

The Document Company
XEROX

DocuPrint XJ6C
Ink Jet Printer

701P97999
1998

Xerox Corporation

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Customer Support

To resolve problems with your printer, follow the suggestions that are provided in *Chapter 4, Troubleshooting the Printer*.

If you are unable to solve a XJ6C problem using this guide or the online Help, call the Xerox Customer Support Center. Before calling, make sure you have the following information:

- XJ6C serial number, which is located next to the parallel port on the back of the printer.
- XJ6C software version, which is specified in the printer driver About box.
- Windows operating system version (Windows 95, Windows 3.1, or Windows 3.11).
- Amount of memory in your PC.
- Information about the problem, including the steps taken to create the problem, any error messages, and the expected behavior.

The Xerox Customer Support Center telephone number in the United States and Canada is:

1-800-TEAM XRX (1-800-832-6979)

Call from a telephone near your PC and the printer. Make sure both your PC and printer are turned on.

If you require additional information about Xerox and Xerox products, visit the Xerox web site at:

<http://WWW.XEROX.COM>

Contents

1. Introduction	1
Safety notes	2
Registration card	4
2. Understanding the printer's features	5
Hardware features	6
Control panel	8
Printer specifications	10
Printable area	12
3. Using the printer settings	13
Accessing printer settings	14
The Main property page	15
The Page property page	17
The Advanced property page	18
The Printer property page	20
Checking the printer's status	22
Checking the documents in the print queue	23
4. Troubleshooting the printer	25
Power LED is not on	26
The printed document does not match the selected printer settings	26
The printed document is blank	27

Contents

The document prints slowly	27
The document sent to the printer does not print	28
Error LED is on	29
Error LED is blinking	29
The print is blurry or jagged vertical lines appear	30
The printed image is clipped or off the edge of the media	31
Extra characters, dashes, or lines appear on the printed pages	31
White horizontal lines and streaks of the wrong color appear on the printed pages	32
The print is faint or missing	33
Ink is smeared on the printed pages	34
The print quality of transparencies is poor	35
Color variations appear in large areas of color	36
The paper is not feeding properly	36
The paper does not stack neatly in the paper output shelf	37
Low Ink Indicator LED is on	37
Low Ink Indicator LED is blinking	38
Packing the printer for return to a Service Center	39

5. Selecting and ordering supplies	41
Cartridges and print heads	42
Selecting plain paper	43
Selecting specialty print media	43
Selecting labels	44
Selecting transparencies	44
Selecting banner paper	44
6. Printing from DOS	45
Index	47

The DocuPrint XJ6C printer is a fast, high quality, four color thermal ink jet printer designed for both color and black and white applications. Featuring a compact and lightweight design, the printer is ideally suited for use in your office or home. The DocuPrint XJ6C printer connects easily to your personal computer.

Make your pages pop

- Prints up to 600x600 dpi on plain paper and up to 1200x600 dpi on photo glossy paper
- Crisp vivid graphics and photos—even on plain paper
- Automatically corrects problem areas in photos with unique ImageFix™ software

High-speed, high-quality prints

- Prints up to 5 black-and-white pages per minute; up to 2.5 pages per minute in color
- Quick return to applications with fast print spooling

Cost-saving features

- Separate color cartridges eliminate expense of wasted inks
- Small footprint on your desktop

Safety notes

Your DocuPrint XJ6C has been carefully designed to give you years of safe, reliable performance. As with all electrical equipment, however, there are a few basic precautions you should take to avoid hurting yourself or damaging the unit:

1. Read and follow all warnings and instructions marked on or supplied with the printer.
2. Unplug the printer before you clean it. Use a damp cloth only; do not use liquid or aerosol cleaners.
3. Place your printer on a firm, solid surface. If you put it on an unsteady surface, it might fall and become damaged. If you place the printer on a soft surface, such as a rug, sofa, or bed, the vents may be blocked, causing it to overheat.
4. Do not put the printer on or near a heat source, such as a radiator or heat register. If you put the printer in any kind of enclosure, make sure it is well ventilated.
5. Do not use your printer near water, or spill liquid of any kind into it.
6. Be certain that your power source matches the rating listed on the back of the printer. If you are not sure, check with your dealer or with your local power company.
7. Be sure to install the printer near a power outlet that will remain easily accessible.
8. To avoid damaging the power cord, do not put anything on it or place it where it will be walked on. If the cord becomes damaged or frayed, replace it immediately.
9. *The use of an extension cord or power strip with this printer is not recommended.* Check building codes and insurance requirements before using an extension cord or power strip. If you are using an extension cord or power strip with the printer, make sure that the total of the amperes required by all of the

equipment on the extension is less than the extension's rating. Generally, the total ratings of all equipment plugged into any one power line should not exceed 15 amperes. Do not exceed this unless you know that the power line your equipment is plugged into has a rating above 15 amperes.

10. You must only use the 3-conductor, 18 AWG, SVT type, IEC320 style power cord provided with your printer (e.g., a plug having a third grounding pin). This plug will only fit into a grounding-type power outlet. This is a safety feature. To avoid the risk of electric shock, contact your electrician to replace the receptacle if you are unable to insert the plug into the outlet. Never use a ground adapter plug to connect the printer to a power source receptacle that lacks a ground connection terminal.
11. Aside from the routine maintenance described in your printer documentation, do not try to service the printer yourself. Opening the cover may expose you to shocks or other hazards. Do not make any adjustments other than those described in the documentation, as you might cause damage requiring extensive repair work.
12. If anything happens that indicates that your printer is not working properly or has been damaged, unplug it immediately and have your printer serviced. These are some of the things to look for:
 - The power cord or plug is frayed or damaged.
 - Liquid has been spilled into the housing, or the printer has been exposed to water.
 - The printer has been dropped or its cabinet has been damaged.
 - The printer does not function normally when you are following the operating instructions.

13. The CE marking applied to this product symbolizes Xerox's declaration of conformity with the following applicable directives of the European Union as of the dates indicated.
 - January 1, 1995—Council Directive 73/23/EEC amended by Council Directive 93/68/EEC, Approximation of the laws of the member states related to low voltage equipment.
 - January 1, 1996—Council Directive 89/336/EEC, Approximation of the laws of the member states related to electromagnetic compatibility.
 - A full declaration defining the relevant directives and referenced standards can be obtained from your Xerox representative.
 - **WARNING:** In order to allow this equipment to operate in proximity to Industrial, Scientific and Medical (ISM) equipment, the external radiation from ISM equipment may have to be limited or special mitigation measures taken.

Registration card

To ensure that your printer is registered, please spend a moment now to complete and return the Registration Card. Save a copy of the Registration Card and the bill of sale as proof of purchase for future reference.

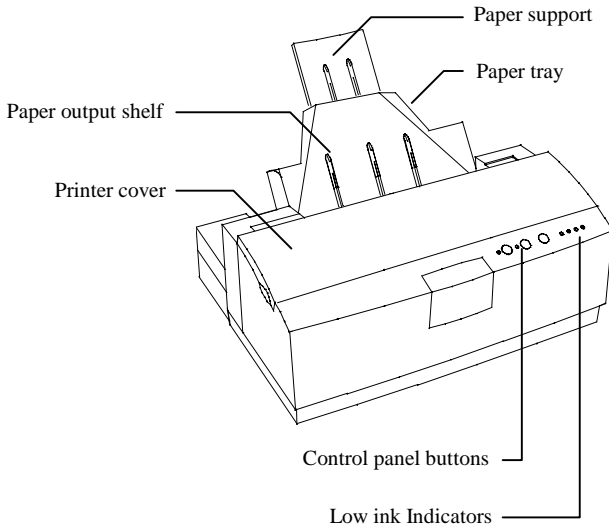
Understanding the printer's features

This chapter illustrates the parts of the DocuPrint XJ6C, explains the control panel buttons and lights, and lists the printer specifications.

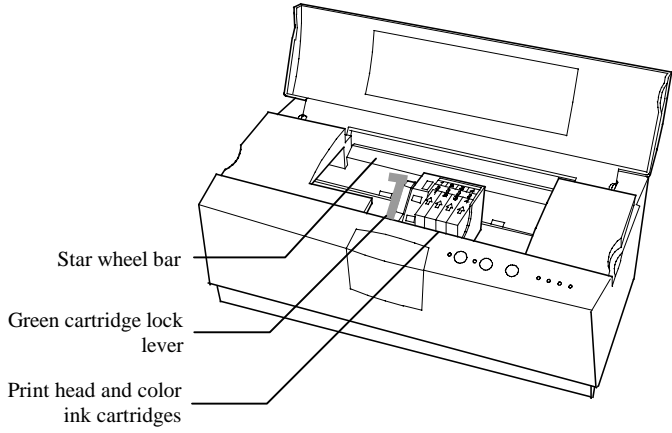
Hardware features

Review the following illustrations to familiarize yourself with the printer's parts.

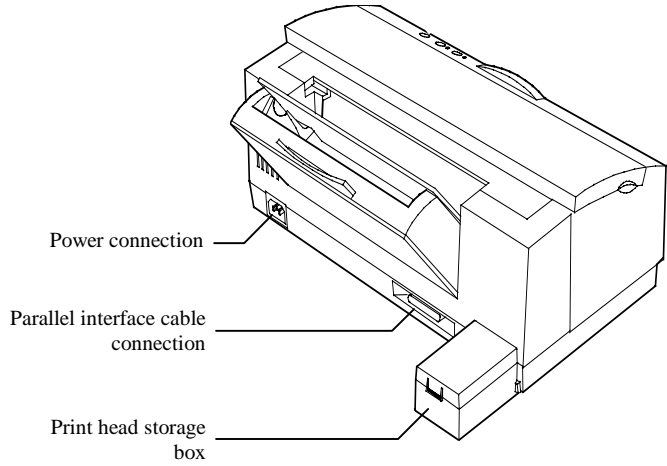
Front view of printer



Inside view of printer






Back view of printer






Control panel

The DocuPrint XJ6C control panel has three buttons and six lights (LEDs). You use the three buttons to control printer functions. The LEDs display the condition of the printer.

The following tables describe the function of each button and LED.

Button	Function	Action
	Turn on the printer.	Press and release.
	Turn off the printer.	Press and hold for 2 to 5 seconds.
	Reset the printer.	With the printer on, press and release. Any data in the printer's buffer is cleared. Settings permanently stored in the printer's memory are retained.
	Resume printing.	If printing has paused, press and release.
	Form feed.	Press and release.
	Eject paper.	Press and hold for 2 to 5 seconds.
	Clear error (when Error LED is lit).	Press and release.
	Print Demo page.	With the printer idle and the paper path clear, press and hold for 2 to 5 seconds.
	Print Test page.	With the printer off, press and hold while turning on the printer.
	Cartridge Change/Clean	With the printer on, press and release.
	Clean the print head.	With the printer on, press and hold for 2 to 5 seconds.

LED	Condition	Meaning
Power 	On	Printer is online and ready to print.
	Blinking	Printer is processing data.
Error 	On	Recoverable error. To correct the error, press and release the Resume/FF button.
	Blinking	Non-recoverable error. Contact your Xerox Service Representative.
Low Ink Indicator 	Off	Ink cartridge contains sufficient ink.
	On	Ink in cartridge is low (10% - 15% left).
	Blinking	Ink cartridge is empty or not installed correctly, the wrong brand of ink cartridge is installed, or the print head is not installed.

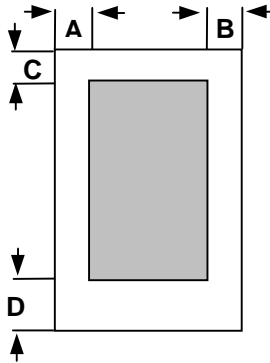
Printer specifications

Feature	Specification
Print speed	Monochrome: Up to 5 ppm (draft mode) Color: Up to 2.5 ppm (draft mode)
Print resolution	Monochrome: 600x600 dpi (plain paper) Color: 1200x600 dpi (ink jet photo glossy coated paper); 600x600 dpi (plain paper)
Print yield	Semi-permanent print head with expected life of 3,000 prints Replaceable ink cartridges (one cartridge per color) Black: 255 prints @ 5% area coverage (normal mode) Color: 320 prints @ 5% area coverage (each color)
Emulation	HP PCL3C with Xerox enhancements
Resident typefaces	Courier, CG Times, Univers
DOS character sets	HP PC-8, HP ROMAN-8, PC-8 Dan/Nor (ISO 21), PC-850, ECMA-94, Latin 1 (ISO 8859/1), German (ISO 21), French (ISO 69), Italian (ISO 15), Spain (ISO 17), Swedish Names (ISO 11), Swedish (ISO 10), Norwegian 1 & 2 (ISO 60, 61), Portuguese (ISO 16), UK (ISO 4), ANSI ASCII (ISO 6), HP-Legal, ISO IRV (ISO 2), HP-PC-852, Latin 2 & 5 (ISO 8859/2, 8859/9), HP-PC-8 Turkish, Cyrillic 3R, Cyrillic

Feature	Specification
Paper tray capacity	125 sheets – 75 g/m ² (20 lb) paper
Paper output shelf capacity	50 sheets – 75 g/m ² (20 lb) paper
Paper size	Automatic feed: Letter, Legal, A4, A5, B5, 8 x 10, Executive Envelopes: #10, DL, 7 3/4 Banner feed: A4 x 5, Letter x 5
Paper weight	60 – 90 g/m ² plain paper: (20 – 24 lb)
Print media	Plain paper, transparencies, envelopes, paper-faced labels, high resolution paper, photo glossy paper, fabric transfer sheets
Interface	IEEE 1284 compliant
Ambient conditions	Temperature: 10° – 40° C (50° - 104° F) Humidity: 20% – 80% relative humidity
Input voltage	110V – 240V Universal Power Supply
Power consumption	Standby: 0.1A 110V; 0.08A 230V Operating: 0.5A 110V; 0.3A 230V
External dimensions	Width: 41 cm (16.25 inches) Depth: 29 cm (11.5 inches) Height: 27 cm (10.5 inches) Weight : 5 kg (11 lb)

Printable area

	Recommended	Possible
A	5.0 mm (0.21")	5.0 mm (0.21")
B	5.0 mm (0.21")	5.0 mm (0.21")
C	5.0 mm (0.21")	5.0 mm (0.21")
D	18.0 mm (0.71")	12.7mm (0.5")



Using the printer settings

Using the DocuPrint XJ6C printer driver software, you can select from a variety of settings when printing documents. This chapter describes the printer settings you can select and how to check the status of the documents sent to the printer.

Accessing printer settings

You can access the printer settings from a Windows software application or from the Printers folder.

From a Windows software application:

Click Print from the File menu. In the Print dialog box, click Properties (or Setup).

From the Printers folder:

In Windows 95, click the Start button, point to Settings, and click Printers. Click the Xerox DocuPrint XJ6C icon with the right mouse button, then click Properties.

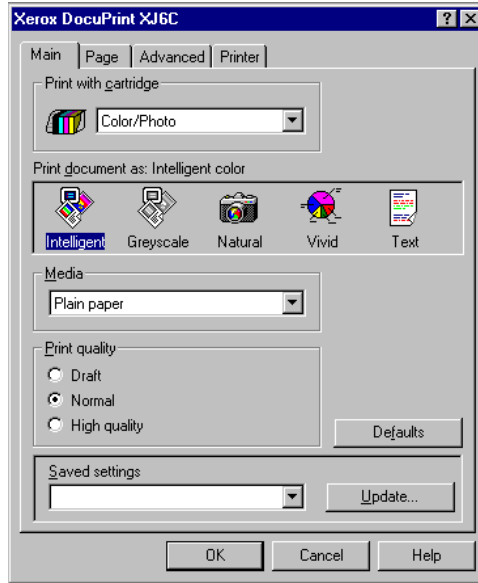
In Windows 3.1, double-click the Control Panel, then double-click Printers. Click the Xerox DocuPrint XJ6C icon, then click the Setup button.

The Xerox DocuPrint XJ6C property pages are displayed. The settings on each page are described in the following sections.



***Note:** Some software applications may override any of the settings you select on the printer property pages.*

The Main property page



The Main property page provides the following settings:

Print with cartridge Specifies the print cartridge to use to print the document or prints the document with the currently installed cartridge. This setting lets you send several documents to the printer and specify the type of print cartridge to use for each document. If the appropriate print cartridge is not installed when the print job begins, you will receive a message to install the correct cartridge.

Print document as Sets the color quality to use based on the contents of the document. The options vary, depending on the type of print cartridge you're using. Intelligent Color automatically provides the best color rendition for photos, graphics, and text; Greyscale provides the correct values of black and white; Natural provides the color values used in photographs; Vivid provides the color

values required for graphics; and Text provides the color values needed for clear, sharp text.

Media Specifies the type of media used for printing.

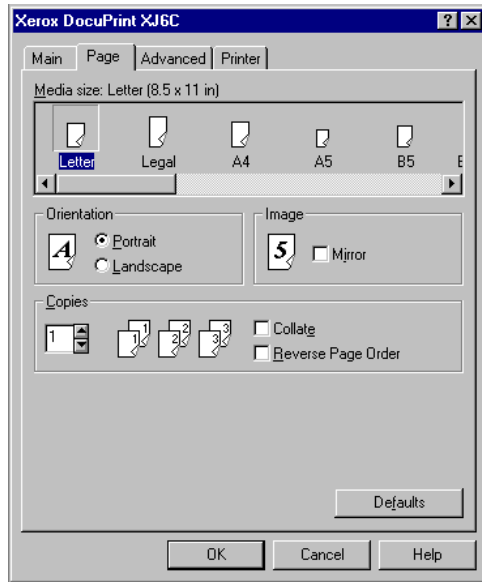
Print quality Sets printing at different speed and print quality combinations. The options vary, depending on the type of print cartridge and media you're using. Draft uses the fastest speed appropriate for the selected media; Normal provides letter quality printing; High Quality provides high quality printing at a slower speed; and Photo Quality provides high resolution printing on specialty media.

Saved settings Specifies the printer settings file to use for the print job. Four files are provided or you can create your own file.

To create a saved settings file:

1. Select the settings you want on the Main, Page, and Advanced property pages.
2. On the Main property page, click the Update button.
3. Type a name in the Settings box.
4. Click Save.

The Page property page



The Page property page provides the following settings:

Media size Sets the paper size used for printing.

Orientation Sets the paper orientation to **Portrait** (vertical orientation) or **Landscape** (horizontal orientation).

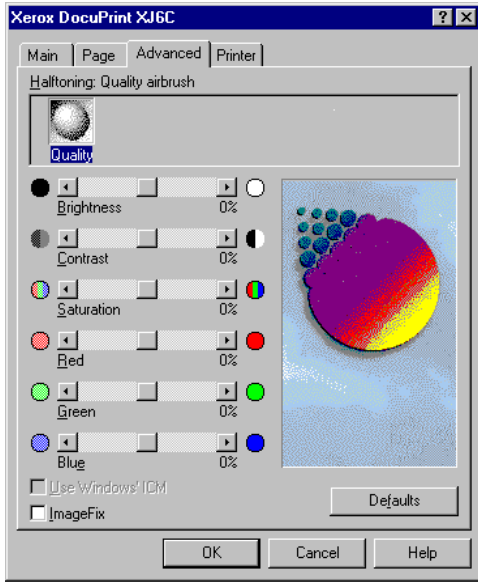
Mirror Reverses the image, from left to right, for special applications such as iron-on transfer or decal media.

Copies Specifies the number of copies to print.

Collate Arranges, in sequential order, multiple copies of the same document.

Reverse page order Prints the document from last page to first page.

The Advanced property page



The Advanced property page provides the following settings:

Halftoning Shows the halftone rendering used based on the type of print cartridge you're using and the document contents.

Brightness Darkens or lightens all the colors in your print.

Contrast Decreases or increases the amount of contrast between the light and dark colors in your print.

Saturation Decreases or increases the amount of color in your print.

Red Decreases or increases the amount of red in your print.

Green Decreases or increases the amount of green in your print.

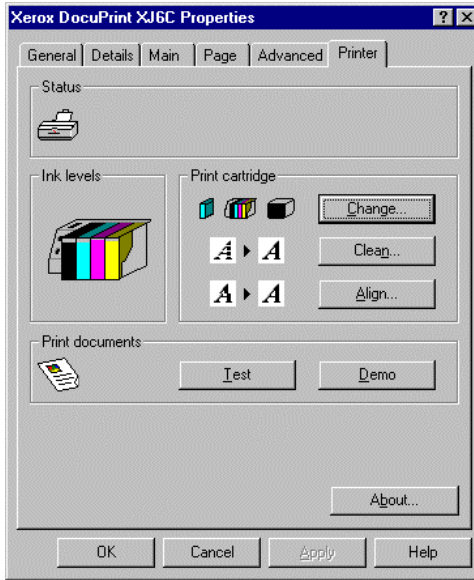
Blue Decreases or increases the amount of blue in your print.

Use Windows ICM Enables Windows Image Color Management.

ImageFix Changes the image to improve sharpness, contrast, and color. For example, ImageFix will correct pictures and photographs that have poor color balance.

The graphic image on the right side of the property page provides a visual preview of the selected options, except ImageFix.

The Printer property page



The Printer property page provides the following settings:

Status Describes the printer's status and, as needed, provides help to solve a problem.

Ink levels Shows the amount of ink in the print cartridge(s), that an invalid cartridge is installed, or that a cartridge is not detected due to a communication problem between the printer and your PC.

Print cartridge Provides maintenance tasks that you can start or perform from your PC.

- **Change** Moves the print cartridge to the center position so you can remove it.
- **Clean** Cleans the print cartridge. Before clicking the Clean button, make sure the printer is idle.
- **Align** Prints a test pattern that you can use to verify the correct position of the print cartridge in the printer.

Print documents Provides documents that you can print from your PC.

- **Test** Prints a diagnostic sample page that you can use to determine printer problems.
- **Demo** Prints a sample page.

Checking the printer's status

Both the Status window and the Printer property page provide you with printer status information, including the level of ink in the print cartridge(s). The Status window also shows the current print job's progress. The Status window opens automatically while printing a document. If the printer is idle, you can check its status by doing one of the following:

- To display the Printer property page, display the Xerox DocuPrint XJ6C property pages, then click the Printer tab.
- To display the Status window, click the Start button, point to Settings, and click Printers. Click the Xerox DocuPrint XJ6C icon with the right mouse button, then click Show Status window. (Windows 95 only)

Status Describes the printer's status and, as needed, provides help to solve a problem.

Ink levels Shows the amount of ink in the print cartridge(s), that an invalid cartridge is installed, or that a cartridge is not detected due to a communication problem between the printer and your PC.

Document progress Shows the progress of information sent to the printer for each page and the page number currently being printed out of the total number of pages sent.

Cancel button Cancels the current print job.

Restart button Pauses the current print job to let you clear a paper jam or clean or change a print cartridge. You can later resume printing from the current page or the start of the job.

Checking the documents in the print queue

The DocuPrint XJ6C print queue shows the documents currently being printed or waiting to be printed.



Note: *The DocuPrint XJ6C print queue runs under Windows 95. PCs running Windows 3.1/3.11 include the Spool Manager.*

1. To view the print queue, do one of the following:
 - Click the Windows Start button, point to Settings, and click Printers. Double-click the Xerox DocuPrint XJ6C icon.
 - Click the Xerox DocuPrint XJ6C button on the taskbar.

The Xerox DocuPrint XJ6C window lists the print jobs pending on the printer and the status of each job.

2. To pause a document that is currently being printed, do the following:
 - a. Click the document name.
 - b. From the Document menu, click Pause printing.
3. To cancel a document that is currently being printed, do the following:
 - a. Click the document name.
 - b. From the Document menu, click Cancel printing.

Using the spool manager

When you print a document, it is quickly processed to a print file and placed in the Spool Manager until it's printed. The Spool Manager window lists the print jobs pending on the printer and the status of each job.

1. To view documents in the Spool Manager, do the following:
 - Double-click the Xerox DocuPrint XJ6C Spool Manager icon on the desktop. The Spool Manager window opens.
2. To change the status of print jobs in the Spool Manager, do the following:
 - a. Double-click the Xerox DocuPrint XJ6C Spool Manager icon on the desktop.
 - b. The Spool Manager window lists the print jobs pending on the printer and the status of each job. Click the name of the print job you want to change.
 - c. Click the Document menu, then choose from the following options:
 - Hold** Does not print the document, but keeps it in the queue, or prints the document if it was held in the queue.
 - Keep after printing** Keeps the document in the queue after it's printed for printing at a later time.
 - Delete** Removes the document from the print queue.
 - Requeue** Changes the document's position in the print queue.
 - Info** Displays information about the print job.
3. To Hold and release the Spool Manager queue, do the following:
 - a. Double-click the Xerox DocuPrint XJ6C Spool Manager icon on the desktop.
 - b. Click the Xerox DocuPrint XJ6C printer.
- c. From the Queue menu, click Hold to stop printing the documents in the print queue, or to release a held print queue.

Troubleshooting the printer

This chapter describes common printer problems that may occur and provides the recommended solutions. Follow the suggested solutions to correct the problem. If the problem continues, contact your local authorized Xerox representative.

Power LED is not on

Cause	Suggested Solution
The power cord is not securely connected.	Check the power cord connection. Make sure one end is securely attached to the power connection at the back of the printer and the other end of the cord is plugged into a wall outlet.
There is no power from the outlet.	Plug the power cord into a different wall outlet.
The power cord is damaged.	Check the power cord for damage and replace it, if necessary.

The printed document does not match the selected printer settings

Cause	Suggested Solution
Some software applications override the settings selected on the DocuPrint XJ6C property pages.	Choose the printer settings from the application.
Previously selected printer settings are used to print the document.	Check the selected settings on the DocuPrint XJ6C property pages.

The printed document is blank

Cause	Suggested Solution
<p>There may be a problem with the print head, printer cable, or your PC.</p>	<p>Print a Demo print (press and hold the Resume/FF button on the printer's control panel for 2 to 5 seconds).</p> <p>If the Demo print is good, check the printer cable or your PC.</p> <p>If the Demo print is blank, do one or more of the following:</p> <ul style="list-style-type: none"> • Remove, then reinstall the print head. • Press the Cartridge Change/Clean button for 2 to 5 seconds to clean and restore the print head. Repeat the process, if necessary. • Contact the Xerox Customer Support Center.

The document prints slowly

Cause	Suggested Solution
<p>The Print Quality is set to High quality.</p>	<p>On the Main property page, set the Print quality to Draft or Normal.</p>
<p>ImageFix is selected.</p>	<p>On the Advanced property page, click ImageFix to remove the check mark.</p>

The document sent to the printer does not print

Cause	Suggested Solution
The printer cable is not connected properly.	Press and hold the Power/Reset button for 2 to 5 seconds to turn off the printer. Make sure the printer cable is securely connected to the printer and your PC.
The printer is not mapped to the local port.	Map the printer to LPT1. Use the Details tab to map the port.
The printer cable is incorrect.	Use an IEEE 1284-compliant parallel bi-directional interface cable to connect the printer to your PC.
The printer cable is damaged.	Check the printer cable and replace it if damaged.
The type of interface is incorrect.	Verify that the computer is using the parallel interface. Check your software manual to ensure that your software communicates to the interface port that your printer is connected to.
Power LED is blinking.	Press and release the Resume/FF button to continue printing.

Error LED is on

Cause	Suggested Solution
The printer is out of paper.	Add paper to the paper tray. Then, press and release the Resume /FF button.
The print head is not installed correctly.	Remove, then reinstall the print head.
A carriage position error occurred.	Press the Resume /FF button to clear the error and eject the paper. Open the printer cover and clear any obstructions in the scan path, such as packaging material.
A paper feed error occurred.	Clear the paper jam. Refer to the online help or <i>Quick Installation/Reference Guide</i> for more information.

Error LED is blinking

Cause	Suggested Solution
An internal printer error occurred.	Turn off, then turn on the printer. If the printer does not turn on, unplug the power cord from the printer, wait a few seconds, then reconnect it. If the problem continues, contact the Xerox Customer Support Center.

The print is blurry or jagged vertical lines appear

Cause	Suggested Solution
The paper used is not recommended for the printer.	Certain papers (i.e. recycled paper) may cause poor quality output. Best results will be achieved by using paper developed for ink jet printers.
The color print head needs to be cleaned.	Press the Cartridge Change/Clean button for 2 to 5 seconds to restore the ink flow. After cleaning the ink cartridge, run a test print. If the print is still blurry, repeat the above process 5 more times. If the problem continues, replace the ink cartridge. Click the Change button on the Printer property page, then follow the instructions.
The print cartridge needs aligning.	Align the print cartridge. Click the Align button on the Printer property page, then follow the instructions.
There is bi-directional error.	Change the Print quality option to High Quality.

The printed image is clipped or off the edge of the media

Cause	Suggested Solution
The document margins may exceed the printer margins.	From the application you're using, adjust the document's margins.
The media type and size may not be correct.	Make sure you selected the correct Media size on the Page property page.

Extra characters, dashes, or lines appear on the printed pages

Cause	Suggested Solution
The printer cable is too long.	Use a printer cable that is less than six feet long.
Port Monitoring software is active from a device previously connected to the printer (parallel) port.	Remove all previously installed printers or devices from your PC.

White horizontal lines and streaks of the wrong color appear on the printed pages

Cause	Suggested Solution
An ink cartridge may be empty.	Replace the ink cartridge. Click the Change button on the Printer property page, then follow the instructions.
An ink cartridge is clogged or defective, or the print head needs to be cleaned.	Press the Cartridge Change/Clean button for 2 to 5 seconds to restore the ink flow. After cleaning the ink cartridge, run a test print. If lines and streaks still appear, repeat the above process 5 more times. If the problem continues, call the Xerox Customer Support Center.
The printer is connected to a power strip.	The printer requires a small amount of power to maintain the print head. Either keep the power strip turned on at all times or connect the printer to a wall outlet.
The printer is overheated.	Open the printer cover. Wait one hour for the printer to cool.

White horizontal lines and streaks of the wrong color appear on the printed pages (continued)

Cause	Suggested Solution
The print cartridge remains in the storage box for long periods between use.	To properly maintain the stored cartridge, remove it from the storage box once a month, and use the cartridge to print a few pages before returning it to the box.

The print is faint or missing

Cause	Suggested Solution
The paper used is not recommended for the printer.	Certain papers (i.e. recycled paper) may cause poor quality output. Best results will be achieved by using paper developed for ink jet printers.
An ink cartridge is empty.	Replace the ink cartridge. Click the Change button on the Printer property page, then follow the instructions.
An ink cartridge is clogged, or the print head needs to be cleaned.	Press the Cartridge Change/Clean button for 2 to 5 seconds to restore the ink flow. After cleaning the ink cartridge, run a test print. If the print is still faint, repeat the above process 5 more times. If the problem continues, replace the ink cartridge.
The Print quality option is set to Draft.	Select a different Print quality option.

Ink is smeared on the printed pages

Cause	Suggested Solution
The printer is printing outside the printable area.	Change the document margins to be within the recommended printable area. Make sure the margins are equal to or wider than these margins: Top, left, and right margins: 5 mm Bottom margin: 18 mm
The printer cover is open while printing.	Close the printer cover.
Paper is not completely exiting the printer because the star wheel assembly bar is disengaged.	Open the printer cover. Reinstall the star wheel bar by pushing down on each end of the bar until it snaps into position.
Multiple transparencies are stacked in the paper output shelf.	Remove each transparency from the paper output shelf after it's printed.

The print quality of transparencies is poor

Cause	Suggested Solution
Transparency is not selected for the Media option on the Main property page.	Make sure Transparency is the selected Media option on the Main property page. If the problem continues, select the Page Setup command from the application you're using to open the Main property page and select the Transparency option.
The document was printed on the wrong side of the transparency film.	Remove the transparencies from the paper tray, turn the sheets over, and reinstall the sheets in the tray. The rough side of the film should face the back of the printer.
The wrong brand of transparencies was used.	Use transparencies made for ink jet printers only.
Multiple transparencies are stacked in the paper output shelf.	When printing multiple transparencies, remove each transparency from the paper output shelf after it's printed.

Color variations appear in large areas of color

Cause	Suggested Solution
The print cartridge needs aligning.	Align the print cartridge. Click the Align button on the Printer property page, then follow the instructions.
There is bi-directional error.	Change the Print quality option to High Quality.
The Print quality option is set to Draft.	Change the Print quality option to Normal or High Quality on the Main property sheet.

The paper is not feeding properly

Cause	Suggested Solution
The paper is not correctly positioned between the paper guides.	Align the left edge of the paper with the left paper guide. Slide the right paper guide lever until it rests lightly against the right edge of the paper.
The paper is not loaded properly.	Remove the paper from the paper tray, fan the sheets, then reload paper stack. Do not load more than 125 sheets in the paper tray. If misfeeds continue, load new paper.
More than one type of media is loaded in the paper tray.	Load only one type of media in the paper tray.

The paper does not stack neatly in the paper output shelf

Cause	Suggested Solution
There isn't enough clearance above the paper output shelf.	Place a sheet of paper in the paper output shelf. Check the clearance above the top of the sheet. There should be 2 inches of clearance.
The star wheel assembly bar is disengaged.	Open the printer cover. Reinstall the star wheel bar by pushing down on each end of the bar until it snaps into position.
The star wheels are out of position in the star wheel assembly.	Open the printer cover. Lift the star wheel bar by grasping each end of the bar and rotating it toward the back of the printer. Make sure the small wheels in the star wheel assembly are not pushed all the way inside the rectangular slots and are able to rotate freely. Then reinstall the star wheel bar and close the printer cover.

Low Ink Indicator LED is on

Cause	Suggested Solution
An ink in the cartridge is low.	Buy a new color ink cartridge or high capacity black print cartridge, as the ink will soon run out.

Low Ink Indicator LED is blinking

Cause	Suggested Solution
An ink cartridge is empty, or the wrong brand of ink cartridge is installed.	Replace the ink cartridge. Click the Change button on the Printer property page, then follow the instructions.
An ink cartridge is not installed correctly.	Open the printer cover and snap each ink cartridge into position by pressing the cartridge down and into the print head. Remove the print head from the printer. Remove and reinstall each cartridge. Be sure to press the cartridge down and into the print head.
The print head is not installed.	Install the print head.
The green cartridge lock lever is not in the locked position.	Open the printer cover and make sure the green cartridge lock lever is positioned toward the back of the printer.

Packing the printer for return to a Service Center

Should you need to return the printer for servicing, follow the packing instructions in this section.



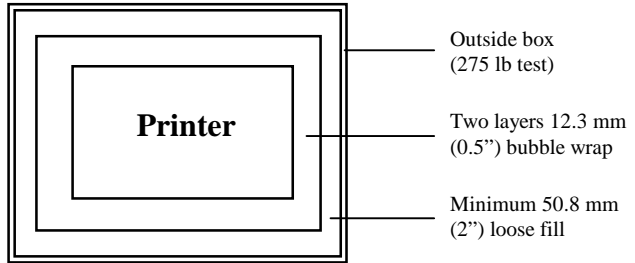
Note: *Do not ship the power cord, printer cable, printer driver disks, user guide, print head and ink cartridges, or storage box, unless instructed to do so.*

1. Remove the print cartridge and place it in the print head storage box.
2. Close the printer cover and remove the paper output shelf.
3. Disconnect the power cord and the printer cable.
4. Pack the printer in its original box using the original packing material. If you do not have the original box, continue with step 5. Otherwise, go to step 10.
5. Completely wrap the printer in two layers of bubble wrap (minimum thickness of 12.3 mm or 0.5") and tape the bubble wrap to keep it in place.
6. Select a corrugated box large enough to allow at least 50.8 mm (2") between the bubble-wrapped printer and the walls of the box. Make sure the strength of the box is at least 275 lb test.
7. Fill the bottom of the box with 75 to 100 mm (2" to 3") of loose fill.
8. Place the bubble-wrapped printer in the center of the box.

Chapter 4 Troubleshooting the Printer

9. Add enough loose fill to completely surround and cover the printer. Compress the fill to ensure minimal movement.
10. Securely tape and seal the box.

The illustration below shows an example of how to pack the printer.



Selecting and ordering supplies

You can purchase supplies through your local Xerox retailer. To find the location nearest you, call 1-800-832-6979

If your retailer is out of stock, you can order supplies through Xerox:

In the United States, call 1-800-822-2200.

In Canada, call 1-800-668-0199 (English-speaking) or 1-800-668-0133 (French-speaking).

Cartridges and print heads

The following supplies are available for your printer.

Item	Description	Reorder number
Color ink cartridges		
Black	Black ink cartridge	8R7660
Cyan	Cyan ink cartridge	8R7661
Magenta	Magenta ink cartridge	8R7662
Yellow	Yellow ink cartridge	8R7663
Color/Photo print head	Black housing that holds the color ink cartridges	8R7871
High capacity ink jet cartridge	Fast, black-only ink cartridge	8R7638

Selecting plain paper

Most plain paper will work well in your Xerox printer, quality. For best results, always use the highest grade photocopying paper available or paper specifically designed for ink jet printers. Fully test a paper in your printer before purchasing large quantities.

Paper size

100 – 216 mm (3.9” – 9”) width

150 – 356 mm (3.9” – 14”) length

Paper weights

60 – 163 g/m² (16 – 43 lb)

Selecting specialty print media

Your Xerox printer will accept a wide range of specialty print media to satisfy all your printing needs. These include: transparencies, high-quality matte paper, glossy paper, greeting cards, and fabric transfer sheets. It is important to select the appropriate media on the Main property page in the DocuPrint XJ6C window. This will ensure the best print quality for your documents.

For best results, use specialty media designed for ink jet printers. Avoid extremely thin or thick paper, or chemically processed paper such as thermal fax paper, as frequent paper misfeeds may occur.

With all specialty media, read and follow the instructions for proper loading into the paper tray.

Selecting labels

Use only paper face label stock. Ink will not dry on vinyl, plastic, or clear label stock. Individual labels will not feed properly. Use full page letter or A4 label stock. For best results, use labels designed for ink jet printers.

Do not use any label material which is partially used, folded, curled, or wrinkled.

Selecting transparencies

Use transparencies designed for ink jet printers only. Do not use paper-backed transparencies.

Selecting banner paper

Use any banner paper designed for ink jet printers. Do not use track-fed paper or paper in rolls.

Printing from DOS

Your DocuPrint XJ6C printer includes a utility called the DOS Control Panel. You can use the utility to print from applications that do not have a printer driver or to print files directly from DOS. For applications that include a printer driver selection, the XJ6C is compatible with all

change character sets, fonts, landscape or portrait layouts, and other settings.

To install the Xerox DOS Control Panel on your computer:

1. Insert the second disk supplied with the printer into the A (or B) drive.
2. From an MS-DOS prompt, type **A:install** (or **B:install**) and press the **Enter** key. The Installer Directory menu displays.

Xerox DocuPrint XJ6C Printer DOS Control Panel Installer	
Install Directory	C:\Xerox\InJet\
Exit	Start Install

3. Check if the **Install Directory** is correct. Make any necessary changes to the **Install Directory**. To make changes, press the tab key until the Directory is highlighted. Press the **Enter** key. Change the selection and press the **Enter** key again.

4. With the **Start Install** option highlighted, press the **Enter** key to begin installation. If it is not highlighted, use the tab key to highlight the **Start Install** option. The DOS Control Panel will be installed in the specified directory.



***Note:** Check the **Install Directory** selection for a valid DOS path if an **ERROR** message displays.*

5. To start the DOS Control Panel after it's installed, go to the **Install Directory**, type **XJCONPNL** and press **Enter**.

Index

A

- Advanced property page,
described, 18-19
- Aligning the print cartridge, 21

B

- Banner paper
 - type to use, 44
- Blue setting, 19
- Brightness setting, 18
- Buttons
 - Cartridge Change/Clean, 8
 - Power/Reset, 8
 - Resume/FF, 8

C

- Canceling a print job
 - current job, 22
 - queued job, 23
- Cartridge. *See* Print cartridge
- Cartridge Change/Clean button, 8
- Cartridge lock lever, 7
- Character sets, 10

- Cleaning the print cartridge
 - from control panel, 8
 - from your PC, 20
- Collate setting, 17
- Collating documents, 17
- Color ink cartridges
 - amount of ink remaining, 20, 22
 - ordering, 42
 - See also* Print cartridge
- Color print head
 - ordering, 42
- Color printing
 - adjusting the amount of blue, 19
 - adjusting the amount of green,
19
 - adjusting the amount of red, 18
 - changing the brightness, 18
 - changing the contrast, 18
 - changing the saturation, 18
 - using ImageFix, 19
 - using Windows Image Color
Management, 19
- Color quality, setting, 15-16
- Contrast setting, 18
- Control panel
 - buttons, 8
 - LEDs, 9
- Copies setting, 17

Index

D

- Demo page
 - printing from control panel, 8
 - printing from your PC, 21

DOS

- character sets included, 10
- printing from, 45-46

DOS Control Panel

- installing, 45-46
- starting, 46

Draft print quality, 16

E

- Error LED, 9
 - troubleshooting when blinking, 29
 - troubleshooting when on, 29

F

Fonts, built-in, 10

G

Green setting, 19

H

- Half-toning setting, 18
- High capacity black ink cartridge
 - ordering, 42
- High Quality print quality, 16

I

ImageFix setting, 19

L

Labels

- type to use, 44

Landscape orientation, setting, 17

LEDs

- Error, 9
- Low Ink Indicator, 9
- Power, 9
- Low Ink Indicator LED, 9
 - troubleshooting when blinking, 38
 - troubleshooting when on, 37

M

Main property page, described, 15-16

Margins

- and printable area, 12
- correcting when document margins exceed printer margins, 31

Media

- banner paper, type to use, 44
- labels, type to use, 44
- paper, type to use, 43
- specialty print, type to use, 43
- specifying size to use, 17
- specifying type to use, 16
- transparency film, type to use, 44

Media setting, 16

Media size setting, 17

Mirror setting, 17

N

Normal print quality, 16

O

Orientation setting, 17

P

Packing instructions, when sending printer to a Service Center, 39

Page property page, described, 17

Paper

correcting feed problems, 36

printable area, 12

solving paper output shelf

stacking problems, 37

type to use, 43

Paper output shelf, 6

capacity, 11

Paper support, 6

Paper tray, 6

capacity, 11

Parallel interface cable connection, 7

Pausing a print job, 22, 23

Photo Quality print quality, 16

Portrait orientation, setting, 17

Power connection, 7

Power LED, 9

troubleshooting when not on, 26

Power/Reset button, 8

Print cartridge

aligning, 21

amount of ink remaining, 20

cleaning, 20

moving for removal, 20

selecting for print job, 15

status information, 20, 22

Print document as setting, 15-16

Print head and color ink cartridges, 7

Print head storage box, 7

ordering, 42

Print job

canceling current job, 22

canceling queued job, 23

checking progress, 22

pausing, 22, 23

Print quality setting, 16

Print queue

displaying, 23

Print speed. *See* Speed, print

Print with cartridge setting, 15

Printable area, 12

Printer

control panel, 8-9

dimensions, 11

features, 1

hardware components, 6-7

how to pack when shipping to a Service Center, 39

registering, 4

resetting, 8

safety information, 2-4

specifications, 10-12

status, 20, 22

supplies, 41-44

turning off, 8

turning on, 8

Printer cover, 6

Index

Printer driver software. *See* Printer settings

Printer property page, described, 20-21

Printer settings

- accessing, 14
- Advanced property page, 18-19
- Main property page, 15-16
- Page property page, 17
- Printer property page, 20-21
- saving to a file, 16
- troubleshooting when selected settings don't match printed document, 26
- using a saved file, 16

Printer specifications, 10-12

Printing

- from DOS, 45-46

Printing.

- accessing printer settings, 14
- choosing the media size, 17
- collating multiple copies, 17
- document progress, 22
- from last page to first page, 17
- mirror image of document, 17
- paper orientation, 17
- printable area, 12
- selecting the media to use, 16
- selecting the print cartridge to use, 15
- setting print speed and quality, 16
- specifying number of copies, 17

See also Color printing

Printing problems, solving

- blank document prints, 27
- blurry print, 30
- color variations in large color areas, 36

- document doesn't print, 28
- extra characters, dashes, or lines appear, 31
- faint or missing print, 33
- jagged vertical lines on printed pages, 30
- print quality of transparencies is poor, 35
- printed document doesn't match printer settings, 26
- printed image exceeds media size, 31
- smeared ink, 34
- white horizontal lines and streaks of the wrong color on printed pages, 32

R

Red setting, 18

Registering the printer, 4

Resetting the printer, 8

Resolution, 10

Resume/FF button, 8

Reverse page order setting, 17

S

Safety information, 2-4

Saturation setting, 18

Saving printer settings, 16

Speed, print

- changing, 16
- specifications, 10

Star wheel bar, 7

Status window

- displaying, 22

Storage box, for print cartridge, 7

- ordering, 42

T

- Test page
 - printing from control panel, 8
 - printing from your PC, 21
- Top cover. *See* Printer cover
- Transparency film
 - troubleshooting printing problems, 35
 - type to use, 44
- Troubleshooting
 - blank document prints, 27
 - color variations in large color areas, 36
 - document sent to printer doesn't print, 28
 - Error LED is blinking, 29
 - Error LED is on, 29
 - extra characters, dashes, or lines appear on printed pages, 31
 - ink is smearing, 34
 - Low Ink Indicator is on, 37
 - Low Ink Indicator LED is blinking, 38
 - paper doesn't stack neatly in paper output shelf, 37
 - paper isn't feeding properly, 36
 - Power LED is not on, 26
 - print is blurry or jagged vertical lines appear, 30

- print is faint or missing, 33
 - print quality of transparencies is poor, 35
 - printed document doesn't match printer settings, 26
 - printed image is clipped or off the edge of the media, 31
 - white horizontal lines and streaks of the wrong color appear on the printed pages, 32
- Turning off the printer, 8
- Turning on the printer, 8
- Typeface. *See* Fonts

U

- Use Windows ICM setting, 19

W

- Windows Image Color Management, using, 19