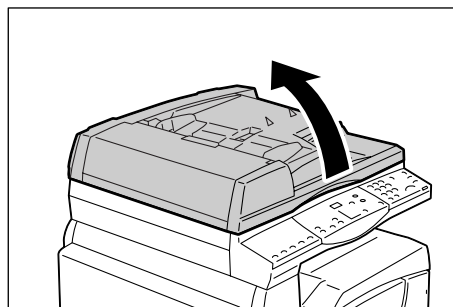
2) Adjust the document guides to just touch the edges of the loaded document.

**Note** • If the size of the loaded document is smaller than any standard sizes, the edges of the loaded document may create shadow, and may appear to have an outline on the scanned image.



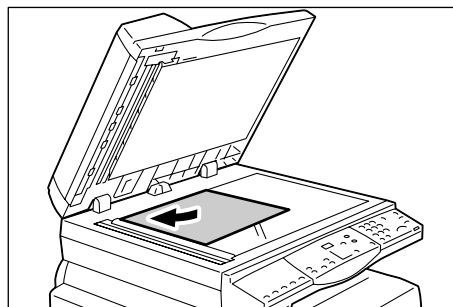
• When scanning a document from the Document Glass

1) Open the Document Cover.



2) Place a document face down on the Document Glass, and align it to the top left corner.

**Note** • If the size of the loaded document is smaller than any standard sizes, the edges of the loaded document may create shadow, and may appear to have an outline on the scanned image.



3) Close the Document Cover.

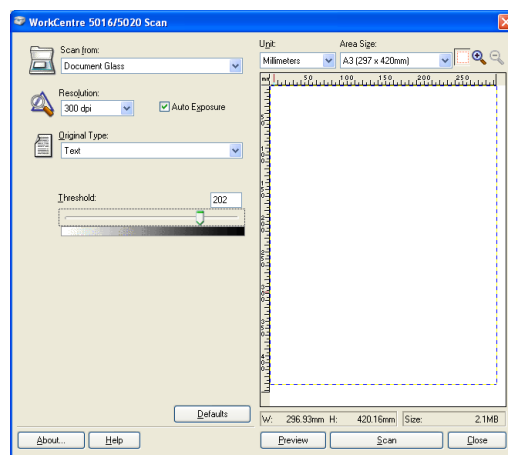
2. Start any TWAIN-compliant application on the computer.

3. Select a command from the menu in the TWAIN-compliant application to display the 5016/5020 Scanner driver.

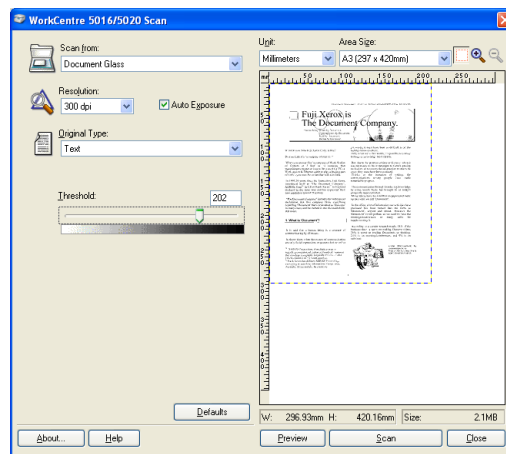
**Note** • For more information on how to acquire an image using the TWAIN driver on an application, refer to the manual provided with the application in use.  
 • If the WIA (Windows Image Acquisition) driver is displayed instead of the TWAIN driver, close the WIA driver, and select the TWAIN driver correctly.

The TWAIN driver appears.

4. Click [Preview] to create a preview image.



The preview image appears in the preview window.



## 5. Configure the scan settings.

Item	Value
[Scan from]	Select whether to use the Document Glass or Document Feeder. [Document Glass], [Document Feeder]
[Resolution]	Select the resolution. [100 dpi], [150 dpi], [200 dpi], [300 dpi], [400 dpi], [600 dpi]
[Auto Exposure] check box	Select whether or not to suppress the background color. Checked - Suppresses the background color. Unchecked - Does not suppress the background color.
[Original Type]	Select the type of an original document. [Text] - Suitable for a document which only contains text. [Photo] - Suitable for a document which only contains photo images. [Text & Photo] - Suitable for a document which contains both text and photo images.
[Threshold]	Adjust the threshold level. <b>Note</b> • This item appears when selecting [Text] under [Original Type].
[Input Level] [Output Level]	Adjust the input and output image tone. [Input Level] - Adjusts the input image tone. [Output Level] - Adjusts the output image tone. <b>Note</b> • These two items appear when selecting [Photo] or [Text & Photo] under [Original Type].
[Unit]	Select a measuring unit. [Inches], [Millimeters], [Pixels]
[Area Size]	Specify a scanning area by selecting one of the following standard document sizes. [A3 (297 x 420 mm)], [A4 (210 x 297 mm)], [A5 (148 x 210 mm)], [B4 (257 x 364 mm)], [B5 (182 x 257 mm)], [8.5 x 11"] (Letter), [8.5 x 14"] (Legal), [11 x 17"] (Ledger/Tabloid), [7.25 x 10.5"] (Executive)
Preview window	Specify a scanning area manually in this area. Also the previewed image appears in this area.
[Preview] button	Scans a loaded document to create a preview image, which appears in the preview window.
[Scan] button	Starts scanning a loaded document within the specified scanning area.
[Close] button	Closes the [TWAIN Driver] dialog box.

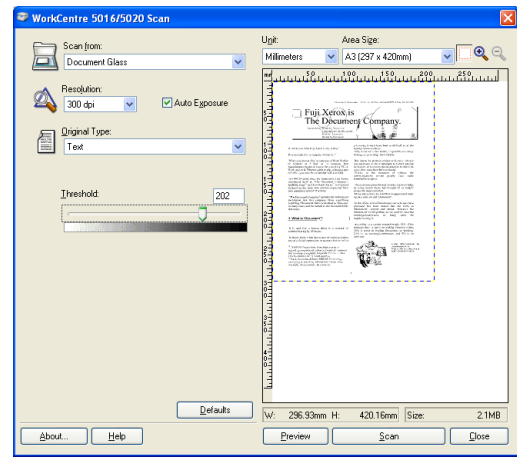
**Note** • For more information on each item, click [Help] displayed in the scan driver.

**6.** Click [Scan].

The machine starts to scan the document, and a scanning progress dialog box appears.

The scanned image is imported into the application.

- Note**
- Regardless of the actual size of the loaded document, the size set in the preview window or any document size selected under [Area Size] of the scan driver in Step 5 becomes the size of the scanned image.



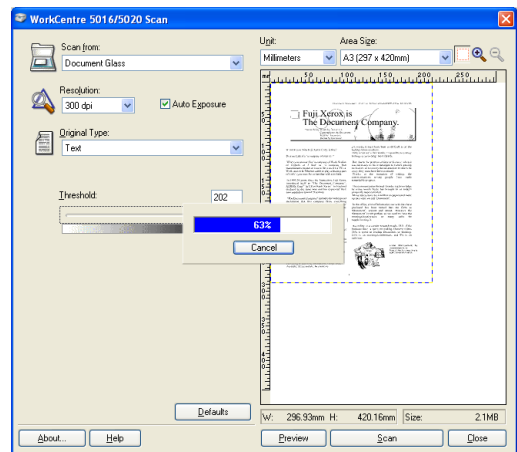
## Canceling a Scan Job (TWAIN driver)

When using a TWAIN-compliant application, you can cancel a scan job while the machine is scanning a document. There are two ways to cancel a scan job:

- Canceling a scan job on a computer
- Canceling a scan job on the Control Panel

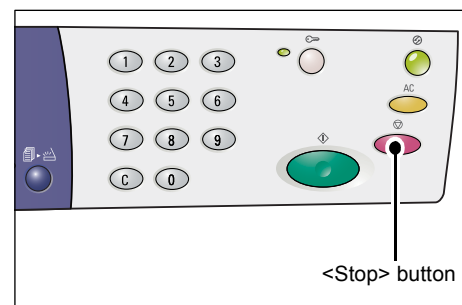
### Canceling a job on the computer

1. Click [Cancel] in the scanning progress dialog box.



### Canceling a job on the Control Panel

1. Press the <Stop> button.



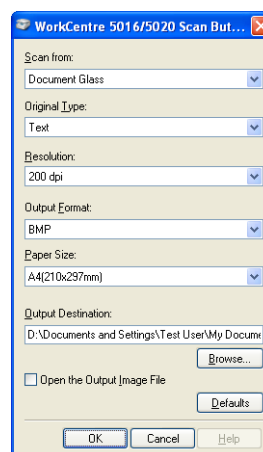
## Scanning Procedure (Using Button Manager)

The following procedure describes a basic scanning procedure when using Button Manager.

1. Click the [Start] button, and select [All Programs] > [Xerox] > [WorkCentre 5016 & 5020 Scan Button Manager] > [Scan Button Manager] to start Button Manager.

**Note** • Pressing the <Scan> button on the Control Panel triggers Button Manager to start up on a computer that is connected to the machine.

2. Specify the scan settings on the [WorkCentre 5016/5020 Scan Button Manager] dialog box.

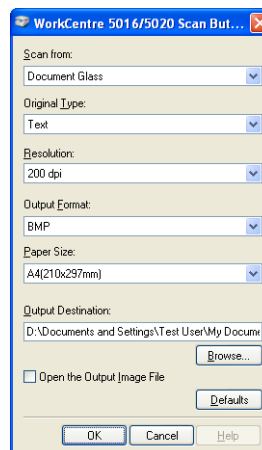


Item	Value/Description
[Scan from]	Select whether to use the Document Glass or Document Feeder. [Document Glass], [Document Feeder]
[Original Type]	Select the type of an original document. [Text] - Suitable for a document which only contains text. [Photo] - Suitable for a document which only contains photo images. [Text & Photo] - Suitable for a document which contains both text and photo images.
[Resolution]	Select the resolution. [100 dpi], [150 dpi], [200 dpi], [300 dpi], [400 dpi], [600 dpi]
[Output Format]	Select the output format of a scanned image file. [BMP] (.bmp), [TIFF] (.tiff), [PDF] (.pdf)
[Paper Size]	Specify a scanning area by selecting one of the following standard document sizes. [A3 (297 x 420 mm)], [A4 (210 x 297 mm)], [A5 (148 x 210 mm)], [B4 (257 x 364 mm)], [B5 (182 x 257 mm)], [Letter (8.5 x 11")], [Executive (7.25 x 10.5")], [Legal (8.5 x 14")], [Tabloid (11 x 17")]
[Output Destination]	Specify a destination folder path using up to 256 characters. Or click the [Browse] button to select a destination folder.
[Open the Output Image File] check box	Select whether or not to open a scanned image file on the computer screen. Checked - Opens the scanned image automatically after scanning. Unchecked - Simply saves the scanned image file into the specified destination folder after scanning.
[OK] button	Starts scanning a loaded document.
[Cancel] button	Cancels all the specified values, and closes the [WorkCentre 5016/5020 Scan Button Manager] dialog box.
[Help] button	Displays the Button Manager Help.

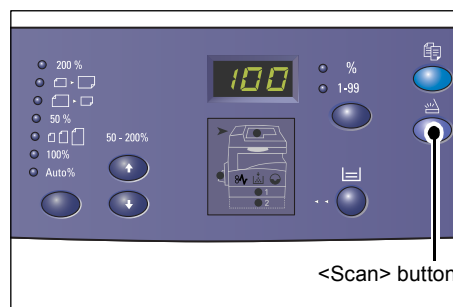
**Note** • For more information on each item, click the [Help] button in the scan driver.

3. Select [OK] to save the specified settings in Button Manager.

The [WorkCentre 5016/5020 Scan Button Manager] dialog box closes.



4. Press the <Scan> button.

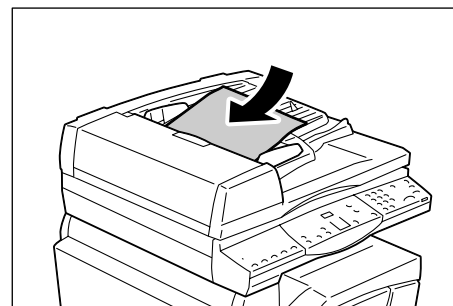


5. Load a document.

• When scanning a document from the Document Feeder

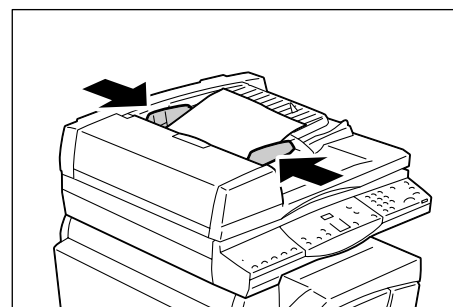
- 1) Place a document face up in the center of the Document Feeder.

**Note** • The indicator on the Machine Diagram (mimic) lights up when a document is loaded correctly in the Document Feeder. If the indicator does not light up, the document may not be loaded properly in the Document Feeder.



- 2) Adjust the document guides to just touch the edges of the loaded document.

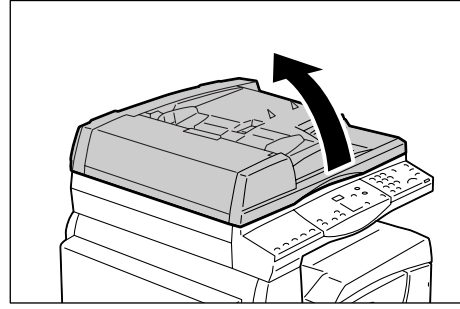
**Note** • If the size of the loaded document is smaller than any standard sizes, the edges of the loaded document may create shadow, and may appear to have an outline on the scanned image.





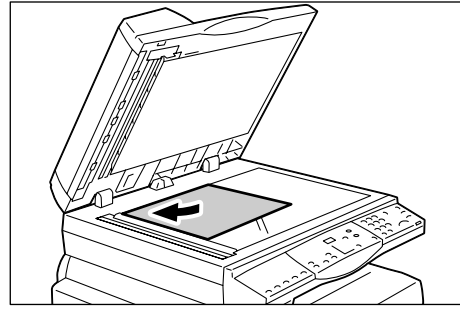
- When scanning a document from the Document Glass

1) Open the Document Cover.



2) Place a document face down on the Document Glass, and align it with the top left corner.

- Note**
- If the size of the loaded document is smaller than any standard sizes, the edges of the loaded document may create shadow, and may appear to have an outline on the scanned image.

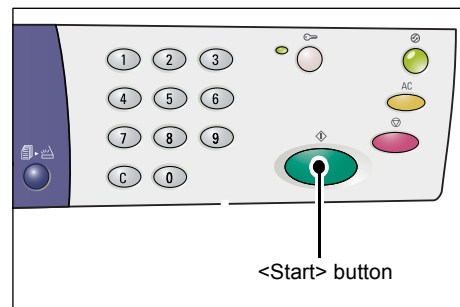


3) Close the Document Cover.

**6.** Press the <Start> button to start scanning.

The machine starts to scan the document, and the scanned image is saved in the location that you specified under [Output Destination] of the [WorkCentre 5016/5020 Scan Button Manager] dialog box in Step 2.

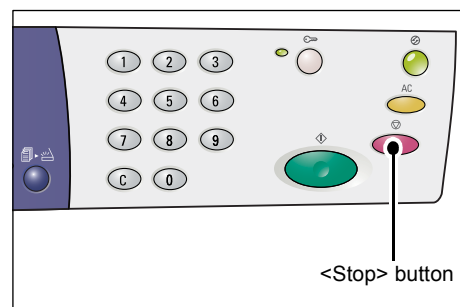
- Note**
- Regardless of the actual size of the loaded document, any size selected under [Paper Size] in the [WorkCentre 5016/5020 Scan Button Manager] dialog box in Step 2 becomes the size of the scanned image.



## Canceling a Scan Job (Button Manager)

The following procedure describes how to cancel a scan job.

**1.** Press the <Stop> button while the machine is scanning a document.



# 9 Troubleshooting

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 clear paper jams.

## Fault Clearance Procedure

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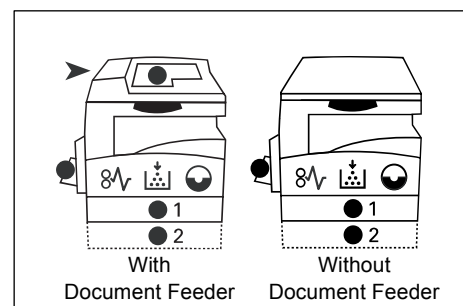
When you encounter a problem when using the machine, follow each step to identify the cause of the problem, then apply the suggested solution.

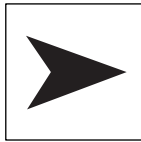
- **Machine Diagram (mimic)**  
If any indicator is lit or flashing, refer to "Machine Diagram (mimic)" (P.90).
- **Error code in the Display**  
Check the error code shown in the Display. Most error codes are listed on the Error Code Label. Refer to the Error Code Label for the error description, and apply the suggested solution.  
If the displayed error code is not listed in the Error Code Label, refer to "Error Codes" (P.92).
- **Troubleshooting Table**  
If any problem persists after applying the suggested solution, refer to "Troubleshooting Table" (P.98). 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 on and off. For information on how to switch the machine on and off, refer to "Switching On / Off" (P.31).
- **Xerox Welcome Center**  
If a problem persists after applying all the suggested solutions, contact the Xerox Welcome Center.

## Machine Diagram (mimic)

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





### Document Feeder Jam

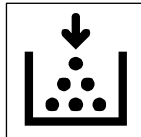
The red indicator flashes when a document jams in the Document Feeder.

For information on how to clear document jams in the Document Feeder, refer to "A1: Document Jams" (P.109).



### 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 the "Error Codes" (P.92) for the solution.

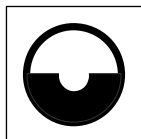


### Toner

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.

For information on how to add toner into the Drum Cartridge, refer to "Adding Toner to the Drum Cartridge" (P.111).

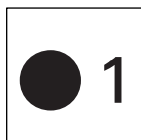


### Replace Drum Cartridge

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.

For information on how to replace the Drum Cartridge, refer to "Replacing the Drum Cartridge" (P.114).



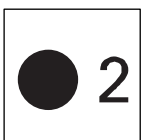
### Tray 1

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 "Loading Paper in Tray 1" (P.42).

For information on how to clear paper jams in Tray 1, refer to "C1: Paper Jam in Tray 1" (P.106).



### Tray 2

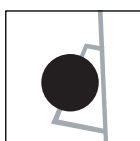
The green indicator lights up when Tray 2 is selected.

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 "Loading Paper in Tray 2" (P.43).

For information on how to clear paper jams in Tray 2, refer to "C2: Paper Jam in Tray 2" (P.107).

**Note** • This indicator is only available when Paper Tray 2 (optional) is fitted on the machine.

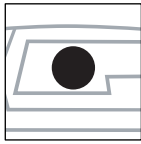


### Bypass Tray

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

For information on how to load paper in the Bypass Tray, refer to "Loading Paper in the Bypass Tray" (P.44).

For information on how to clear paper jams in the Bypass Tray, refer to "C3: Paper Jam in the Bypass Tray" (P.108).

**Document Present**

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

**Note** • This option is only available when the Document Feeder is fitted on the machine.

## Error Codes

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**A Codes**

<b>Error Code</b>	<b>Description</b>	<b>Remedy</b>
A1	Documents jammed in the Document Feeder.	Remove the jammed document carefully. For information on how to remove the jammed document, refer to "A1: Document Jams" (P.109).
A2	The size of documents that are loaded in the Document Feeder is not supported, and resulted in a document jam.	Remove the jammed document carefully, and use the Document Glass instead. For information on how to remove the jammed document, refer to "A1: Document Jams" (P.109).
A5	The Document Feeder Cover is open.	Close the Document Feeder Cover.
	When leaving the Document Cover slightly open to scan a document with a certain thickness such as a book on the Document Glass, if another document is also loaded in the Document Feeder, the machine does not allow you to scan a document on the Document Glass.	Remove the document in the Document Feeder before starting to scan the document on the Document Glass.

**C Codes**

Error Code	Description	Remedy
C0	When using the Document Feeder to scan a document, the scanned image that is enlarged or reduced by the specified zoom ratio does not fit entirely on the paper that is loaded in the tray that you specified.	<p>Stop the job. Specify the smaller zoom ratio, or load the bigger sized paper in the tray before running the job again.</p> <p>For information on how to specify the zoom ratio, refer to "&lt;Variable Ratio&gt; button" (P.24) or "&lt;Reduce/Enlarge&gt; button" (P.24).</p> <p>For information on how to change the size of paper in the tray, refer to "Changing the Size and Orientation of Paper in Tray 1" (P.46) and "Changing the Size and Orientation of Paper in Tray 2" (P.48).</p>
	When Automatic Paper Selection (menu number: 7) is enabled, the machine is unable to select a tray, because none of the trays are loaded with the appropriate size of paper.	<p>Press the &lt;Stop&gt; button to cancel the job. Load a tray with the desired size of paper.</p> <p>For information on how to load paper in the trays, refer to "Loading Paper in the Trays" (P.42).</p>
C1	Paper jammed in Tray 1.	<p>Remove the jammed paper. Check that the paper guides are adjusted correctly.</p> <p>For information on how to clear paper jams in Tray 1, refer to "C1: Paper Jam in Tray 1" (P.106).</p> <p>For information on how to correctly adjust the paper guides, refer to Step 4 of the procedure "Loading Paper in Tray 1" (P.42).</p>
C2	Paper jammed in Tray 2.	<p>Remove the jammed paper. Check that the paper guides are adjusted correctly.</p> <p>For information on how to clear paper jams in Tray 2, refer to "C2: Paper Jam in Tray 2" (P.107).</p> <p>For information on how to correctly adjust the paper guides, refer to Step 3 of the procedure "Loading Paper in Tray 2" (P.43).</p>
C3	Paper jammed in the Bypass Tray.	<p>Remove the jammed paper. Check that the paper guides are adjusted correctly.</p> <p>For information on how to clear paper jams in the Bypass Tray, refer to "C3: Paper Jam in the Bypass Tray" (P.108).</p>
	The Bypass Tray is out of paper.	<p>Open and close the Left Side Cover once, and load paper in the Bypass Tray.</p> <p>For information on how to load paper in the Bypass Tray, refer to "Loading Paper in the Bypass Tray" (P.44).</p>

<b>Error Code</b>	<b>Description</b>	<b>Remedy</b>
C5	Tray 1 is out of paper.	Load paper in Tray 1. For information on how to load paper in Tray 1, refer to "Loading Paper in Tray 1" (P.42).
	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 "Changing the Size and Orientation of Paper in Tray 1" (P.46). For information on how to specify the size and orientation of paper that is loaded, refer to "Specifying the Size and Orientation of Paper Loaded in the Trays" (P.49).
C6	Tray 2 is out of paper.	Load paper in Tray 2. For information on how to load paper in Tray 2, refer to "Loading Paper in Tray 2" (P.43).
	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 "Changing the Size and Orientation of Paper in Tray 2" (P.48). For information on how to specify the size and orientation of paper that is loaded, refer to "Specifying the Size and Orientation of Paper Loaded in the Trays" (P.49).
C7	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 "Loading Paper in the Bypass Tray" (P.44). For information on how to specify the size and orientation of paper that is loaded, refer to "Specifying the Size and Orientation of Paper Loaded in the Trays" (P.49).

**E Codes**

<b>Error Code</b>	<b>Description</b>	<b>Remedy</b>
E0	During a copy job, the machine erased already-scanned images before outputting on the paper.	Press the <Stop> button to cancel the copy job, and try again.

Error Code	Description	Remedy
E1	Paper jammed around the Fuser Unit and in the Left Side Cover.	Remove the jammed paper. For information on how to remove the jammed paper around the Fuser Unit, refer to "E1: Paper Jam around the Fuser Unit and in the Left Side Cover" (P.102).
E2	Paper jammed in the Left Side Cover.	Remove the jammed paper. For information on how to remove the jammed paper in and around Tray 1, refer to "E2: Paper Jam in the Left Side Cover" (P.104).
E3	Paper jammed in or around Tray 2.	Remove the jammed paper. For information on how to remove the jammed paper, refer to "E3: Paper Jam in Tray 2" (P.107).
E4	Paper jammed in the Left Side Cover.	Remove the jammed paper. For information on how to remove the jammed paper, refer to "E4: Paper Jam in the Left Side Cover" (P.105).
E5	The Left Side Cover or the Front Cover is open.	Close the Left Side Cover or the Front Cover.
E6	Access Cover 1 and Access Cover 2 are open.	Close Access Cover 1 and Access Cover 2.
	Access Cover 1 is open.	Close Access Cover 1.
	Access Cover 2 is open.	Close Access Cover 2.
E8	When using the N-up feature, the zoom ratio required to fit the specified number of pages on a sheet is beyond the range of 50 - 200%.	Press one of the following buttons to clear the error: the <All Clear> button, the <Paper Supply> button, the <N-up/ID Card Copy> button, or the <Original Size> button.
	When using the N-up feature, there is a mismatch between the orientation of the loaded documents and paper in a tray.	Press one of the following buttons to clear the error: the <All Clear> button, the <Paper Supply> button, the <N-up/ID Card Copy> button, or the <Original Size> button.
	There is a mismatch between the orientation of the loaded document and that of paper in a tray.	Press the <Stop> button to cancel the job.
E9	The zoom ratio required to fit the image on the paper under the specified settings is beyond its range of 50 - 200%.	Press one of the following buttons to clear the error: the <All Clear> button, the <Paper Supply> button, <Variable Zoom Ratio> button, or the <Reduce/Enlarge> button. This error code can also be cleared when you remove the loaded document from the Document Feeder.

**H Code**

<b>Error Code</b>	<b>Description</b>	<b>Remedy</b>
H9	An internal communication error occurred in the machine.	Switch the machine off and on. If the error persists, contact the Xerox Welcome Center.

**J Codes**

<b>Error Code</b>	<b>Description</b>	<b>Remedy</b>
J1	Out of toner.	Add toner. For information on how to add toner, refer to "Adding Toner to the Drum Cartridge" (P.111).
J3	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 "Replacing Consumables" (P.110).
	The Drum Cartridge that is currently being installed in the machine is not supported.	Replace the Drum Cartridge. For information on the Drum Cartridge, refer to "Replacing Consumables" (P.110).
J6	The Drum Cartridge needs to be replaced.	Replace the Drum Cartridge. For information on how to replace the Drum Cartridge, refer to "Replacing the Drum Cartridge" (P.114).
J7	The Drum Cartridge is defective.	Replace the Drum Cartridge. For information on the Drum Cartridge, refer to "Replacing Consumables" (P.110). For information on how to replace the Drum Cartridge, refer to "Replacing the Drum Cartridge" (P.114).

**L Code**

<b>Error Code</b>	<b>Description</b>	<b>Remedy</b>
L9	When the machine is in the Multiple Account Mode, it reached the copy job limit that has been set for a particular user account.	Press the <Stop> button to cancel the job. Break up the job into smaller segments.



**N Codes**

<b>Error Code</b>	<b>Description</b>	<b>Remedy</b>
n1	Memory is full.	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.
n4	A data transmission error occurred during a print job or a scan job.	Press the <Stop> button to cancel the job.
	The file that you sent to be printed has an error.	Press the <Stop> button to cancel the job, and check the file to be printed.
	The machine does not accept the file that has been sent to the machine to be printed.	Press the <Stop> button to cancel the job.
n5	A communication error occurred between the machine and the scanner application. Alternatively, after starting the scan application, no scan job has been sent from the computer.	The machine automatically resolves this error after a certain amount of time.
n9	An internal communication error occurred in the machine.	Switch the machine off and on. If the error persists, contact the Xerox Welcome Center.

**U Codes**

<b>Error Code</b>	<b>Description</b>	<b>Remedy</b>
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"> <li>• Check the power cord.</li> <li>• Check that the Power Switch is pressed on to the [—] position.</li> <li>• Check that the AC outlet is supplying voltage. Connect another appliance to the outlet to verify the voltage supply.</li> </ul>
An error is indicated on the Machine Diagram (mimic).	<ul style="list-style-type: none"> <li>• If any indicators on the Machine Diagram (mimic) are lit or flashing, apply the appropriate solutions.</li> <li>• If an error code appears in the Display, refer to the Error Code Label, and apply the suggested solutions.</li> </ul>
The document will not feed through the Document Feeder.	<ul style="list-style-type: none"> <li>• Check that the Document Feeder is not overloaded. The Document Feeder can hold up to 50 sheets.</li> <li>• Check that the document is fully inserted into the Document Feeder.</li> <li>• Using a lint-free cloth, lightly wipe the underside of the Document Cover.</li> <li>• Load the documents, and then check that the side guides are not too tight.</li> <li>• If the document is curled, make sure to straighten it before loading it again in the Document Feeder.</li> </ul>
The machine does not accept documents into memory.	<ul style="list-style-type: none"> <li>• If memory is at its maximum capacity, print and delete unnecessary files.</li> </ul>
All the indicators on the Control Panel are off. (The <Power Saver> button is lit.)	<ul style="list-style-type: none"> <li>• Touch the &lt;Power Saver&gt; button on the Control Panel to disable the Sleep Mode.</li> </ul> <p>For information on the Sleep Mode, refer to "Sleep Mode" (P.32) under "Power Saver".</p> <p>For information on how to change the Sleep Mode setting, refer to "System Settings" (P.123).</p>
Failed to run a print job.	<ul style="list-style-type: none"> <li>• Delete the print job, and run the print job again.</li> <li>• Switch off the machine. Wait for five seconds, then switch on the machine.</li> </ul>

Symptom	Recommendation
A print job is sent to the machine correctly, but the machine does not start printing.	<ul style="list-style-type: none"> <li>• Make sure the application that you are trying to send a print job from is working properly on the computer.</li> <li>• Make sure that the appropriate printer cable is used.</li> <li>• Make sure that the printer cable is connected securely.</li> <li>• Check to see if the size of paper loaded in a tray matches the size of paper that you specified in the print driver.</li> <li>• Print data is still being transmitted. The machine does not start printing unless it receives the full data. If printing a graphic-intensive document, wait for a while. Data transmission may take a while.</li> </ul>
Failed to print on the paper in the tray that you selected.	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Make sure that paper is loaded correctly in the tray.</li> </ul>
Damaged or deformed transparencies	<ul style="list-style-type: none"> <li>• Transparencies can be loaded only in the Bypass Tray.</li> </ul>
Blank output	<ul style="list-style-type: none"> <li>• Check that the document is loaded face up in the Document Feeder.</li> <li>• Check that the document is placed face down on the Document Glass.</li> <li>• If toner has recently been added to the Drum Cartridge, it may not be dispersed properly. Run the job again.</li> <li>• Check that the sealing tape has been removed from the new Drum Cartridge.</li> <li>• Reinstall the Drum Cartridge.</li> <li>• Replace the Drum Cartridge.</li> <li>• 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.</li> </ul>

Symptom	Recommendation
Streaks, solid or dotted lines, or spots	<ul style="list-style-type: none"> <li>• Clean the Corotron Wire.</li> </ul> <p>For information on how to clean the Corotron Wire, refer to "Cleaning the Corotron Wire" (P.118).</p> <ul style="list-style-type: none"> <li>• Clean the Document Glass, Constant Velocity Transport Glass (the narrow strip of glass located at the left hand side of the Document Glass), the Document Feeder, and the paper guides.</li> </ul> <p>For information on how to clean the machine, refer to "Cleaning the Machine" (P.116).</p> <ul style="list-style-type: none"> <li>• Check the quality of the document.</li> <li>• Run the job using the Document Glass.</li> <li>• If the machine has been idle for an extended period of time, if the toner has recently been added, or the Drum Cartridge has recently been replaced, run the job again.</li> <li>• Load fresh paper.</li> <li>• Check the humidity in the location of the machine.</li> <li>• Replace the Drum Cartridge.</li> </ul>
Paper delivered to an Output Tray is curled, and it is not properly stacked up.	<ul style="list-style-type: none"> <li>• Flip the paper stack over in the tray.</li> <li>• Rotate the paper stack head to toe in the tray.</li> </ul>
Output is too light or too dark.	<ul style="list-style-type: none"> <li>• Set the density feature to a lighter or darker setting.</li> <li>• Check the quality of the document.</li> <li>• Load fresh paper.</li> <li>• Run off more prints until the copy quality improves.</li> <li>• Replace the Drum Cartridge.</li> </ul>
Output is too light.	<ul style="list-style-type: none"> <li>• Set the density feature to a darker setting.</li> <li>• If toner has recently been added to the Drum Cartridge, toner may not be dispersed properly. Run the job again.</li> <li>• Remove the Drum Cartridge, and shake it gently (away from clothing and carpet).</li> </ul> <p><b>Note</b></p> <ul style="list-style-type: none"> <li>• Shake the Drum Cartridge gently without spilling toner.</li> </ul>
Uneven print	<ul style="list-style-type: none"> <li>• Load fresh paper.</li> <li>• Replace the Drum Cartridge.</li> </ul>
Blurred images	<ul style="list-style-type: none"> <li>• Load fresh paper.</li> <li>• Replace the Drum Cartridge.</li> </ul>
Missing characters	<ul style="list-style-type: none"> <li>• Load fresh paper.</li> <li>• Replace the Drum Cartridge.</li> </ul>
Gloss variations (coining)	<ul style="list-style-type: none"> <li>• Check the quality of the document.</li> <li>• If the document has large areas of solid density, adjust the density feature for the contrast.</li> </ul>
Light copies when scanning glossy, shiny, or coated documents through the Document Feeder.	<ul style="list-style-type: none"> <li>• Use the Document Glass instead of the Document Feeder.</li> </ul>

Symptom	Recommendation
Ghosting (residual images)	<ul style="list-style-type: none"> <li>• Check the quality of the documents.</li> <li>• Feed the document SEF.</li> </ul>
Washout	<ul style="list-style-type: none"> <li>• Check the quality of the documents.</li> <li>• If the image is lighter near the borders, set the density feature to a darker setting.</li> <li>• Replace the Drum Cartridge.</li> </ul>
Solid density variations	<ul style="list-style-type: none"> <li>• Load fresh paper.</li> <li>• Check the quality of the documents.</li> <li>• Set the density feature to a lighter or darker setting.</li> <li>• Replace the Drum Cartridge.</li> </ul>
Image loss	<ul style="list-style-type: none"> <li>• When copying a document from a larger paper size to a smaller size, reduce the image to fit onto the smaller paper size.</li> <li>• Set a slightly smaller document size (for example, copy 90% instead of 100%).</li> </ul>
Misfeeds in the Bypass Tray	<ul style="list-style-type: none"> <li>• 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, put it together with a new stack of paper, align the edges, and then load the paper stack in the tray.</li> <li>• Check that the paper guides are locked into positions against the paper.</li> <li>• Check that the settings for the Bypass Tray are correct and match the paper size and orientation specified on the Control Panel.</li> </ul>
Jams in the Document Feeder	<ul style="list-style-type: none"> <li>• Open the Document Feeder and check that no paper or objects are inside.</li> <li>• Check that the cover on the Document Feeder is firmly closed.</li> </ul> <p>Refer to "A1: Document Jams" (P.109) for procedures.</p>
Paper jams	<ul style="list-style-type: none"> <li>• Use only recommended media.</li> <li>• Check that the paper is loaded correctly.</li> <li>• Flip the paper stack over in the tray.</li> <li>• Check that the paper guides are locked into position.</li> <li>• Do not use media that is torn, wrinkled, or folded.</li> <li>• Load fresh paper.</li> </ul> <p>Refer to "Paper Jams" (P.102) for procedures.</p>
Paper curl	<ul style="list-style-type: none"> <li>• Check that the paper is loaded correctly. Load paper in Tray 1 and Tray 2 seam side up.</li> <li>• Load paper in the Bypass Tray seam side down.</li> <li>• Load custom media in the Bypass Tray.</li> </ul> <p>Refer to "Loading Paper in the Trays" (P.42) for procedures.</p>

## Paper Jams

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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 automatically from the page where the paper jam occurred.

- Important**
- 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.
  - If there are any torn pieces of paper left in the machine, the error code remains in the Display.
  - Clear the paper jams while the machine is switched on.
  - Do not touch any parts inside the machine while clearing paper jam unless specifically instructed to do so.

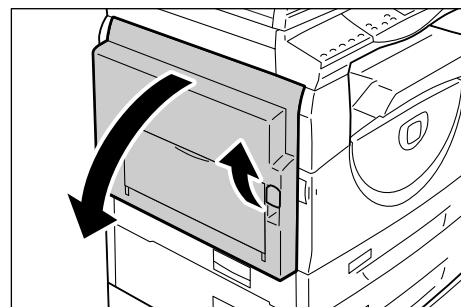
### E1: Paper Jam around the Fuser Unit and in the Left Side Cover

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

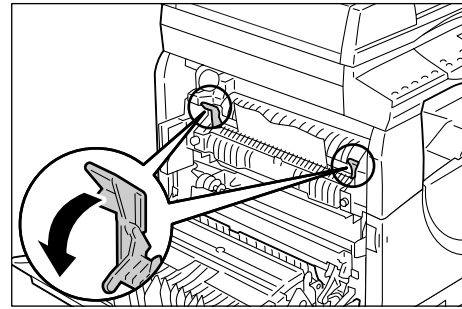
- Important**
- Do not touch the transfer corotron wire when removing the jammed paper. Touching the transfer corotron wire can possibly damage the wire itself, which may require replacement or impair image quality.

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



## If the paper is jammed around the Fuser

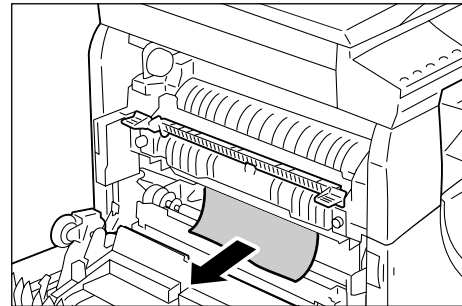
- 1) Pull down the latches.



- 2) Remove the jammed paper.

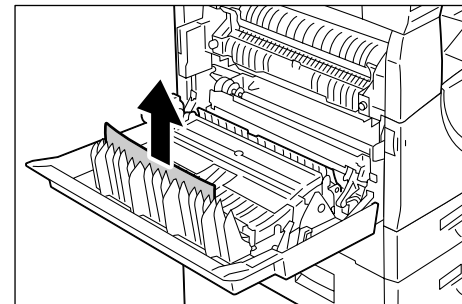
**Note** • Do not leave any torn pieces of paper inside the machine.

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

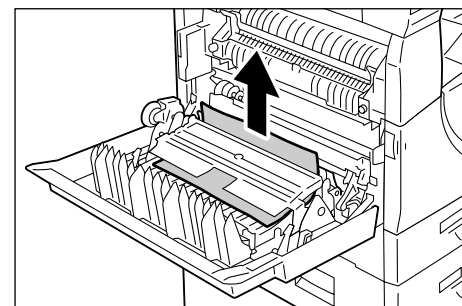


## If the paper is jammed within the Left Side Cover

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



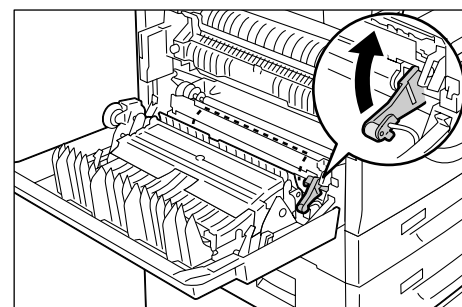
- 2) If the paper is jammed in the location shown in the diagram, remove the jammed paper pulling upwards.



- 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.

**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 loose, allowing you to remove it.

- 4) Gently close the Left Side Cover.

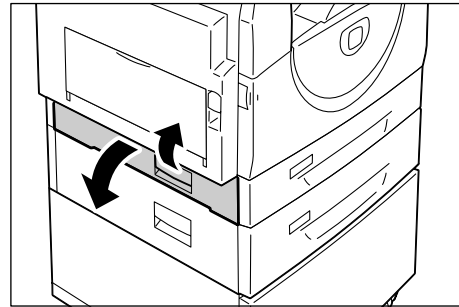


## E2: Paper Jam in the Left Side Cover

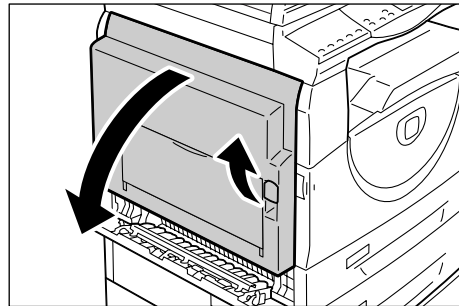
The following procedure describes how to clear paper jams in the Left Side Cover when an error code [E2] appears in the Display.

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

**Note** • This releases the tightly jammed paper within the machine.



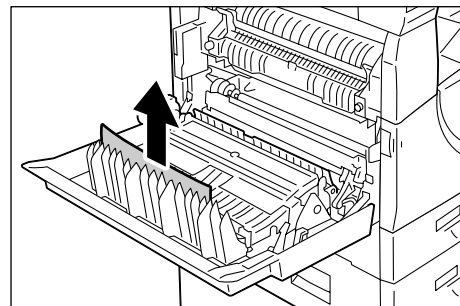
2. Lift up the Left Side Cover Latch gently to open the Left Side Cover.



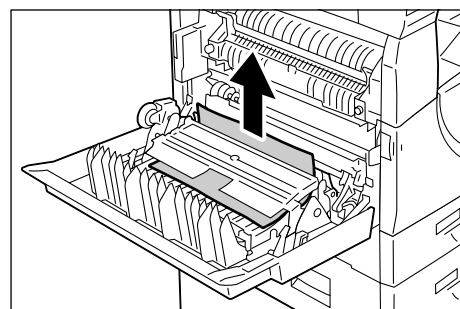
3. Remove the jammed paper.

**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 pulling upwards.

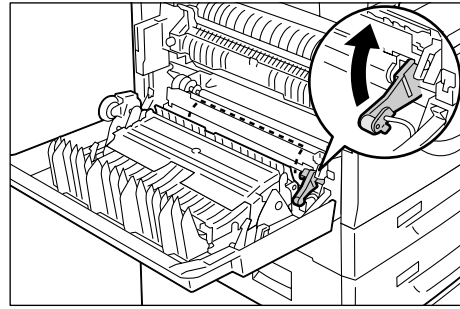


- 2) If the paper is jammed in the location shown in the diagram, remove the jammed paper pulling upwards.





- 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.

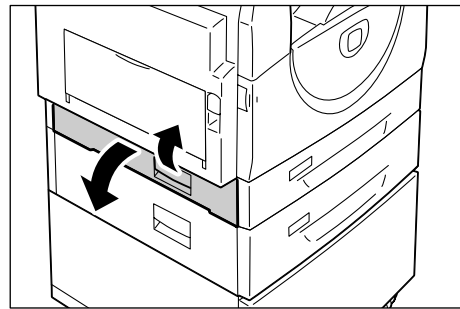


4. Gently close the Left Side Cover and Access Cover 1.

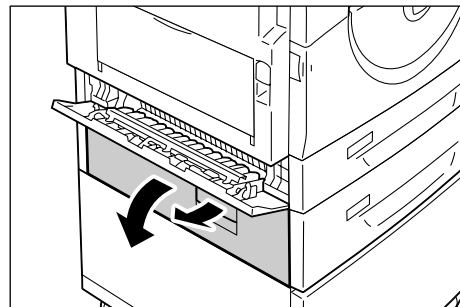
## E4: Paper Jam in the Left Side Cover

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

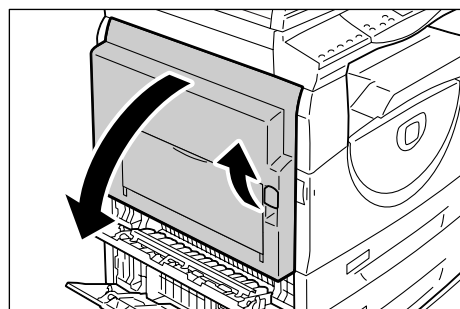
1. Hold the latch, and open Access Cover 1.



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



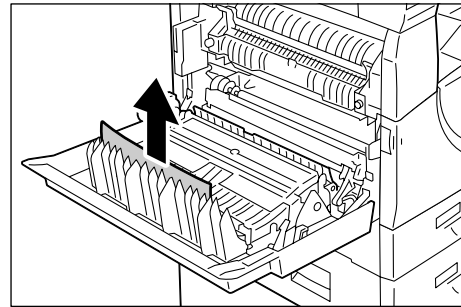
3. Lift up the Left Side Cover Latch gently to open the Left Side Cover.



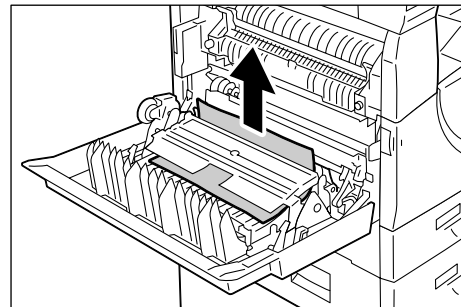
#### 4. Remove the jammed paper.

**Note** • Do not leave any torn pieces of paper inside the machine.

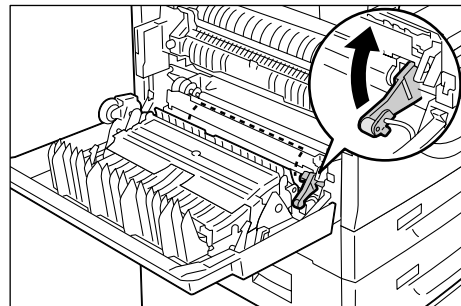
- 1) If the paper is jammed in the location shown in the diagram, remove the jammed paper pulling upwards.



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



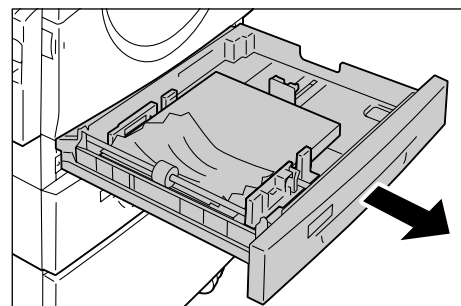
5. Gently close the Left Side Cover, Access Cover 2, and Access Cover 1.

## 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.

**Important** • 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. Push Tray 1 gently back into position.

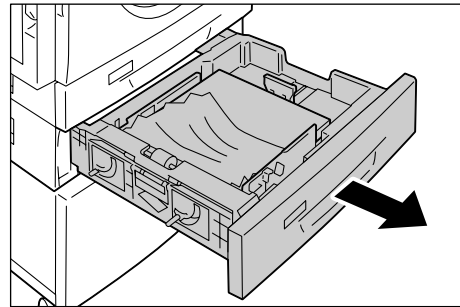
## C2: Paper Jam in Tray 2

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

**Important** • Paper Tray 2 is an optional accessory that can be used as Tray 2.

1. Pull out Tray 2 toward you.

**Important** • 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.

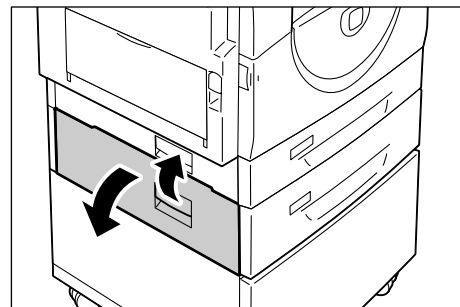
3. Push Tray 2 gently back into position.

## E3: Paper Jam in Tray 2

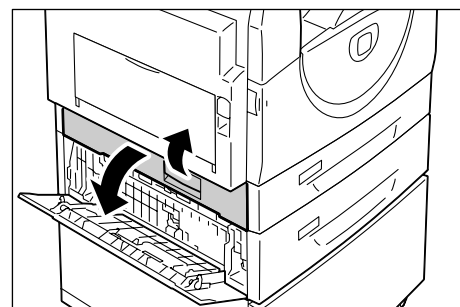
The following procedure describes how to clear paper jams in Tray 2 when an error code [E3] appears in the Display.

**Note** • Paper Tray 2 is an optional accessory that can be used as Tray 2.

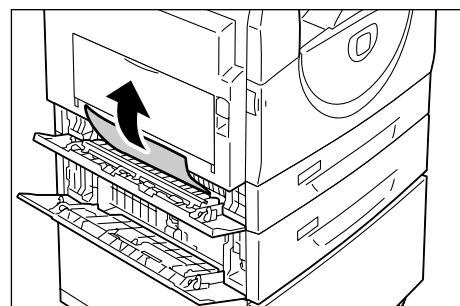
1. Hold the latch, and open Access Cover 2.



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



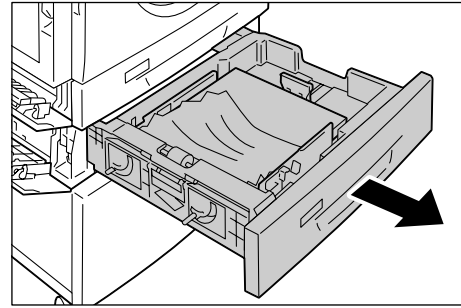
3. If the jammed paper is accessible through Access Cover 1, remove the jammed paper.



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

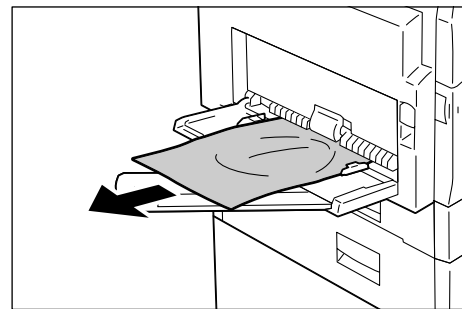
The following procedure describes how to clear paper jams in the Bypass Tray when an error code [C3] appears in the Display.

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

**Important** • Remove all the sheets from the tray.

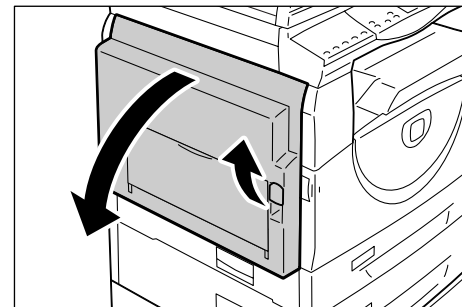
**Note** • Do not leave any torn pieces of paper inside the machine.

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 "Loading Paper in the Bypass Tray" (P.44).

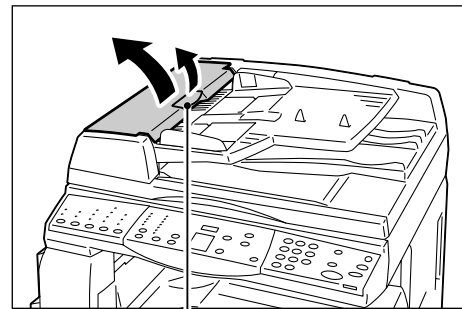
## A1: Document Jams

If a document jams in the Document Feeder, the machine stops, and an error code [A1] 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.

**Note** • The Document Feeder is not fitted as standard on some machine configurations.

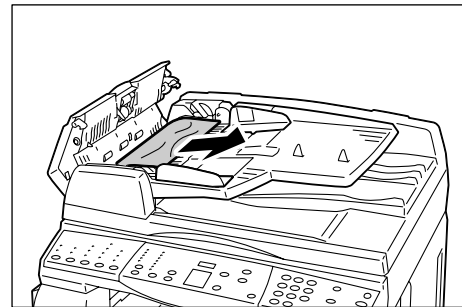
1. Pull up the latch to open the Document Feeder Cover.



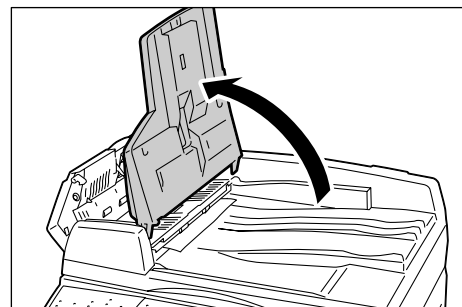
Latch

2. Remove the jammed document.

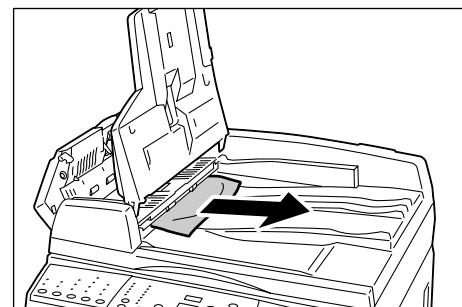
**Note** • When the document jams tightly in the Document Feeder Roller and cannot be pulled out, pull it out from under the Document Feeder Tray as shown in Steps 5 to 7.



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.

# 10 Maintenance

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

## Replacing Consumables

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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 are in accordance with ISO/IEC 19752. This value is for when A4 LEF paper is used. 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

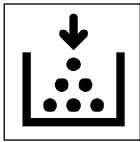
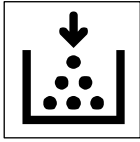
If the Drum Cartridge needs to be replaced in the near future, or toner levels fall below a certain threshold, the respective indicators on the Machine Diagram (mimic) light up. If the Drum Cartridge needs to be replaced immediately, or the toner has run out, respective error codes appear on the Display.

For more information on the Machine Diagram (mimic), refer to "Machine Diagram (mimic)" (P.90).

## 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.  <b>Note</b> <ul style="list-style-type: none"> <li>After the Toner indicator on the Machine Diagram (mimic) lights up, the machine allows you to copy/print approximately 100 pages.*</li> </ul>
J1	Flashes 	Toner ran out. Add toner.

\* The page yield after the Toner indicator on the Machine Diagram (mimic) lights up is for when A4 LEF paper is used. 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.

**Important** • 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**

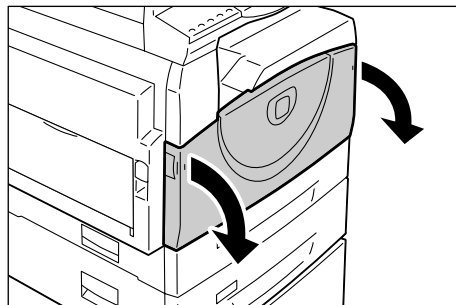
- Use a broom or a wet cloth to wipe off spilled toner. Never use a vacuum cleaner for the spills.

**⚠ CAUTION**

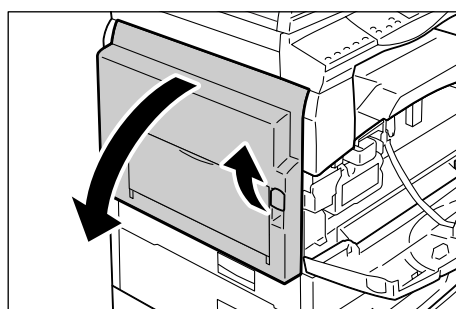
- Keep the Toner Bottle out of the reach of children. If a child accidentally swallows toner, spit it out, rinse mouth with water, drink water and consult a physician immediately.
- When adding toner to the Drum Cartridge, be careful not to spill the toner. In case of any toner spills, avoid contact 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.

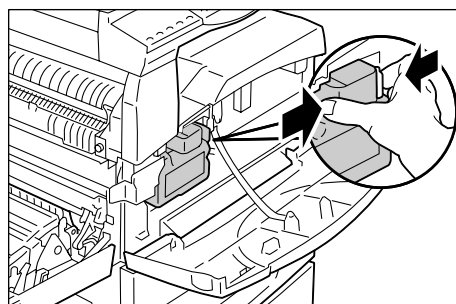
1. Make sure that the machine is not processing a job, and then open the Front Cover.



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



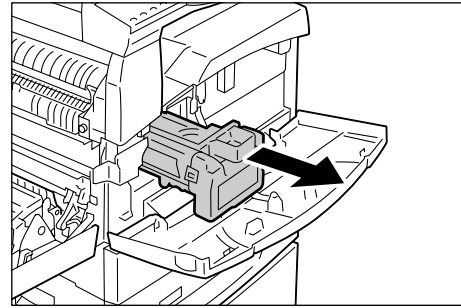
3. Lightly press the orange tab to unlock the Drum Cartridge.





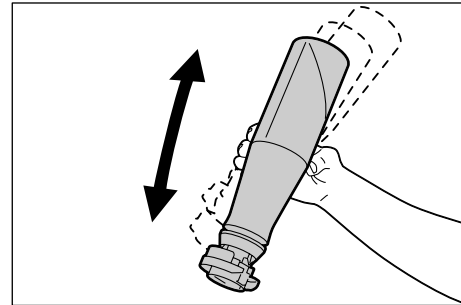
4. Pull the Drum Cartridge out halfway.

**Important** • Do not touch the drum (blue roller) when pulling out the Drum Cartridge.

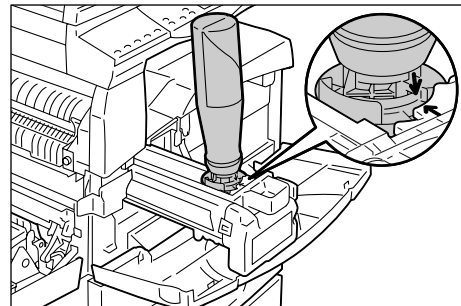


5. Take a new toner bottle out of the box.

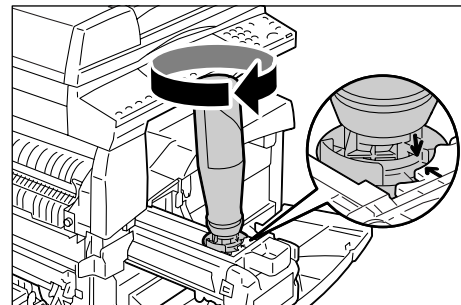
6. Shake the toner bottle well about 15 times.



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.

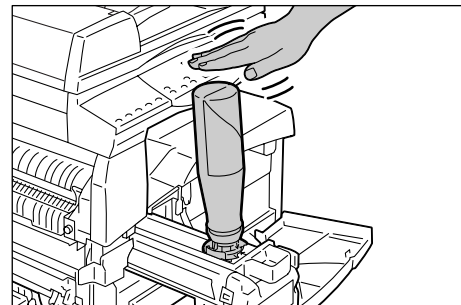


8. Turn the toner bottle around in a clockwise direction once, and align the two orange arrows again.



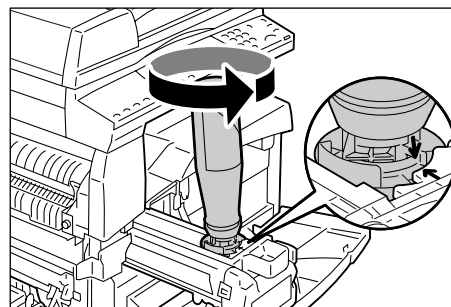
9. Gently tap the toner bottle several times to allow toner to be poured into the Drum Cartridge. Wait for 20 seconds, and tap it several times to make sure that the toner bottle has been emptied completely.

**Important** • Do not squeeze the toner bottle.  
 • 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.

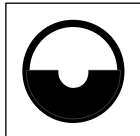



- 11.** Push in the Drum Cartridge until it locks into position.

- 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. <b>Note</b> • After the Drum Cartridge indicator on the Machine Diagram (mimic) lights up, the machine allows you to copy/print approximately 5,000 pages.*
J6	Flashes 	The Drum Cartridge is at the end of its life. It needs to be replaced with a new Drum Cartridge.

\* 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.

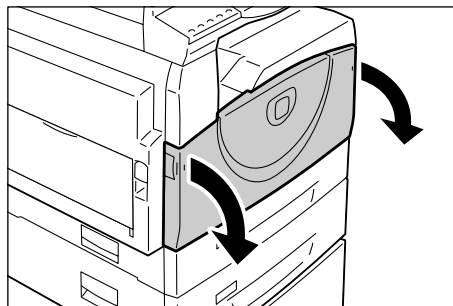
**Important** • The use of Drum Cartridges that are not recommended by Xerox may impair quality and performance of the machine. Use only Drum Cartridges specifically recommended by Xerox.

**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.

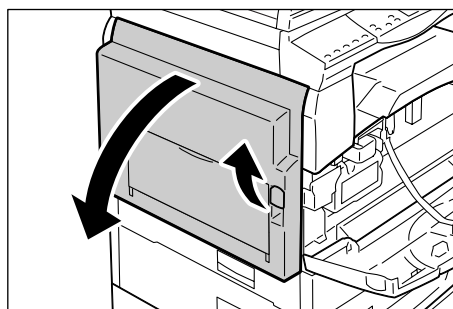
• Replace the Drum Cartridge while the machine is switched on.

The following procedure describes how to replace the Drum Cartridge.

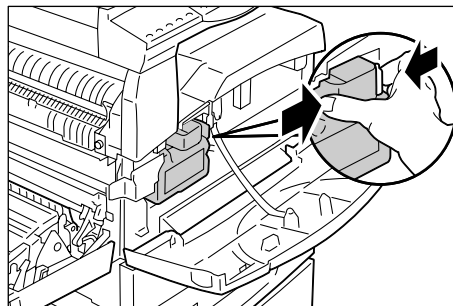
1. Make sure that the machine is not processing a job, and then open the Front Cover.



2. Open the Left Side Cover.



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



4. Pull out the Drum Cartridge carefully.

**Important** • 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 a new Drum Cartridge halfway.

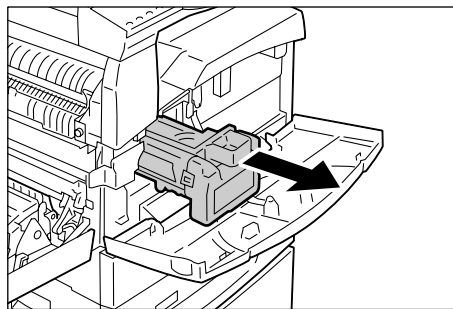
7. Add toner.

For information on how to add toner, refer to "Adding Toner to the Drum Cartridge" (P.111).

**Important** • 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, Constant Velocity Transport Glass, 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.

- Important**
- 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.
  - 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.
  - 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.

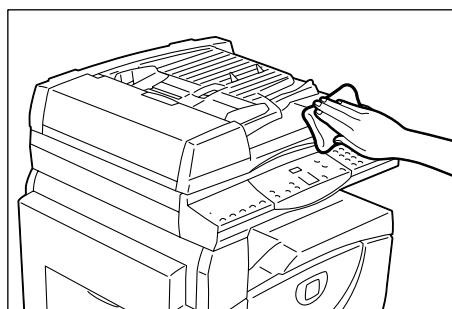
**Important**

- 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.

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

**Important**

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

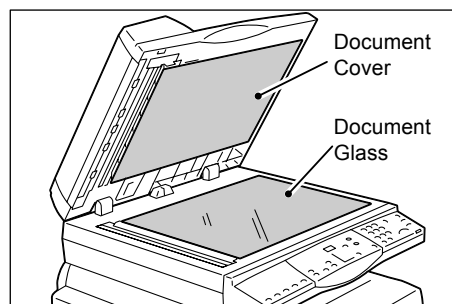
**Note**

- 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.

**Important**

- 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 Constant Velocity Transport Glass

If the Film and Constant Velocity Transport Glass 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 Constant Velocity Transport Glass about once a month.

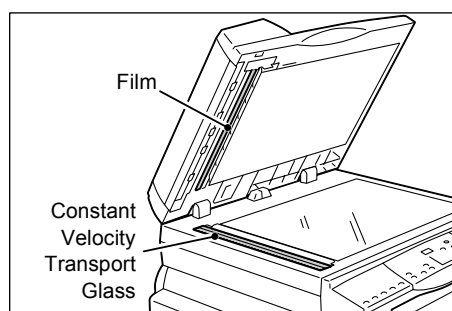
The following procedure describes how to clean the Film and Constant Velocity Transport Glass.

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

- Important**
- The Film can be damaged easily. Do not clean the Film with an excessive force.
  - 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 Constant Velocity Transport Glass with a soft cloth moistened with water, and then wipe it with a dry cloth.

- Important**
- 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.

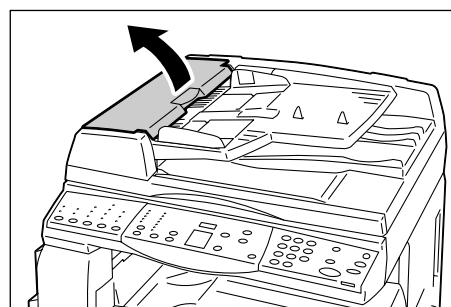
## Cleaning the Document Feeder Roller

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.

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

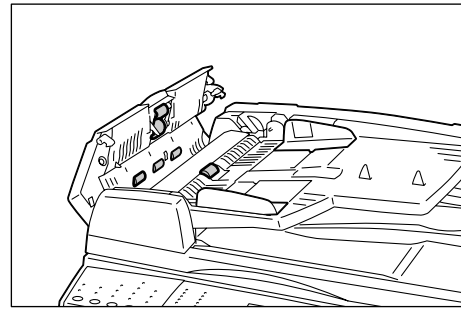
**Important**

- Do not use cleaning agents other than water or neutral detergent.
- Use a firmly wrung cloth to avoid water drops from falling onto the machine. If water gets into the machine, it may cause the machine malfunction.

**Note**

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

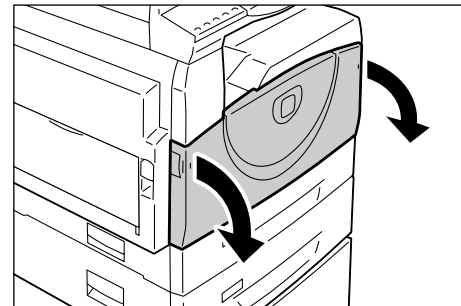
3. Close the Document Feeder Cover until it clicks into place.



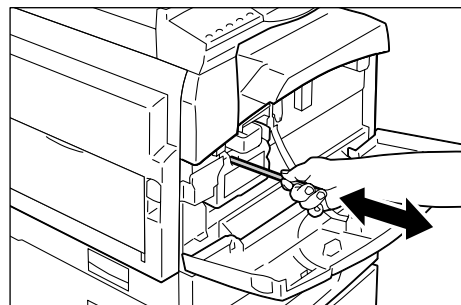
## Cleaning the Corotron Wire

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.

# 11 Appendix

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

## Specifications

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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	[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) [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  Image loss width: Leading edge 4 mm or less, trailing edge 4 mm or less, and top/front 4 mm or less.
Copy paper weight	Tray 1 : 60 - 90g/m <sup>2</sup> Tray 2 : 60 - 90g/m <sup>2</sup> Bypass Tray : 60 - 110g/m <sup>2</sup>

<p>First copy output time</p> <p><b>Important</b></p> <ul style="list-style-type: none"> <li>The values may vary depending on the machine configuration.</li> </ul>	<p>7.5 seconds*</p> <p>*: When using A4 LEF or 8.5 x 11" LEF, zoom ratio 100%, Document Glass, Tray 1, and 1 sided.</p>
<p>Magnification</p>	<p>Size-for-Size 1:1±0.7%</p> <p>Preset %</p> <p>Inch 1:0.500, 1:0.640, 1:0.785, 1:1.294, 1:2.000</p> <p>Metric 1:0.500, 1:0.707, 1:0.820, 1:1.414, 1:2.000</p> <p>Variable % 1:0.5-1:2.00 (1% increments)</p>
<p>Continuous copy speed</p> <p><b>Important</b></p> <ul style="list-style-type: none"> <li>The speed may be reduced due to image quality adjustment.</li> <li>The performance may be reduced depending on the paper type.</li> </ul>	<p>WorkCentre 5016</p> <ul style="list-style-type: none"> <li>Tray 1 - 2 : Continuous 1-sided copy/100% zoom ratio</li> <li>B5 LEF, A4 LEF : 16 sheets/minute</li> <li>B5 SEF, A4 SEF : 12 sheets/minute</li> <li>B4 SEF : 9 sheets/minute</li> <li>A3 SEF : 9 sheets/minute</li> <li>Bypass Tray* : Continuous 1-sided copy/100% zoom ratio</li> <li>B5 LEF, A4 LEF : 9 sheets/minute</li> <li>B5 SEF, A4 SEF : 9 sheets/minute</li> <li>B4 SEF : 9 sheets/minute</li> <li>A3 SEF : 9 sheets/minute</li> </ul> <p>WorkCentre 5020/B</p> <ul style="list-style-type: none"> <li>Tray 1 - 2 : Continuous 1-sided copy/100% zoom ratio</li> <li>B5 LEF, A4 LEF : 20 sheets/minute</li> <li>B5 SEF, A4 SEF : 15 sheets/minute</li> <li>B4 SEF : 10 sheets/minute</li> <li>A3 SEF : 10 sheets/minute</li> <li>Bypass Tray* : Continuous 1-sided copy/100% zoom ratio</li> <li>B5 LEF, A4 LEF : 10 sheets/minute</li> <li>B5 SEF, A4 SEF : 10 sheets/minute</li> <li>B4 SEF : 10 sheets/minute</li> <li>A3 SEF : 10 sheets/minute</li> </ul> <p>WorkCentre 5020/DB</p> <ul style="list-style-type: none"> <li>Tray 1 - 2 : Continuous 1-sided copy/100% zoom ratio</li> <li>B5 LEF, A4 LEF : 20 sheets/minute</li> <li>B5 SEF, A4 SEF : 15 sheets/minute</li> <li>B4 SEF : 10 sheets/minute</li> <li>A3 SEF : 10 sheets/minute</li> <li>Bypass Tray* : Continuous 1-sided copy/100% zoom ratio</li> <li>B5 LEF, A4 LEF : 10 sheets/minute</li> <li>B5 SEF, A4 SEF : 10 sheets/minute</li> <li>B4 SEF : 10 sheets/minute</li> <li>A3 SEF : 10 sheets/minute</li> </ul>
<p>Paper feed method/ capacity</p>	<p>&lt;Machines equipped with an optional Paper Tray 2&gt;</p> <p>250 sheets (Tray 1) + 500 sheets (Tray 2) + 50 sheets (Bypass Tray)</p> <p>Maximum paper feed capacity: 800 sheets</p> <p><b>Important</b> • When using Xerox P paper.</p>
<p>Continuous copy pages</p>	<p>99 pages</p> <p><b>Note</b> • The machine may pause temporarily to perform image stabilization.</p>
<p>Output Tray capacity</p>	<p>Output Tray : Approx. 250 sheets (A4)*</p> <p><b>Important</b> • When using Xerox P paper.</p>
<p>Power source</p>	<p>110 - 127 V, 220 - 240 V AC</p>



Power consumption	<p>[110 V]  Maximum power consumption: 1500 VA  Low Power Mode : 107 W or less  Sleep Mode : 6 W or less</p> <p>[220 V]  Maximum power consumption: 1320 VA  Low Power Mode : 107 W or less  Sleep Mode : 6 W or less</p>
Dimensions	<p>WorkCentre 5016, 5020/B</p> <ul style="list-style-type: none"> <li>• Width 595 x Depth 532 x Height 528 mm</li> </ul> <p>WorkCentre 5020/DB</p> <ul style="list-style-type: none"> <li>• Width 595 x Depth 532 x Height 605 mm</li> </ul>
Weight	<p>WorkCentre 5016, 5020/B : 33.0 kg (72.8 lbs.)  WorkCentre 5020/DB : 38.0 kg (83.5 lbs.)</p> <p><b>Important</b> • The weight of toner, paper, and any optional accessories is not included.</p>
Minimum Space Requirements	Width 1370 x Depth 1055 mm (53.94 x 41.54")
Memory capacity	64 MB

### 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	GDI
Supported operating systems	<p>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®</p> <p><b>Important</b> • For the latest information on operating systems that are supported by the machine, contact the Xerox Welcome Center.</p>
Interface	USB 2.0

### 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, 150 x 150 dpi, 100 x 100 dpi (23.6 x 23.6, 15.7 x 15.7, 11.8 x 11.8, 7.9 x 7.9, 5.9 x 5.9 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®  <b>Important</b> • For the latest information on operating systems that are supported by the machine, contact the Xerox Welcome Center.
Scan gradation	Monochrome binary
Scanning speed	3 sheets/minute (For ITU-T No.1 Chart A4 □ 200 dpi)  <b>Important</b> • The scanning speed varies depending on documents.
Interface	USB 2.0
Output Format	TIFF, PDF, BMP

### Document Feeder Specifications

Document feeder type	Automatic Document Feeder (ADF)
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 <sup>2</sup>
Capacity	50 sheets* *: When using 80 g/m <sup>2</sup> paper.
Original changing speed	16 sheets/minute (A4/8.5 x 11" □ 1-sided)

## Printable Area

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

### Standard Printable Area

The standard printable area is an area on paper excluding the 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.

## System Settings

The following procedure describes how to configure the system settings.

### If the machine is in the No Account Mode

- 1) Proceed to Step 1 of the following procedure.

### If the machine is in the Single Account Mode

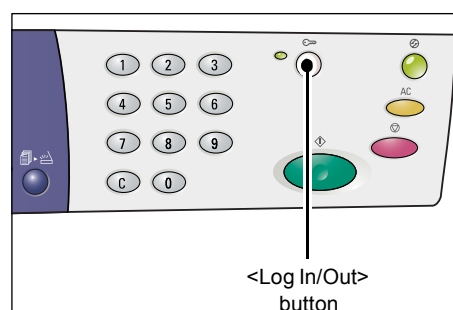
- 1) Refer to "Logging in to the Machine" (P.68) to log in to the machine.
- 2) Proceed to Step 1 of the following procedure.

### If the machine is in the Multiple Account Mode

- 1) Refer to "Logging in to the Machine" (P.69) to log in to the machine under the System Administrator's account.
- 2) Proceed to Step 1 of the following procedure.

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

The machine enters the System Setting Mode.



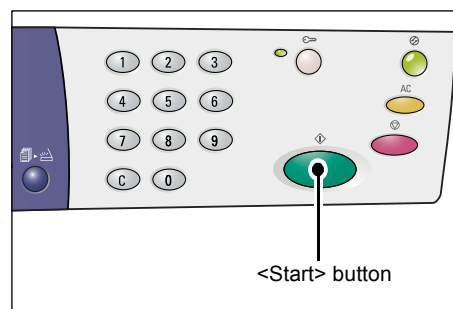
The letter [P] appears blinking in the Display.



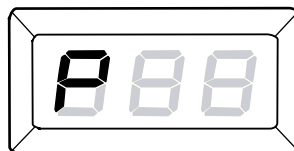
2. Enter a menu number that you wish to configure using the numeric keypad in reference to "System Setting List" (P.124).
3. Press the <Start> button to confirm the entered menu number.  
The currently set value of the menu number appears blinking in the Display.
4. Enter a new value using the numeric keypad in reference to "System Setting List" (P.124).

**Note** • Automatically erases the previously set value in the Display as you start entering a new value.

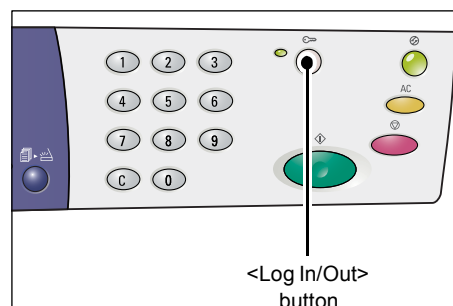
5. Press the <Start> button to confirm the entered value.



The letter [P] appears blinking in the Display.



6. 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	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
2	Tray Priority <b>Important</b> • [2] (Tray 2) is not selectable if the machine is not fitted with the optional Paper Tray 2.	Select the tray priority.	1: Tray1* 2: Tray 2 3: Bypass Tray
3	Document Type	Select the default document type.	1: Text* 2: Text & Photo 3: Photo
4	Density	Select the default density level.	0: Lightest 1: Light 2: Normal* 3: Dark 4: Darkest

Menu Number	Menu	Description	Value
5	Reduce/Enlarge Ratio	Select the default zoom ratio. <b>Note</b> <ul style="list-style-type: none"> <li>The selectable values change depending on the selected measuring unit under Metric/Inches (menu number: 15).</li> </ul>	Inches 0: 100%* 1: 50% 2: 78% 3: 129% 4: 200%  Metric 0: 100%* 1: 50% 2: 70% 3: 141% 4: 200%
6	Automatic Tray Switching	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*
7	Automatic Paper Selection <b>Note</b> <ul style="list-style-type: none"> <li>This feature is only available for the machine equipped with a Document Feeder.</li> </ul>	The Document Feeder detects the document size, and automatically selects paper. This feature is called Automatic Paper Selection. Select whether or not the Automatic Paper Selection feature is automatically enabled when a document is loaded in the Document Feeder.	0: Disabled 1: Enabled*
8	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 "<Reduce/Enlarge> button" (P.24).	50 - 200% (Default: 64%)
9	Sharpness (Copying)	Select the default sharpness level for copy jobs.	0: Least Sharp 1: Less Sharp 2: Normal* 3: Sharp 4: Sharpest
10	Sharpness (Scanning)	Select the default sharpness level for scan jobs.	0: Least Sharp 1: Less Sharp 2: Normal* 3: Sharp 4: Sharpest
11	Transition Time to Low Power Mode	Select the transition time for the machine to switch to the Low Power Mode. For more information on the Low Power Mode, refer to "Low Power Mode" (P.32).	1: 5 minutes 2: 20 minutes* 3: 60 minutes 4: 120 minutes 5: 240 minutes 254: Disable

Menu Number	Menu	Description	Value
12	Transition Time to Sleep Mode	<p>Select the transition time for the machine to switch to the Sleep Mode after the machine switches to the Low Power Mode.</p> <p>For more information on the Sleep Mode, refer to "Sleep Mode" (P.32).</p> <p><b>Note</b></p> <ul style="list-style-type: none"> <li>When selecting [0], the machine switches to the Sleep Mode as soon as the machine switches to the Low Power Mode during inactivity.</li> </ul>	0: 0 minute 1: 5 minutes 2: 20 minutes* 3: 60 minutes 4: 120 minutes 5: 240 minutes 254: Disable
13	Background Suppression (Copying)	<p>The machine automatically removes the background color of an original document for a copy job.</p> <p>Select the Background Suppression level.</p>	0: Disable 1: Level 1 2: Level 2* 3: Level 3 4: Level 4 5: Level 5
14	Background Suppression (Scanning)	<p>The machine automatically removes the background color of an original document for a scan job.</p> <p>Select the Background Suppression level.</p> <p><b>Note</b></p> <ul style="list-style-type: none"> <li>You can also select whether or not to enable this feature in the scan driver.</li> </ul>	1: Level 1 2: Level 2* 3: Level 3 4: Level 4 5: Level 5
15	Metric/Inch	<p>Select the default measurement unit.</p> <p><b>Note</b></p> <ul style="list-style-type: none"> <li>The default value depends on the location that you purchased the machine.</li> <li>Depending on the measuring unit the machine is in, the document sizes that can be detected by the Document Feeder change. Refer to "Document Sizes Detectable by the Document Feeder" (P.130).</li> </ul>	0: Metric 1: Inch13 2: Inch14
16	<Scan Completed> Auto Clear Time	<p>When the indicator next to the &lt;Scan Completed&gt; button is blinking during a copy job, and if the &lt;Scan Completed&gt; button is not pressed for a specified period of time to indicate the last page of documents, the machine automatically resumes to process the copy job.</p>	0: Disable 1: 20 seconds 2: 30 seconds 3: 60 seconds* 4: 90 seconds

Menu Number	Menu	Description	Value
17	Wait Time after Clearing Jams in the Bypass Tray	After clearing paper jams in the Bypass Tray, the machine automatically executes the recovery processing. Specify how long it takes for the machine to start its recovery processing after paper jams have been cleared.	0 - 60 seconds (Default: 8 seconds)
18	Carriage Return Position	When scanning a document for a copy or scan job, opening the Document Cover triggers the scanner carriage to be in the ready position. However, if you do not press the <Start> button to start the job within a specified period of time, the scanner carriage goes back to its default position. Specify how long the carriage waits in the ready position before it goes back to the default position.	0 - 60 seconds (Default: 7 seconds)
22	Drum Cartridge Remaining Life	Shows you the remaining life of the Drum Cartridge in percentages.	0 - 100%
23	Total Print Counter	Shows the total number of copies made under all accounts.	
24	Machine Serial Number	Shows you the machine serial number.	
70	Account Mode	Select the machine account mode. <b>Important</b> • When selecting "2" (Multiple Account Mode), refer to "Additional System Setting List (When Selecting the Multiple Account Mode)" (P.128).	0: No Account Mode* 1: Single Account Mode 2: Multiple Account Mode

\*: Default setting

## Additional System Settings (When Selecting the Single Account Mode)

When the machine is in the Single Account Mode by selecting "1" for the Account Mode (menu number: 70) in the system settings, additional menu is available for you to set the password on the machine.

**Note** • Because you can only set a single password on the machine in the Single Account Mode, the same password must be used by the general users and the System Administrator.

Menu Number	Menu	Description	Value
200	Password	Specify the password/System Administrator's password using three digits.	000 - 999 (Default: 111)

## Additional System Setting List (When Selecting the Multiple Account Mode)

When the machine is in the Multiple Account Mode by selecting "2" for Account Mode (menu number: 70) in the system settings, additional menus become available in the system settings.

Menu Number	Menu	Description	Value
71	All Accounts Copy Count Clear	Clears the copy count of all the accounts.	
100	Account Number 1 Copy Count	Shows the total number of copies made under the account number 1.	0 - 60,000
101	Account Number 2 Copy Count	Shows the total number of copies made under the account number 2.	0 - 60,000
102	Account Number 3 Copy Count	Shows the total number of copies made under the account number 3.	0 - 60,000
103	Account Number 4 Copy Count	Shows the total number of copies made under the account number 4.	0 - 60,000
104	Account Number 5 Copy Count	Shows the total number of copies made under the account number 5.	0 - 60,000
105	Account Number 6 Copy Count	Shows the total number of copies made under the account number 6.	0 - 60,000
106	Account Number 7 Copy Count	Shows the total number of copies made under the account number 7.	0 - 60,000
107	Account Number 8 Copy Count	Shows the total number of copies made under the account number 8.	0 - 60,000
108	Account Number 9 Copy Count	Shows the total number of copies made under the account number 9.	0 - 60,000
109	Account Number 10 Copy Count	Shows the total number of copies made under the account number 10.	0 - 60,000
200	System Administrator Password	Specify a three-digit password of the System Administrator. <b>Note</b> <ul style="list-style-type: none"> <li>The System Administrator's account number is "0".</li> </ul>	000 - 999 (Default: 111)
201	Account Number 1 Password	Specify a three-digit password of the account number 1.	000 - 999
202	Account Number 2 Password	Specify a three-digit password of the account number 2.	000 - 999
203	Account Number 3 Password	Specify a three-digit password of the account number 3.	000 - 999
204	Account Number 4 Password	Specify a three-digit password of the account number 4.	000 - 999
205	Account Number 5 Password	Specify a three-digit password of the account number 5.	000 - 999
206	Account Number 6 Password	Specify a three-digit password of the account number 6.	000 - 999



<b>Menu Number</b>	<b>Menu</b>	<b>Description</b>	<b>Value</b>
207	Account Number 7 Password	Specify a three-digit password of the account number 7.	000 - 999
208	Account Number 8 Password	Specify a three-digit password of the account number 8.	000 - 999
209	Account Number 9 Password	Specify a three-digit password of the account number 9.	000 - 999
210	Account Number 10 Password	Specify a three-digit password of the account number 10.	000 - 999
301	Account Number 1 Copy Job Limit	Specify the maximum number of pages allowed to copy for the account number 1.	0 - 60 (0 - 60,000)
302	Account Number 2 Copy Job Limit	Specify the maximum number of pages allowed to copy for the account number 2.	0 - 60 (0 - 60,000)
303	Account Number 3 Copy Job Limit	Specify the maximum number of pages allowed to copy for the account number 3.	0 - 60 (0 - 60,000)
304	Account Number 4 Copy Job Limit	Specify the maximum number of pages allowed to copy for the account number 4.	0 - 60 (0 - 60,000)
305	Account Number 5 Copy Job Limit	Specify the maximum number of pages allowed to copy for the account number 5.	0 - 60 (0 - 60,000)
306	Account Number 6 Copy Job Limit	Specify the maximum number of pages allowed to copy for the account number 6.	0 - 60 (0 - 60,000)
307	Account Number 7 Copy Job Limit	Specify the maximum number of pages allowed to copy for the account number 7.	0 - 60 (0 - 60,000)
308	Account Number 8 Copy Job Limit	Specify the maximum number of pages allowed to copy for the account number 8.	0 - 60 (0 - 60,000)
309	Account Number 9 Copy Job Limit	Specify the maximum number of pages allowed to copy for the account number 9.	0 - 60 (0 - 60,000)
310	Account Number 10 Copy Job Limit	Specify the maximum number of pages allowed to copy for the account number 10.	0 - 60 (0 - 60,000)

## Document Sizes Detectable by the Document Feeder

Depending on the measuring unit the machine is in, the document sizes that can be detected by the Document Feeder change as shown in the table below. Switch the measuring unit as necessary in the system setting (menu number: 15).

**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" (P.92).

Detectable Document Size	Selected value for Metric/Inch (menu number: 15)		
	0: Metric	1: Inch13	2: Inch14
A5 SEF	O	O	X
5.5 x 8.5" SEF	X	X	O
B5 SEF	O	X	X
B5 LEF	O	O	O
A4 SEF	O	O	O
A4 LEF	O	O	O
8.5 x 11" SEF	O	O	O
8.5 x 11" LEF	O	O	O
8.5 x 13" SEF	X	O	X
8.5 x 13.4" SEF	X	X	O
8.5 x 14" SEF	X	X	O
B4 SEF	O	O	O
16K SEF	X	X	X
16K LEF	O	X	X
8K SEF	O	X	X
A3 SEF	O	O	O
11 x 17" SEF	O	O	O
Non-standard paper size	X	X	X

O: Available / X: Not available

## Optional Accessories

The following items are available for the machine. 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, and 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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