

# Machine Components

## **Control Panel**

Touch Screen and  
Numeric Keypad

## **Document Handler (optional)**

## **Document Glass**

(under the Document  
Handler)

## **Bypass Tray**

(Folds up when  
not in use)

## **Offsetting Catch Tray (optional)**

## **Paper Trays 1 & 2**

## **High Capacity Feeder (optional)**

Paper Trays 3 & 4



## **Stand (optional)**

## **Finisher (optional)**

## **Document Glass Cover (optional)**



# Control Panel Overview

**NOTE:** *The Touch Screen displayed is for a fully configured machine.*

## The touch screen

Displays and selects all the available programming features, plus fault clearance procedures and general machine information.

## ? Help

Accesses additional information.

## Language

Changes text to an alternative language.

## Access

Accesses *Tools*, used to adjust the defaults of the machine.

## AC Clear All

Resets all the features to their default settings.

## Interrupt

Temporarily stops the current job to allow a priority job to be run.

## Pause

Temporarily stops the current job.



## Features

Displays the job features on the screen.

## Job Status

Displays job progress information.

## Machine Status

Displays the current status of the machine.

## Dial Pause

Enters a pause in a telephone number when transmitting a fax.

## C Clear

Deletes numeric values or the last digit entered.

## # Pound

Indicates the dialing character or designates a group dial number. Also used when entering a password.

**Start**  
Starts the job.

# Power On or Off

## 1 To power ON:

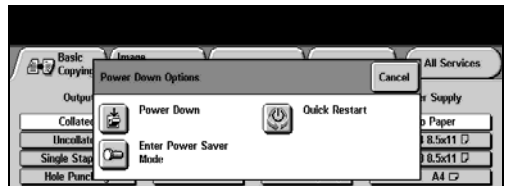
- Press the **ON/OFF** switch. The powering up process takes less than 3 minutes.

**NOTE:** *Certain functions of the machine, e.g. copying, will be available before other functions e.g. printing.*



## 2 To power OFF:

- Press the **ON/OFF** switch. A confirmation screen will appear asking you to select a power down option.



## 3

If **Power Off** is selected and confirmed, the machine will begin a controlled power down sequence.

**NOTE:** *The machine remains on for approximately 30 seconds before the power is terminated.*

If there are any jobs in the queue, a second pop-up screen will appear warning that jobs in the queue will be deleted if the machine is powered off. Confirmation of this screen will result in the deletion of any jobs in the queue during the power down sequence.

If **Enter Power Save** is selected and confirmed, then the machine will immediately enter the Power Saver Mode appropriate to its configuration. If there are any jobs in the queue, a second pop-up screen is displayed.

To re-activate the machine when in this mode, touch a button on the touch screen or control panel.

If **Quick Restart** is selected and confirmed then the machine will restart. A pop-up screen will appear warning that any jobs in the queue will be deleted.

If **Cancel** is selected then the power down options will be cancelled and the machine will be available for use.

# Loading Paper

1

- Open the required paper tray.

**NOTE:** Paper trays 1 and 2 are fully adjustable for all stock sizes between 8.5" x 5.5" to 11" x 17". Paper trays 3 and 4 are dedicated paper trays which can be adjusted to hold either 8.5" x 11" or A4 long edge feed paper only.



2

- Load paper. Paper must not be loaded above the fill line.
- Close the tray.

**NOTE:** For paper trays 1 and 2, ensure the guides are just touching the paper, otherwise the size automatically detected may be incorrect.



3

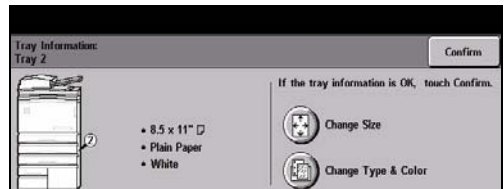
- Select **[Confirm]** OR select **[Change Size]** and/or **[Change Type and Color]** to reprogram the tray if the paper size, type or color has changed.

**NOTE:** Ensure the Size, Type and Color are all correct. For standard copy paper the following should apply:

**Size** - 8.5" x 11"

**Type** - Plain paper

**Color** - White

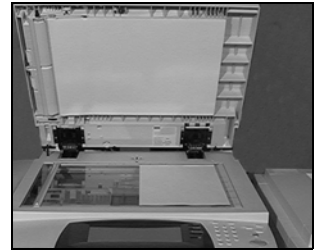
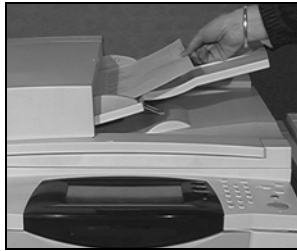


# Making Copies

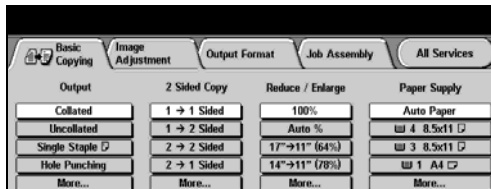
## 1

- Load the documents either in the Document Handler or on the Document Glass.

**NOTE:** Documents in the handler are only scanned once.



## 2

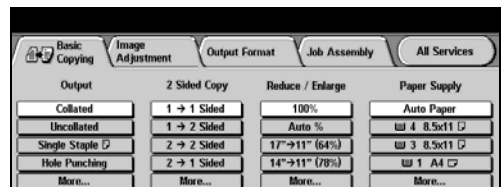


- Access the Basic Copy screen - if necessary select the *Features* button on the control panel.



## 3

- Select the required features on the touch screen.
- Press **Start**.



## Copy Features include...

- Image Quality adjustment
- Auto Reduce/Enlarge
- Copying mixed size originals
- Adding printed or blank dividers into transparency sets
- Arranging multiple images on a page
- Adding printed or blank covers
- Inserting printed or blank colored sheets
- Image Shift
- Erasing edges and borders
- Build Job to apply different programming within a stack of documents
- Storing the programming for frequently run jobs
- Creating booklets

# Sending an Embedded Fax (optional)

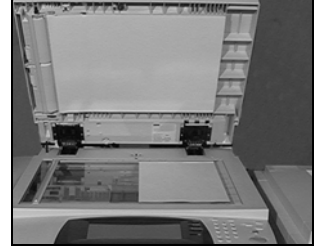
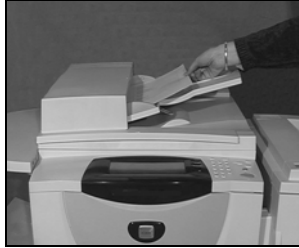
If the Basic Fax screen matches that displayed in step 2 then *Embedded Fax* is enabled. For further information about the availability of this option on your machine, please contact your System Administrator.

**NOTE:** Both *Embedded* and *Server Fax* can be installed at the same time, however only one service can be enabled for use.

1

- Load the documents either in the Document Handler or on the Document Glass.

**NOTE:** Documents in the handler are only scanned once.

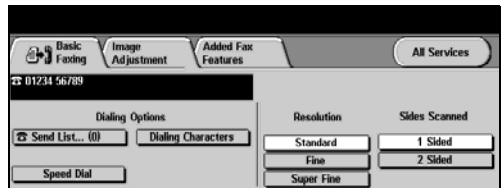


2

- Select [**Fax**].

**NOTE:** You may need to select [**All Services**] first to access the fax option.

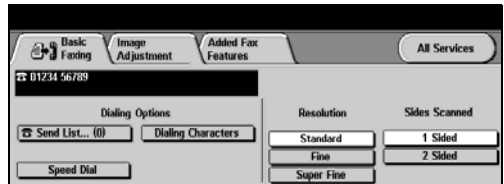
- Enter the telephone number.



3

- Select the required features on the touch screen.

- Press **Start**.



## Fax Features include...

- Adjusting the Resolution
- Faxing double sided originals
- Programming the size of the originals being scanned
- Image Quality adjustment
- Delaying the start time of a fax
- Adding a Cover Letter
- Sending to more than one recipient
- Mailbox storage and polling to and from your machine
- Setting the transmission speed

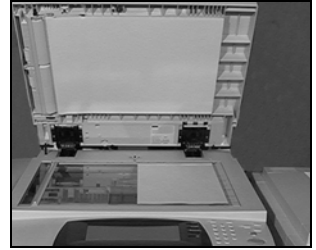
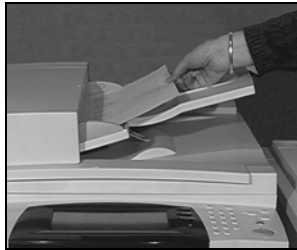
# Scanning a Document to a File (optional)

For information about the availability of this option on your machine, please contact your System Administrator.

## 1

- Load the documents either in the Document Handler or on the Document Glass.

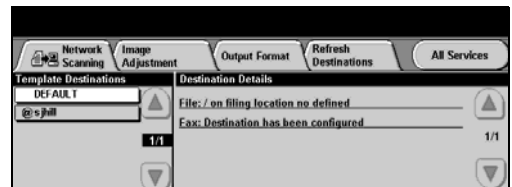
**NOTE:** Documents in the handler are only scanned once.



## 2

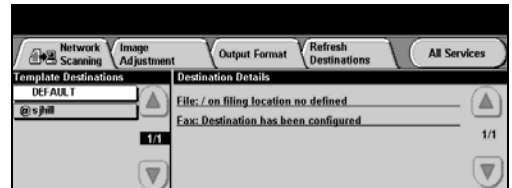
- Select **[Network Scanning]**.

**NOTE:** You may need to select **[All Services]** first to access the Network Scanning option.



## 3

- Select the template required.
- Select the required features on the touch screen.
- Press **Start**.
- On completion access your job at your workstation.



## Network Scanning Features include...

- Adjusting the image output requirements
- Adjusting the Resolution
- Scanning double sided originals
- Programming the size of the originals being scanned
- Changing the destination for the scanned image

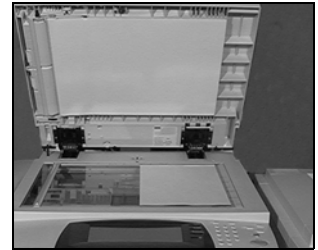
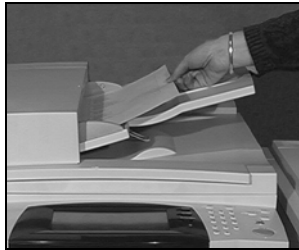
# Sending an E-mail

For information about the availability of this feature on your machine, please contact your System Administrator.

## 1

- Load the documents either in the Document Handler or on the Document Glass.

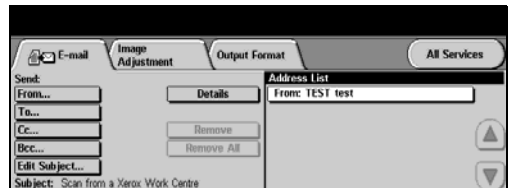
**NOTE:** Documents in the handler are only scanned once.



## 2

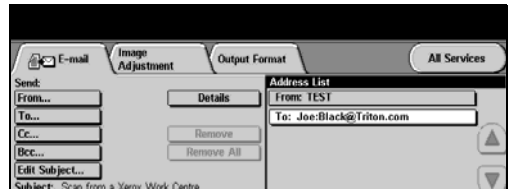
- Select **[E-mail]**.

**NOTE:** You may need to select **[All Services]** first to access the e-mail option.



## 3

- Select **[To]**, enter the recipient e-mail details and select **[Enter]**.
- Select **[Edit Subject]**, enter a subject and select **[Save]**.
- Select the required features on the touch screen.
- Press **Start**.



## Scan to E-mail Features include...

- Setting up a Public or Internal address book
- Adjusting the Resolution
- Scanning double sided originals
- Programming the size of the originals being scanned
- Image Quality adjustment

# Fault Clearance

1

When a fault occurs, a fault screen is displayed which provides recovery instructions.

- Follow these instructions to clear the fault.

**NOTE:** *Any jammed sheets will automatically be reprinted.*



2

## Paper jams

- The fault screen will indicate the location of the jam.
- Use the green handles and knobs indicated in the instructions displayed to remove the jammed paper.
- Ensure that all jam clearance handles and levers are returned to their correct positions. The red flashes behind the jam clearance handles and levers should not be visible.

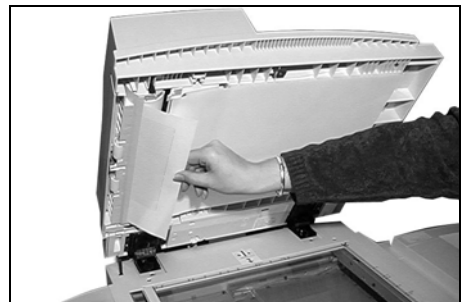
**NOTE:** *Any printed sheets removed will automatically be reprinted once the paper jam is cleared.*



3

## Document jams

- Remove all the documents from the document handler and document glass as instructed.
- Re-order the documents as at the start of the job and reload. The documents will be recycled automatically to recover the job.



If you are unable to clear the fault, refer to the next section to contact your local *Xerox Welcome and Support Center* for assistance.

**NOTE:** *For additional Troubleshooting information please refer to the Training and Information CD (CD2) or the System Administration CD (CD1).*

# Troubleshooting Tips

For additional Troubleshooting information please refer to the *Training and Information CD (CD2)* or the *System Administration CD (CD1)*.

## Power

### The machine will not power on:

- Check to see that the machine is not in *Low Power Mode* as indicated by the green light on the control panel.
- Press the ON/OFF button.
- Check to see if the power cord is correctly installed.

**CAUTION: Use only the ON/OFF switch to re-boot your machine. Damage may occur to your machine if power is removed by other means.**

## Document Handler

### Documents will not feed through the Document Handler

- Ensure that all staples or paper clips have been removed from the originals.
- Ensure the Document Handler is not overloaded. The Document Handler can hold 70 sheets of 20lb paper. Use *Build Job* if you have more originals than this.
- Check to see if the document set is fully inserted into the Document Handler.
- Ensure that the edge guides are adjusted to touch the sides of the originals.
- Ensure that the Document Feed Roll is installed correctly. Reseat if necessary.
- Check for obstructions or paper debris in the Document Handler.
- Ensure that the Document Handler cover is closed.
- Check that the machine is not in diagnostics mode as indicated by a message on the touch screen.



- Check that the Touch Screen is displaying the correct size for the paper in use.
- Load fresh paper.

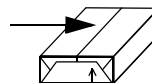
## Repeated Check Tray Messages on the Touch Screen and the paper is loaded in the tray

- Adjust the edge guides against the stack of paper in the tray.
- If the edge guides were not set against the paper stock in the tray when *Start* was selected, delete the job in the job queue and begin again.

## Paper Curls

- Load the paper in the paper trays with the seam side of the paper up. Load the paper in the Bypass Tray with the seam side down.

The seam refers to the side of a ream of paper with a split in the wrapping. It may also be referred to as arrow side first.



- Load non-standard media in the Bypass Tray.
- If the paper curls excessively, flip the paper over in the applicable paper tray.

## Finisher

### The Finisher does not stack the output correctly

- Unload the finisher tray frequently.
- Do not remove stapled sets while the finisher is compiling.

### The Finisher does not staple or staple well

- Use less than 50 sheets of paper if they are heavier than 20lb.
- ① *The maximum number of sheets is 20 when stapling heavyweight paper.*
- Check the *Touch Screen* for a fault message indicating no staples. Replace the staple cartridge.

# Output Quality

## **Stray marks or black marks from hole punched originals are not removed**

- Use the *Edge Erase* to erase the edge with the drilled holes.
- Copy from the document glass with the Document Cover down.

## **Images are out of sequence or upside down when the Booklet Creation Feature is used**

- Ensure that the originals are in the correct sequence.
- Feed LEF originals to SEF orientated paper stock.
- Enable the display options for *Booklet Creation* and ensure that the correct sequence is selected (i.e. Left to Right or Right to Left).

## **The output is blank**

- Ensure the originals are loaded either face up in the Document Handler or face down on the Document Glass in the top right position.

## **Streaks, lines, spots, or black, solid, or dotted lines on the prints**

- Clean the Document Glass and if using the Document Handler the Constant Velocity Transport Glass, especially near the plastic ramp on the glass.
- Clean the white underside of the Document Handler/Document Cover.
- Clean the Document Handler roller.
- Clean the halo guide.
- Run the job from the Document Glass.
- Check the quality of the original. Use *Border Erase* or *Edge Erase* to remove lines from the edges of the document.
- Turn on *Background Suppression*.
- Load fresh paper.
- Do not use heavily embossed paper.

## Image Loss

- When copying a document from a larger paper size to a smaller size, use *Auto%* to reduce the image onto the smaller size.
- Use reduction i.e., copy at 90% instead of 100%.
- Select **[Auto Center]** and run the job again.
- If scanning from the Document Glass, select **[Manual Platen Input]** and define the document size. Register the document in the right rear corner and copy with the cover down.
- Do not use heavily embossed paper.

## Blurred images on output

- Load fresh paper.
- If copying from the Document Glass, check the quality of the originals, set the input to *Manual Platen Input*, close the cover and try again. Ensure that the original is entirely flat against the Document Glass.

## Missing characters on output

- Load fresh paper.
- Try using a smoother paper.
- Select *darken* if the original is light or the font is colored.

## Gloss variations (coining)

- Check the quality of the original.
- If the original has large areas of solid density, adjust the contrast.

## Ghosting

- Check the quality of the original.
- Clean the Document Glass, if it is being used.
- Rotate the original 180 degrees and try the job again.

## The machine cannot sense the size of the original on the glass

- Select **[Original Input]** in the *Image Adjustment* tab and enter the size.
- Rescan the original, leaving the cover raised.

## Jobs scan but do not print

- Some jobs require image processing before printing. This may take as long as 2 seconds per page.
- Check the *Job Status* queue to determine if a job is processing. There may be a job in the queue with a status of paused. Delete this job if it remains in the state over 3 minutes.
- This may possibly be a result of an incorrect feature combination. The software may need to be reset. Contact your System Administrator.

## Output does not reflect the selections made on the Touch Screen

- Press *Clear All* between jobs.
- If a *Save* button displays on the touch screen, ensure *Save* is selected after each selection.

## Fault Messages will not clear

- There may be occasions when a fault is cleared but the message will not clear. Reboot your machine by powering OFF and ON using the ON/OFF switch at the side of the machine.

**CAUTION: Wait approximately 20 seconds before turning the machine back ON. Any incomplete jobs in the queue will be lost.**

**CAUTION: Use only the ON/OFF switch to reboot your machine. Damage may occur to your machine if power is removed by other means.**