

User Guide

701P33173



W o r k C e n t r e X E 8 8

USER GUIDE

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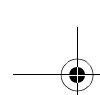


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WHERE DO I FIND IT?

Where do I find it?



In addition to this User Guide, your WorkCentre XE88 comes complete with a Getting Started Guide, CD-ROM, and a Warranty Card. If you do not see what you are looking for in this User Guide, check below to find where you can locate the information.



Getting Started

- Getting Started
- Setup
- Installation
- Connections
- Quick Procedures



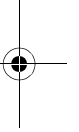
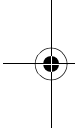
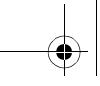
CD-ROM

- WorkCentre Installation program
- Print and TWAIN Scan drivers
- TextBridge Pro 8.0 with Tour Guide and Online Help



Warranty Card

- Warranty Information





Chapter One

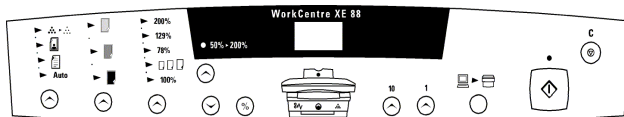
INTRODUCTION

The WorkCentre is compact and easy to use. It is specially designed to provide you with high quality and high performance copying, printing, and black and white scanning.

This guide tells you how to set up, operate, maintain, and get the best performance from your WorkCentre.

1

WORKCENTRE FEATURES



WorkCentre Features

The copy speed for the WorkCentre XE 88 is 8 copies per minute. The maximum print speed for the Digital WorkCentre is 8 prints per minute. The WorkCentre features a high-capacity paper tray for easy loading of paper, envelopes, label sheets and transparencies.

Some of the other advanced features which can be selected from the control panel of this WorkCentre include:

- Copy ratio: two reduction values, two enlargement values, one customer-programmable value
- Zoom R/E ratio range: 50 to 200%
- Copy Quality modes: Automatic, Text, Photo, Toner Saver
- Programmable defaults
- Fault indicators and error message display
- Scanning in black and white



Chapter Two

Paper Specifications

For reliable WorkCentre operation and good copy/print quality, Xerox recommends that paper be stored appropriately:

- on a flat surface.
- in a closed container.
- in a low humidity area.
- tightly wrapped, if the ream is partially used.

COPIER FEATURES



Note: Paper affected by humidity, and curled paper can cause jams and copy/print quality problems.

2

PAPER SPECIFICATIONS

Paper Input		Paper Tray
Sizes		3 7/8 x 5 7/8 to 8 1/2 x 14 in. (98 to 216 x 315/330 mm)
Weights:	Optimum Range	20 lb / 80 g/m ² 14 - 34 lb 52 - 130 g/m ²
Capacities: Copy, letterhead, and predrilled		20 lb / 80 g/m ² XE86: 200 sheets XE88: 250 sheets
Labels and Transparencies *		Yes (1 at a time)
Envelopes (one at a time)		COM-10 (4.1 x 9.5 in. / 216 x 279 mm)
		Monarch (3.87 x 7.5 in. / 98.5 x 191 mm)
		C5 (6.4 x 9.16 in. / 162 x 229 mm)
		DL (4.4 x 8.8 in. / 110 x 220 mm)

* Use labels and transparencies specifically designed for copiers (high temperatures).

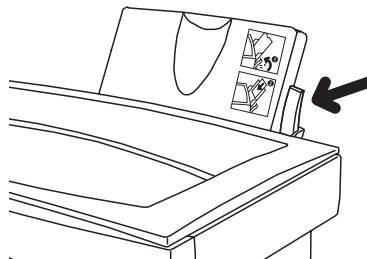


Caution: Do not insert paper with metallic attachments such as staples or paper clips, nor place anything on top of the WorkCentre. They get stuck in the paper feeding mechanism and will scratch the drum and damage other parts of the WorkCentre mechanism.

LOADING MEDIA

Loading Media

Pull the paper release lever at the right of the paper tray toward you until it locks into place.

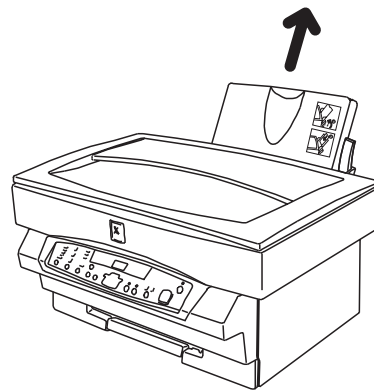
1

Note: E1 and E2 paper jams will occur if the release lever does not lock into place during paper loading.

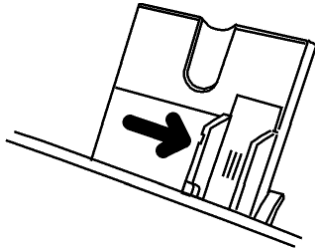
If you are using extra-long paper such as legal size, raise the paper support to hold the paper once it has been inserted.

2

Place the paper into the paper tray with the side to be printed facing toward you. Adjust the position of the paper so that its right edge is up against the right paper guide.

3**2**

LOADING MEDIA

**4**

Move the left paper guide until it is resting gently against the left edge of the paper. The paper tray can be filled to the MAX line with standard weight paper (16 to 24 lbs).

Gently push the paper release lever back. The paper will be clamped by the paper feed roller inside the printer.

5

If printing onto an envelope:

Ensure that the side to be printed on is facing upwards (as shown by the imprint on the paper tray) and the flap on the reverse side is closed and at the right when looking from the front of the printer. Leave a gap of approximately 1/32 in. (1 mm) between the paper guide and the left edge of the envelope.



Note: It is recommended that you load and print one envelope or transparency at a time.

LOADING MEDIA

Push the paper release lever back. The paper will be clamped by the paper feed roller inside the printer.

6



Note: Paper jams (E1) may occur if:

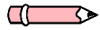
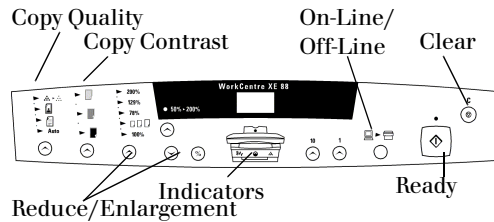
Do not reuse the misfed paper.

Do not use materials that:

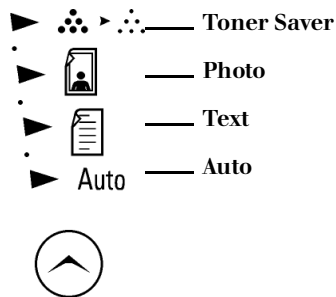
- are composed with glues, inks and adhesive that could discolor, scorch, or melt when heat is applied
- have cellophane windows, peel-off adhesive strips
- are heavily textured, coated or embossed
- are cotton paper composed of more than 25% of recycled paper.

- *the paper lever is not used.*
- *the paper tray is overstacked.*
- *the space between the paper guide and the left edge of the paper is greater than 1 mm.*
- *the paper guide is pushing the paper so hard that the paper buckles.*
- *the paper is not stored properly and absorbs moisture from the air (replace the paper).*

CONTROL PANEL



Note: When Auto is selected, the copier automatically varies the contrast of your copies. Lighter/Darker settings are not available.



Control Panel

Copy Quality

Select Auto Exposure, Text, Photo or Toner Saver.

Use **Auto** when copying from originals with a colored background. (Auto is the default setting.)

Use **Text** to copy documents containing mostly text. If you copy primarily text documents, you can change the default to Text mode for darker copies.

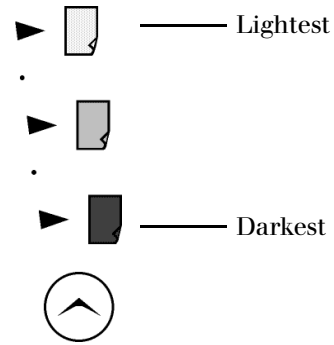
Use **Photo** when the originals are photographs.

Toner Saver mode lowers the cost of copying by decreasing overall copy density on each page. Use this feature when making draft copies.

REDUCTION/ENLARGEMENT PRESETS

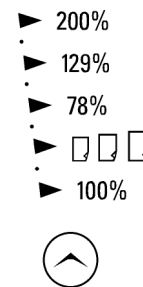
Copy Contrast

Adjust the exposure from lighter to darker for Text, Photo and Toner Saver. The indicators light up one or two at a time to represent the selected setting. There are 5 variations represented by 3 lights.



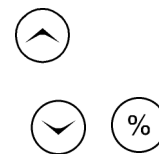
Reduction/Enlargement Presets

is preset at 50% and is customer programmable. 78%, 129% and 200% are standard reduction/enlargement options. (Refer to Programmable Feature Setting 10)



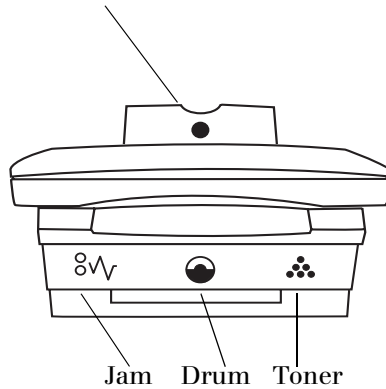
Reduction/Enlargement

The down and up arrows reduce and enlarge in 1% increments. The % button indicates the present percent chosen when pressed.



INDICATORS

Paper Tray Indicator



Indicators

The **paper tray** indicator blinks when the paper tray is out of paper. The indicator light is green.

The **jam** indicator blinks when a jam occurs and a fault code will appear. The indicator light is red.

The **drum** indicator is on when the drum is near end of life and blinks when the drum is at end of life. The indicator light is red.

The **toner** indicator comes on when the toner is low. The indicator light is red.

INDICATORS

On-line/Off-line Button

Alternates between the On-line and Off-line status.

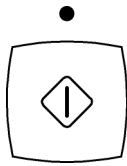
The On-line/Off-line button can be pressed to interrupt a print job to run a copy job. When the copy job is complete, touch the On-line/Off-line button to revert to print mode, or the machine will revert to print mode automatically after 1 minute.

- When the light is on, the WorkCentre is ready.
- When the light is off, there is no communication to or from the PC.
- When the light is blinking, data is being received from the PC.



Note: The time for mode reversion is programmable. See Programmable Feature Settings later in this chapter.

INDICATORS



Ready Indicator Light Start

Press to start copying.

Clear

- Stops a copy job in progress after completing the copy being made.
- Changes the copy quantity to one after the entire job is complete.
- Displays copy count information (refer to Copy Count).

Message display

Indicators light up when there is a fault. The fault codes will appear in the Message Display.

PROGRAMMABLE FEATURE SETTINGS

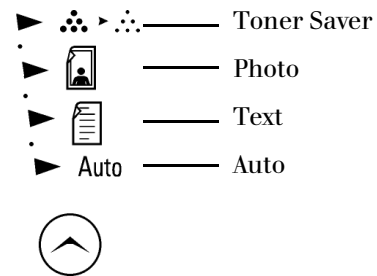
Programmable Feature Settings

Settings 0 - 7, 14 and 15

To change the programmable features in the chart on the following pages, follow the steps below.

Select the **Toner Saver**.

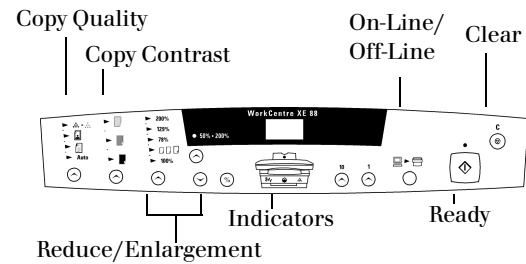
1



Press again and hold the **Copy Quality** button for approximately 4 to 6 seconds.

2

- The light next to Auto will light.
- The lights within the WorkCentre Diagram will flash.



From the Programmable Features Chart on page 2.11, select the Program Number of the feature to be changed. Enter the selection using the **10** button.

3

PROGRAMMABLE FEATURE SETTINGS



Note: To continue making other changes, press the Clear button and repeat steps 3 - 6.

4

Press **Start**. The current setting for that program will flash.

5

Press the **1** button until the option number you want is displayed.

6

Press **Start** to store the selection.

7

Press the **Copy Quality** button to return to the copy mode.

PROGRAMMABLE FEATURE SETTINGS

Setting 10

Use the following procedure to change the preset Reduction/Enlargement default setting. This feature allows you to set a specific preset reduction or enlargement between 50-200%.

Select the Toner Saver by using the **Copy Quality** button.

1

Press again and hold the **Copy Quality** button for approximately 4 to 6 seconds.

2

- The light next to Auto will light.
- The lights within the WorkCentre Diagram will flash.

Press the **10** button until the number 10 is displayed.

3

Press **Start**. The current reduction/enlargement setting will flash.

4

2

PROGRAMMABLE FEATURE SETTINGS

5

Press the **Variable Percentage** buttons until the desired percentage is displayed.

6

Press **Start** to store the selection.

7

Press the **Clear** button to continue making other changes. Press the **Copy Quality** button to return to the copy.

PROGRAMMABLE FEATURE SETTINGS

Program Number	Program	Option Number/ Option (Default is bold)
1	Auto Clear time-out	0 - Off 1 - 30 seconds 2 - 60 seconds 3 - 90 seconds 4 - 120 seconds
2	Time-out to Power Save (Part of Power Saver)	0 - Off 1 - 45 seconds 2 - 90 seconds 3 - 2 minutes 4 - 5 minutes
3	Time-out to Power Shut-off (Part of Power Saver)	0 - 2 minutes 1 - 5 minutes 2 - 15 minutes 3 - 30 minutes 4 - 60 minutes 5 - 120 minutes 6 - Off

PROGRAMMABLE FEATURE SETTINGS

Program Number	Program	Option Number/ Option (Default is bold)
4	Default Magnification: This feature allows you to make copies slightly larger or smaller than the original, or the same size.	0 - 100% 1 - 99% 2 - 101%
5	Default Copy Quality: This feature allows you to select the default Copy Quality mode.	0 - Auto 1 - Text 2 - Photo 3 - Toner Saver
6	Copy Contrast Adjustment: The copy contrast range may be adjusted when the copy image is consistently too light or too dark.	0 - Lightest:-4 1 - -3 2 - -2 3 - -1 4 - Nominal 5 - +1 6 - +2 7 - +3 8 - Darkest:+4

PROGRAMMABLE FEATURE SETTINGS

Program Number	Program	Option Number/ Option (Default is bold)
7	Paper Trail Edge Void (4 mm): The trail edge void can be turned off to accommodate originals that have print to the very bottom edge. When Off, another 4 mm will copy; however, the image quality may deteriorate as it gets closer to the bottom edge.	0 - On 1 - Off
10	Zoom R/E Preset	50-200% in 1% increments (default: 50%)
14	Return to Print Mode time-out	0 - 1 minute 1 - 1.5 minutes 2 - 2 minutes 3 - 2.5 minutes 4 - 3 minutes 5 - Off, infinite time out

2

For assistance in changing the preset values refer to Programmable Feature Settings.

POWER REDUCTIONS

Power Reductions

There are two modes of power reduction: **Power Save**, and **Power Shut-off**.

Power Save

In this mode, the fuser is maintained at a lower heat level, thereby saving power. The Ready Indicator will flash and the other indicators will remain on. To copy, press **Start**. The copies will be made automatically.

Power Shut-Off

This mode saves more power than the Power Save Mode, but requires more time before copying can begin. When the copier enters the power shut-off, the Ready Indicator will flash and the other indicators will turn off. To copy from the power shut-off, press the **Start** button, then select the desired features and press **Start** again.



Note: Time periods for the Power Shut-Off, Power Save, and Auto Clear can be modified to meet your specific copying needs. Refer to the Programmable Features Settings section of this User Guide for information about changing these settings.

TWO-SIDED COPYING

Auto Clear

This WorkCentre is enabled at the factory to return to the Normal Copy mode approximately one minute after a job is completed.

- Copy Quality - Auto
- Copy lighter/darker - Normal
- Priority Magnification - 100%
- Quantity Selected - 1

Adjust the side guide within 1/32 in.

Two-Sided Copying

Place one original face down on the Document Glass, with the TOP toward the LEFT. Lower the document cover.

Select quantity.

Press **Start** to make side 1 copy.

1



Note: 16 lb/60 g/m² paper is not recommended for two-sided copying.

2



Note: Failure to follow this procedure will cause paper jams and copy quality defects.

3

2

COPYING WHILE PRINTING

4

Remove the first original and place the second original face down on the Document Glass with the TOP toward the RIGHT, and lower the document cover.

5

Remove side 1 copy from the output tray and insert it face down, BOTTOM toward the TOP OF THE PAPER TRAY.

6

Select a quantity of one.

7

Press **Start**.

Copying While Printing

To copy a job while the machine is printing:

1

Set up the copy job while the machine is printing.

2

Press **Start**. The current page will finish printing, then the copy job will start.



Note: When you complete the copy job, the factory preset is 1 minute before it reverts to print mode, or you may touch the On-line/Off-line button to take it back to print mode. The machine will resume printing if pages are pending.



Chapter Three

PRINTING

Printing

From your Windows application file menu, choose **Printer Setup** (or the equivalent).

Select the WorkCentre XE printer. Click **OK**.

Click on the Print Button.

1



Note: For help with Printer Setup, refer to the documentation that came with your Windows software application.

2

3

3



Note: Windows 95/98 Shortcut: Right-click on My Computer-Select Properties-click on Device Manager-open the Ports (click on the + sign). If ECP is enabled, the printer port will be called ECP Printer Port {LPT1}.



Note: If ECP mode is not enabled, print speed will be reduced and the scanning feature will not function.

Enabling High Speed Printer Communications

To ensure high-speed print performance, the WorkCentre XE88 was designed to take advantage of high-speed parallel port communications between your personal computer and your WorkCentre. This can be accomplished by enabling the **Extended Capabilities Port (ECP)** mode for your personal computer parallel port (LP1, LPT2 etc.).

If your personal computer does not appear to have ECP mode enabled, do the following:

1

Check the documentation for your personal computer for a description of this feature. Look particularly for BIOS and/or CMOS settings.

2

If necessary, call the manufacturer of your personal computer. Be prepared with the model and serial numbers.

You may need to add an ECP Board to your personal computer to allow your personal computer to operate in this mode.



Chapter Four

Overview

The WorkCentre TWAIN Scanner Program is an image-scanning program that operates under various image-editing and OCR (Optical Character Recognition) applications. The WorkCentre TWAIN Scanner Driver may be used with any TWAIN-compliant application software. The scanner program software will operate the WorkCentre black and white scanner.

The TWAIN standard allows many software packages access to the same scanner. Examples of some TWAIN-compliant software packages are: ScanSoft Pagis Pro, ScanSoft TextBridge Pro, and Adobe PhotoShop. TextBridge Pro is provided with your WorkCentre.

SCANNING



Note: If ECP mode is not enabled, print speed will be reduced and the scanning feature will not function.



Note: For questions concerning TextBridge applications, consult TextBridge online help.

TWAIN SCANNER DRIVER



Note: Your WorkCentre scans in black and white only.

TWAIN Scanner Driver

The TWAIN standard is an image data transfer protocol developed to allow one software package to use many devices. Some examples of TWAIN-compliant devices are: flatbed scanners, drum scanners, digital cameras, and video frame grabbers.

The WorkCentre TWAIN Scanner Driver provides the following array of scanning controls and previewing options:

- Image type
- Resolution
- Control brightness

To access these features, the WorkCentre TWAIN Scanner window opens when Acquire (or a similar selection) is selected from the File menu of a TWAIN-compliant image editing application.

With this array of image previewing and scanning functions, you can see the results of the changes you made to an image, before you save the images you create.

STARTING THE TWAIN SCANNER

Starting the TWAIN Scanner

The WorkCentre TWAIN Scanner window will be displayed when you choose the WorkCentre to scan documents or photographs from the TWAIN-compliant image editing application.

There are two ways to start the TWAIN Scanner application:

- TextBridge Pro
- Other TWAIN-compliant software.

SCANNING WITH TEXTBRIDGE PRO



Note: OCR software was loaded during installation.



Note: For more advanced scanning information, please refer to the TextBridge Pro Online help. On your computer, begin at the Start menu:

Start → Programs → TextBridge Pro 8.0 → TextBridge Help

Scanning with TextBridge Pro

1

From the Start menu, select **Programs** → **TextBridge Pro 8.0** → **TextBridge Pro 8.0**

2

From the **File** menu, click on **Select Scanner**. A list of supported scanners will be displayed.

3

From the list, select **Xerox WorkCentre (TWAIN)**. Click **OK**.

4

From the **Process** menu, select **Auto**. A Page Type dialog will be displayed.

5

Select the desired page type and select Scanner as the Page Source. Click **OK**.

SCANNING WITH TEXTBRIDGE PRO

The Xerox WorkCentre XE TWAIN Scanner screen displays. Select the appropriate scan options for the document or photograph to be scanned. After adjusting the settings in the scan window, you can do a prescan of the image before making a final scan. To scan:

- a) Place the document on the document glass.
- b) Click the **Prescan** button.

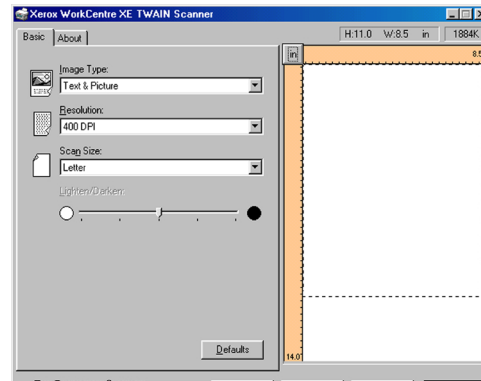
The WorkCentre scans the image and a preview appears in the scanner window.

Adjust the scan options as desired on the Basic screen before initiating the final scan.

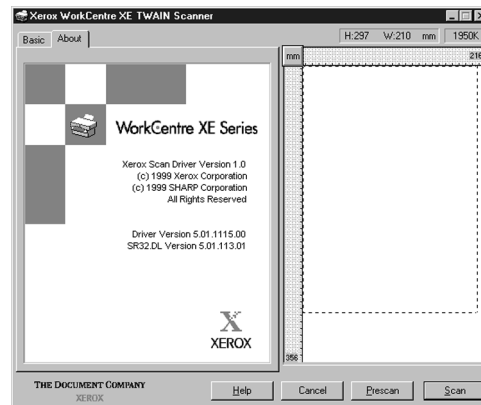
Click the **Scan** button. The WorkCentre scans the image and an updated image displays with TextBridge Pro.

To scan another page, click **More pages**. When you have scanned all of your pages, click **No More**.

6



7



8

9

4



Note: Your TWAIN Scanner has two tabs:
The **Basic** tab appears automatically.
The **About** tab is hidden and appears when you click on "About".

SCANNING WITH OTHER SOFTWARE

Scanning with other Software

1

Start Windows.

2

Start the TWAIN-compliant image-editing software.

3

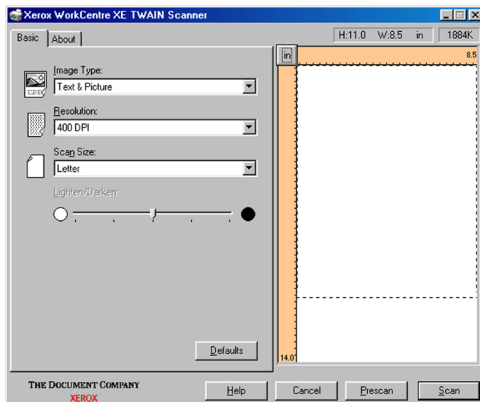
In most programs, choose the **Select Source** option from the File menu.

4

From the list, select **Xerox WorkCentre (TWAIN)**. Click OK.

5

Open the File menu and select **Acquire/Scan**. The WorkCentre TWAIN Scanner window appears.



SCANNING WITH OTHER SOFTWARE

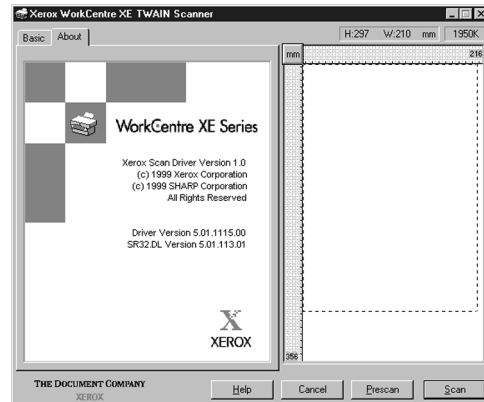
Select the appropriate scan options for the document or photograph to be scanned. After adjusting the settings in the scan window, you can do a preliminary preview scan of the image before making a final scan. To launch a preview scan:

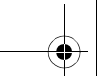
- a) Place the document on the document glass.
- b) Click the **Prescan** button.

The WorkCentre scans the image and a preview appears in the scanner window.

Adjust the scan options as desired before initiating the final scan.

Click the **Scan** button. The WorkCentre scans the image and an updated image displays.

6**7****8****4**



4.8

User Guide



Chapter Five

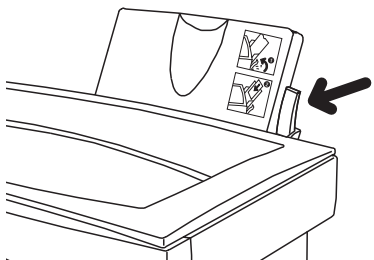
TROUBLESHOOTING

This section describes Troubleshooting procedures for:

- Clearing jams
- Error Messages

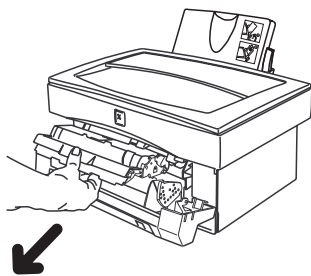
Refer to the specific subsection for a description of problems and associated solutions.

E1 JAMS AT THE PAPER TRAY



E1 Jams at the Paper Tray

- 1 Pull the paper release lever at the right of the paper tray toward the front of the WorkCentre.
- 2 Remove all the paper, including the jammed paper, from the paper tray.
- 3 Straighten the edges of the paper and then reinsert it into the paper tray.
- 4 Push the paper release lever back again to secure the paper.



Caution: If the jammed paper will not come out easily, do not pull too hard, as you may tear or damage the copying/printing mechanism. In such cases, go to the inside of the WorkCentre. Lift the toner CRU handle to release the force on the paper.

E2 JAMS INSIDE THE WORKCENTRE

E2 Jams Inside the WorkCentre

Open the front door by pushing in on the front door latches on each side of the front door and pulling towards you.

1

Lift the toner cartridge handle.

2

Remove the toner cartridge.

3



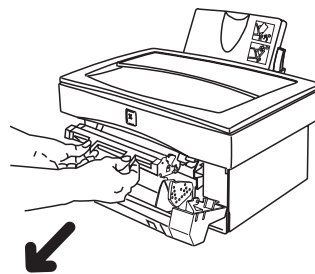
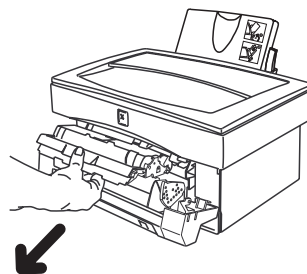
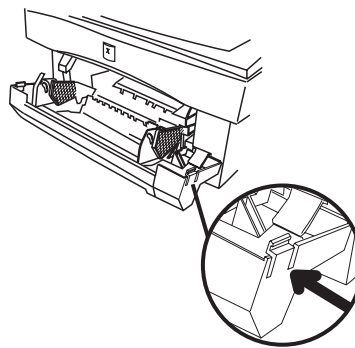
Caution: Do not touch the shiny green surface of the drum.

Remove the drum cartridge.

4

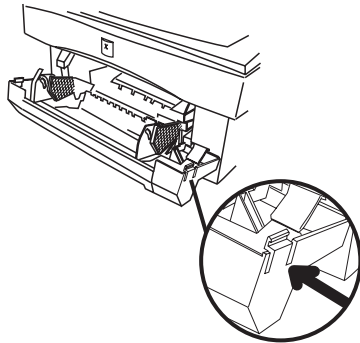
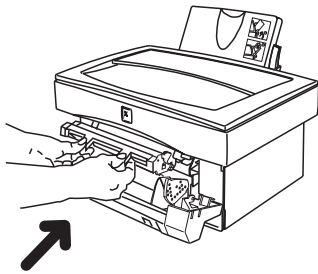
Remove any paper that may be inside the WorkCentre.

5



5

E3 JAMS AT THE PAPER EXIT AREA



6

Install the drum cartridge.

7

Install the toner cartridge.

8

Close the front cover.

E3 Jams at the Paper Exit Area

1

To reduce the pressure on the paper, open the front door by pushing in the latches on both sides of the front door.




2

With the front door partially open, remove any paper that may be in the paper exit area.

WORKCENTRE FAULT CODES

WorkCentre Fault Codes

Fault codes are listed below. If the error persists, call **1-800-832-6979**.





Fault Code	Customer Action
E7, H2 - H4 L2 - L6, U2	Switch the main power off, wait 5 seconds and switch the power on. Repeat two or three times.
L1	Remove the shipping screw and turn the power off, then on.
P (Flashing)	The paper feed tray is empty. Load paper using the paper release lever.
C1	The front door of the machine is open. Close the front door.
CH	The toner cartridge is not installed in the machine. Install the toner cartridge.
Toner indicator light 	When the toner cartridge replacement indicator appears, the toner cartridge will need to be replaced soon. You may extend the life of the toner cartridge by shaking it from side to side.
Drum indicator light 	The drum indicator is on when the drum is near end of life (1,000 pages remaining) and blinks when the drum is at end of life (refer to Drum Cartridge Life).
J2	Replace the drum cartridge.
Jam indicator light  E1, E2, E3	E1 Clear paper jam in the paper feed tray. E2 Clear paper jam inside of the machine. E3 Clear paper jam in the paper exit area.

PROBLEMS AND SOLUTIONS

Problems and Solutions

Problem	WorkCentre Suggested Solution
WorkCentre does not come on, Ready indicator does not light.	Check that the copier is plugged into an electrical receptacle. Ensure that there is power to the receptacle and that the WorkCentre power switch is ON.
Copies are too light or too dark.	<ul style="list-style-type: none">- If the original is light, select the lower copy contrast position to darken the background of the copies or change the copy quality mode to Text. (If you copy mostly text, you can change the default copy quality to Text mode.)- If the original is dark, select the upper copy contrast position to lighten the background of the copies.- If the original is not light, but copies come out too light, you may be out of toner, or the paper may be too humid. Try fresh paper.
Smears, lines, marks, or spots on copies.	<ul style="list-style-type: none">- If defects are on the original, press the copy contrast button to lighten the background of your copies.- If the defects are in the same place on every page, clean the document glass and inside the document cover. (Refer to <i>Cleaning the WorkCentre.</i>)- If the defects occur two or three times on each copy, you may have a substance stuck to the drum cartridge. (Refer to <i>Cleaning the Drum Cartridge.</i>)

PROBLEMS AND SOLUTIONS

Problem	WorkCentre Suggested Solution
Image rubs off the copy easily.	<ul style="list-style-type: none"> - Replace the paper in the tray with paper from a new package. - Check that paper weight is 14 - 34 lbs. - In high humidity areas do not leave paper in the WorkCentre for extended periods of time.
<p>The three trouble indicators are flashing in the copier diagram.</p> <p>    </p> <p>Jam Drum Toner</p>	<p>The machine is in the program mode. Press the Copy Quality mode button to exit.</p> <p>  </p>
<p>Frequent copy paper jams.</p> <p>E1 E2 E3</p>	<ul style="list-style-type: none"> - Ensure that the paper lever is pulled toward the front of the WorkCentre before loading the paper. - Fan the stack of paper, then turn it over in the tray. - Replace paper in paper tray with a fresh supply. - Check/adjust paper guides. - Ensure that the paper is the proper paper weight. 20 lb / 80 gsm bond paper is recommended.

PROBLEMS AND SOLUTIONS

Problem	WorkCentre Suggested Solution
All of the page is blank. Part of the page is blank.	<ul style="list-style-type: none"> - The toner cartridge may be empty. This is indicated by the toner indicator light. Try removing the toner cartridge from the machine and shaking it from side to side to redistribute the toner. - Make sure that the originals are face down on the document glass.
The WorkCentre does not print.	<ul style="list-style-type: none"> - Try to make a copy. If copying does not work, check the toner cartridge. - Use the IEEE-1284 parallel port cable supplied with the machine and check the connections. - Test printer after removing any pass through devices. If printing is still not possible, replace the cable. - Check the printer settings in the Windows Control Panel to make sure that the print job is being sent to the correct port. (For Example: LPT1.) - Uninstall, then reinstall the WorkCentre printing software.
Printing is too slow.	<ul style="list-style-type: none"> - Try closing other applications before printing. - Check that the computer meets the minimum specifications. - Reduce the resolution setting from 600 dpi to 300 dpi.
Incorrect fonts	Use the fonts dialog box in the Control Panel to enable True Type fonts.
Unable to Scan - Hardware Detect Error	For scanning to work via a Parallel Port connection, the PC Parallel Port must be in ECP mode. Refer to Enabling High Speen Printer Communications in the Printing chapter.
Unable to Scan - Unable to communicate with device	<ul style="list-style-type: none"> - Check power and cable connections to the WorkCentre. - For USB connections, check the USB/LPT devices in the device manager.



Chapter Six

Cleaning the Outside

Clean the outside surfaces of the WorkCentre by wiping them with a soft, clean, lint-free cloth.

- Keep the front cover closed when cleaning the outside of the WorkCentre.
- You can dampen the cloth slightly with water, but be careful not to let any water drip onto the WorkCentre or inside it.

CLEANING AND MAINTENANCE



Warning: *Always unplug the power cord before cleaning any part of the WorkCentre.*

CLEANING THE GLASS AND COVER

Cleaning the Glass and Cover

Keeping the document glass clean helps ensure the best possible copies. Xerox suggests that you clean the document glass at the start of each day and during the day as needed.



Caution: Do not pour or spray water directly onto any part of the WorkCentre.

1

Slightly dampen a soft lint-free cloth or paper towel with water.

2

Lift the document cover.

3

Wipe the surface of the document glass until it is clean and dry.

4

Wipe the underside of the white document cover until it is clean and dry.

5

Close the document cover.

CLEANING THE DRUM CARTRIDGE

Cleaning the Drum Cartridge

If some of the print is missing, or black spots appear, you may need to clean the surface of the drum. Otherwise, it may become damaged and will have a serious effect on the print quality.



Caution: Because the drum surface is very sensitive, you must take extreme care when cleaning it.

- Do not let the drum surface come into contact with fingerprints, water, alcohol or other solvents that will damage the drum surface.
- Do not touch the drum surface with the edges of the rolled-up paper.

To clean the drum surface

Unplug the power cord.

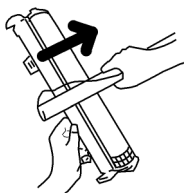
1

Remove the toner cartridge. (Refer to *Replacing the Toner Cartridge*).

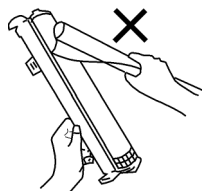
2

6

SERVICE



Note: Be sure to hold the rolled-up paper at a right angle to the cartridge.



3

Remove the drum cartridge. (Refer to *Replacing the Drum Cartridge*).

4

Take a sheet of clean paper and roll it into a tube. Roll it tightly so that the diameters of the holes at each end are less than the thickness of your little finger.

5

Holding the drum cartridge as shown, gently rub the surface of the drum with the rolled-up paper to remove any particles of toner caking on the drum into a wastebasket or onto a prepared surface.

6

Replace the drum cartridge.

7

Replace the toner cartridge.

Service

It is important that you speak with a service representative to resolve any persistent problem. The service representative will direct you as to what action must be taken.

The WorkCentre **cannot** be shipped for service without the authorization of a service representative.

For frequently asked questions, visit the Xerox Web site at: <http://www.xerox.com> or in the US or Canada call our experts at: **1-800-TEAM-XRX (1-800-832-6979)**



Chapter Seven

CONSUMABLES

The toner cartridge and the drum cartridge in your WorkCentre are "consumable" parts. This means that after a certain period of use, these parts will need to be replaced. The part numbers for these parts are as follows.

Toner Cartridge: Part Number: 6R916
Drum Cartridge: Part Number: 13R553



Note: Replacement of drum cartridges, toner cartridges, and other supplies are customer maintenance responsibilities and are not covered by the warranty.

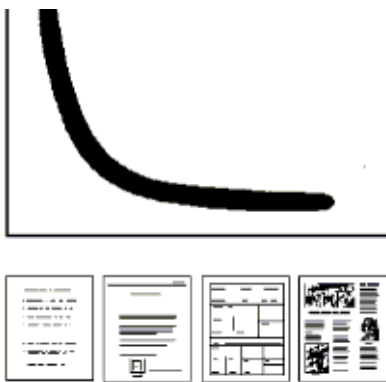
See the warranty card.

COPY/PRINT COUNT

Copy/Print Count

For Copy/Print Count, press and hold the Clear button. The display will flash numbers three at a time and will repeat until letting go of the Clear button.

(Example: If the machine flashes 002 123 this equates to 2,123 copies/prints, or if the machine flashes 014 356 this equates to 14,356 copies/prints.).



Note: The main factor affecting toner cartridge yield is the printed area of a document.

Toner Cartridge Yield

The graph shows how the number of copies/prints per cartridge decreases as the printed area increases.

Factors which can affect the toner cartridge yield are:

- The size of the document being copied/printed.
- Dark backgrounds.
- High humidity.

To get the most from your toner cartridge:

- Always copy with the document cover closed.
- Use Toner Saver Mode.

STORAGE

Storage

The toner cartridge and drum cartridge should always be stored in sealed opaque bags to protect them from direct sunlight. The toner cartridge and the drum cartridge should be stored at temperatures between 0°C (32°F) and 40°C (104°F).



Caution: *Do not store the toner cartridge and drum cartridge in the following places:*

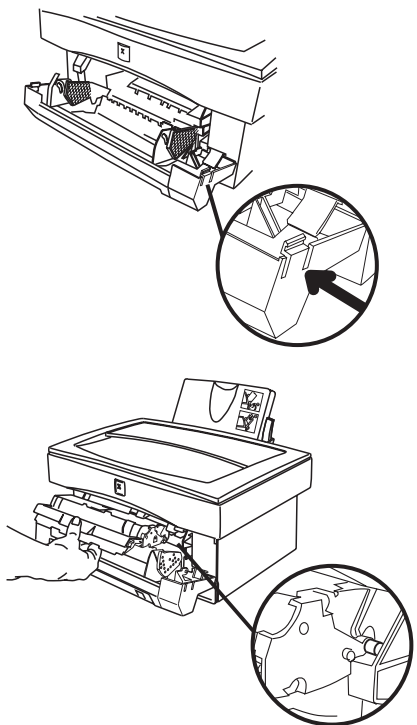
- Direct sunlight
- Dusty places
- Places which experience extreme changes in humidity
- Places where corrosive gases are present
- Places where the air is particularly salty

REPLACING THE TONER CARTRIDGE

Replacing the Toner Cartridge



If you notice that the print quality is becoming more and more faint, remove the toner cartridge and shake it gently from side to side to distribute the toner evenly through the cartridge. If there are thin lines around the toner cartridge roller, it is probably time to replace the toner cartridge. The order number for the toner cartridge is **6R916**.



1

Open the front door by pushing in on the front door latches on each side of the front door.

2

Gently pull out the toner cartridge as shown below. The toner cartridge will slide out along the runners. Do not pull it all the way out of the WorkCentre.

REPLACING THE TONER CARTRIDGE

When the toner cartridge is near the end of the runners, hold the handle to support the toner cartridge, and then pull it clear of the WorkCentre.

3

Recycle the toner cartridge by returning it to Xerox.

4

Replace the toner cartridge. Hold the handle of the toner cartridge so that the stamped markings on top of the cartridge are facing upward.

5

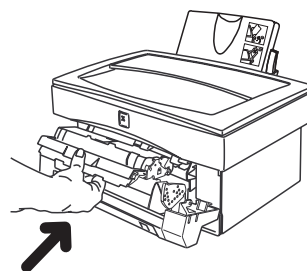
Gently insert the toner cartridge inside the WorkCentre.

6

Push where indicated (in the illustration) until the toner cartridge is fully inside the WorkCentre and the handle springs back.

7

Note: Help the environment by recycling your used drum cartridge. Use the recycle sticker packed with the drum cartridge for instructions on returning the used drum cartridge to Xerox.

**7**

DRUM CARTRIDGE LIFE

Drum Cartridge Life

The rated life for the drum cartridge is approximately 18,000 pages. When the drum light comes on, there are 1,000 more pages able to be copied/printed until drum end of life. The order number for the drum cartridge is **13R553**.



Note: Let the WorkCentre cool before performing the procedure.

Replacing the Drum Cartridge

Ensure that you follow steps 1 through 14 (it is essential that you complete all 14 steps in order for the WorkCentre to operate). If you have a J2 fault code and the drum indicator is blinking, the drum cartridge has reached end of life. The order number for the drum cartridge is **13R553**.



Caution: Handle the drum cartridge very gently during installation to avoid any possible damage to the drum surface.

REPLACING THE DRUM CARTRIDGE

Open the front cover by pulling it forward.

1

Place some scrap paper on a nearby level surface.

2

Gently pull out the toner cartridge. Do not pull it all the way out of the WorkCentre.

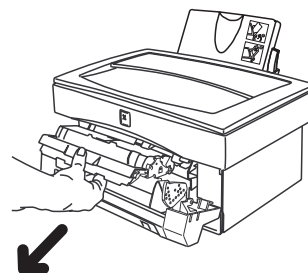
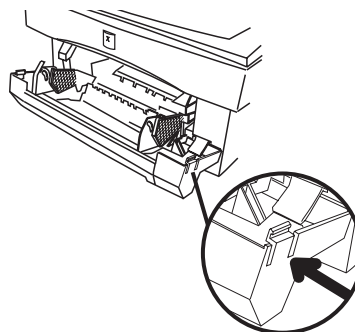
3

Hold the handle to support the toner cartridge, and then pull it clear of the WorkCentre.

4

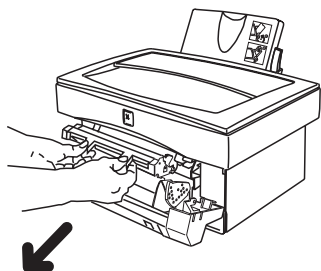
Place the toner cartridge on the scrap paper prepared in step 2.

5



Warning: The fusing unit beneath the drum cartridge becomes very hot when the WorkCentre is in use. Be careful not to touch the fusing unit when removing the drum cartridge.

REPLACING THE DRUM CARTRIDGE

**6**

Hold the tabs on the drum cartridge handle between your thumbs and index fingers, and gently pull the drum cartridge up and out in a circular motion to lift it clear of the WorkCentre.



Caution: The new drum cartridge is sealed with a sheet of black protective paper to shield the drum from light. To prevent damage to the drum surface, do not remove the protective paper until you have inserted the cartridge into the WorkCentre.

7

Remove the new drum cartridge from the plastic bag and set it down on a clean, uncluttered and level surface.

REPLACING THE DRUM CARTRIDGE

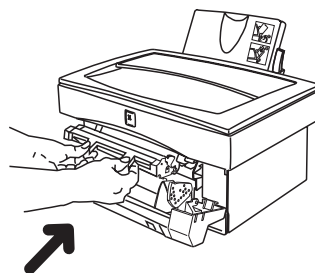
Place the used cartridge into the empty bag, and seal the bag.

8

Hold the tabs on the new drum cartridge handle between your thumbs and index fingers. Slide the drum cartridge along the runners into the WorkCentre. Carefully remove the sheet of black protective paper from the drum cartridge, making sure not to leave any torn pieces of paper in the WorkCentre.

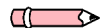
9

10



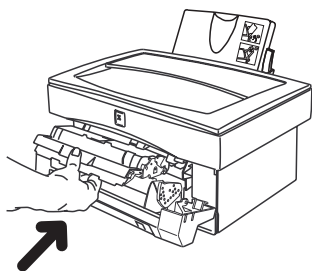
Replace the toner cartridge. Hold the handle of the toner cartridge so that the stamped markings on top of the cartridge are facing upward.

11



Note: Help the environment by recycling your used drum cartridge. Use the recycle sticker packed with the drum cartridge for instructions on returning the used drum cartridge to Xerox.

REPLACING THE DRUM CARTRIDGE



12

Gently insert the toner cartridge inside the WorkCentre.

13

Push where indicated (in the illustration) until the toner cartridge is fully inside the WorkCentre and the handle springs back.

14

Ensure that the WorkCentre power is on. You must hold in the button indicated and close the cover at the same time. Continue to hold the button for three seconds, then release the button. The three Copy Contrast LEDs will flash and return to ready state. If the J2 code is still present, repeat this step.