XEROX ®

WorkCentre M20i
System Administration Guide

Table of Contents

1 Welcome

Thank you for choosing the *WorkCentre M20i*. These products have been designed for ease of use, but to use your machine to its fullest potential take some time to read the *User Guide*.

Introduction

The *Xerox CopyCentre C20, WorkCentre M20 and WorkCentre M20i* are a family of digital devices capable of being used for copying, printing, faxing, scanning and e-mail. The features and functions available on your machine depend on the model purchased:

Xerox CopyCentre C20

This model is a digital copier and copies at 20 pages per minute. It comes with a *Document Cover*, *Paper Tray* and *Bypass Tray* as standard and provides 2-sided copying.

A *Document Feeder* and an additional *Paper Tray* are available as an option.

Xerox WorkCentre M20

This model provides digital copying, direct printing and direct scanning. It copies and prints at 20 pages per minute. A *Document Feeder*, *Paper Tray* and *Bypass Tray* are also provided and 2-sided copying and printing is supported.

An additional *Paper Tray and Network Printing* are available as options.

Xerox WorkCentre M20i

This model has digital copying, direct scanning, and faxing capabilities. It also provides networked printing and e-mail.

A *Document Feeder* and a single *Paper Tray* are supplied as standard, and *2-Sided* capability is also supported. An additional *Paper Tray* is available as an option.

Documentation and software is provided to support the networked capability and an additional 32MB memory is supplied with the e-mail function.

About This Guide

Throughout this *System Administration Guide* some terms are used interchangeably:

➢ Paper is synonymous with media.

➢ Document is synonymous with original.

➢ Page is synonymous with sheet.

➢ *WorkCentre M20i* is synonymous with the machine.

The following table offers further information about the conventions used within this Guide.

CONVENTION	DESCRIPTION	EXAMPLE
Italic Typeface	Used to emphasise a word or phrase. In addition, references to other publications are displayed in Italic typeface.	*Xerox CopyCentre C20, WorkCentre M20 and WorkCentre M20i.*
Bracket Text Typeface	Used to emphasise the selection of a feature mode or button.	➢ Select the paper supply source required by pressing [Paper Supply].
Notes	Located in the margins and used to provide additional or useful information about a function or feature.	● *For instructions on loading media, refer to "Loading Paper" in the User Guide.*
Specification Note	Provides more in-depth specification information relating to the machine.	ⓘ *For full media specifications refer to "Media Specifications" in the USer Guide*
Caution	Cautions are statements that suggest *mechanical* damage as a result of an action.	**CAUTION: DO NOT use organic or strong chemical solvents or aerosol cleaners or pour fluids directly onto any area.**
Warning	Used to alert users to the possibility of *personal* injury.	*WARNING: This product must be connected to a protective earthing circuit.*

Related Information Sources

Information available for the products consists of:

- This *System Administration Guide*

- The *Quick Start Guide*

- The *Quick Install Sheets*

- The *User Guide*

- The Xerox website *www.xerox.com*

Customer Support

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

http://www.xerox.com

If you still require assistance, call our experts at the *Xerox Welcome Center*, or contact the local representative. When telephoning please quote the machine serial number. Use the space below to make a note of the machine serial number:

\# _____

To access the serial number open the side cover using the release latch and then open the front door. The serial number is located on the panel above the *Toner Cartridge*.
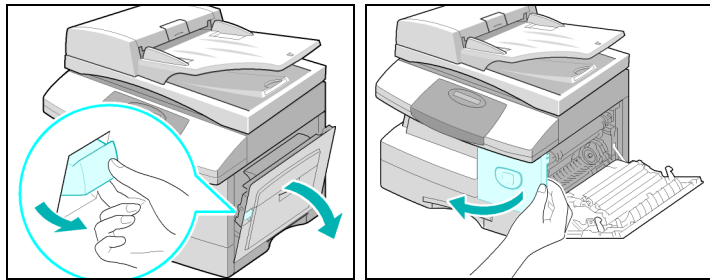
The *Xerox Welcome Center* or local representative telephone number is provided when the machine is installed. For convenience and future reference, please record the telephone number in the space below:

Xerox Welcome Center or local representative telephone number:

\# _____

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

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

Safety

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

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

Follow all warnings and instructions marked on, or supplied with the product.

This WARNING Mark alerts users to the possibility of personal injury.

This WARNING Mark alerts users to heated surfaces.

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

This product is equipped with a 3-wire type plug, provided with a protective earthing pin. This plug will fit only into an earthed power outlet. This is a safety feature. To avoid risk of electric shock, contact your electrician to replace the receptacle if you are unable to insert the plug into the outlet. Never use an earthed adapter plug to connect the product to a power source receptacle that lacks an earth connection terminal.

This product should be operated from the type of power source indicated on the marking label. If you are not sure of the type of power available, consult your local power company.

Do not allow anything to rest on the power cord. Do not locate the product where persons will step or trip on the cord.

Use of an extension cord with this product is not recommended or authorized. Users should check building codes and insurance requirements if a properly earthed extension cord is to be used. Ensure that the total ampere ratings of the products plugged into the extension cord do not exceed the extension cord ampere rating. Also, ensure that the total amperage of all products plugged into the wall outlets does not exceed the outlet rating.

Disconnect Device for this product is the power cord. To remove all electrical power to the product, disconnect the power cord from the power receptacle.

Your equipment is equipped with an energy saving device to conserve power when the machine is not in use. The machine may be left on continuously.

Unplug this product from the wall outlet before cleaning. Always use materials specifically designated for this product. Use of other materials may result in poor performance and could create a hazardous situation.

Do not use aerosol cleaners. Follow the instructions in this User Guide for proper cleaning methods.

Never use supplies or cleaning materials for purposes other than those for which they were intended. Keep all supplies and materials out of reach of children.

Do not use this product near water, wet locations, or outdoors.

Do not place this product on an unstable cart, stand or table. The product may fall, causing personal injury or serious damage to the product

Slots and Openings in the cabinet and in the back and sides of the product are provided for ventilation. To ensure reliable operation of the product and to protect it from overheating, these openings must not be blocked or covered. The product should never be located near or over a radiator or heat register. This product should not be placed in a built-in installation unless proper ventilation is provided.

Never push objects of any kind into the slots of the product as they may touch dangerous voltage points or short out parts which could result in a fire or electric shock.

Never spill liquid of any kind on the product.

Never remove covers or guards that require a tool for removal, unless directed to do so in a Xerox approved maintenance kit.

Never defeat interlock switches. Machines are designed to restrict operator access to unsafe areas.   Covers, guards and interlock switches are provided to ensure that the machine will not operate with covers opened.

Do not put your hands into the fuser area, located just inside the exit tray area, as you may be burned.

Quality Standards: The product is manufactured under a registered ISO9002 Quality system.

If you need additional safety information concerning this XEROX product or XEROX supplied materials you may call the following number:

EUROPE +44 (0) 1707 353434

USA/CANADA 1 800 928 6571

Safety Standards

EUROPE This XEROX product is certified by the following Agency using the Safety Standards listed.

Agency: TUV Rheinland

Standard: IEC60950 3rd Edition Amendments A1, A2, A3, A4 and A11.

USA/CANADA This XEROX product is certified by the following Agency using the Safety Standards listed.

Agency: UNDERWRITERS LABORATORIES

Standard: UL 60950 3rd Edition. Certification is based on reciprocity agreements, which include requirements for Canada.

Regulatory Information

The CE marking applied to this product symbolizes Xerox Limited 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.

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

A full declaration, defining the relevant directives and referenced standards can be obtained from your Xerox representative or by contacting:

Environment, Health and Safety
Xerox Limited
Bessemer Road
Welwyn Garden City
Hertfordshire
AL7 1HE
England

Telephone Number: +44 (0) 1707 353434

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

WARNING: This product is certified manufactured and tested in compliance with strict safety and radio frequency interference regulations. Any unauthorized alteration which includes the addition of new functions or the connection of external devices may impact this certification. Please contact your local XEROX Limited representative for a list of approved accessories.

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

WARNING: Shielded cables must be used with this equipment to maintain compliance with Council Directive 89/336/EEC.

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

Reference CFR
47 Part 15
Section 15.21   Changes or modifications to this equipment not specifically approved by the XEROX Corporation may void the user's authority to operate this equipment.

Shielded cables must be used with this equipment to maintain compliance with FCC regulations.

Laser Safety

WARNING: Use of controls or adjustments or performance of procedures other than those specified herein may result in hazardous radiation exposure.

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

The Electricity at Work Regulations - UK ONLY

The Electricity at Work Regulation 1989 came into force in England and Wales on 1 April 1990. This 1989 Regulation places a duty on all employers and self-employed persons to ensure the electrical system in their premises is constructed, maintained and operated in such a manner as to prevent, so far as reasonably practical, danger. This includes ensuring all electrical equipment connected to such electrical systems safely constructed, maintained and operated.

All Xerox equipment has been designed to exacting safety standards and has undergone a variety of stringent safety tests including earth bond, insulation resistance and electrical strength tests. Xerox Limited manufacturing plants have been awarded ISO 9000 quality certification and are subject to regular audits by the British Standards Institution or equivalent national standards body.

Xerox equipment which has been properly and regularly serviced and maintained should not have to undergo additional specific safety tests pursuant to the 1989 Regulation. Customers wishing to complete safety testing should contact Xerox Limited (see page *1-13* for details) for advice prior to any test implementation.

XEROX equipment should, however, be properly and regularly serviced and maintained at all times.

QUESTION: **What is the Electricity at Work Regulation?**

ANSWER: The Electricity at Work Regulation 1989 came into force in England and Wales on 1 April 1990. This 1989 Regulation places a duty **on all employers and self-employed persons** to ensure the electrical systems in their premises are constructed, maintained and operated in such a manner as to prevent, so far as reasonably practicable, danger. This includes ensuring that all electrical products connected to such electrical systems are safely constructed, maintained and operated.

QUESTION: **Does XEROX Limited comply with the Electricity at Work Regulation?**

ANSWER: The regulation places a duty on **all employers and self-employed persons** to ensure the electrical systems in their premises are, effectively safe.

The regulation does not impose on, amongst others, **manufacturers or suppliers** of such electrical systems. However, rest assured that all XEROX equipment which XEROX Limited and its authorized distributors supplies to customers, conforms with all the relevant safety legislation and standards.

QUESTION: **Is XEROX equipment safe?**

ANSWER: All XEROX equipment supplied by XEROX Limited and their authorized distributors conforms to all relevant safety legislation and standards.

QUESTION: **Is the XEROX equipment in my premises safe?**

ANSWER: All XEROX equipment supplied by XEROX Limited and their authorized distributors conforms to all relevant safety legislation and standards. However, like all electrical equipment, they have to be regularly serviced and maintained by competent persons.

XEROX Limited Customer Service Engineers ensure XEROX equipment is serviced and maintained to exacting XEROX safety standards. If you would like your XEROX equipment to be serviced and maintained to such high standards, please contact your local XEROX Limited Customer Service Organization. They will be pleased to assist you.

QUESTION: **Does the XEROX equipment in my premises comply with the Electricity at Work Regulations?**

ANSWER: All employers and self-employed persons must ensure that the electrical systems in their premises are safe. This will include ensuring XEROX equipment in such premises is safe.

XEROX Limited's Product Safety function has prepared a guide which contains a list of tests which may be completed by your XEROX Limited Customer Service Organization. **THESE TESTS MUST BE CARRIED OUT ONLY BY PERSONS WHO POSSESS THE RELEVANT SKILL, KNOWLEDGE AND EXPERIENCE TO CARRY OUT SUCH TESTS.**

Please contact the XEROX Limited Customer Service Organization for further information.

THE USE OF INAPPROPRIATE TEST PROCEDURES AND TEST EQUIPMENT MAY PROVIDE MISLEADING RESULTS AND MAY CAUSE DEATH, PERSONAL INJURY AND/ OR DAMAGE TO PROPERTY.

QUESTION: **I would like to carry out my own safety tests on the XEROX equipment in my premises.**

ANSWER: You may, of course, request such tests as you deem necessary to satisfy yourself that your XEROX equipment is safe. Your XEROX Limited Customer Support will be pleased to advise you on such testing.

QUESTION: **I require records of all tests.**

ANSWER: After safety testing, your XEROX Limited Customer Service Engineer will provide you with a certificate which details the results of all tests completed.

In the event of any defect being noted, the XEROX equipment will be switched off and disconnected from the supply until the defect has been corrected. You will be advised of such action to enable such defects to be corrected.

PLEASE NOTE: YOU MUST ENSURE THAT YOUR XEROX EQUIPMENT IS SAFE AT ALL TIMES.

Please contact us if you have any queries regarding the information provided in this document.

Environment, Health and Safety
XEROX Limited
Bessemer Road
Welwyn Garden City
Hertfordshire
AL7 1HE
England

Telephone Number: +44 (0) 1707 353434

Regulations - Europe

Certification to 1999/5/EC Radio Equipment & Telecommunications Terminal Equipment Directive

This Xerox product has been self-certified by Xerox for pan-European single terminal connection to the analogue public switched telephone network (PSTN) in accordance with Directive 1999/5/EC.

The product has been designed to work with the national PSTNs and compatible PBXs of the following countries:

Austria	*GermanyLuxembourg*	*Sweden*
Belgium	*GreeceNetherlands*	*Switzerland*
Denmark	*IcelandNorway*	*United Kingdom*
France	*IrelandPortugal*	*Finland*
Italy	*Spain*	

In the event of problems, you should contact your local Xerox representative in the first instance.

This product has been tested to and is compliant with TBR21, a technical specification for terminal equipment for use on analogue-switched telephone networks in the European Economic Area.

The product may be configured to be compatible with other country networks. Please contact your Xerox representative if it needs to be reconnected to another country's network. There are no user-adjustable settings in the product.

NOTE: *Although this product can use either loop disconnect (pulse) or DTMF (tone) signaling it is recommended that it is set to use DTMF signaling. DTMF signaling provides reliable and faster call set-up.*

Modification, connection to external control software or to external control apparatus not authorized by Xerox, will invalidate its certification.

Regulations - USA

Fax Send Header Requirements

The Telephone Consumer Protection Act of 1991 makes it unlawful for any person to use a computer or other electronic device, including FAX machines, to send any message unless such message clearly contains in a margin at the top or bottom of each transmitted page or on the first page of the transmission, the date and time it is sent and an identification of the business or other entity, or other individual sending the message and the telephone number of the sending machine or such business, other entity, or individual. (The telephone number provided may not be a 900 number or any other number for which charges exceed local or long-distance transmission charges.)

In order to program this information into your FAX machine refer to "Setting the Machine ID" in the User Guide and follow the steps provided.

Data Coupler Information

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the Administrative Council for Terminal Attachments (ACTA). On the rear of this equipment is a label that contains, among other information, a product identifier in the format US:AAAEQ##TXXXX. If requested, this number must be provided to the Telephone Company.

A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant.

WARNING: Ask your local Telephone Company for the modular jack type installed on your line. Connecting this machine to an unauthorized jack can damage Telephone Company equipment. You, not Xerox, assume all responsibility and/or liability for any damage caused by the connection of this machine to an unauthorized jack.

You may safely connect the machine to the following standard modular jack: USOC RJ-11C using the compliant telephone line cord (with modular plugs) provided with the installation kit. See installation instructions for details.

The Ringer Equivalence Number (or REN) is used to determine the number of devices that may be connected to a telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most but not all areas, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local Telephone Company. For products approved after July 23, 2001, the REN for this product is part of the product identifier that has the format US:AAAEQ##TXXXX. The digits represented by ## are the REN without a decimal point (e.g., 03 is a REN of 0.3). For earlier products, the REN is separately shown on the label.

If this Xerox equipment causes harm to the telephone network, the Telephone Company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the Telephone Company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The Telephone Company may make changes in its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens the Telephone Company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.

If trouble is experienced with this Xerox equipment, for repair or warranty information, please contact the appropriate service center; details of which are displayed either on the machine or contained within the user guide. If the equipment is causing harm to the telephone network, the Telephone Company may request that you disconnect the equipment until the problem is resolved.

Repairs to the machine should be made only by a Xerox representative or an authorized Xerox service agency. This applies at any time during or after the service warranty period. If unauthorized repair is performed, the remainder of the warranty period is null and void.

This equipment must not be used on party lines. Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission or corporation commission for information.

If your office has specially wired alarm equipment connected to the telephone line, ensure the installation of this Xerox equipment does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your Telephone Company or a qualified installer.

Regulations - Canada

This product meets the applicable Industry Canada technical specifications.

'The Ringer Equivalence Number (REN) is an indication of the maximum number of devices allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the RENs of all the devices does not exceed five.

The REN value may be found on the label located on the rear of the equipment.

Repairs to certified equipment should be made by an authorized Canadian maintenance facility designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

Users should ensure for their own protection the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.

CAUTION: Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority or electrician, as appropriate.

Environmental Compliance

Energy Star®

XEROX Corporation designed this product to comply with the guidelines of the ENERGY STAR® program of the Environmental Protection Agency. As an ENERGY STAR® Partner, XEROX has determined that this product meets the ENERGY STAR® guidelines for energy efficiency.

2 Basic Network Installation

Introduction

This chapter explains how to make the basic settings to install the *WorkCentre M20i* on a network. The physical connection is Ethernet and the addressing protocols are provided by TCP/IP. The following information is provided:

Information Checklist

Before starting the basic network installation procedures, please ensure the following items are available or have been performed:

Item	By
An existing operational network utilizing TCP/IP is required, these procedures are not designed to install a network.	Customer
A suitable network cable.	Customer
If you are going to configure TCP/IP manually, you need to obtain and record the following information: • TCP/IP Address: • Gateway Address: • Subnet Mask Address: • Primary DNS Server Address: *Refer to the Glossary for additional information on the Gateway Address, Subnet Mask Address and Primary DNS, if needed.*	Customer
Test the *WorkCentre M20i* to ensure it is installed fully and functioning correctly.	Customer
WorkCentre M20i print and fax drivers.	Xerox

If problems are encountered during the WorkCentre M20i installation, refer to the Problem Solving chapter for assistance.

CAUTION: Do not connect the network cable to the *WorkCentre M20i* until instructed to do so.

Ethernet Port

The Ethernet port is the default interface used on the *WorkCentre M20i*.

NOTE: The Ethernet port cannot be disabled.

Ethernet Port Setup
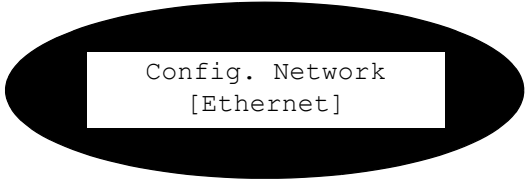
If the speed setting of the Ethernet port needs to be changed perform the following steps:

1
➢ Connect the device to the network outlet or cable.

2
➢ Press the [Machine Status] button.

3
➢ Press ▼ or ▲ until System Admin Tools is displayed and press [Enter].

➢ If the System Admin Tools have been passcode protected, type in the password and press [Enter].

```
System Admin Tools
[Passcode Protect]
```

4
➢ Press ◄ or ► until Network Setup is displayed and press [Enter].

```
System Admin Tools
[Network Setup]
```

5
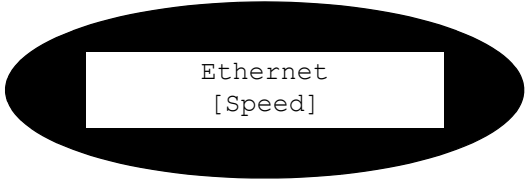
➢ Press ◀ or ▶ until Configure Network is displayed and press [Enter].

➢ Press ◀ or ▶ until Ethernet is displayed and press [Enter].

```
Config. Network
   [Ethernet]
```

6

➢ Press [Enter] to set the speed.
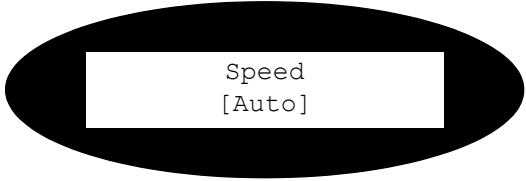
```
Ethernet
 [Speed]
```

7

➢ Press ◀ or ▶ to display the appropriate speed and press [Enter].

The choices are:

Auto
10M Half
10M Full
100M Half
100M Full

```
Speed
 [Auto]
```

8

➢ Setup the TCP/IP addresses (see *"Basic TCP/IP Settings" on page 2-5*).

Basic TCP/IP Settings

Before the printer can be used on the network, the TCP/IP addresses need to be entered. These can be entered automatically using Dynamic Host Configuration Protocol (DHCP) or Bootstrap Protocol (BOOTP) or entered manually. To enter the addresses manually, you need to obtain the following:

➢ TCP/IP Address

➢ Gateway Address

➢ Subnet Mask Address

➢ Primary DNS Server Address

Installation Procedure

There are three stages required to install the *WorkCentre M20i* in a TCP/IP networking environment:

➢ Network Communication Setup

> This requires the *WorkCentre M20i* to be setup for TCP/IP.

➢ Workstation Setup

> This requires the Workstations in the networking environment to be configured to communicate with the *WorkCentre M20i*.

➢ Test Print

> A print job should be submitted to ensure the *WorkCentre M20i* has been installed and configured correctly.

Enabling or Disabling TCP/IP

At the *WorkCentre M20i*, perform these steps:

1 ➢ Press the [Machine Status] button.

2 ➢ Press ▼ or ▲ until System Admin Tools is displayed and press [Enter].

➢ If the System Admin Tools have been passcode protected, type in the password and press [Enter].

```
System Admin Tools
  [Passcode Protect]
```

3 ➢ Press ◄ or ► until Network Setup is displayed and press [Enter].

```
System Admin Tools
  [Network Setup]
```

4 ➢ Press ◄ or ► until Configure Network is displayed and press [Enter].

```
   Network Setup
 [Config. Network]
```
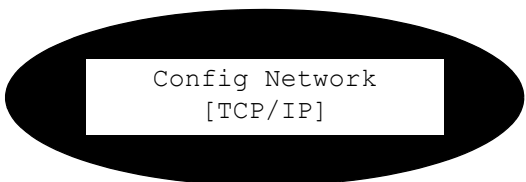
5 ➢ Press ◄ or ► until TCP/IP is displayed and press [Enter].

```
   Config Network
     [TCP/IP]
```

6

➢ Press ◄ or ➤ until Setup is displayed and press [Enter].

➢ To enable TCP/IP, press ◄ or ➤ until Enable is displayed and press [Enter]. Otherwise display Disable and press [Enter].

```
         TCP/IP
        [Setup]
```
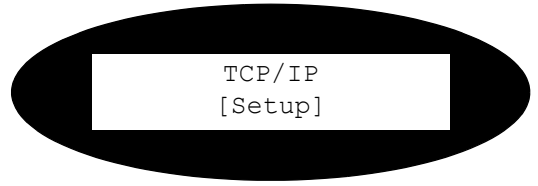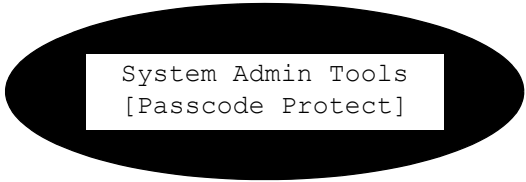
Network Communication Setup
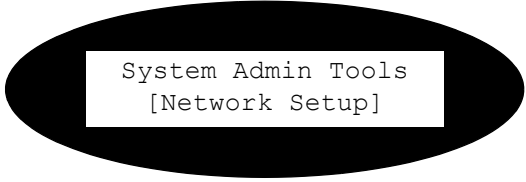
Automatically setting TCP/IP Addresses

At the *WorkCentre M20i*, perform these steps:

1
➢ Ensure that the Ethernet Port has been configured (see *"Ethernet Port" on page 2-3*).

2
➢ Press the [Machine Status] button.

3
➢ Press ▼ or ▲ until System Admin Tools is displayed and press [Enter].

➢ If the System Admin Tools have been passcode protected, type in the password and press [Enter].

```
System Admin Tools
[Passcode Protect]
```

4
➢ Press ◄ or ► until Network Setup is displayed and press [Enter].

```
System Admin Tools
[Network Setup]
```

5
➢ Press ◄ or ► until Configure Network is displayed and press [Enter].

```
Network Setup
[Config. Network]
```

6

➢ Press ◄ or ➤ until TCP/IP is
displayed and press [Enter].

   You can use DHCP or BOOTP
   to automatically configure TCP/
   IP on the machine.

```
Config Network
   [TCP/IP]
```
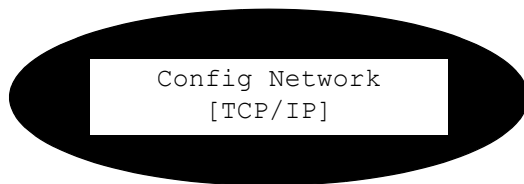
7

➢ Press ◄ or ➤ until the
required setting method is
displayed and press [Enter].

```
   TCP/IP
   [DHCP]
```
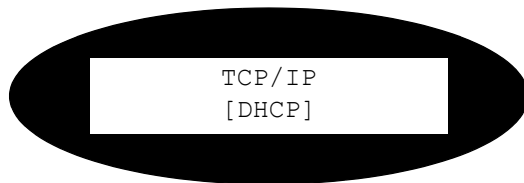
After a short period of time, the network will allocate the required addresses.

8 Print a System Data sheet to check the addresses (see the *User Guide* for printing reports).

Manually setting TCP/IP Addresses

At the *WorkCentre M20i*, perform these steps:

HINT: Xerox CentreWare Internet Services can also be used to configure the WorkCentre M20i, refer to the Internet Services chapter for instructions.

When manually making the TCP/IP settings, you will need to know the following information:

➢ The IP address.

➢ The subnet mask, if required.

➢ The Gateway address, if required

➢ The primary and Secondary DNS address, if required.

1

➢ Ensure that the Ethernet Port has been configured (see *"Ethernet Port" on page 2-3*).

2

➢ Press the [Machine Status] button.

3

➢ Press ▼ or ▲ until System Admin Tools is displayed and press [Enter].

➢ If the System Admin Tools have been passcode protected, type in the password and press [Enter].

```
System Admin Tools
[Passcode Protect]
```

4

➢ Press ◄ or ► until Network Setup is displayed and press [Enter].

```
System Admin Tools
[Network Setup]
```

5 ➢ Press ◄ or ► until Configure Network is displayed and press [Enter].

```
      Network Setup
    [Config. Network]
```
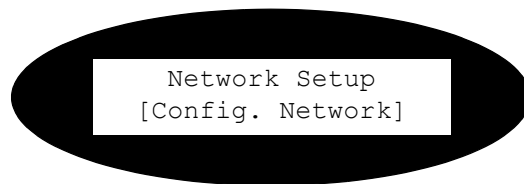
6 ➢ Press ◄ or ► until Manual is displayed and press [Enter].

```
     Config Network
        [Manual]
```
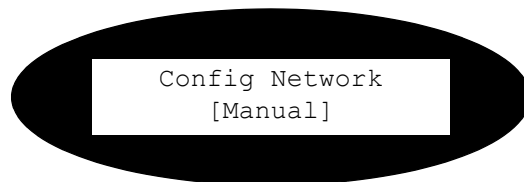
7 ➢ For each address, press ◄ or ► until the required setting is displayed and press [Enter].

```
         Manual
      [IP Address]
```
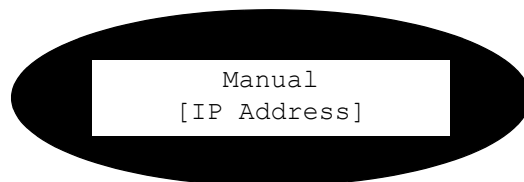
8 ➢ Enter the address using the keyboard and press [Enter].

   Press the period on the keyboard to insert the dot between each group.

```
       IP Address
   [xxx.xxx.xxx.xxx]
```
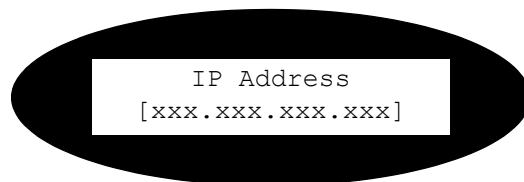
9 ➢ Continue with **Workstation Setup** on page *2-12*.

Workstation Setup

To enable the workstation environment to communicate with the *WorkCentre M20i* perform the following steps:

1
- ➢ At the client workstation, install print drivers and map to the printer (see Workstation Setup 4-3).

2
- ➢ Continue with Test Print on page *2-13*.

Test Print

To ensure the *WorkCentre M20i* has been installed on the network correctly a test print should be submitted from a client workstation. Perform the following steps:

1
➢ Open a document on a client workstation.

2
➢ Select the WorkCentre M20i as the printer for sending documents to.

3
➢ Print the document on the device and verify that it prints correctly.

4
➢ Ensure the print driver is installed on every workstation that will be sending jobs to the device.

5
➢ Repeat the test for all workstations that will be sending jobs to the device.

If the test print fails, refer to the Problem Solving chapter for trouble-shooting procedures.

3 NetWare

Introduction

This chapter explains how to install the *WorkCentre M20i* on the various NetWare networks. The following information is provided:

Information Checklist

Before starting the NetWare installation procedures, please ensure the following items are available or have been performed:

Item	By
An existing operational NetWare network is required, these procedures are not designed to install a NetWare network.	Customer
NetWare client, server and operating system software version 4.x, 5.x and 6.x.	Customer
Install the printer drivers on each workstation that will use the printer.	Customer
Test the *WorkCentre M20i* to ensure it is installed fully and functioning correctly.	Customer
WorkCentre M20i print and fax drivers.	Xerox

If problems are encountered during the WorkCentre M20i installation, refer to the Problem Solving chapter for assistance.

NetWare Environments

The NetWare versions and protocols supported in this chapter are as follows:

➢ NetWare Versions supported:

  NetWare 4.x, 5.x and 6.x

➢ Network Protocols supported:

  IPX, IP (IP printing is supported via LPR/LPD only)

The *WorkCentre M20i* settings which require configuring vary, depending on the NetWare version being used. Identify which instructions are appropriate for the network configuration and refer to the section:

➢ IPX Queue based printing in Bindery and NDS environments refer to page *3-4*.

➢ IPX printing with NDPS refer to page *3-11*.

➢ LPR/LPD printing with NDPS *3-12*.

IPX Queue Based Printing

Installation Options

There are two main methods which can be used to complete the network installation for IPX environment. These are:

➢ Using Xerox CentreWare DP

> To use this method of installation, refer to page *3-5*.

➢ Using NetWare Utilities

> This method requires use of the NetWare utilities for example NWADMIN to configure the network. The device will require configuring using the *WorkCentre M20i* user interface or CentreWare Internet Services.
>
> To use this method of installation, refer to page *3-8*.

Using Xerox CentreWare DP

Installation Procedure

There are four stages required to install the *WorkCentre M20i* on a NetWare network using Xerox CentreWare DP:

➢ Network Communication Setup

> This procedure will enable the *WorkCentre M20i* to communicate on the NetWare network.

➢ Xerox CentreWare DP Setup

> This procedure is used to complete the *WorkCentre M20i* installation using Xerox CentreWare DP.

➢ Install the printer driver on each workstation (see *"Workstation Setup" on page 4-3*)

➢ Test Print

> A print job should be submitted to ensure the *WorkCentre M20i* has been installed and configured correctly.

Network Communication Setup

At the *WorkCentre M20i*, perform these steps:

HINT: *Xerox CentreWare Internet Services can also be used to configure the WorkCentre M20i, refer to the Internet Services chapter for instructions.*

1

➢ Ensure that the Basic TCP/IP settings have been configured (see *"Network Communication Setup" on page 2-8*).

2

➢ Press the [Machine Status] button.

3

➢

➢ Press ▼ or ▲ until System Admin Tools is displayed and press [Enter].

➢ If the System Admin Tools have been passcode protected, type in the password and press [Enter].

```
System Admin Tools
[Passcode Protect]
```

4

➢ Press ◄ or ➤ until Network Setup is displayed and press [Enter].

```
System Admin Tools
 [Network Setup]
```

5

➢ Press ◄ or ➤ until Netware is displayed and press [Enter].

```
Network Setup
 [Netware]
```

6

➢ Press ◄ or ➤ until the appropriate frametype is displayed and press [Enter].

The choices are:

    Auto

    Enable 802.3

    Enable Ethernet 2

    Enable 802.2

    Enable 802.2 SNAP

    SAP

    Off

```
Netware
[Auto]
```

7

➢ Continue with **CentreWare DP Setup** on page *3-7*.

CentreWare DP Setup

Ensure that the Xerox CentreWare DP is installed on the client workstation. If needed, refer to the *Xerox CentreWare DP User Guide* for installation instructions.

For more detailed instructions on setting up a network, access the electronic, context-sensitive Help from all Network Services and Admin Services screens and dialogue boxes.

1
❯ Locate and launch Xerox CentreWare DP.

2
❯ Follow the instructions in Netware section of the *Xerox CentreWare DP User Guide* to setup the *WorkCentre M20i* on the network.

3
❯ Power off and power on the *WorkCentre M20i* so the setup selections will take effect.

4
❯ Install the print driver for on each workstation (see *"Workstation Setup" on page 4-3*).

Using NetWare Utilities

Installation Procedure

There are three stages required to install the *WorkCentre M20i* on a NetWare network using NetWare utilities:

➢ Network Communication Setup

> This procedure will enable the *WorkCentre M20i* to communicate on the NetWare network.

➢ NetWare Setup

> This procedure is used to setup the network using NetWare utilities, for example NWADMIN.

➢ Test Print

> A print job should be submitted to ensure the *WorkCentre M20i* has been installed and configured correctly.
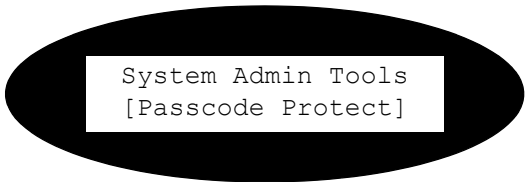
If running NLSP, ensure that RIP/SAP compatibility is configured on the same segment as the *WorkCentre M20i*.
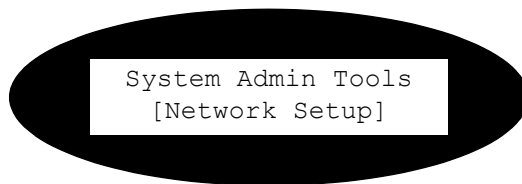
Network Communication Setup

At the *WorkCentre M20i*, perform these steps:

HINT: Xerox CentreWare Internet Services can also be used to configure the WorkCentre M20i, refer to the Internet Services chapter for instructions.
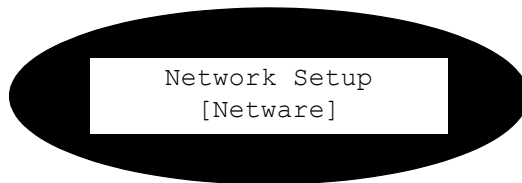
1 ➢ Ensure that the Basic TCP/IP settings have been configured (see *"Network Communication Setup" on page 2-8*).

2 ➢ Press the [Machine Status] button.

3 ➢
> ➢ Press ▼ or ▲ until System Admin Tools is displayed and press [Enter].
> ➢ If the System Admin Tools have been passcode protected, type in the password and press [Enter].

```
System Admin Tools
[Passcode Protect]
```

4

➢ Press ◄ or ► until Network Setup is displayed and press [Enter].

```
System Admin Tools
[Network Setup]
```

5

➢ Press ◄ or ► until Netware is displayed and press [Enter].

```
Network Setup
[Netware]
```

6

➢ Press ◄ or ► until the appropriate frametype is displayed and press [Enter].

The choices are:

    Auto

    Enable 802.3

    Enable Ethernet 2

    Enable 802.2

    Enable 802.2 SNAP

    SAP

    Off

```
Netware
[Auto]
```

7

➢ Continue with **NetWare Setup** on page *3-10*.

NetWare Setup

➢ Create and configure a print server, a printer and a print queue for the *WorkCentre M20i* using the appropriate Netware utility, PCONSOLE or NWADMIN for example.

➢ Record the following information for use during setup at the *WorkCentre M20i*:

- NDS Tree (not Bindery):

- NDS Context (not Bindery):

- File Server (Bindery only):

- Print Server Name:

- Print Server Password:

➢ Install the print driver for on each workstation (see *"Workstation Setup" on page 4-3*).

IPX NDPS Printing

➢ Ensure server(s) and NDS are patched to the correct level.

➢ Ensure that NDPS 2.0 is installed.

➢ Ensure that the latest version of the Xerox NDPS Gateway is installed on the relevant server.

➢ Ensure that you have an NDS login with sufficient rights to create objects in the desired container.

NDPS Printing to the *WorkCentre M20i* can use either IPX or IP.

1

➢ Before creating the new NDPS Printer the *WorkCentre M20i* must be configured with a printer server name an appropriate Netware Utility, for example NWAdmin.

NOTE: The correct tree and context are not required but it is necessary to enter some text in each in order to save the print server name.

2

➢ Create NDPS Printer object:

In NDS create a new NDPS Printer object in the appropriate container:

- Enter a name and select **[Create]**.

- Choose the appropriate NDPS Manager and select the Xerox Printer Gateway. Select **[OK]**.

- In *Select a Network Protocol* choose **[IPX]** and select **[OK]** and then **[Next]** to launch the Installation Wizard.

- From the list select the print server name created in Step 1. Ensure that Auto Create NDS Objects is checked, then select **[Next]** and **[Next]** again.

- Select **[Finish]**. The *WorkCentre M20i* will reset and the new Printer Agent will load on the relevant server.

- You can select print drivers if you wish. Select **[Continue]** and then **[OK]** to finish.

3

➢ Install the print driver for on each workstation (see *"Workstation Setup" on page 4-3*).

IP NDPS Printing

➢ Ensure server(s) and NDS are patched to the correct level.

➢ Ensure that NDPS 2.0 is installed.

➢ Ensure that the latest version of the Xerox NDPS Gateway is installed on the relevant server.

➢ Ensure that you have an NDS login with sufficient rights to create objects in the desired container.

NDPS Printing to the *WorkCentre M20i* can use either IPX or IP. This uses LPR printing therefore the Line Printer Daemon must be configured. See *"Enabling/Disabling LPR/LPD" on page 6-3*.

➢ Create NDPS Printer object:

In NDS create a new NDPS Printer object in the appropriate container.

- Enter a name and select **[Create]**.

- Choose the appropriate NDPS Manager and select the Novell Printer Gateway. Select **[OK]**.

- You can choose a printer type at this stage if desired. Otherwise leave as *None.* Select **[OK]**.

- On the *Configure Port Handler* screen select **[LPR on IP]** and then select **[Next]**.

- Enter the IP Address (or host name if appropriate) of the *WorkCentre M20i*.

NOTE: The Printer Name can be left at the default.

- Select **[Finish]**. The new Printer Agent will load on the relevant server.

- You can select print drivers at this point if you wish. Select **[Continue]** and then **[OK]** to finish.

NOTE: The two configurations described above can coexist.

➢ Install the print driver for on each workstation (see *"Workstation Setup" on page 4-3*).

Test Print

To ensure the *WorkCentre M20i* has been installed on the network correctly a test print should be submitted from a client workstation. Perform the following steps:

1
➢ Open a document on a client workstation.

2
➢ Select the *WorkCentre M20i* as the printer for sending documents to.

3
➢ Print the document on the device and verify that it prints correctly.

4
➢ Ensure the print driver is installed on every workstation that will be sending jobs to the device.

5
➢ Repeat the test for all workstations that will be sending jobs to the device.

If the test print fails, refer to the Problem Solving chapter for trouble-shooting procedures.

NetWare

4 Print Driver Installation for Networked Printers

Introduction

This chapter explains how to install the print drivers for networked printers. The following information is provided:

Information Checklist

Before starting the Driver installation procedures, please ensure the following items are available or have been performed:

Item	By
The printer has been installed on the network	Customer
WorkCentre M20i print drivers are available on CD.	Xerox

If problems are encountered during the WorkCentre M20i installation, refer to the Problem Solving chapter for assistance.

Workstation Setup

This section includes the setup procedures for the various Windows workstation environments.

1 Locate and perform the workstation setup procedures for the workstation environment. Choose from:

  ➢ Windows XP (TCP/IP) (see *4-4*).

  ➢ Windows 2000 Internet Printing Protocol (TCP/IP) (see *4-6*).

  ➢ Windows NT V4.0/2000 (TCP/IP) (see *4-8*).

  ➢ Windows 98/Millennium Edition (see *4-10*).

  ➢ Windows XP (IPP) (see *4-11*).

  ➢ Windows 2000 Internet Printing Protocol (IPP) (see *4-12*).

  ➢ Apple Mac OSX with Rendezvous (see *4-13*).

2 ➢ Continue with Test Print (see *"Test Print" on page 4-14*).

Windows XP (TCP/IP)

> **NOTE:** Windows XP supports printing via TCP/IP as standard when TCP/IP is installed on a Windows XP Workstation.

Use the **Add Printer Wizard** to add the *WorkCentre M20i* to the network.

1

> Select **[Start]**, select **[Printers and Faxes]**.

Double-click on the **[Add Printer]** icon to display the Add Printer Wizard.

2

> Select **[Local Printer attached to this computer],** uncheck the box labelled **[Automatically detect and install my Plug and Play printer.]**and then select **[Next]** to display the dialog box listing available ports.

3

> Select **[Create a new port]** to display the **Printer Ports** dialog box.

Select **[Standard TCP/IP Port]** and select **[Next]** to display the Add Standard TCP/IP Port dialog box.

Enter the IP Address of the printer in the **[Name or address of printer]** field (you can optionally enter a friendly name for the printer port you are creating or use the default name created). Then select **[Next]** to continue.

If the network printer settings are not automatically detected, click on the **[Custom]** button to setup the network printer port settings.

It is recommended that you select **[RAW]** as the Print Protocol.

If you prefer to use LPR:

Select **[LPR]** as the Print Protocol.

Enter **[lp]** (in lower case) in the **[LPR print queue]** field.

Uncheck the box labelled **[LPR Byte Counting Enabled]**

Check the box labelled **[SNMP Status Enabled]**.

The **[Community Name]** should normally be set to "public" (unless you have configured the device to have a custom SNMP community name) and the **[SNMP Device Index] should be set to 1.**

Select **[OK]**.

4

> The Add Printer Wizard will then request that you select the driver to be used for this printer.

Insert the CD ROM with the *WorkCentre M20i* drivers into the workstation and select **[Have Disk**].

Browse to the required Windows XP driver on the CDROM and select **[OK]**.

NOTE: The driver will be found in the **Drivers>Print** folder on the CD in the appropriate PCL or PostScript (PS) folder. For PostScript, you will need to choose the required language. The driver is identified by the file extension **.inf**.

Select **[Next]**, and select **[Next]** again and the *WorkCentre M20i* driver will be loaded onto the workstation.

Enter the Printer Name and select **[Next]**.

5

➢ If you wish to share the printer over the network Select **[Shared]**. You may also wish to install printer drivers for other operating systems that will access the printer.

A dialog box will be displayed with a message regarding the printing of a test page.

Select **[Finish]** to accept the **Yes** choice.

6

➢ Continue with **Test Print** on page *4-14*.

Windows 2000 (TCP/IP)

NOTE: Windows 2000 supports printing via TCP/IP as standard when TCP/IP is installed on a Windows 2000 Workstation.

Use the **Add Printer Wizard** to add the *WorkCentre M20i* to the network.

1

➢ Select **[Start]**, select **[Settings]**, and then select **[Printers]**.

Double-click on the **[Add Printer]** icon to display the Add Printer Wizard.

2

➢ Select **[Local Printer],** uncheck the box labelled **[Automatically detect and install my Plug and Play printer.]**and then select **[Next]** to display the dialog box listing available ports.

3

➢ Select **[Create a new port]** to display the **Printer Ports** dialog box.

Select **[Standard TCP/IP Port]** and select **[Next]** to display the Add Standard TCP/IP Port dialog box.

Enter the IP Address of the printer in the **[Name or address of printer]** field (you can optionally enter a friendly name for the printer port you are creating or use the default name created). Then select **[Next]** to continue.

If the network printer settings are not automatically detected, click on the **[Custom]** button to setup the network printer port settings.

It is recommended that you select **[RAW]** as the Print Protocol.

If you prefer to use LPR:

Select **[LPR]** as the Print Protocol.

Enter **[lp]** (in lower case) in the **[LPR print queue]** field.

Uncheck the box labelled **[LPR Byte Counting Enabled]**

Check the box labelled **[SNMP Status Enabled]**.

The **[Community Name]** should normally be set to "public" (unless you have configured the device to have a custom SNMP community name) and the **[SNMP Device Index] should be set to 1.**

Select **[OK]**.

4

➢ The Add Printer Wizard will then request that you select the driver to be used for this printer.

Insert the CD ROM with the *WorkCentre M20i* drivers into the workstation and select **[Have Disk]**.

Browse to the required Windows 2000 driver on the CDROM and select **[OK]**.

NOTE: The driver will be found in the **Drivers>Print** folder on the CD in the appropriate PCL or PostScript (PS) folder. For PostScript, you will need to choose the required language. The driver is identified by the file extension **.inf**.

Select **[Next]**, and select **[Next]** again and the *WorkCentre M20i* driver will be loaded onto the workstation.

Enter the Printer Name and select **[Next]**.

5

➢ If you wish to share the printer over the network Select **[Shared]**. You may also wish to install printer drivers for other operating systems that will access the printer.

A dialog box will be displayed with a message regarding the printing of a test page.

Select **[Finish]** to accept the **Yes** choice.

6

➢ Continue with **Test Print** on page *4-14*.

Windows NT V4.0 (TCP/IP)

NOTE: TCP/IP Print Services must be installed and running on the workstation.

Use the **Add Printer Wizard** to add the *WorkCentre M20i* to the network.

1

➢ At the Windows NT workstation, select **[Start]**, select **[Settings]**, and then select **[Control Panel]**.

Double-click on the **[Network]** icon and then select **[Services]**.

Ensure that Microsoft TCP/IP Print Service is running and select **[Start]**, select **[Settings]**, and then select **[Printers]**.

Double-click on the **[Add Printer]** icon to display the Add Printer Wizard.

2

➢ Select **[My Computer]** and then select **[Next]** to display the dialog box listing available ports.

Select **[Add Port]** to display the **Printer Ports** dialog box.

Select **[LPR Port]** and select **[New Port]** to display the Add LPR compatible printer dialog box.

3

➢ Enter the IP Address of the printer in the **[Name or address of server providing lpd]** field.

Enter **[lp]** (in lower case) in the **[Name of printer or print queue on that server]** field.

NOTE: lp must be entered regardless of the name of the printer or print queue. **lp** is the name of the remote printer/server on the *WorkCentre M20i*. This name does not change.

Select **[OK]**.

Select **[Close]**.

4

➢ With the **New Port** selected, select **[Next]**.

Insert the CD ROM with the *WorkCentre M20i* drivers into the workstation and select **[Have Disk]**.

Browse to the required Windows NT driver on the CD ROM and select **[OK]**.

NOTE: The driver will be found in the **Drivers>Print** folder on the CD in the appropriate PCL or PostScript (PS) folder. For PostScript, you will need to choose the required language. The driver is identified by the file extension **.inf**.

Select **[Next]**, and select **[Next]** again and the *WorkCentre M20i* driver will be loaded onto the workstation.

5 ➢ Enter the Printer Name and select **[Next]**.

Select **[Shared]**, select all the Windows NT V4.0 choices for the operating systems that require access to the printer, and then select **[Next]**.

A dialog box will be displayed with a message regarding the printing of a test page.

Select **[Finish]** to accept the **Yes** choice.

6 ➢ Continue with **Test Print** on page *4-14*.

Windows 98/Me

1

➢ Refer to the *Xerox CentreWare documentation* to install and setup the *WorkCentre M20i* Windows drivers on the workstation. Once the drivers are installed, connect a driver to the *WorkCentre M20i* on the network.

2

➢ Continue with **Test Print** on page *4-14*.

Windows XP (Internet Printing Protocol)

NOTE: Windows XP supports printing via IPP as standard when TCP/IP is installed on a Windows XP Workstation.

Use the **Add Printer Wizard** to add the *WorkCentre M20i* to the network.

1

➢ Select **[Start]**, select **[Settings]**, and then select **[Printers and Faxes]**.

Double-click on the **[Add Printer]** icon to display the Add Printer Wizard.

2

➢ Verify that the **[Network Printer]** is selected and click **[Next]**.

The **[Locate Your Printer]** screen will be displayed.

3

➢ Select **[Connect to a printer on the Internet or on a home or office network].**

The **[Specify a Printer]** screen will be displayed.

In the **[URL]** field enter the IP address or hostname of the printer in the following format: "http://aaa.bbb.ccc.ddd" or "http://printer-host-name", where "aaa.bbb.ccc.ddd" is the IP address of the *WorkCentre M20i* and "printer-host-name" is the host name of the *WorkCentre M20i* registered with a DNS server.

The Add Printer Wizard will then ask if you wish to install a local driver for this printer. You should click [OK] to install the driver.

4

➢ Insert the CD ROM with the *WorkCentre M20i* drivers into the workstation and select **[Have Disk]**.

Browse to the required Windows XP driver on the CDROM and select **[OK]**.

NOTE: The driver will be found in the **Drivers>Print** folder on the CD in the appropriate PCL or PostScript (PS) folder. For PostScript, you will need to choose the required language. The driver is identified by the file extension **.inf**.

Select **[Next]**, and select **[Next]** again and the *WorkCentre M20i* driver will be loaded onto the workstation.

A dialog box will be displayed with a message regarding the printing of a test page.

Select **[Finish]** to accept the **Yes** choice.

5

➢ Continue with **Test Print** on page *4-14*.

Windows 2000 (Internet Printing Protocol)

> **NOTE:** Windows 2000 supports printing via IPP as standard when TCP/IP is installed on a Windows 2000 Workstation.

Use the **Add Printer Wizard** to add the *WorkCentre M20i* to the network.

1

➢ Select **[Start]**, select **[Settings]**, and then select **[Printers]**.

Double-click on the **[Add Printer]** icon to display the Add Printer Wizard.

2

➢ Verify that the **[Network Printer]** is selected and click **[Next]**.

The **[Locate Your Printer]** screen will be displayed.

3

➢ Select **[Connect to a printer on the Internet or on your intranet].**

In the **[URL]** field enter the IP address or hostname of the printer in the following format: "http://aaa.bbb.ccc.ddd" or "http://printer-host-name", where "aaa.bbb.ccc.ddd" is the IP address of the *WorkCentre M20i* and "printer-host-name" is the host name of the *WorkCentre M20i* registered with a DNS server.

The Add Printer Wizard will then ask if you wish to install a local driver for this printer. You should click [OK] to install the driver.

4

➢ Insert the CD ROM with the *WorkCentre M20i* drivers into the workstation and select **[Have Disk]**.

Browse to the required Windows 2000 driver on the CDROM and select **[OK]**.

> **NOTE:** The driver will be found in the **Drivers>Print** folder on the CD in the appropriate PCL or PostScript (PS) folder. For PostScript, you will need to choose the required language. The driver is identified by the file extension **.inf**.

Select **[Next]**, and select **[Next]** again and the *WorkCentre M20i* driver will be loaded onto the workstation.

A dialog box will be displayed with a message regarding the printing of a test page.

Select **[Finish]** to accept the **Yes** choice.

5

➢ Continue with **Test Print** on page *4-14*.

Apple Mac OSX with Rendezvous

1 ➢ Ensure that LPR/LPD has to be enabled on the *WorkCentre M20i*.

2 ➢ Choose Print Center and click the [Add] button.

3 ➢ Choose Rendezvous from the drop-down list.

  All IP printers on the subnet will be listed.

4 ➢ Choose the *WorkCentre M20i*

5 ➢ Choose Xerox from the Printer Model list.

6 ➢ Choose Xerox WC M20 Series PS as the printer driver.

7 ➢ Click the [Add] button.

8 ➢ Continue with **Test Print** on page *5-9*.

Test Print

To ensure the *WorkCentre M20i* has been installed on the network correctly a test print should be submitted from a client workstation. Perform the following steps:

1
 ➢ Open a document on a client workstation.

2
 ➢ Select the *WorkCentre M20i* as the printer for sending documents to.

3
 ➢ Print the document on the device and verify that it prints correctly.

4
 ➢ Ensure the print driver is installed on every workstation that will be sending jobs to the device.

5
 ➢ Repeat the test for all workstations that will be sending jobs to the device.

If the test print fails, refer to the Problem Solving chapter for trouble-shooting procedures.

5 AppleTalk

Introduction

This chapter explains how to install the *WorkCentre M20i* on an AppleTalk network. The following information is provided:

Information Checklist

Before starting the AppleTalk installation procedures, please ensure the following items are available or have been performed:

Item	By
An existing operational AppleTalk network with Macintosh workstation computers equipped with Ethernet network interface cards are required. These procedures are not designed to install an AppleTalk network.	Customer
Macintosh System version 8.x. / 9.x/OSX	Customer
Test the *WorkCentre M20i* Copier/Fax to ensure it is installed fully and functioning correctly.	Customer
WorkCentre M20i Macintosh print and fax driver or PPD.	Xerox

If problems are encountered during the WorkCentre M20i installation, refer to the Problem Solving chapter for assistance.

AppleTalk Installation

Installation Procedure

There are two stages required to install the *WorkCentre M20i* on an AppleTalk network:

➢ Network Communication Setup

This requires the *WorkCentre M20i* to be setup for AppleTalk.

➢ Print Driver Installation

➢ Test Print

A test print should be submitted to ensure the *WorkCentre M20i* has been installed and configured correctly.

Network Communication Setup

This procedure is used to setup the network communication parameters of the *WorkCentre M20i*.

At the *WorkCentre M20i*, perform these steps:

HINT: *Xerox CentreWare Internet Services can also be used to configure the WorkCentre M20i, refer to the Internet Services chapter for instructions.*

1
➢ Connect the device to the network outlet or cable.

2
➢ Press the [Machine Status] button.

3
➢ Press ▼ or ▲ until System Admin Tools is displayed and press [Enter].

➢ If the System Admin Tools have been passcode protected, type in the password and press [Enter].

```
System Admin Tools
[Passcode Protect]
```

4 ➢ Press ◀ or ▶ until Network Setup is displayed and press [Enter].

> System Admin Tools
> [Network Setup]

5 ➢ Press ◀ or ▶ until Configure Network is displayed and press [Enter].

➢ Press ◀ or ▶ until Ethertalk is displayed and press [Enter].

> Config. Network
> [Ethertalk]

6 ➢ To enable or disable Ethertalk, press ◀ or ▶ until the desired setting, [On] or [Off] is displayed and press [Enter].

> Ethertalk
> [On]

NOTE: The *WorkCentre M20i* will attach itself to the default zone of the local segment where it is connected.

7 ➢ Install the Printer Driver (see *"Printer Driver Installation (Mac OS 8x,9x only)" on page 5-5*).

Printer Driver Installation (Mac OS 8x,9x only)

This section describes how to install the Adobe printer driver and how to set the printer driver for this machine. There are two steps to install the printer driver. Firstly, use the installer enclosed in the CD-ROM to install the printer to the Macintosh. Then, configure the printer driver according to the printer used.

Installation Procedure

This section describes the procedures for installing the Apple printer driver.

1
➢ Insert the driver CD-ROM in the CD-ROM drive.

The driver icon appears on the desktop.

2
➢ Double-click the icon.

3
➢ Double-click the *WorkCentre M20i* folder and then the installer folder.

4
➢ Double-click installer and click [Continue].

5
➢ Read through the license agreement carefully and if you have no objections to it, click [Accept].

6
➢ Read the Read Me displayed, then click [Continue].

7
➢ Confirm the Install Location and change it if necessary, then click Install.

Installation begins.

When installation is complete, a dialog box appears.

8
➢ Click [Quit].

This completes installation.

➢ Continue with "Setting the Printer Driver" to continue (see *"Setting the Printer Driver (Mac OS 8x,9x only)" on page 5-6*).

Setting the Printer Driver (Mac OS 8x,9x only)

When you finish installing the printer driver, set the PostScript Printer Description (PPD) file for this machine to the printer driver.

The printer driver controls the functions of this machine based on the information in the PPD file.

1
➢ Make sure that the printer is on and that Ethertalk has been enabled (see *"Network Communication Setup" on page 5-3*).

2
➢ On the Apple menu select [Chooser], select the Laser Writer 8.

3
➢ Ensure that Appletalk is set to Active. choose the Appletalk Zone where the printer is installed and click the [Setup] button.

4
➢ Click the [Auto Setup] button then click [OK].

The Xerox WCM20 ppd should be displayed. Click the [OK] button.

Alternatively, you can click the [Select PPD] button and choose the Xerox WCM20 ppd.

5
➢ Click [Configure] to set the options.

You can change the print settings after you install the printer driver.

To use the function of the options, it is necessary to set Configure. Always set this according to the configuration of your machine. Also, Installable Options should normally be set automatically according to the bi-directional communications with this machine. You do not have to change the settings.

6
➢ Click [OK]. Click [OK] once more in the screen displayed.

7
➢ Close the Chooser.

Printer Driver Installation (Mac OSX only)

This section describes how to install the printer driver for the Mac OSX using the Appletalk protocol.

Installation Procedure

This section describes the procedures for installing the Apple printer driver.

1
  ➢ Choose Print Center and click the [Add] button.

2
  ➢ Choose Appletalk from the drop-down list.

   All IP printers on the subnet will be listed.

3
  ➢ Choose the WorkCentre M20i

4
  ➢ Choose Xerox from the Printer Model list.

5
  ➢ Choose Xerox WC M20 Series PS as the printer driver.

6
  ➢ Click the [Add] button.

7
  ➢ Continue with **Test Print** on page *5-9*.

Setting the Printer Driver (Mac OSX only)

When you finish installing the printer driver, set the PostScript Printer Description (PPD) file for this machine to the printer driver.

The printer driver controls the functions of this machine based on the information in the PPD file.

1
 ➢ Make sure that the printer is on and that Ethertalk has been enabled (see *"Network Communication Setup" on page 5-3*).

2
 ➢ On the Apple menu select **[Mac Print Utility]**.

This automatically searches for the printer.

3
 ➢ Select **[Appletalk]**.

4
 ➢ Choose the WorkCentre M20i driver.

5
 ➢ Close the Mac Print Utility.

Test Print

To ensure the *WorkCentre M20i* has been installed on the network correctly a test print should be submitted from a client workstation. Perform the following steps:

1

➢ Open a document on a client workstation.

2

➢ Select the WorkCentre M20i as the printer for sending documents to.

3

➢ Print the document on the device and verify that it prints correctly.

4

➢ Ensure the print driver is installed on every workstation that will be sending jobs to the device.

5

➢ Repeat the test for all workstations that will be sending jobs to the device.

If the test print fails, refer to the Problem Solving chapter for trouble-shooting procedures.

6 Advanced TCP/IP Setup

Introduction

This chapter explains how to change TCP/IP settings for your specific network requirements. The following information is provided:

Information Checklist

Before starting the TCP/IP installation procedures, please ensure the following items are available or have been performed:

Item	By
An existing operational network utilizing TCP/IP is required, these procedures are not designed to install a network.	Customer
Test the *WorkCentre M20i* to ensure it is installed fully and functioning correctly.	Customer
WorkCentre M20i print and fax drivers.	Xerox

If problems are encountered during the WorkCentre M20i installation, refer to the Problem Solving chapter for assistance.

Enabling/Disabling LPR/LPD

This procedure is used to enable or disable Line Printer Remote/Line Printer Daemon (LPR/LPD) port on the *WorkCentre M20i.* Once the port is enabled, you can change the LPR port number.

To enable the LPR/LPD port, at the *WorkCentre M20i*, perform these steps:

1
> Ensure that the basic TCP/IP settings have been made (see *"Basic TCP/IP Settings" on page 2-5*).

2
> Press the [Machine Status] button.

3
> Press ▼ or ▲ until System Admin Tools is displayed and press [Enter].

> If the System Admin Tools have been passcode protected, type in the password and press [Enter].

```
System Admin Tools
[Passcode Protect]
```

4
> Press ◄ or ► until Network Setup is displayed and press [Enter].

```
System Admin Tools
[Network Setup]
```

5
> Press ◄ or ► until Configure Network is displayed and press [Enter].

```
Network Setup
[Config. Network]
```

6

➤ Press ◀ or ▶ until TCP/IP is displayed and press [Enter].

```
Config Network
[TCP/IP]
```

7

➤ Press ◀ or ▶ until Manual is displayed and press [Enter].

```
TCP/IP
[Manual]
```
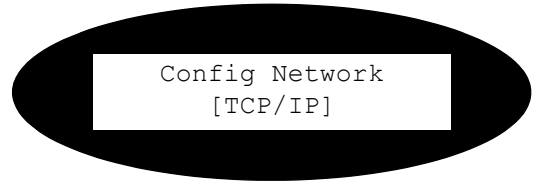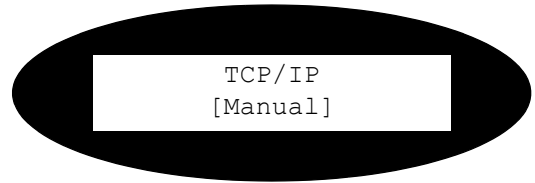
8

➤ Press ◀ or ▶ until LPD/LPD is displayed and press [Enter].

```
Manual
[LPD/LPD]
```

9
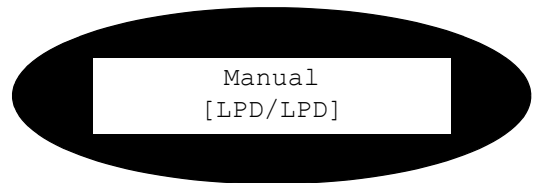
➤ To enable or disable LPD/LPD, press ◀ or ▶ until the desired setting, [Enable] or [Disable] is displayed, enter the port number using the keyboard and press [Enter].

```
LPD/LPD
[Enable]
```
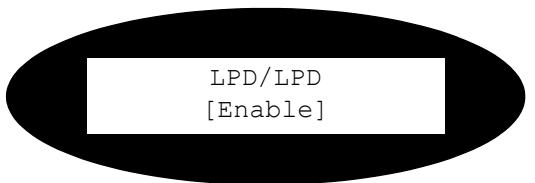
NOTE: While you can change the port number at which the *WorkCentre M20i* will accept LPR print jobs, it is recommended that you do this ONLY with extreme caution as most LPR spoolers are set to send print jobs to the default port number, 515.

Enabling/Disabling Raw Printing

This procedure is used to enable or disable the Raw Printing port on the *WorkCentre M20i.* Once the port is enabled, you can change the Raw Printing port number.

NOTE: While you can change the port number at which the *WorkCentre M20i* will accept RAW print jobs, it is recommended that you use the default port, 9100. this is the industry standard

To enable the Raw Printing port, at the *WorkCentre M20i*, perform these steps:

1
 ➢ Ensure that the basic TCP/IP settings have been made (see *"Basic TCP/IP Settings" on page 2-5*).

2
 ➢ Press the [Machine Status] button.

3
 ➢ Press ▼ or ▲ until System Admin Tools is displayed and press [Enter].

 ➢ If the System Admin Tools have been passcode protected, type in the password and press [Enter].

```
System Admin Tools
[Passcode Protect]
```

4
 ➢ Press ◀ or ▶ until Network Setup is displayed and press [Enter].

```
System Admin Tools
[Network Setup]
```

5 ➢ Press ◄ or ➤ until Configure Network is displayed and press [Enter].

```
Network Setup
[Config. Network]
```

6 ➢ Press ◄ or ➤ until TCP/IP is displayed and press [Enter].

```
Config Network
[TCP/IP]
```

7 ➢ Press ◄ or ➤ until Manual is displayed and press [Enter].

```
TCP/IP
[Manual]
```
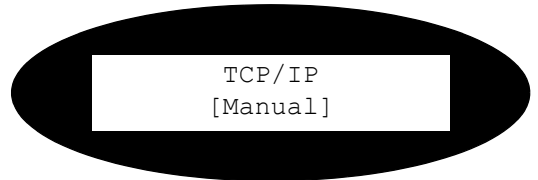
8 ➢ Press ◄ or ➤ until Raw Printing is displayed and press [Enter].

```
Manual
[Raw Printing]
```

9
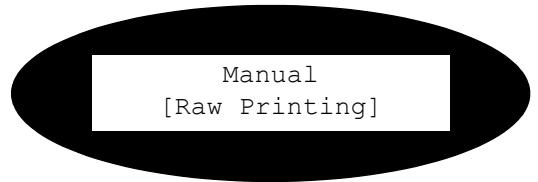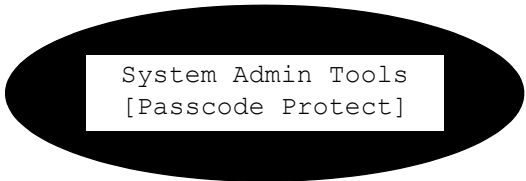
➢ To enable or disable Raw Printing, press ◄ or ► until the desired setting, [Enable] or [Disable] is displayed, enter the port number using the keyboard and press [Enter].

```
Raw Printing
  [Enable]
```
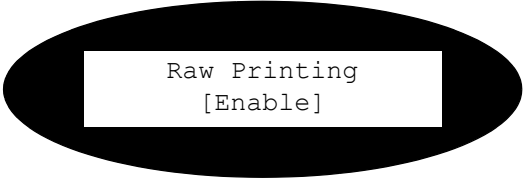
Enabling/Disabling HTTP

This procedure is used to enable or disable Hypertext Transfer Protocol (HTTP) on the *WorkCentre M20i.*

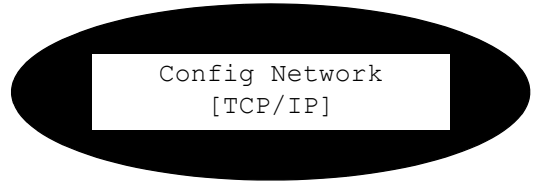To enable HTTP, at the *WorkCentre M20i*, perform these steps:

1
> Ensure that the basic TCP/IP settings have been made (see *"Basic TCP/IP Settings" on page 2-5*).

2
> Press the [Machine Status] button.

3
> Press ▼ or ▲ until System Admin Tools is displayed and press [Enter].

> If the System Admin Tools have been passcode protected, type in the password and press [Enter].

```
System Admin Tools
[Passcode Protect]
```

4
> Press ◄ or ► until Network Setup is displayed and press [Enter].

```
System Admin Tools
[Network Setup]
```

5
> Press ◄ or ► until Configure Network is displayed and press [Enter].

```
Network Setup
[Config. Network]
```

6 ➢ Press ◄ or ➤ until TCP/IP is
displayed and press [Enter].

```
Config Network
[TCP/IP]
```

7 ➢ Press ◄ or ➤ until Manual is
displayed and press [Enter].

```
TCP/IP
[Manual]
```
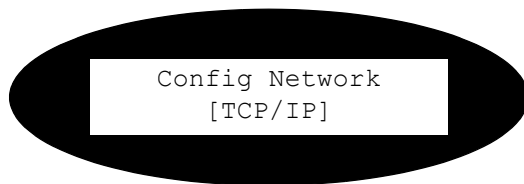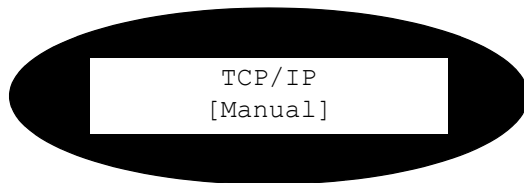
8 ➢ Press ◄ or ➤ until HTTP is
displayed and press [Enter].

```
Manual
[HTTP]
```

9 ➢ To enable or disable HTTP, press
◄ or ➤ until the desired
setting, [Enable] or [Disable] is
displayed and press [Enter].

```
HTTP
[Enable]
```
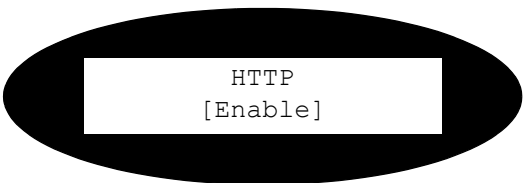
7 Network Installation Using Internet Services

Introduction

This chapter explains how to enable and use the Internet Services to install the *WorkCentre M20i* on the network. The following information is provided:

Information Checklist

Before starting the procedure for enabling the Internet Services feature, please ensure the following items are available or have been performed:

Item	By
An existing operational workstation with TCP/IP Internet or Intranet accessibility is required. These procedures are not intended to install the TCP/IP stack itself.	Customer
Obtain and record the following information: • A Unique IP Address: • Gateway Address: • Subnet Mask: Refer to the *Glossary* for additional information on the Gateway Address and Subnet Mask, if needed.	Customer
Test the *WorkCentre M20i* to ensure it is installed fully and functioning correctly.	Customer
Xerox CentreWare Internet Services.	Xerox

If problems are encountered during the WorkCentre M20i installation, refer to the Problem Solving chapter for assistance.

Using CentreWare Internet Services

Introduction

CentreWare Internet Services uses the embedded HTTP Server on the *WorkCentre M20i* to allow communication with the *WorkCentre M20i* if you have a Web Browser with access to the Internet or Intranet. By entering the IP Address of the *WorkCentre M20i* as the URL (Universal Resource Locator) in the Browser, direct access to the *WorkCentre M20i* is available.

NOTE: Microsoft Internet Explorer version 4.x or later should be used. Other browsers may work, but could produce unexpected results.

Many of the selections and settings needed to install *WorkCentre M20i* on a network can be made using Internet Services, eliminating steps that would otherwise need to be performed at the *WorkCentre M20i* Control Panel.

Many of the features available within Internet Services will require an admin user name and password. A user will only be prompted for an admin name and password once in a single browser session.

Before the Internet Services feature can be used for installing *WorkCentre M20i* on a network it must be enabled. There are two stages required to enable Internet Services:

➢ Network Communication Setup

     This requires the *WorkCentre M20i* to be setup for Internet Services.

➢ Enable Internet Services

➢ Make settings to the appropriate network

NOTE: When making more than one configuration change please complete all the changes in one go and then carry out a reboot.

Network Communication Setup

Network Communication Setup requires that the WorkCentre M20i is connected to the network and that the TCP/IP address settings are made (see *"Basic TCP/IP Settings" on page 2-5*)

Make sure that these procedures have been carried out.

Enabling Internet Services

1

➢ At a client workstation on the network, launch the Internet Browser.

2

➢ Access CentreWare Internet Services.

3

➢ In the URL field, enter `http://` followed by the IP Address of the *WorkCentre M20i*. Then select the **[Enter]** key.

Example: If the IP Address is 192.168.100.100, enter the following in the URL field:

    http://192.168.100.100

Configuring the Network

CentreWare Internet Services provides an alternative method of configuring the device settings in order to successfully complete installation on a network.

Instructions are provided for configuring the device for the following network environments.

Refer to the appropriate instructions for the network being used:

➢ Ethernet - page *7-7*

➢ AppleTalk - page *7-8*

➢ TCP/IP - page *7-14*

➢ NetWare - page *7-11*

➢ LPR/LPD - page *7-20*

➢ Raw TCP/IP Printing - page *7-22*

➢ HTTP - page *7-26*

➢ IPP - page *7-24*

Ethernet

Use these instructions to set the rated speed for Ethernet using CentreWare Internet Services:

To complete the installation of the *WorkCentre M20i*, perform these steps:

1

➢ Enable CentreWare Internet Services (see *"Enabling Internet Services" on page 7-5*).

2

➢ At the CentreWare Internet Services Home Page for the *WorkCentre M20i*, select the **[Properties]** tab.

3

➢ Select the plus symbol **[+]** to the left of the **Connectivity** folder in the Properties frame, and then select the **[+]** symbol to the left of the **Physical Connections** folder.

4

➢ In the Properties frame, within the Physical Connections folder, select **[Ethernet]**.

5

➢ Choose the appropriate **[Rated Speed]**.

6

➢ Click the **[Apply]** button to implement any changes.

NOTE: Click the **[Undo]** button to cancel any changes made and return to the previous values.

7

➢ Select the **[Status]** tab and then select **[Reset Network Controller]** to enable the selection to take effect.

AppleTalk

Use these instructions to install the *WorkCentre M20i* on an AppleTalk network using CentreWare Internet Services.

Installation Procedure

There are two stages required to install the device on an AppleTalk network using CentreWare Internet Services:

➢ Configure the *WorkCentre M20i*

This procedure explains how to use CentreWare Internet Services to configure the device.

➢ Test Print

A print job should be submitted to ensure the device has been installed and configured correctly.

Configure the WorkCentre M20i

To complete the installation of the *WorkCentre M20i*, perform these steps:

1 ➢ Enable CentreWare Internet Services (see *"Enabling Internet Services" on page 7-5*).

2 ➢ At the CentreWare Internet Services Home Page for the *WorkCentre M20i*, select the **[Properties]** tab.

4 ➢ Select the plus symbol **[+]** to the left of the **Connectivity** folder in the Properties frame, and then select the **[+]** symbol to the left of the **Protocols** folder.

5 ➢ In the Properties frame, within the Protocols folder, select **[AppleTalk]**.

6 ➢ Make the following selections and settings in the AppleTalk Physical Configuration section of the Protocols frame:

Select the checkbox to enable AppleTalk.

Enter the [Printer Name]. Use a meaningful name, such as the location of the device.

Choose the Zone where the printer resides from the drop-down list.

7 ➢ Click the **[Apply]** button to implement any changes.

NOTE: Click the **[Undo]** button to cancel any changes made and return to the previous values.

8 ➤ Select the **[Status]** tab and then select **[Reset Network Controller]** to enable the selections to take effect.

9 ➤ Continue with **Test Print**.

Test Print

To ensure the device has been installed on the network correctly a test print should be submitted from a client workstation. Perform the following steps:

1

➢ Open a document on a client workstation.

2

➢ Select the *WorkCentre M20i* in the Chooser as the printer to which the selected document will be sent.

3

➢ Print the document on the device and verify that it prints correctly.

4

➢ Ensure the driver is installed on every workstation that will be sending jobs to the *WorkCentre M20i*.

5

➢ Repeat the test for all workstations that will be sending jobs to the *WorkCentre M20i*.

6

➢ The installation process is now complete.

If the test print fails, refer to the Problem Solving chapter for trouble-shooting procedures.

NetWare

Use these instructions to install *WorkCentre M20i* on a NetWare network using CentreWare Internet Services.

Installation Procedure

There are three stages required to install the *WorkCentre M20i* on a NetWare network using CentreWare Internet Services:

➢ PCONSOLE or NWADMIN Setup

> This procedure is used to setup the network using NetWare's PCONSOLE or NWADMIN utility.

➢ Configure the *WorkCentre M20i*

> This procedure explains how to use CentreWare Internet Services to configure the *WorkCentre M20i*.

➢ Test Print

> A print job should be submitted to ensure the device has been installed and configured correctly.

PCONSOLE or NWADMIN Setup

If running NLSP, be sure that RIP/SAP compatibility is configured on the same segment as the *WorkCentre M20i*.

Using the PCONSOLE or NWADMIN utility, perform the following steps:

1 ➢ Login to File Server as Supervisor or equivalent.

2 ➢ Create the Print Queue.

3 ➢ Create Print Server Name and Password.

4 ➢ Define the printer as *Defined Elsewhere* or *Remote/Other Unknown*.

5 ➢ Verify the Frame Type.

6

➢ Obtain and record the following information from the setup just completed. This information is needed to configure the device with CentreWare Internet Services:

File Server Name

Print Server Name

Print Server Password

Frame Type

7

➢ Continue with **Configure the WorkCentre M20i**.

Configure the WorkCentre M20i

To complete the installation of the *WorkCentre M20i*, perform these steps:

1

➢ Enable CentreWare Internet Services (see *"Enabling Internet Services" on page 7-5*).

2

➢ At the CentreWare Internet Services Home Page for the *WorkCentre M20i*, select the **[Properties]** tab.

3

➢ Select the plus symbol **[+]** to the left of the **Connectivity** folder in the Properties frame, and then select the **[+]** symbol to the left of the **Protocols** folder.

4

➢ In the Properties frame, within the Physical Connections folder, select **[NetWare]**.

5

➢ Make the following selections and settings in the General section of the Protocols frame:

Select the checkbox to enable NetWare.

Choose the **[Frame Type]**.

Set the **[Queue Poll Interval]**.

This value determines how often the WorkCentre M20i polls the NetWare file server to check if there is a file at the server to be printed or faxed. Enter a value from 10 to 240 seconds.

Enter the **[Print Server]** name. Use a meaningful name, such as the location of the device.

NOTE: The Printer Server Name must match that entered using PConsole or the NW Admin utility.

6 ➢ Enter the **[NDS Tree]** and **[NDS Context]** if using NDS.

7 ➢ Enable the **[Service Advertising Protocol (SAP)]**.

8 ➢ Enter the **[Primary File Server]** name, if using Bindery.

9 ➢ Click the **[Apply]** button to implement any changes.

NOTE: Click the **[Undo]** button to cancel any changes made and return to the previous values.

10 ➢ Select the **[Status]** tab and then select **[Reset Network Controller]** to enable the selections to take effect.

11 ➢ Continue with **Test Print.**

Test Print

To ensure the device has been installed on the network correctly a test print should be submitted from a client workstation. Perform the following steps:

1 ➢ Open a document on a client workstation.

2 ➢ Select the device as the printer to which the selected document will be sent.

3 ➢ Print the document on the device and verify that it prints correctly.

4 ➢ Ensure the driver is installed on every workstation that will be sending jobs to the device.

5 ➢ Repeat the test for all workstations that will be sending jobs to the device.

6 ➢ The installation process is now complete.

If the test print fails, refer to the Problem Solving chapter for trouble-shooting procedures.

TCP/IP

Use these instructions to install the device on a TCP/IP network using CentreWare Internet Services.

Installation Procedure

There are two stages required to install the device on a TCP/IP network using CentreWare Internet Services:

➢ Configure the *WorkCentre M20i*

> This procedure explains how to use CentreWare Internet Services to configure the device.

➢ Test Print

> A print job should be submitted to ensure the device has been installed and configured correctly.

Configure the WorkCentre M20i

NOTE: The TCP/IP settings for the device will have been setup when completing the *Enabling CentreWare Internet* Services section.

To complete the installation of the device, perform these steps:

1 ➢ Enable CentreWare Internet Services (see *"Enabling Internet Services" on page 7-5*).

2 ➢ At the CentreWare Internet Services Home Page for the *WorkCentre M20i*, select the **[Properties]** tab.

3 ➢ Select the plus symbol **[+]** to the left of the **Connectivity** folder in the **Properties** frame, and then select the **[+]** symbol to the left of the **Protocols** folder.

4 ➢ Select **[TCP/IP]** and check the **Protocol Configuration** details are correct. If any of the details are incorrect then enter the correct information.

5 ➢ In the **Physical Connection** field, Ethernet will be the default setting.

> Select the checkbox to enable TCP/IP.

> Enter the **[Host Name]**.

> Choose the **[IP Address Resolution]** required.

NOTE: DHCP automatically assigns IP addresses and is the default setting. If the IP Address needs to be edited but is unavailable, select IP Address Resolution and then Static to continue.

Enter the **[IP Address]**.

Enter the **[Subnet Mask]**.

Enter the **[Gateway Address]**.

6 ➢ Check the **DNS Settings** details and if necessary enter the correct information required.

7 ➢ Scroll down the screen and check the **SLP Configuration** details and if necessary enter the correct information required.

8 ➢ Click the **[Apply]** button to implement any changes.

NOTE: Click the **[Undo]** button to cancel any changes made and return to the previous values.

9 ➢ Select the **[Status]** tab and then select **[Reset Network Controller]** to enable the selections to take effect.

10 ➢ Continue with **Test Print**.

Test Print

To ensure the device has been installed on the network correctly a test print should be submitted from a client workstation. Perform the following steps:

1 ➢ Open a document on a client workstation.

2 ➢ Select the device as the printer to which the selected document will be sent.

3 ➢ Print the document on the device and verify that it prints correctly.

4 ➢ Ensure the driver is installed on every workstation that will be sending jobs to the device.

5 ➢ Repeat the test for all workstations that will be sending jobs to the device.

6 ➢ The installation process is now complete.

If the test print fails, refer to the Problem Solving chapter for trouble-shooting procedures.

SNMP

Use these instructions to configure the Simple Network Management Protocol (SNMP) using CentreWare Internet Services.

Configure SNMP

To configure SNMP, perform these steps:

1

➢ Enable CentreWare Internet Services (see *"Enabling Internet Services" on page 7-5*).

2

➢ At the CentreWare Internet Services Home Page for the *WorkCentre M20i*, select the **[Properties]** link.

3

➢ Select the plus symbol **[+]** to the left of the **Connectivity** folder in the **Properties** frame, and then select the **[+]** symbol to the left of the **Protocols** folder.

4

➢ Select **[SNMP]** and check the **Protocol Configuration** details are correct. If any of the details are incorrect then enter the correct information.

5

➢ Make the following selections and settings in the SNMP Properties section of the frame:

Select the checkbox to enable the SNMP **Protocol**.

Click the **[Edit]** button to configure SNMP.

You can change the **GET** and **SET** Community Names.

NOTE: Changes made to the GET and SET Community Names will require corresponding changes for each application that uses the protocol.

You can set the **Default TRAP** Community Name.

NOTE: This specifies the default trap community name for all traps generated by the machine and can be overridden by the trap community name specified for each TRAP destination address. It may not have the same trap community name as that specified fro another address.

You can Enable Authentication **Failure Generic Traps** to generate a trap for every SNMP request received by the machine that contains an invalid community name.

➢ Click the **[Apply]** button to implement any changes and return to the first screen.

NOTE: Click the **[Undo]** button to cancel any changes made and return to the previous values.

6 ➢ You can Add or Edit a Trap Destination Address by making the following selections and settings in the Trap Destination Addresses section of the frame:

Click the **[Add]** button or the **[Edit]** button to add a new address or amend an existing address.

In the **IP Address Destination section**, enter or amend the **IP Address** and **UDP Port Number**.

In the **Traps** section, enter the **Trap Community Name** and check the boxes corresponding to the required **Traps to be Received**.

➢ Click the **[Apply]** button to implement any changes and return to the first screen.

NOTE: Click the **[Undo]** button to cancel any changes made and return to the previous values.

7 ➢ You can Delete a Trap Destination Address from the Trap Destination Addresses section of the frame:

Highlight the required **Address/Socket or Port** and click the **[Delete]** button.

8 ➢ Click the **[Apply]** button to implement any changes.

NOTE: Click the **[Undo]** button to cancel any changes made and return to the previous values.

9 ➢ Select the **[Status]** tab and then select **[Reset Network Controller]** to enable the selections to take effect.

SSDP

Use these instructions to configure the Simple Service Discovery Protocol (SSDP) using CentreWare Internet Services.

Configure SSDP

To configure SSDP, perform these steps:

1
> Enable CentreWare Internet Services (see *"Enabling Internet Services" on page 7-5*).

3
> At the CentreWare Internet Services Home Page for the *WorkCentre M20i*, select the **[Properties]** link.

4
> Select the plus symbol **[+]** to the left of the **Connectivity** folder in the **Properties** frame, and then select the **[+]** symbol to the left of the **Protocols** folder.

5
> Select **[SSPD]** and check the **Protocol Configuration** details are correct. If any of the details are incorrect then enter the correct information.

6
> Make the following selections and settings in the General section of the Protocols frame:

Select the checkbox to enable SSDP.

Enter the **[Time to Live]** (1 to 60 hops).

7
> Click the **[Apply]** button to implement any changes.

NOTE: Click the **[Undo]** button to cancel any changes made and return to the previous values.

8
> Select the **[Status]** tab and then select **[Reset Network Controller]** to enable the selections to take effect.

LPR/LPD

Use these instructions to enable or disable LPR/LPD using CentreWare Internet Services.

Installation Procedure

There are two stages required to install the device on a LPR/LPD network using CentreWare Internet Services:

➢ Configure the *WorkCentre M20i*

This procedure explains how to use CentreWare Internet Services to configure the device.

➢ Test Print

A print job should be submitted to ensure the device has been installed and configured correctly.

Configure the WorkCentre M20i

To complete the installation of the device, perform these steps:

1

➢ Enable CentreWare Internet Services (see *"Enabling Internet Services" on page 7-5*).

2

➢ At the CentreWare Internet Services Home Page for the *WorkCentre M20i*, select the **[Properties]** tab.

3

➢ Select the plus symbol **[+]** to the left of the **Connectivity** folder in the **Properties** frame, and then select the **[+]** symbol to the left of the **Protocols** folder.

4

➢ In the Properties frame, within the Protocols folder, select **[LPR/LPD]**.

5

➢ Select the checkbox to enable LPR/LPD.

Enter the **[Port Number]**.

NOTE: While you can change the port number at which the *WorkCentre M20i* will accept LPR print jobs, it is recommended that you do this ONLY with extreme caution as most LPR spoolers are set to send print jobs to the default port number, 515.

6

➢ Click the **[Apply]** button to implement any changes.

NOTE: Click the **[Undo]** button to cancel any changes made and return to the previous values.

7

➢ Select the **[Status]** tab and then select **[Reset Network Controller]** to enable the selections to take effect.

8

➢ Using the procedure located in the *Xerox CentreWare documentation*, install the driver for the workstation.

9

➢ Continue with **Test Print**.

Test Print

To ensure the device has been installed on the network correctly a test print should be submitted from a client workstation. Perform the following steps:

1

➢ Open a document on a client workstation.

2

➢ Select the device as the printer to which the selected document will be sent.

3

➢ Print the document on the device and verify that it prints correctly.

4

➢ Ensure that the driver is installed on every workstation that will be sending jobs to the device.

5

➢ Repeat the test for all workstations that will be sending jobs to the device.

6

➢ The installation process is now complete.

If the test print fails, refer to the Problem Solving chapter for trouble-shooting procedures.

Raw TCP/IP Printing

Use these instructions to enable or disable Raw Printing using CentreWare Internet Services.

Installation Procedure

There are two stages required to install the device on an Raw TCP/IP printing network using CentreWare Internet Services:

➢ Configure the *WorkCentre M20i*

This procedure explains how to use CentreWare Internet Services to configure the device.

➢ Test Print

A print job should be submitted to ensure the device has been installed and configured correctly.

Configure the WorkCentre M20i

To complete the installation of the *WorkCentre M20i*, perform these steps:

1

➢ Enable CentreWare Internet Services (see *"Enabling Internet Services" on page 7-5*).

2

➢ At the CentreWare Internet Services Home Page for the *WorkCentre M20i*, select the **[Properties]** tab.

3

➢ Select the plus symbol **[+]** to the left of the **Connectivity** folder in the **Properties** frame, and then select the **[+]** symbol to the left of the **Protocols** folder.

4

➢ Select **[Raw TCP/IP Printing]**.

Select the checkbox to enable Raw TCP/IP Printing.

Enter the **[Port Number]** and then enter the required port number.

NOTE: While you can change the port number at which the *WorkCentre M20i* will accept RAW print jobs, it is recommended that you use the default port, 9100. this is the industry standard

5

➢ Click the **[Apply]** button to implement any changes.

NOTE: Click the **[Undo]** button to cancel any changes made and return to the previous values.

6 ➢ Select the **[Status]** tab and then select **[Reset Network Controller]** to enable the selections to take effect.

7 ➢ Continue with **Test Print**.

Test Print

To ensure the device has been installed on the network correctly a test print should be submitted from a client workstation. Perform the following steps:

1 ➢ Open a document on a client workstation.

2 ➢ Select the device as the printer to which the selected document will be sent.

3 ➢ Print the document on the device and verify that it prints correctly.

4 ➢ Make sure that the driver is installed on every workstation that will be sending jobs to the device.

5 ➢ Repeat the test for all workstations that will be sending jobs to the device.

6 ➢ The installation process is now complete.

If the test print fails, refer to the Problem Solving chapter for trouble-shooting procedures.

IPP

Use these instructions to setup IPP using CentreWare Internet Services.

NOTE: The HTTP settings for the device will have been setup when completing the *Enabling CentreWare Internet* Services section.

To complete the installation of the device, perform these steps:

1
> Enable CentreWare Internet Services (see *"Enabling Internet Services" on page 7-5*).

2
> At the CentreWare Internet Services Home Page for the *WorkCentre M20i*, select the **[Properties]** tab.

3
> Select the plus symbol **[+]** to the left of the **Connectivity** folder in the **Properties** frame, and then select the **[+]** symbol to the left of the **Protocols** folder.

4
> Select **[IPP]**.

Select the checkbox to enable IPP.

Check the **IPP Configuration** details are correct. If any of the details are incorrect then enter the required configuration details in the appropriate boxes.

5
> Click the **[Apply]** button to implement any changes.

NOTE: Click the **[Undo]** button to cancel any changes made and return to the previous values.

6
> Select the **[Status]** tab and then select **[Reset Network Controller]** to enable the selections to take effect.

7
> Continue with **Test Print**.

Test Print

To ensure Internet Services has been setup correctly a test print should be submitted from a client workstation. Perform the following steps:

1

➢ Create a print-ready PostScript, PCL, or ASCII text file and save it on a client workstation.

2

➢ From a workstation that is connected to the Internet or an Intranet, use a Browser to access the *WorkCentre M20i* embedded HTTP Server Home Page.

3

➢ In the URL field, enter the IP Address of the *WorkCentre M20i*.

Example: If the IP Address is 192.168.100.100, enter the following in the URL field:

```
http://192.168.100.100
```

4

➢ Verify that files can be sent from the workstation to the *WorkCentre M20i* and that they print.

At the CentreWare Internet Services homepage for the *WorkCentre M20i* select **[Services]**.

Select **[Job Submission]** and complete displayed details.

Select the green **[Start]** button displayed at the bottom of the screen.

5

➢ The Internet Services installation process is now complete.

If the test print fails, refer to the Problem Solving chapter for trouble-shooting procedures.

HTTP

Use these instructions to setup HTTP using CentreWare Internet Services.

NOTE: The HTTP settings for the device will have been setup when completing the *Enabling CentreWare Internet* Services section.

To complete the installation of the device, perform these steps:

1 ➢ Enable CentreWare Internet Services (see *"Enabling Internet Services" on page 7-5*).

3 ➢ At the CentreWare Internet Services Home Page for the *WorkCentre M20i*, select the **[Properties]** tab.

4 ➢ Select the plus symbol **[+]** to the left of the **Connectivity** folder in the **Properties** frame, and then select the **[+]** symbol to the left of the **Protocol** folder.

5 ➢ Check the **HTTP Configuration** details are correct. If necessary.

Enter the **[Keep Alive Timeout]** in seconds from 5 to 99.

Enter the **[Maximum Connections]** from 5 to 32.

6 ➢ Click the **[Apply]** button to implement any changes.

NOTE: Click the **[Undo]** button to cancel any changes made and return to the previous values.

7 ➢ Select the **[Status]** tab and then select **[Reset Network Controller]** to enable the selections to take effect.

8 ➢ Continue with **Test Print**.

Test Print

To ensure Internet Services has been setup correctly a test print should be submitted from a client workstation. Perform the following steps:

1

➤ Create a print-ready PostScript, PCL, or ASCII text file and save it on a client workstation.

2

➤ From a workstation that is connected to the Internet or an Intranet, use a Browser to access the *WorkCentre M20i* embedded HTTP Server Home Page.

3

➤ In the URL field, enter the IP Address of the *WorkCentre M20i*.

Example: If the IP Address is 192.168.100.100, enter the following in the URL field:

```
http://192.168.100.100
```

4

➤ Verify that files can be sent from the workstation to the *WorkCentre M20i* and that they print.

At the CentreWare Internet Services homepage for the *WorkCentre M20i* select **[Services]**.

Select **[Job Submission]** and complete displayed details.

Select the green **[Start]** button displayed at the bottom of the screen.

5

➤ The Internet Services installation process is now complete.

If the test print fails, refer to the Problem Solving chapter for trouble-shooting procedures.

8 Local Connection

Introduction

This chapter explains how to install the workstation drivers for local connection of the *WorkCentre M20i*. The following information is provided:

Information Checklist

Before starting the installation procedures, please ensure the following items are available or have been performed:

Item	By
IEEE 1284C Parallel Port Cable	Customer
USB cable	Xerox
Test the *WorkCentre M20i* Copier/Fax to ensure it is installed fully and functioning correctly.	Customer
WorkCentre M20i drivers.	Xerox

NOTE: The installation procedures will install the *WorkCentre M20i* on the host workstation. The procedure is not intended to connect the host workstation to other workstations.

If problems are encountered during the WorkCentre M20i installation, refer to the Problem Solving chapter for assistance.

Installation Procedure

There are four drivers provided, PCL5, PostScript, Twain and ControlCentre. The installation procedure is the same for all of them. You can install many of the drivers that you require at the same time.

NOTE: The drivers will be installed to the local port. For network connections, it is recommended that you use the instructions relevant to the specific network requirements.

The *WorkCentre M20i* can be connected directly to the parallel port or USB of a host workstation. A document file can be sent or received from the host workstation via the appropriate port to the *WorkCentre M20i*.

There are three stages required to install the *WorkCentre M20i* on a port on a local workstation:

➢ Install the driver.

This requires the appropriate printer driver to be installed on the workstation.

➢ Workstation Setup

This requires the workstation to be configured to print to the *WorkCentre M20i*.

➢ Test Print or Scan

A print job should be submitted to ensure the *WorkCentre M20i* has been installed and configured correctly.

Driver Installation

Before printing, scanning or using ControlCentre through the parallel port or the USB port connected between the workstation and the *WorkCentre M20i,* you will need to install a driver.

The procedure will install the driver and configure it for the local port.

To install the driver on the workstation.

1

➢ Insert the Driver CD into the CD drive.

Within a few seconds, the CD should start automatically and present you with the opening screen. If this does not happen, go to the Start menu, choose Run and browse to the CD drive. Select Setup and click OK. Click OK to start the installation procedure and present you with the opening screen.
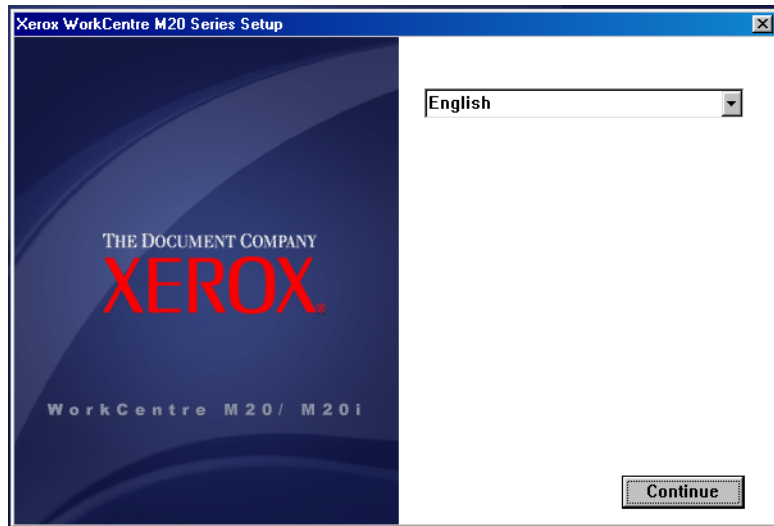
2

➢ Choose the language for the installation and click [Continue].

The driver screen is displayed.
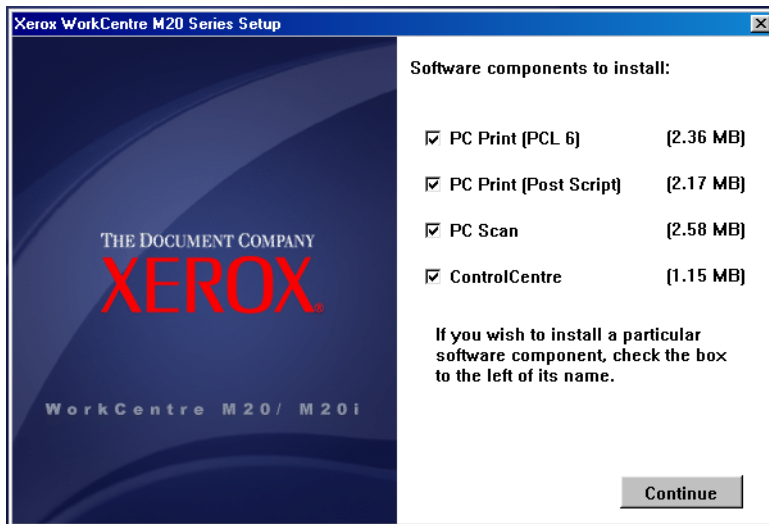
➢ Check the printer driver box that you want to install, PostScript or PCL, and click
[Continue].

NOTE: You can choose to install as many drivers as you want by checking the
appropriate boxes.

The selection will be confirmed.
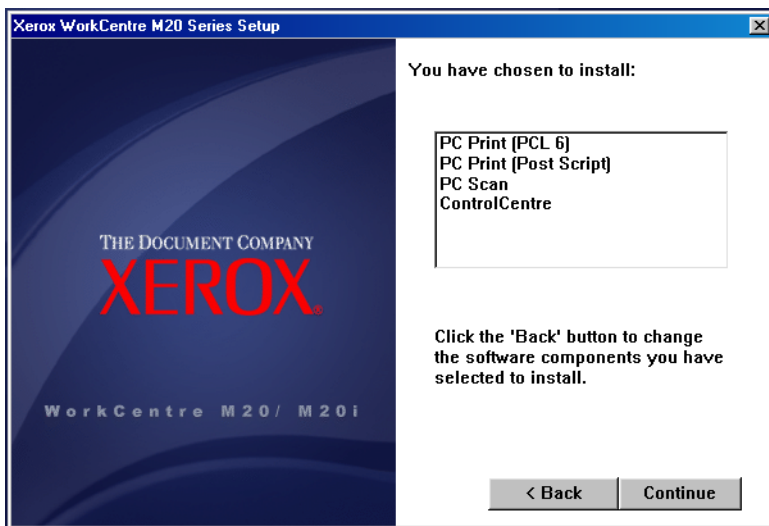
4 ➢ Click [Continue] to confirm your choice and install the driver.

The installation will continue by transferring a number of files.

NOTE: If you chose to install multiple drivers, the installation process will be repeated for each driver.

5 ➢ Click [Finish] to complete the installation.

6 ➢ Switch off the printer and connect the Parallel or USB cable between the workstation and the printer.

7 ➢ Switch on the printer.

Windows will automatically detect new hardware and install the appropriate driver.

8 ➢ Continue with **Workstation Setup**.

Workstation Setup

You will need to configure the printer drivers.

1 ➢ Choose Printers and Faxes from Control Panel.

The location of this window will vary according to the operating system: from the **Start>Settings** menu or directly from the **Start** menu.

The Printers and Faxes window will be displayed.
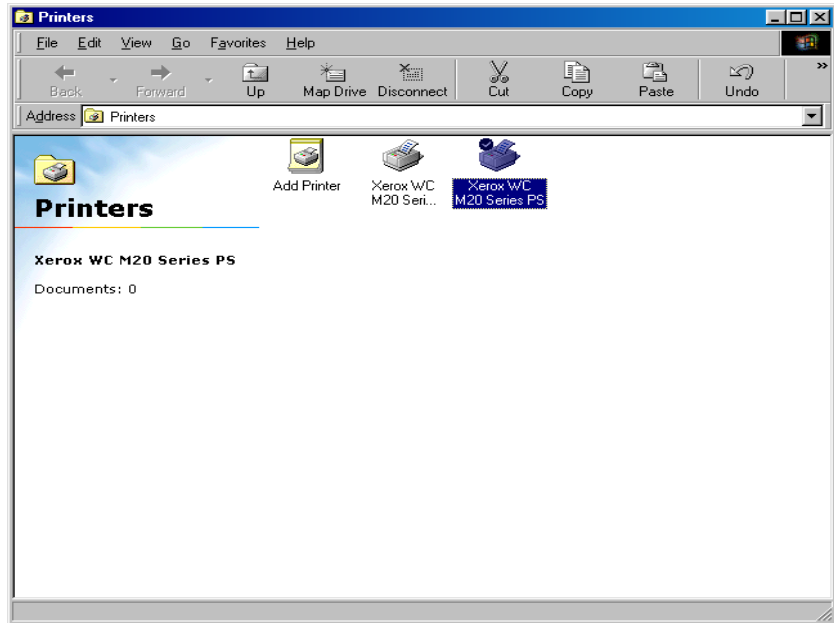
NOTE: This window will have a different appearance according to the operating system of the workstation. The window displayed is from a Windows XP operating system.

2 ➢ Click on the printer and choose Properties from the File menu or the right mouse menu.

A properties window will be displayed.
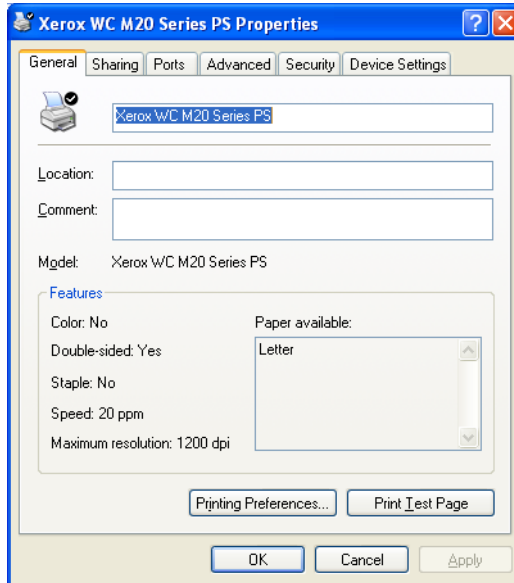
NOTE: This window will have a different appearance according to the operating system of the workstation *and* the type of driver installed. The window displayed is from a Windows XP operating system.

3

➢ Click on the Ports tab.

The Ports tab will be displayed.
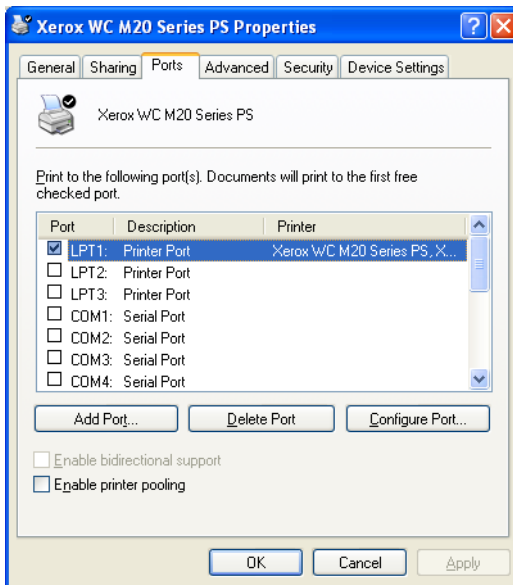
4 ➤ Check the box appropriate to the connection.

For a parallel connection, check LPT1, LPT2 or LPT3 depending on the configuration of the workstation. This is usually LPT1.

For a USB connection, check the USB box.

5 ➤ Click OK.

6 ➤ Continue with Test Print or Scan.

Test Print or Scan

To ensure the *WorkCentre M20i* has been installed correctly a test print or scan should be submitted from the workstation.

Test Print

Perform the following steps:

1 ➢ Open a document on the workstation.

2 ➢ Select the *WorkCentre M20i* as the printer to which the document will be sent.

3 ➢ Print the selected document on the device and verify that it prints correctly.

4 ➢ The installation process is now complete.

If the test print fails, refer to the Problem Solving chapter for trouble-shooting procedures.

Test Scan

1 ➢ Open the Twain compliant application used to scan documents.

2 ➢ Place a document in the WorkCentre M20i.

3 ➢ Follow the instructions for scanning from the Help supplied by the application to scan verify that it scans correctly.

4 ➢ The installation process is now complete.

If the test scan fails, refer to the Problem Solving chapter for trouble-shooting procedures.

9   Scan to Email

Introduction

This chapter explains how to setup and enable the Email feature of *WorkCentre M20i*. The following information is provided:

Email Overview

By combining the power of the *WorkCentre M20i* and CentreWare Internet Services, Xerox provides an Email solution for all Email users.

After the Xerox *WorkCentre M20i* is installed, the Email feature allows users to scan an original document, convert the scanned document to an electronic format and then send that information to one or more Email address destinations.

NOTE: When entering a manual Email address on the *WorkCentre M20i* both ASCII and accented characters (ISO8859-1 characters) will be available on the keyboard.

Information Checklist

These instructions for configuring Scan-to-Email at the *WorkCentre M20i*. Configuration can also be performed using Xerox CentreWare (*Refer to "Network Installation Using Internet Services" on page 7-1*). Before starting the installation procedures, please ensure the following items are available or have been performed:

Item	By
Ensure that the network has a fully functioning SMTP Mail Server.	Customer
It is recommended that the network has a fully functioning LDAP Server.	Customer
Ensure the *WorkCentre M20i* is fully functioning on the network prior to installation.	Customer
Ensure that the TCP/IP protocol is configured on the device and is fully functional	Customer
Install *WorkCentre M20i* Email and Network Scanning Services kit.	Xerox/Customer

If problems are encountered during the WorkCentre M20i installation, refer to the Problem Solving chapter for assistance.

Configuring SMTP

This section describes how to configure the Simple Mail Transfer Protocol used by the *WorkCentre M20i* for scan to Email. The settings are:

➢ SMTP IP Address - see page *9-5*.

➢ Maximum Mail Size - see page *9-6*.

➢ User Authentication - see page *9-7*.

> **NOTE:** All configurations for SMTP can be setup using CentreWare Internet Services but not all settings can be setup at the machine. *Refer to "Email Setup using Internet Services" on page 9-20*.

SMTP IP Address

This feature allows you set the IP address of the SMTP server.

To enter the SMTP IP address:

1 ➢ Press the [Machine Status] button.

2 ➢ Press ▼ or ▲ until System Admin Tools is displayed and press [Enter].

➢ If the System Admin Tools have been passcode protected, type in the password and press [Enter].

```
System Admin Tools
[Passcode Protect]
```
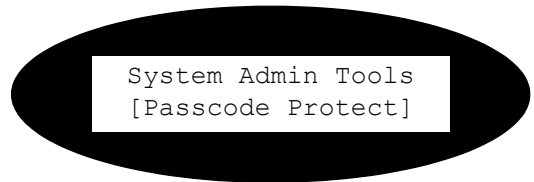
3 ➢ Press ◄ or ► until Email Setup is displayed and press [Enter].

➢ Press ◄ or ► until SMTP Server Setup is displayed and press [Enter].

```
   Email Setup
[SMTP Server Setup]
```
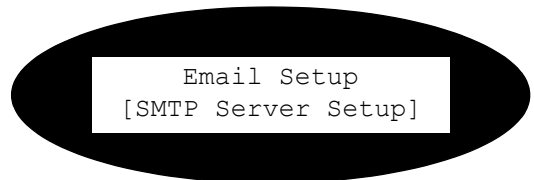
4 ➢ Press ◄ or ► until SMTP Server IP is displayed and press [Enter]

➢ Enter the SMTP IP address using the keypad.

Press the period on the keyboard to insert the dot between each group.
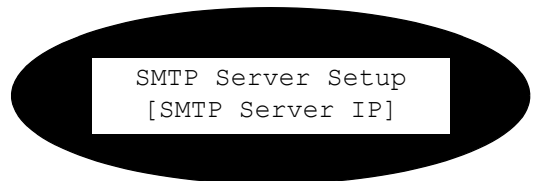
```
 SMTP Server Setup
  [SMTP Server IP]
```

Maximum Mail Size

This feature allows you set the maximum size of mail that can be transmitted.

To enter the maximum mail size:

1 ➢ Press the [Machine Status] button.

2 ➢ Press ▼ or ▲ until System Admin Tools is displayed and press [Enter].

➢ If the System Admin Tools have been passcode protected, type in the password and press [Enter].

```
System Admin Tools
[Passcode Protect]
```

3 ➢ Press ◀ or ▶ until Email Setup is displayed and press [Enter].

➢ Press ◀ or ▶ until SMTP Setup is displayed and press [Enter].

```
Email Setup
[SMTP Setup]
```

4 ➢ Press ◀ or ▶ until SMTP IP is displayed and press [Enter].

➢ Press ◀ or ▶ until the required size is displayed and press [Enter].

The choices are 1, 2, 3 or 4 Mb.

```
SMTP Setup
[Max Mail Size]
```

Authentication

This feature allows you enable authentication.

Configuring Authentication

If a user has successfully logged into a device with Authentication enabled the *WorkCentre M20i* will match the user's login name to their Email address. The user's Email address will then be used to populate the "From" Email address field. This enables recipients of Email jobs to identify the originator of the Email job.

NOTE: Users will not be able to change the user's "From" address if Network Authenticated Access is configured. This prevents untraceable Email jobs being sent from the *WorkCentre M20i*.

NOTE: Xerox recommends enabling User Authentication for security reasons as well as for usability.

Enabling Authentication

To enable authentication:

1
 ➢ Press the [Machine Status] button.

2
 ➢ Press ▼ or ▲ until System Admin Tools is displayed and press [Enter].

 ➢ If the System Admin Tools have been passcode protected, type in the password and press [Enter].

```
     System Admin Tools
     [Passcode Protect]
```

3
 ➢ Press ◄ or ► until Email Setup is displayed and press [Enter].

 ➢ Press ◄ or ► until Auth User Setup is displayed and press [Enter].

```
        Email Setup
      [Auth User Setup
```
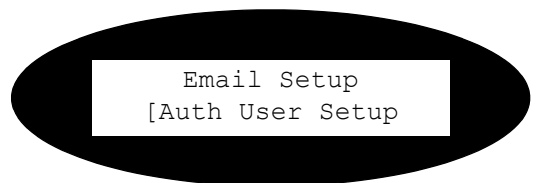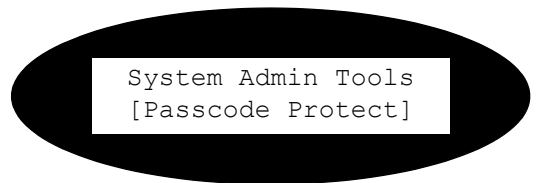
4 ➢ Press ◄ or ➤ until User Auth
is displayed and press [Enter].

```
Auth User Setup
  [User Auth]
```

5 ➢ If you want to enable User
Authentication, press ◄ or ➤
until Enable is displayed and
press [Enter]. Otherwise choose
Disable and press [Enter].

```
  User Auth
   [Enable]
```
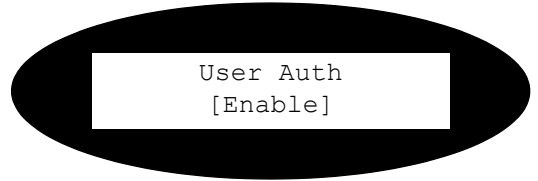
Add Authenticated Users

This feature allows you to add authenticated users from the *WorkCentre M20i*.
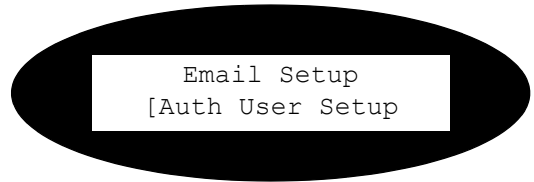
To add authenticated users:

1 ➢ Press the [Machine Status] button.

2 ➢ Press ▼ or ▲ until System Admin Tools is displayed and press [Enter].

➢ If the System Admin Tools have been passcode protected, type in the password and press [Enter].

```
System Admin Tools
[Passcode Protect]
```

3 ➢ Press ◄ or ► until Email Setup is displayed and press [Enter].

➢ Press ◄ or ► until Auth User Setup is displayed and press [Enter].

```
    Email Setup
[Auth User Setup
```
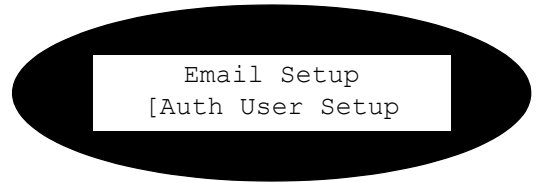
4

➢ Press ◀ or ▶ until Add Auth Users is displayed and press [Enter].

➢ Enter the appropriate information using the keyboard pressing [Enter] between each entry. The information required is:

Name - the Name of the sender that will appear in the email.
Login ID - the User ID used to access Email - try to keep this short and simple so that the you do not have to enter too many characters.
User password - the password used to access Email.
Email address - the user's valid email address used to populate the From: field and can not be edited by the user

```
Auth User Setup
[Add Auth Users]
```

5

➢ Press [Enter] to add another authenticated user. Otherwise press the [Menu/Exit] button.

```
Add Auth Users
[Add Another]
```
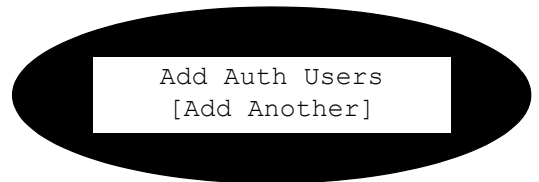
Delete Authenticated Users

This feature allows you to delete authenticated users from the *WorkCentre M20i*.

To delete authenticated users:

1 ➢ Press the [Machine Status] button.

2 ➢ Press ▼ or ▲ until System Admin Tools is displayed and press [Enter].

➢ If the System Admin Tools have been passcode protected, type in the password and press [Enter].

```
System Admin Tools
[Passcode Protect]
```
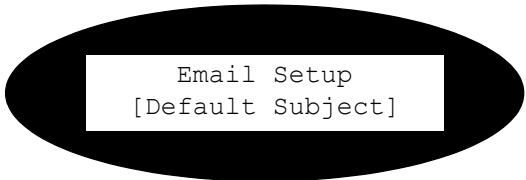
3 ➢ Press ◄ or ► until Email Setup is displayed and press [Enter].

➢ Press ◄ or ► until Auth User Setup is displayed and press [Enter].

```
Email Setup
[Auth User Setup
```

4 ➢ Press ◄ or ► until Delete Auth Users is displayed and press [Enter].

A list of all authenticated users is displayed.

➢ Press ◄ or ► to move the cursor beside the user you want to delete and press [Enter].

```
Email Setup
[Delete Auth Users]
```

5

➢ To delete the Authenticated User, press ◄ or ➤ until Yes is displayed and press [Enter].

Otherwise, press ◄ or ➤ until No is displayed and press [Enter].

➢ Repeat this for each user that you want to delete then press the [Menu/Exit] button.

```
Delete
[Yes]
```
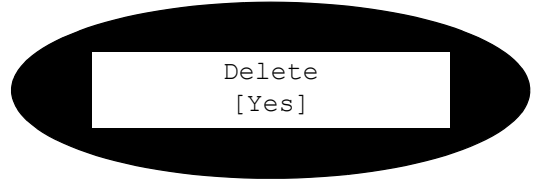
Configuring Email Settings

This section describes how to configure or set the following Email features:

➢ Default Subject text - see page *9-14*.

➢ Default From address - see page *9-15*.

➢ Guest User Access - see page *9-16*.

➢ Auto Send to Self - see page *9-17*.

➢ Email Setup using Internet Services - see page *9-20*.

➢ Email forwarding - see page *9-27*.

Default Subject
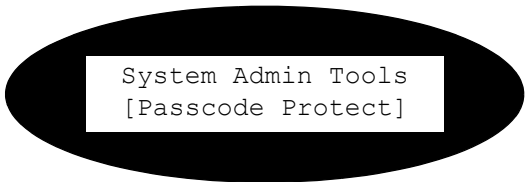
This feature allows you to automatically enter information into the Subject field of the Email.

To enter a default subject:

1

➢ Press the [Machine Status] button.

2

➢ Press ▼ or ▲ until System Admin Tools is displayed and press [Enter].

➢ If the System Admin Tools have been passcode protected, type in the password and press [Enter].

```
System Admin Tools
[Passcode Protect]
```

3

➢ Press ◄ or ► until Email Setup is displayed and press [Enter].

➢ Press ◄ or ► until Default Subject is displayed and press [Enter].

```
Email Setup
[Default Subject]
```

4

➢ If you want to enter a default subject, press ◄ or ► until On is displayed and press [Enter].

Enter the default subject using the keyboard and press [Enter].

➢ Otherwise, choose Off and press [Enter].

```
Default Subject
[On]
```

Default From

This feature allows you to automatically enter information into the From field of the Email.

NOTE: The Default From has to contain a valid Email address.

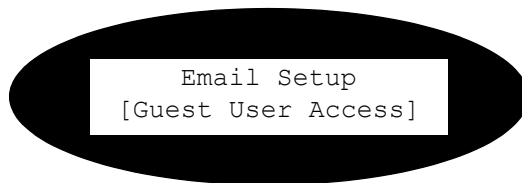To enter a default from:

1 ➢ Press the [Machine Status] button.

2 ➢ Press ▼ or ▲ until System Admin Tools is displayed and press [Enter].

➢ If the System Admin Tools have been passcode protected, type in the password and press [Enter].

```
System Admin Tools
[Passcode Protect]
```

3 ➢ Press ◄ or ► until Email Setup is displayed and press [Enter].

➢ Press ◄ or ► until Default From is displayed and press [Enter].

➢ Enter the Default From using the keyboard otherwise the machine will use the [User Email Address]

```
Email Setup
[Default From]
```

Guest User Access

This feature allows you to permit a guest user to send an Email.

NOTE: For this feature to be enabled a valid Default From address has to have been entered and Authentication has to have been enabled.

To enter a guest user:

1 ➢ Press the [Machine Status] button.

2 ➢ Press ▼ or ▲ until System Admin Tools is displayed and press [Enter].

➢ If the System Admin Tools have been passcode protected, type in the password and press [Enter].

```
System Admin Tools
[Passcode Protect]
```
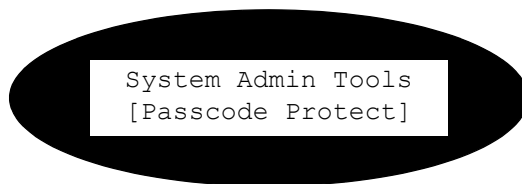
3 ➢ Press ◄ or ► until Email Setup is displayed and press [Enter].

➢ Press ◄ or ► until Guest User Access is displayed and press [Enter].

```
Email Setup
[Guest User Access]
```

4 ➢ If you want to permit a guest user, press ◄ or ► until On is displayed and press [Enter]. Enter the Guest User Login ID and password using the keyboard and press [Enter].

```
Guest User Access
[On]
```

**NOTE:** "Guest" is the default Login ID.

Auto Send to Self

This feature allows you to send a copy of the Email to yourself.

To set auto send to self:

1

> ➢ Press the [Machine Status] button.

2

> ➢ Press ▼ or ▲ until System Admin Tools is displayed and press [Enter].
>
> ➢ If the System Admin Tools have been passcode protected, type in the password and press [Enter].

```
System Admin Tools
[Passcode Protect]
```

3
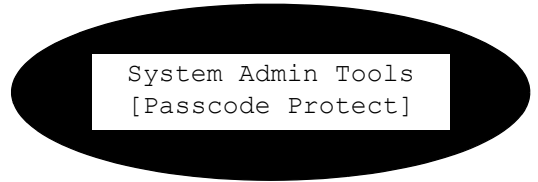
> ➢ Press ◄ or ► until Email Setup is displayed and press [Enter].
>
> ➢ Press ◄ or ► until Auto Send to Self is displayed and press [Enter].

```
Email Setup
[Auto Send to Self]
```

4
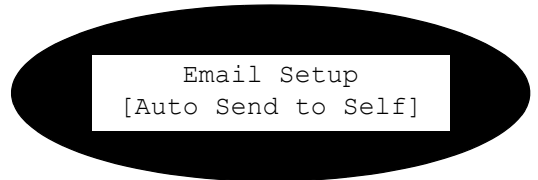
> ➢ If you want to send a copy to yourself, press ◄ or ► until On is displayed and press [Enter]. Otherwise, choose Off and press [Enter].

```
Auto Send to Self
[On]
```
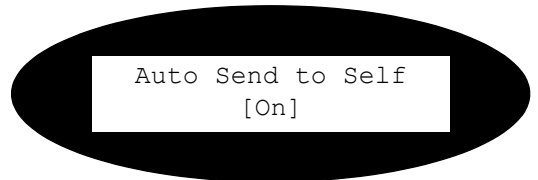
LDAP Directory Setup (Internal Address Book)

This section describes how to configure the Lightweight Directory Application Protocol.

All configurations for LDAP can be setup using CentreWare Internet Services the only setting that can be made at the machine is Primary LDAP IP Address - *see page 9-19*.

Refer to "Email Setup using Internet Services" on page 9-20.

NOTE: Configuration of the LDAP directory settings requires the network to support LDAP services.

The *WorkCentre M20i* will display search results for the Internal Address Book as defined by the LDAP configuration. For example, an LDAP server can return a search query "And" as "Andrew Smith" when the result "Andrews, James" may have been expected.

NOTE: Search strings for common names are limited to accented characters (ISO8859-1 characters) only.

The <lastname, firstname> or,<firstname, lastname> display behavior is controlled by the LDAP server and not the *WorkCentre M20i*.

NOTE: The LDAP configuration may also return other search results, for example "AndrewS" for the same search query.

Primary LDAP IP Address

This feature allows you set the primary IP address for LDAP.

NOTE: The default Port is the industry standard 389.

To enter the LDAP IP address:

1

➢ Press the [Machine Status] button.

2

➢ Press ▼ or ▲ until System Admin Tools is displayed and press [Enter].

➢ If the System Admin Tools have been passcode protected, type in the password and press [Enter].

```
System Admin Tools
[Passcode Protect]
```

3

➢ Press ◄ or ► until Email Setup is displayed and press [Enter].

➢ Press ◄ or ► until LDAP Server Setup is displayed and press [Enter].

```
Email Setup
[LDAP Server Setup]
```

4

➢ Press ◄ or ► until Pri LDAP IP (or Alt LDAP IP) is displayed and press [Enter]

➢ Enter the LDAP IP address using the keypad.

Press the period on the keyboard to insert the dot between each group.

```
LDAP Setup
[Pri LDAP IP]
```

Email Setup using Internet Services

Enabling Internet Services

1

➤ At a client workstation on the network, launch the Internet Browser.

2

➤ Access CentreWare Internet Services.

3

➤ In the URL field, enter `http://` followed by the IP Address of the *WorkCentre M20i*. Then select the **[Enter]** key.

Example: If the IP Address is 192.168.100.100, enter the following in the URL field:

```
http://192.168.100.100
```

LDAP Directory

Use these instructions to configure the Light Weight Directory Access Protocol (LDAP) using CentreWare Internet Services.

Configure LDAP

To configure LDAP, perform these steps:

1
> Enable CentreWare Internet Services (see *"Enabling Internet Services" on page 9-20*).

2
> At the CentreWare Internet Services Home Page for the *WorkCentre M20i*, select the **[Properties]** tab.

3
> Select the plus symbol **[+]** to the left of the **Connectivity** folder in the **Properties** frame, and then select the **[+]** symbol to the left of the **Protocols** folder.

4
> Select **[LDAP Directory]** and check the details are correct. If any of the details are incorrect then enter the correct information.

5
> In the **Server Information** area identify where the directory will be found:

Choose whether to use the **[IP address]** or **[Host Name]**.

Enter the appropriate information.

6
> In the **Optional Information** area identify where the directory will be found:

Enter the required information Information.

7
> Click the **[Apply]** button to implement any changes.

NOTE: Click the **[Undo]** button to cancel any changes made and return to the previous values.

SMTP Server

Use these instructions to configure the Simple Mail Transfer Protocol (SMTP) using CentreWare Internet Services.

Configure SMTP

To configure SMTP, perform these steps:

1

➢ Enable CentreWare Internet Services (see *"Enabling Internet Services" on page 9-20*).

2

➢ At the CentreWare Internet Services Home Page for the *WorkCentre M20i*, select the **[Properties]** tab.

3

➢ Select the plus symbol **[+]** to the left of the **Connectivity** folder in the **Properties** frame, and then select the **[+]** symbol to the left of the **Protocols** folder.

4

➢ Select **[SMTP Server]** and check the details are correct. If any of the details are incorrect then enter the correct information.

5

➢ In the **Server Information** area identify where the directory will be found:

Choose whether to use the **[IP address]** or **[Host Name]**.

Enter the appropriate information.

NOTE: It is recommended that you do not change the standard port number of 25.

Check the **[SMTP Server Authentication]** box to enable Authentication.

Enter the **[Login Name]** and **[Password]**.

6

➢ In the **Options** area choose the **[Maximum Message Size]** from the drop-down list.

7

➢ Click the **[Apply]** button to implement any changes.

NOTE: Click the **[Undo]** button to cancel any changes made and return to the previous values.

Email Setup

Use these instructions to configure how Email is handled in the *WorkCentre M20i*.

Configure Email

To configure Email, perform these steps:

1
➢ Enable CentreWare Internet Services (see *"Enabling Internet Services" on page 9-20*).

2
➢ At the CentreWare Internet Services Home Page for the *WorkCentre M20i*, select the **[Properties]** tab.

3
➢ Select the plus symbol **[+]** to the left of the **Services** folder in the **Properties** frame, and then select the **[+]** symbol to the left of the **Email settings** folder.

4
➢ Select **[Email Setup]** and check the details are correct. If any of the details are incorrect then enter the correct information.

5
➢ In the **Image Attachment** area:

Choose whether to use the **[Black and White]** or **[Color]**.

Choose **[Default Scan Resolution]** from the drop-down list.

Choose **[Default Attachment Type]** from the drop-down list.

6
➢ In the **From Field Options** area:

Enter the **[Default "From" Address]** that will be used to populate the **From** field of the Email.

Check the **[Auto Send To Self]** box to add the **From** address to the recipient list.

7
➢ In the **Subject** area:

Enter the **[Default]** subject text that will be used to populate the **Subject** field of the Email.

8
➢ Click the **[Apply]** button to implement any changes.

NOTE: Click the **[Undo]** button to cancel any changes made and return to the previous values.

User Authentication

Use these instructions to enable and configure User Authentication and to enable a Guest Account.

Configure User Authentication

To configure User Authentication, perform these steps:

1

➢ Enable CentreWare Internet Services (see *"Enabling Internet Services" on page 9-20*).

2

➢ At the CentreWare Internet Services Home Page for the *WorkCentre M20i*, select the **[Properties]** tab.

3

➢ Select the plus symbol **[+]** to the left of the **Services** folder in the **Properties** frame, and then select the **[+]** symbol to the left of the **Email settings** folder.

4

➢ Select **[User Authentication]** and check the details are correct. If any of the details are incorrect then enter the correct information.

5

➢ In the **Options** area:

Check the **[User Authentication]** box to enable User Authentication.

Check the **[Guest Access]** box to enable a Guest Account. Enter the Login Name and Password to access the Guest Account.

6

➢ In the user accounts area you can add authenticated users individually; import these users from a comma delimited, .CSV file; and export the authenticated user data from the *WorkCentre M20i* to a comma delimited, .CSV file.

To **Add a User**, click the **[Add New]** button; choose the **[User No]** from the drop-down list; enter the **[User Name]**, **[User Login Name]**, **[Password]** and **[Email Address]**; and click the **[Apply]** button.

To **Import** from a .CSV file, click the **[Import from File]** button and enter or **Browse** to the location of the file.

To **Export** to a .CSV file, click the **[Export From File]** button and save the file to the required location.

7

➢ Click the **[Apply]** button to implement any changes.

NOTE: Click the **[Undo]** button to cancel any changes made and return to the previous values.

Local Address Book

Use these instructions to create a local address book.

Creating a Local Address Book

To create a local address book, perform these steps:

1
> Enable CentreWare Internet Services (see *"Enabling Internet Services" on page 9-20*).

2
> At the CentreWare Internet Services Home Page for the *WorkCentre M20i*, select the **[Properties]** tab.

3
> Select the plus symbol **[+]** to the left of the **Services** folder in the **Properties** frame, and then select the **[+]** symbol to the left of the **Email settings** folder.

4
> Select **[Local Address Book]** and enter the required information.

5
> You can add addresses individually; import these addresses from a comma delimited, .CSV file; and export the address data from the *WorkCentre M20i* to a comma delimited, .CSV file.

To **Add an Address**, click the **[Add New]** button; choose the **[User No]** from the drop-down list; enter the **[Name]** and **[Email Address]**; and click the **[Apply]** button.

To **Import** from a .CSV file, click the **[Import from File]** button and enter or **Browse** to the location of the file.

To **Export** to a .CSV file, click the **[Export From File]** button and save the file to the required location.

6
> Click the **[Apply]** button to implement any changes.

NOTE: Click the **[Undo]** button to cancel any changes made and return to the previous values.

7
> Select the **[Status]** tab and then select **[Reset Network Controller]** to enable the selections to take effect.

Group Address Book

Use these instructions to create a group address book.

Creating a Group Address Book

To create a group address book, perform these steps:

1
➢ Enable CentreWare Internet Services (see *"Enabling Internet Services" on page 9-20*).

2
➢ At the CentreWare Internet Services Home Page for the *WorkCentre M20i*, select the **[Properties]** tab.

3
➢ Select the plus symbol **[+]** to the left of the **Services** folder in the **Properties** frame, and then select the **[+]** symbol to the left of the **Email settings** folder.

4
➢ Select **[Group Address Book]** and enter the required information.

5
➢ You can add a new group and add users to that group.

To **Add A New Group**, click the **[Add New Group]** button; choose the **[Group #]** from the drop-down list and enter the **[Group Name]**. Click the **[Save]** button.

To **Add A User To A Group**, click the **[Add New Custom Address]** button; choose the **[Group #]** from the drop-down list.

The Edit Group Address screen is displayed.

6
➢ ;To Add a User that is already in the Local Address Book click **[Add New Address From Local Address Book]**. Check the users that you want to add and click the **[Apply]** button.

Otherwise, enter the **[Name]** and **[Email Address]**; and click the **[Apply]** button.

7
➢ ;To **Edit** the details of a User that is already in the Local Address Book click the **[Edit]** link relating to the user and make the required changes.

➢ To **Remove** a User from the Local Address Book click the **[Remove]** link relating to the user.

8
➢ Click the **[Apply]** button to implement any changes.

NOTE: Click the **[Undo]** button to cancel any changes made and return to the previous values.

Email forwarding

This feature sets up the forwarding details for Email. This can be set for received and or transmitted Emails and can also print a copy at the *WorkCentre M20i*.

To configure Email forwarding:

1

➢ Press the [Machine Status] button.

2

➢ Press ▼ or ▲ until System Admin Tools is displayed and press [Enter].

➢ If the System Admin Tools have been passcode protected, type in the password and press [Enter].

```
System Admin Tools
[Passcode Protect]
```

3

➢ Press ◀ or ▶ until Fax/Email Forward is displayed and press [Enter].

➢ Press ◀ or ▶ until Email is displayed and press [Enter].

```
Setup Forward
[Email]
```

4

➢ Press ◄ or ► until the required forwarding condition is displayed and press [Enter].

The choices are:

Off - don't forward

RX - forward received

TX - forward transmitted

All - forward RX and TX

➢ Enter the Email address to receive the forwarded mail and press [Enter].

```
            Email
            [All]
```

5
➢
➢ Enter the From Email address and press [Enter].

➢ Enter the To Email address and press [Enter].

```
From:
```
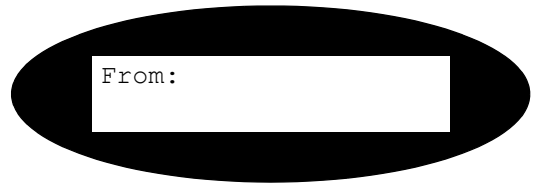
6
➢
➢ If you want to forward the Email to another address, press ◄ or ► until Yes is displayed and press [Enter]. Otherwise, choose No and press [Enter].

```
      Another Address
            [Yes]
```
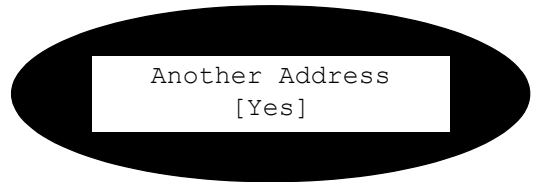
7

➢ If you want to print a local copy, press ◄ or ► until Yes is displayed and press [Enter]. Otherwise, choose No and press [Enter].

```
      Print Local Copy
            [Yes]
```
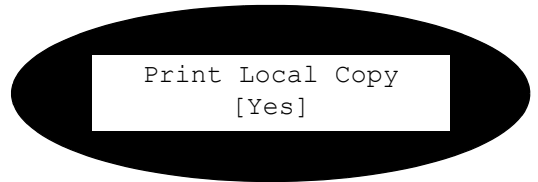
8

➢ If you want to delete the assigned recipient of the forwarded Emails, press ◄ or ► until Yes is displayed and press [Enter]. Otherwise, choose No and press [Enter].

```
Assigned Delete
     [Yes]
```

Test Email Transmission

To ensure Email has be setup successfully, perform the following steps:

Refer to the User Guide for full details of sending Emails.

1
➢ Place a document in the Document Feeder, or on the Document Glass.

2
➢ Select the **[Email]** key and set any features required.

3
➢ Follow the instructions on the display.

4
➢ Press the **[Start]** button to scan the original.

If you loaded an original on the Document Glass, you will be asked if you want to scan another page.

If the test job fails, refer to the Problem Solving chapter for trouble-shooting procedures.

10 Fax

Introduction

This chapter explains how to setup Fax Forwarding and Mailboxes. The following information is provided:

Information Checklist

Before starting the installation procedures, please ensure the following items are available or have been performed: Configuration can also be performed using Xerox CentreWare (*Refer to "Network Installation Using Internet Services" on page 7-1*).

Item	By
Ensure the *WorkCentre M20i* is fully functioning prior to installation.	Customer
Ensure that the *WorkCentre M20i* is connected to the telephone line.	Customer

If problems are encountered during the WorkCentre M20i installation, refer to the Problem Solving chapter for assistance.

Fax Forwarding

This feature sets up the forwarding details for faxes. This can be set for received and or transmitted faxes and can also print a copy at the WorkCentre M20i.

To configure fax forwarding:

1 ➢ Press the [Machine Status] button.

2 ➢ Press ▼ or ▲ until System Admin Tools is displayed and press [Enter].

➢ If the System Admin Tools have been passcode protected, type in the password and press [Enter].

```
System Admin Tools
[Passcode Protect]
```

3 ➢ Press ◄ or ► until Fax/Email Forward is displayed and press [Enter].

➢ Press ◄ or ► until Fax is displayed and press [Enter].
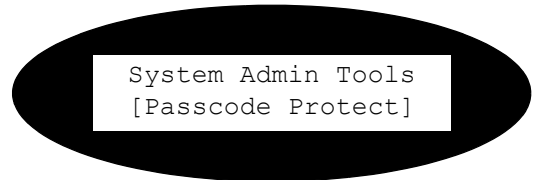
```
Setup Forward
[Fax]
```

4

➢ Press ◄ or ► until the required forwarding condition is displayed and press [Enter].

The choices are:

Off - don't forward

RX - forward received

TX - forward transmitted

All - forward RX and TX

➢ Enter the fax number to receive the forwarded fax and press [Enter].

```
        Fax
        [All]
```

5

➢

➢ If you want to forward the Fax to another number, press ◄ or ► Yes is displayed and press [Enter]. Otherwise, choose No and press [Enter].

➢ Enter the fax number to receive the forwarded fax and press [Enter].

```
   Another Address
        [Yes]
```
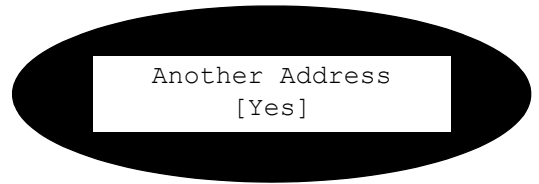
6

➢ If you want to print a local copy, press ◄ or ► until Yes is displayed and press [Enter]. Otherwise, choose No and press [Enter].

```
   Print Local Copy
        [Yes]
```

7

➢ If you want to delete the assigned recipient of the forwarded faxes, press ◄ or ► until Yes is displayed and press [Enter]. Otherwise, choose No and press [Enter].

```
   Assigned Delete
        [Yes]
```

Mailbox Setup

This feature sets up the forwarding details for faxes. This can be set for received and or transmitted faxes and can also print a copy at the WorkCentre M20i.

Create a Mailbox

To create a mailbox:

1
➢ Press the [Machine Status] button.

2
➢ Press ▼ or ▲ until System Admin Tools is displayed and press [Enter].

➢ If the System Admin Tools have been passcode protected, type in the password and press [Enter].

```
System Admin Tools
[Passcode Protect]
```

3
➢ Press ◄ or ► until Mailbox Setup is displayed and press [Enter].

➢ Press ▼ or ▲ until Mailbox is displayed and press [Enter].

```
Mailbox Setup
[Mailbox]
```

4
➢ Press ◄ or ► until Create is displayed and press [Enter].

```
Mailbox
[Create]
```

5 ➢ Press ◄ or ➤ until the required Mailbox Type is displayed and press [Enter]. The choices are:

    Confidential

    Bulletin

```
         Create
    [Set_Conf_Mbx]
```
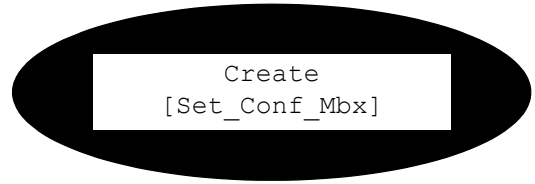
6 ➢ Press ◄ or ➤ until Enter Box No is displayed and press [Enter].

➢ Enter the Mailbox number and press [Enter].

```
      Set_Conf_Mbx
     [Enter Box No]
```

7 ➢ If you want to passcode protect press ◄ or ➤ until Security is displayed and press [Enter].

➢ Press ◄ or ➤ until Yes is displayed and press [Enter].

➢ Enter the passcode using the keypad and press [Enter].

➢ Enter the Mailbox Id. using the keypad and press [Enter].

```
      Set_Conf_Mbx
       [Security]
```

8 ➢ If you want to create another Mailbox, press ◄ or ➤ until Another is displayed and press [Enter]. Repeat steps 5 and 6.

```
      Set_Conf_Mbx
       [Another?]
```
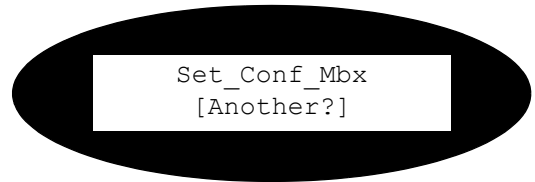
Delete a Mailbox

To delete a mailbox:

1 ➢ Press the [Machine Status] button.

2 ➢ Press ▼ or ▲ until System Admin Tools is displayed and press [Enter].

➢ If the System Admin Tools have been passcode protected, type in the password and press [Enter].

```
System Admin Tools
[Passcode Protect]
```

3 ➢ Press ◄ or ► until Mailbox Setup is displayed and press [Enter].

➢ Press ▼ or ▲ until Mailbox is displayed and press [Enter].

```
Mailbox Setup
[Mailbox]
```
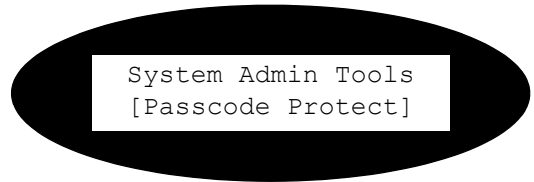
4 ➢ Press ◄ or ► until Delete is displayed and press [Enter]

➢ Enter the Box Number to be deleted.

➢ Enter the Passcode for the mailbox.

➢ Confirm the deletion.

```
Mailbox
[Delete]
```

Fax Setup using Internet Services

Enabling Internet Services

1 ➤ At a client workstation on the network, launch the Internet Browser.

2 ➤ Access CentreWare Internet Services.

3 ➤ In the URL field, enter `http://` followed by the IP Address of the *WorkCentre M20i*. Then select the **[Enter]** key.

Example: If the IP Address is 192.168.100.100, enter the following in the URL field:

`http://192.168.100.100`

Fax General Setup

Use these instructions to set up fax using CentreWare Internet Services.

1 ➢ Enable CentreWare Internet Services (see *"Enabling Internet Services" on page 10-8*).

2 ➢ At the CentreWare Internet Services Home Page for the *WorkCentre M20i*, select the **[Properties]** tab.

3 ➢ Select the plus symbol **[+]** to the left of the **Services** folder in the **Properties** frame, and then select the **[+]** symbol to the left of the **Fax Settings** folder.

4 ➢ Select **[General]** and check the details are correct. If any of the details are incorrect then enter the correct information.

5 ➢ Click the **[Apply]** button to implement any changes.

NOTE: Click the **[Undo]** button to cancel any changes made and return to the previous values.

Fax Phone Book Setup

Use these instructions to set up the fax phonebook fax using CentreWare Internet Services.

1

> Enable CentreWare Internet Services (see *"Enabling Internet Services" on page 10-8*).

2

> At the CentreWare Internet Services Home Page for the *WorkCentre M20i*, select the **[Properties]** tab.

3

> Select the plus symbol **[+]** to the left of the **Services** folder in the **Properties** frame, and then select the **[+]** symbol to the left of the **Fax Settings** folder.

4

> Select **[Phone Book]** and check the details are correct. If any of the details are incorrect then enter the correct information.

5

> You can add fax numbers individually; import these numbers from a comma delimited, .CSV file; and export the number data from the WorkCentre M20i to a comma delimited, .CSV file. You can also delete all numbers from the Fax Phone Book.

To **Add a Number**, click the **[Add]** button; choose the sequence **[No]** and **[Type]** from the drop-down lists; enter the **[Name]** and **[Phone Number]**; and click the **[Apply]** button.

To **Import** from a .CSV file, click the **[Load Phone Book]** button and enter or **Browse** to the location of the file.

To **Export** to a .CSV file, click the **[Save Phone Book]** button and save the file to the required location.

To **Delete** all of the entries in the Phone Book, click the **[Delete All]** button and confirm the deletions

6

> Click the **[Apply]** button to implement any changes.

NOTE: Click the **[Undo]** button to cancel any changes made and return to the previous values.

Testing

To ensure Server Fax has be setup successfully, perform the following steps:

Refer to the User Guide for full details of sending Faxes.

1 ➢ Place a document in the Document Feeder, or on the Document Glass.

2 ➢ Select the **[Fax]** key and set any features required.

3 ➢ Follow the instructions on the display.

4 ➢ Press the **[Start]** button to scan the original.

If you loaded an original on the Document Glass, you will be asked if you want to scan another page.

If the test job fails, refer to the Problem Solving chapter for trouble-shooting procedures.

11 Administration Tools

Introduction

This chapter explains how to configure or use the various administration tools found in the *WorkCentre M20i*. The following information is provided:

Department Codes

Department Codes allow the Administrator to restrict usage record usage data for specified departments.

Creating Departments

To set up departments:

1 ➢ Press the [Machine Status] button.

2 ➢ Press ▼ or ▲ until System Admin Tools is displayed and press [Enter].

➢ If the System Admin Tools has already been passcode protected, type in the password and press [Enter].

```
System Admin Tools
[Passcode Protect]
```

3 ➢ Press ◀ or ▶ until Department is displayed and press [Enter].

➢ Enter the master access code.

```
System Admin Tools
   [Department]
```
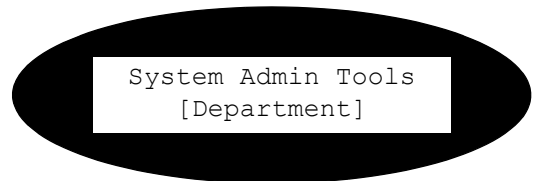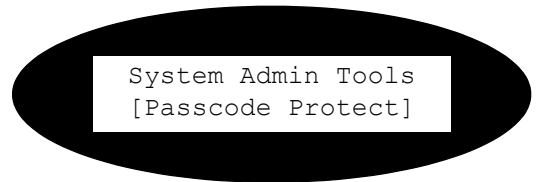
NOTE: The first time that you access Department, you will be prompted to enter a master access code then re-enter it to confirm the code.

4

> Press ◄ or ► until Set is displayed and press [Enter].

> Enter a number to identify the department and press [Enter].

> Enter a name to identify the department and press [Enter].

> Enter the passcode for that department and press [Enter].

> Continue to add departments as required.

```
            Department
            [Set]
```

Printing Department Data

This setting is used to print two reports, Department Code report and a Department Journal.

To print department data:

1

➢ Press the [Machine Status] button.

2

➢ Press ▼ or ▲ until System Admin Tools is displayed and press [Enter].

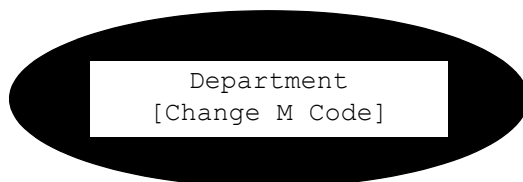➢ If the System Admin Tools has already been passcode protected, type in the password and press [Enter].

```
System Admin Tools
[Passcode Protect]
```

3

➢ Press ◄ or ► until Department is displayed and press [Enter].

➢ Enter the master access code.

NOTE: The first time that you access Department, you will be prompted to enter a master access code then re-enter it to confirm the code.

```
System Admin Tools
[Department]
```

4

➢ Press ◄ or ► until Print is displayed and press [Enter].

➢ Press ◄ or ► until the required report is displayed and press [Enter].

```
Department
[Print]
```
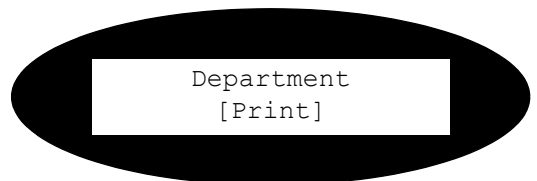
Managing Departments

This setting is used to enable or disable Department Mode and to clear Department data and codes.

To manage departments:
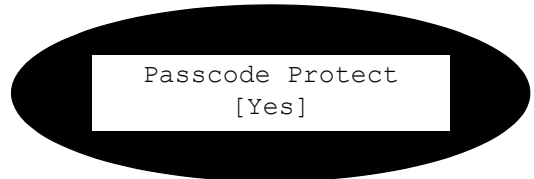
1

➢ Press the [Machine Status] button.

2

➢ Press ▼ or ▲ until System Admin Tools is displayed and press [Enter].

➢ If the System Admin Tools has already been passcode protected, type in the password and press [Enter].

```
System Admin Tools
[Passcode Protect]
```

3

➢ Press ◄ or ► until Department is displayed and press [Enter].

➢ Enter the master access code.

NOTE: The first time that you access Department, you will be prompted to enter a master access code then re-enter it to confirm the code.

```
System Admin Tools
   [Department]
```
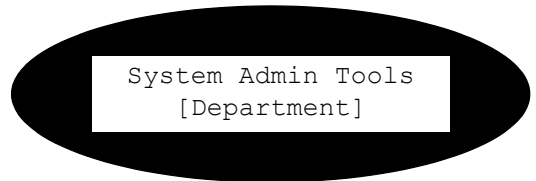
4

➢ Press ◄ or ► until Management is displayed and press [Enter].

```
    Department
  [Management]
```

⑤
- ➢ Press ◄ or ➤ until Department Mode is displayed and press [Enter].

- ➢ To enable Department Mode, press ◄ or ➤ until On is displayed and press [Enter]. Otherwise display Off and press [Enter].

```
            Management
       [Department Mode]
```

⑥
- ➢ Press ◄ or ➤ until Clear Department is displayed and press [Enter].

- ➢ To clear the Journal, press ◄ or ➤ until Journal is displayed and press [Enter].

- ➢ To remove a Department Code, press ◄ or ➤ until Code is displayed and press [Enter].

  Choose All and press [Enter] to remove all Department Codes.

  To remove individual Department Codes, choose Each, press [Enter], enter the Department Number and confirm the removal.

```
            Management
       [Clear Department]
```

Changing the Master Code

To change the Master Code:

1

➢ Press the [Machine Status] button.

2

➢ Press ▼ or ▲ until System Admin Tools is displayed and press [Enter].

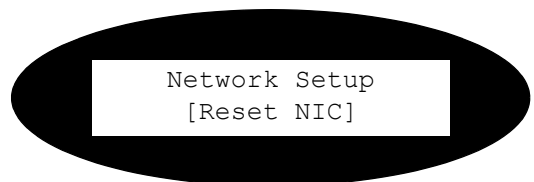➢ If the System Admin Tools has already been passcode protected, type in the password and press [Enter].

```
System Admin Tools
[Passcode Protect]
```

3
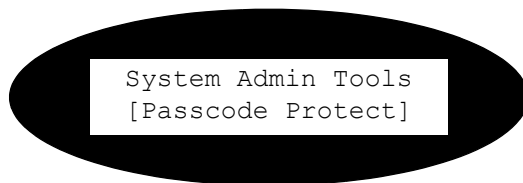
➢ Press ◄ or ► until Department is displayed and press [Enter].

➢ Enter the master access code.
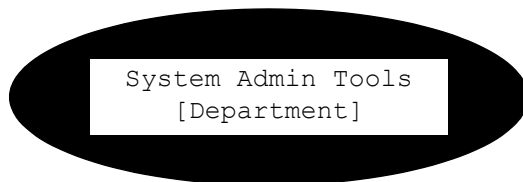
NOTE: The first time that you access departments, you will be prompted to enter a master access code then re-enter it to confirm the code.

```
System Admin Tools
[Department]
```

4

➢ Press ◄ or ► until Change M. Code is displayed and press [Enter].

```
Department
[Change M Code]
```

5

> To change the Master Code, press ◄ or ► until Change is displayed and press [Enter].

Enter the new Master Code

> To remove the Master Code, press ◄ or ► until Delete is displayed and press [Enter].

```
Change M Code
[Change]
```

Passcode Protection

System Administration functions can be restricted to individual users by requiring that a passcode be entered before access to the functions can be granted.

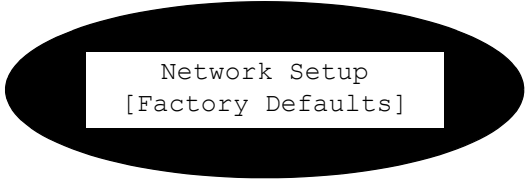## *Enable Passcode Protection*

To enable passcode protection:

1 ➢ Press the [Machine Status] button.

2 ➢ Press ▼ or ▲ until System Admin Tools is displayed and press [Enter].

➢ If the System Admin Tools has already been passcode protected, type in the password and press [Enter].

```
System Admin Tools
[Passcode Protect]
```

3 ➢ Press ◄ or ► until Passcode Protect is displayed and press [Enter].

➢ To enable passcode protection, press ◄ or ► until Yes is displayed and press [Enter]. Otherwise display No and press [Enter] to disable passcode protection.

```
Passcode Protect
[Yes]
```

NOTE: When the machine is first installed, the passcode is blank. When you choose Yes, you will be asked to enter the passcode. Simply press [Enter] when requested to enter the passcode.

4 ➢ If you Enabled passcode protection, continue with Change the Passcode to enter the new passcode.

Change the Passcode

This procedure is used to change an existing passcode or to enter a passcode after Passcode Protect has been enabled.

To change the passcode:

1 ➢ Press the [Machine Status] button.

2 ➢ Press ▼ or ▲ until System Admin Tools is displayed and press [Enter].

➢ If the System Admin Tools have been passcode protected, type in the password and press [Enter].

```
System Admin Tools
[Passcode Protect]
```

3 ➢ Press ◄ or ► until Change Passcode is displayed and press [Enter].

➢ Enter the existing passcode and press [Enter].

```
System Admin Tools
[Change Passcode]
```

NOTE: This will be blank if you have just enabled Passcode Protection

4 ➢ Enter the new passcode and press [Enter].

```
Enter Passcode:
```

Network Tools

Three tools are provided for the network:

➤ Reset NIC - resets the network card after changes have been implemented.

➤ Factory Defaults- restores all settings to their factory state.

➤ Print System Data - provides you with a hard copy of the network settings.

Reset NIC

To reset the network card:
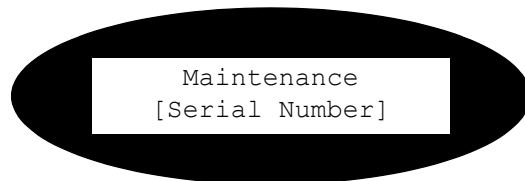
1

➤ Press the [Machine Status] button.

2

➤ Press ▼ or ▲ until System Admin Tools is displayed and press [Enter].

➤ If the System Admin Tools has already been passcode protected, type in the password and press [Enter].

```
System Admin Tools
[Passcode Protect]
```

3

➤ Press ◄ or ► until Network Setup is displayed and press [Enter].

```
System Admin Tools
[Network Setup]
```

4

➤ Press ◄ or ► until Reset NIC is displayed and press [Enter].

➤ Choose Yes to reset the network card.

```
Network Setup
[Reset NIC]
```

Set Factory Defaults

To reset the factory defaults:

1
➢ Press the [Machine Status] button.

2
➢ Press ▼ or ▲ until System Admin Tools is displayed and press [Enter].

➢ If the System Admin Tools has already been passcode protected, type in the password and press [Enter].

```
System Admin Tools
[Passcode Protect]
```

3
➢ Press ◄ or ► until Network Setup is displayed and press [Enter].

```
System Admin Tools
[Network Setup]
```

4
➢ Press ◄ or ► until Factory Default is displayed and press [Enter].

```
Network Setup
[Factory Defaults]
```

Clear Memory

This tool is provided to let you clear the data from selected areas of memory. For FAx, you can clear the phonebook and both receive and transmit history data; for email, you can clear address book and transmit data; and you can clear the system data.

To clear memory:

1 ➢ Press the [Machine Status] button.

2 ➢ Press ▼ or ▲ until System Admin Tools is displayed and press [Enter].

➢ If the System Admin Tools has already been passcode protected, type in the password and press [Enter].

```
System Admin Tools
[Passcode Protect]
```
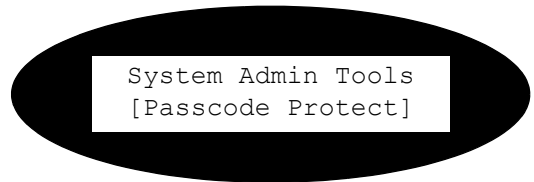
3 ➢ Press ◀ or ▶ until Clear Memory is displayed and press [Enter].

➢ Press ◀ or ▶ until the required item is displayed and press [Enter].

The choices are:

```
Clear Memory
[Fax Phone Book]
```
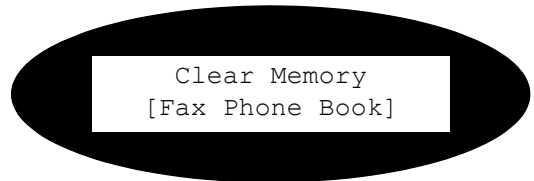
    Fax Phone Book

    Fax RX History

    Fax TX History

    System Data

    Email TX History

    Email Address Book

Maintenance Tools

A number of maintenance tools are provided. These tools can also be accessed using Xerox CentreWare. The tools are:

➢ **Serial Number** - displays the serial number of the *WorkCentre M20i* - page *11-15*.

➢ **Notify Toner Low** - sends an email to you when the toner is low - page *11-16*. The Email address is entered using Xerox CentreWare Internet Services (see *"Setting Alert Notifications" on page 11-25*).

➢ **New Drum** - used to reset the drum usage after replacement - page *11-17*.

➢ **Clean Drum** - prints a special drum cleaning - page *11-18*.

➢ **Billing Counters** - used to check the billing counters (see page *11-19*).

Check the Serial Number

To check the serial number of the *WorkCentre M20i*.

1

➢ Press the [Machine Status] button.

2

➢ Press ▼ or ▲ until System Admin Tools is displayed and press [Enter].

➢ If the System Admin Tools has already been passcode protected, type in the password and press [Enter].

```
System Admin Tools
[Passcode Protect]
```

3
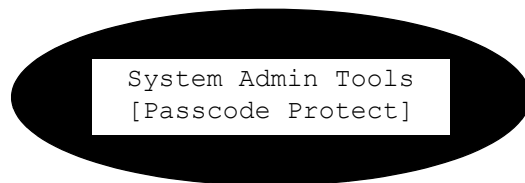
➢ Press ◄ or ► until Maintenance is displayed and press [Enter].

➢ Press ◄ or ► until Serial Number is displayed and press [Enter].

The serial number of the *WorkCentre M20i* is displayed.

➢ Press [Menu/Exit] to exit this function.

```
Maintenance
[Serial Number]
```

Notify Toner Low

This will be used to notify a specified email address when the toner is running low in order to send a fax to order a new supply automatically.

To notify a low toner situation:

1 ➢ Press the [Machine Status] button.

2 ➢ Press ▼ or ▲ until System Admin Tools is displayed and press [Enter].

➢ If the System Admin Tools has already been passcode protected, type in the password and press [Enter].

```
System Admin Tools
[Passcode Protect]
```

3 ➢ Press ◄ or ► until Notify Toner Low is displayed and press [Enter].

```
       Maintenance
 [Notify Toner Low]
```

4 ➢ Press ◄ or ► until On is displayed and press [Enter].

➢ When prompted, enter:

Your Customer Number

Your Customer Name

The Supplier's Fax Number

The Suppliers Name

```
 Notify Toner Low
       [On]
```

New Drum

This function is used to reset the drum counter after a drum has been replaced.

To set the new drum:

1

➢ Press the [Machine Status] button.

2

➢ Press ▼ or ▲ until System Admin Tools is displayed and press [Enter].

➢ If the System Admin Tools has already been passcode protected, type in the password and press [Enter].

```
System Admin Tools
[Passcode Protect]
```

3

➢ Press ◀ or ▶ until New Drum is displayed and press [Enter].

➢ To set drum counter to zero, press ◀ or ▶ until On is displayed and press [Enter]. Otherwise display Off and press [Enter] to exit the selection.

```
New Drum
[On]
```

Clean Drum

1 ➢ Press the [Machine Status] button.

2 ➢ Press ▼ or ▲ until System Admin Tools is displayed and press [Enter].

➢ If the System Admin Tools has already been passcode protected, type in the password and press [Enter].

```
System Admin Tools
[Passcode Protect]
```

3 ➢ Press ◄ or ► until Clean Drum is displayed and press [Enter].

The *WorkCentre M20i* will print a special cleaning page.

```
System Admin Tools
   [Clean Drum]
```
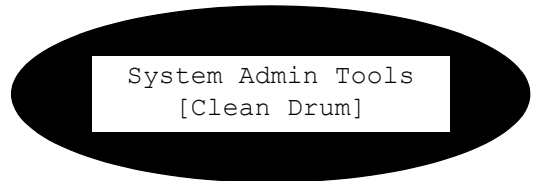
Billing Counters

Billing can display the contents of a number of counters used in the WorkCentre M20i. These counters are:

> **Total Impressions** - the total number of prints produced by the machine.

> **Toner Impressions** - the number of prints produced by the toner.

> **Drum Impressions** - the number of prints produced by the drum.

> **DADF Scan Page** - the number of originals scanned from the DADF.

> **Platen Scan Page** - the number of originals scanned from the document glass.

> **Replaced Toner** - the number of prints when the toner was last replaced.

> **Replaced Drum** - the number of prints when the drum was last replaced.

1
> Press the [Machine Status] button.

2
> Press ▼ or ▲ until System Admin Tools is displayed and press [Enter].

> If the System Admin Tools has already been passcode protected, type in the password and press [Enter].

```
System Admin Tools
[Passcode Protect]
```
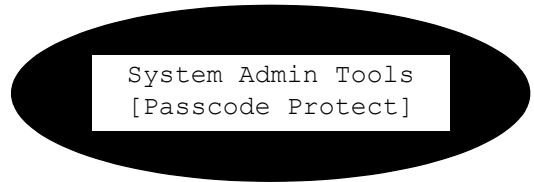
3
> Press ◄ or ► until Billing is displayed and press [Enter].

> Press ◄ or ► until the required counter is displayed and press [Enter].

```
System Admin Tools
[Billing]
```
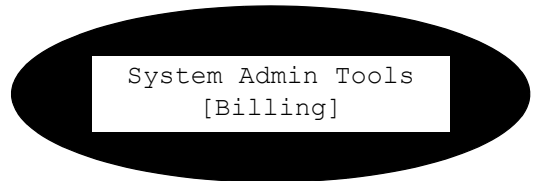
Maintenance using Internet Services

Enabling Internet Services

1
➢ At a client workstation on the network, launch the Internet Browser.

2
➢ Access CentreWare Internet Services.

3
➢ In the URL field, enter `http://` followed by the IP Address of the *WorkCentre M20i*. Then select the **[Enter]** key.

Example: If the IP Address is 192.168.100.100, enter the following in the URL field:

`http://192.168.100.100`

Checking Printer Status

Use these instructions to check the status of the *WorkCentre M20i*, the paper trays and consumables.

To check the status, perform these steps:

1

➤ Enable CentreWare Internet Services (see *"Enabling Internet Services" on page 11-20*).

2

➤ At the CentreWare Internet Services Home Page for the *WorkCentre M20i*, select the **[Status]** tab.

3

➤ Select **[General]** to view the status of the *WorkCentre M20i*.

Click the **[Reset Network Controller]** to apply any changes made within Internet Services to the *WorkCentre M20i*.

Click the **[Refresh]** button to show the current status.

4

➤ Select **[Trays]** to view the status of the paper trays in the *WorkCentre M20i*.

Click the **[Refresh]** button to show the current status.

5

➤ Select **[Consumables]** to view the status of the toner and drum in the *WorkCentre M20i*.

Click the **[Refresh]** button to show the current status.

Printing Reports

Use these instructions to print the printer's reports or to send a test print file to the *WorkCentre M20i*.

To print reports, perform these steps:

1

➢ Enable CentreWare Internet Services (see *"Enabling Internet Services" on page 11-20*).

2

➢ At the CentreWare Internet Services Home Page for the *WorkCentre M20i*, select the **[Print]** tab.

3

➢ Click the appropriate **[Print]** button to print:

System Data List

Network Configuration Sheet

PCL Font List

PS Font List

Fax Phone Book

Email Address Book

4

➢ To print a test print file, enter the file name or **[Browse]** to the file location and select the file.

Click the **[Print]** button in the Print-Ready File area.

Defining the Printer

Use these instructions to change the printer's name and location.

To define the printer, perform these steps:

1 ➢ Enable CentreWare Internet Services (see *"Enabling Internet Services" on page 11-20*).

2 ➢ At the CentreWare Internet Services Home Page for the *WorkCentre M20i*, select the **[Properties]** tab.

3 ➢ Enter the **[Machine Name]**, but only if necessary.

4 ➢ Enter the **[Machine Location]**, if required.

5 ➢ Click the **[Apply]** button to implement any changes.

NOTE: Click the **[Undo]** button to cancel any changes made and return to the previous values.

6 ➢ Select the **[Status]** tab and then select **[Reset Network Controller]** to enable the selection to take effect.

Checking Configurations

Use these instructions to check the configuration settings of the *WorkCentre M20i*.

To check the configuration, perform these steps:

1

➢ Enable CentreWare Internet Services (see *"Enabling Internet Services" on page 11-20*).

2

➢ At the CentreWare Internet Services Home Page for the *WorkCentre M20i*, select the **[Properties]** tab.

3

➢ Select the plus symbol **[+]** to the left of the **General Setup** folder in the Properties frame.

4

➢ In the Properties frame, within the General Setup folder, select **[Configuration]**.

The lower pane will show the firmware versions.

Click **[Print System Data List]** to print this report.

5

➢ In the upper pane, click the link for the settings that you want to check.

Setting Alert Notifications

Use these instructions to an Email alert notification to be sent for specified alerts.

To set alert notifications, perform these steps:

1
➢ Enable CentreWare Internet Services (see *"Enabling Internet Services" on page 11-20*).

2
➢ At the CentreWare Internet Services Home Page for the *WorkCentre M20i*, select the **[Properties]** tab.

3
➢ Select the plus symbol **[+]** to the left of the **General Setup** folder in the Properties frame.

4
➢ In the Properties frame, within the General Setup folder, select **[Alert Notification]**.

➢ Check the box beside the kind of alert you want notified. These are:

When a paper jam is detected.

When the toner is running low.

When the toner is empty.

When a drum warning occurs.

When the drum needs replacing.

5
➢ Enter the **[Email Address]** of the person to receive the notification.

6
➢ Click the **[Apply]** button to implement any changes.

NOTE: Click the **[Undo]** button to cancel any changes made and return to the previous values.

7
➢ Select the **[Status]** tab and then select **[Reset Network Controller]** to enable the selection to take effect.

Checking Billing and Counters

Use these instructions to check the billing and other counters of the *WorkCentre M20i*.

To check the configuration, perform these steps:

1

➢ Enable CentreWare Internet Services (see *"Enabling Internet Services" on page 11-20*).

2

➢ At the CentreWare Internet Services Home Page for the *WorkCentre M20i*, select the **[Properties]** tab.

3

➢ Select the plus symbol **[+]** to the left of the **General Setup** folder in the Properties frame.

4

➢ In the Properties frame, within the General Setup folder, select **[Billing Counters]**.

The counters are displayed.

Click the **[Refresh Counters]** button to show the current status.

Making General Maintenance Settings

Use these instructions to set a number of maintenance items and to change the admin user's name and password.

To make general maintenance settings, perform these steps:

1

➤ Enable CentreWare Internet Services (see *"Enabling Internet Services" on page 11-20*).

2

➤ At the CentreWare Internet Services Home Page for the *WorkCentre M20i*, select the **[Maintenance]** tab.

Enter your **[Admin User Name]** and **[Password]**.

3

➤ In the Maintenance frame, select **[Maintenance]**.

4

➤ In the Maintenance area:

Enter the **[Service Number]** to telephone to obtain service or advice.

Choose the required **USB Mode**, UI **Language**, **Power Save** time and **Clock Mode** from the drop-down lists.

Click the **[Print]** button to print an **[Internal Cleaning Sheet]**.

Click the **[Refresh Counters]** button to show the current status.

5

➤ To change the Admin User Password, in the Change Admin User Name and Password area:

Enter the **[New User Name]** and **[Old User Name]**.

Enter the **[New User Password]** and **[Old User Password]**.

6

➤ Click the **[Apply]** button to implement any changes.

NOTE: Click the **[Undo]** button to cancel any changes made and return to the previous values.

7

➤ Select the **[Status]** tab and then select **[Reset Network Controller]** to enable the selection to take effect.

Upgrading Firmware

Firmware upgrades my be supplied on a CD or as a download from the internet. Use these instructions to install firmware upgrades in the *WorkCentre M20i*.

To upgrade the firmware, perform these steps:

1
➢ Enable CentreWare Internet Services (see *"Enabling Internet Services" on page 11-20*).

2
➢ At the CentreWare Internet Services Home Page for the *WorkCentre M20i*, select the **[Maintenance]** tab.

Enter your **[Admin User Name]** and **[Password]**.

3
➢ In the Maintenance frame, select **[Firmware Upgrade]**.

4
➢ Insert the CD or download the upgrade from the internet.

5
➢ Choose the type of firmware upgrade **Machine** or **Network**.

6
➢ Enter the file name and location or **[Browse]** to the location and select the file.

7
➢ Click the **[Upgrade]** button.

Installing Flash PCL Fonts

Flash PCL fonts may be supplied on a CD or downloaded from the internet. Use these instructions to install flash PCL fonts in the *WorkCentre M20i*. You can also delete individual fonts, all of the fonts and print a font listing.

To install flash PCL fonts, perform these steps:

1
➢ Enable CentreWare Internet Services (see *"Enabling Internet Services" on page 11-20*).

2
➢ At the CentreWare Internet Services Home Page for the *WorkCentre M20i*, select the **[Maintenance]** tab.

Enter your **[Admin User Name]** and **[Password]**.

3
Select the plus symbol **[+]** to the left of the **Flash Font and Macro** folder in the Maintenance frame.

4
➢ In the Maintenance frame, within the Flash Font and Macro folder, select **[Flash PCL Font]**.

5
➢ Choose the type of firmware upgrade **Machine** or **Network**.

6
➢ Enter the file name and location or **[Browse]** to the location and select the file.

➢ Enter the Font **[ID]**.

7
➢ Click the **[Upgrade]** button.

8
➢ To delete an individual font, highlight the font and click the **[Delete]** button.

➢ To delete all fonts, click the **[Delete All]** button.

➢ To print a PCL font listing, click the **[Print List]** button.

Installing Flash PCL Macros

Flash PCL macros may be supplied on a CD or downloaded from the internet. Use these instructions to install flash PCL macros in the *WorkCentre M20i*. You can also delete individual macros, all of the macros and print a font listing.

To install flash PCL macros, perform these steps:

1
➢ Enable CentreWare Internet Services (see *"Enabling Internet Services" on page 11-20*).

2
➢ At the CentreWare Internet Services Home Page for the *WorkCentre M20i*, select the **[Maintenance]** tab.

Enter your **[Admin User Name]** and **[Password]**.

3
Select the plus symbol **[+]** to the left of the **Flash Font and Macro** folder in the Maintenance frame.

4
➢ In the Maintenance frame, within the Flash Font and Macro folder, select **[Flash PCL Macro]**.

5
➢ Insert the CD or download the file from the internet.

6
➢ Enter the file name and location or **[Browse]** to the location and select the file.

➢ Enter the Macro **[ID]**.

7
➢ Click the **[Upgrade]** button.

8
➢ To delete an individual macro, highlight the macro and click the **[Delete]** button.

➢ To delete all macros, click the **[Delete All]** button.

➢ To print a PCL macro listing, click the **[Print List]** button.

Installing Flash PostScript Fonts

Flash PS fonts may be supplied on a CD or downloaded from the internet. Use these instructions to install flash PS fonts in the *WorkCentre M20i*. You can also delete all of the fonts and print a font listing.

To install flash PS fonts, perform these steps:

1 ➢ Enable CentreWare Internet Services (see *"Enabling Internet Services" on page 11-20*).

2 ➢ At the CentreWare Internet Services Home Page for the *WorkCentre M20i*, select the **[Maintenance]** tab.

Enter your **[Admin User Name]** and **[Password]**.

3 Select the plus symbol **[+]** to the left of the **Flash Font and Macro** folder in the Maintenance frame.

4 ➢ In the Maintenance frame, within the Flash Font and Macro folder, select **[Flash PS Font]**.

5 ➢ Insert the CD or download the file from the internet.

6 ➢ Enter the file name and location or **[Browse]** to the location and select the file.

7 ➢ Click the **[Upgrade]** button.

8 ➢ To delete all fonts, click the **[Delete All]** button.
➢ To print a PCL font listing, click the **[Print List]** button.

Obtaining Assistance

Use these instructions to obtain internet assistance and to record local assistance information for the *WorkCentre M20i*.

To obtain assistance and to edit the local settings, perform these steps:

1

➢ Enable CentreWare Internet Services (see *"Enabling Internet Services" on page 11-20*).

2

➢ At the CentreWare Internet Services Home Page for the *WorkCentre M20i*, select the **[Assistance]** tab.

3

➢ To obtain internet assistance for **[Software Upgrades]** and **[Browser Software]**, click the appropriate link in the **Assistance** frame.

4

➢ To edit the settings for local assistance, click the **[Edit Settings]** button.

Enter the details for the local **[System Administrator]** and the local **[Xerox Support]**.

Click the [Apply] button to apply the changes.

NOTE: Click the **[Undo]** button to cancel any changes made and return to the previous values.

Click the **[Return]** button to return to the Main Assistance page.

Maintenance using ControlCentre

You can use ControlCentre at a locally connected workstation to:

➢ Upgrade firmware

➢ Download PCL fonts and macros

➢ Download PostScript fonts and macros

Upgrading Firmware

Firmware upgrades my be supplied on a CD or as a download from the internet. Use these instructions to install firmware upgrades in the *WorkCentre M20i* using the ControlCentre application.

To upgrade the firmware, perform these steps:

1
➢ Start the ControlCentre application.

2
➢ Select the **[Firmware Update]** tab.

Enter your **[Admin User Name]** and **[Password]**.

3
➢ Insert the CD or download the upgrade from the internet.

4
➢ Enter the file name and location or **[Browse]** to the location and select the file.

5
➢ Click the **[Update]** button.

Downloading PCL Fonts and Macros

Flash PCL fonts and macros may be supplied on a CD or downloaded from the internet. Use these instructions to install flash PCL fonts and macros in the *WorkCentre M20i*. You can also delete individual fonts and macros, all of the fonts and macros and print a listing.

To install flash PCL fonts and macros, perform these steps:

1
➢ Start the ControlCentre application.

2
➢ Select the **[Flash Font and Macro]** tab.

Enter your **[Admin User Name]** and **[Password]**.

3
➢ Insert the CD or download the upgrade from the internet.

4
➢ In the appropriate section (PCL Font or PCL Macro), click the **[Add]** button and enter the file name and location or **[Browse]** to the location and select the file.

5
➢ To delete an individual font or macro, highlight the font or macro and click the appropriate **[Delete]** button.

6
➢ To delete all fonts or macros, click the appropriate **[Delete All]** button.

To delete all fonts *and* macros, click the **[Delete All Macros and Fonts]** button.

7
➢ To print a list of installed fonts or macros, click the appropriate **[Print List]** button.

Downloading PostScript Fonts

PostScript fonts may be supplied on a CD or downloaded from the internet. Use these instructions to install PostScript fonts in the *WorkCentre M20i*. You can also delete individual fonts, all of the fonts and print a listing.

To install PostScript fonts, perform these steps:

1 ➢ Start the ControlCentre application.

2 ➢ Select the **[PostScript]** tab.

Enter your **[Admin User Name]** and **[Password]**.

3 ➢ Insert the CD or download the upgrade from the internet.

4 ➢ Click the **[Add]** button and enter the file name and location or **[Browse]** to the location and select the file.

5 ➢ To delete an individual font, highlight the font and click the **[Delete]** button.

6 ➢ To delete all fonts, click the **[Delete All]** button.

7 ➢ To print a list of installed fonts, click the **[Print List]** button.

Enabling or Disabling Auxiliary Access

Auxiliary Access allows a foreign interface board to be recognized.

To enable or disable Auxiliary Access:

1

➢ Press the [Machine Status] button.

2

➢ Press ▼ or ▲ until System Admin Tools is displayed and press [Enter].

➢ If the System Admin Tools has already been passcode protected, type in the password and press [Enter].

```
System Admin Tools
[Passcode Protect]
```
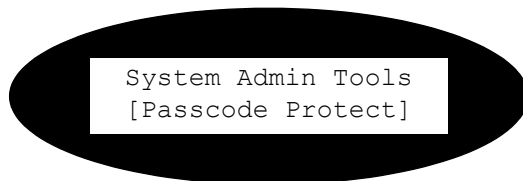
3

➢ Press ◄ or ► until Auxiliary Access is displayed and press [Enter].

➢ To enable Auxiliary Access, press ◄ or ► until On is displayed and press [Enter]. Otherwise display Off and press [Enter].

```
System Admin Tools
[Auxiliary Access]
```
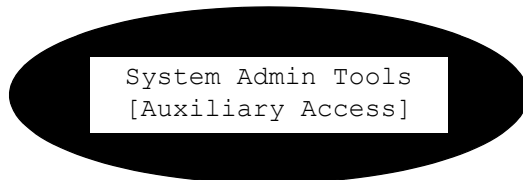
12 Problem Solving

Introduction

This chapter explains the problem solving procedure and how to seek further assistance.

Problem Solving Procedure

If a problem occurs with the network printing or scan to Email in the *WorkCentre M20i*, this chapter is used to identify the steps to solve the problem.

Use the following procedure to identify and solve the problem:

1 ➢ Resolve any local copier or fax problems first. Perform the corrective action that is recommended by the *User Guide*. Do not attempt to resolve a network problem if the local copier and fax functions are not operating correctly.

2 ➢ Check that the *WorkCentre M20i* has power and it is turned on.

3 ➢ Check that the network cable is connected to the *WorkCentre M20i*.

4 ➢ Check that the network cable is connected to the workstation.

5 ➢ Check that the *WorkCentre M20i* print driver is selected at the workstation.

6 ➢ Check that the software application being used to send print jobs is setup correctly.

7 ➢ If available within the print driver, select the *Print PostScript Error Information* option or the equivalent. If there are any PostScript errors, the document may not print, but an error sheet will print if this option is selected. This error information can be helpful in resolving the problem.

8 ➢ Power off the device, wait 15 seconds then power back on and check for a configuration report being printed.

9 ➢ If a specific workstation is not printing then reload the device printer drivers on the workstation.

If all else fails, call the local Xerox Welcome Center where a representative will assist in the diagnosis and solution of the problem.

The following table offer information about errors that may be encountered when using scan to Email.

Scan to Email

Problem	Corrective Action
Email does not arrive at destination address. No Email Error report printed by the device.	• Check the SMTP address entry to ensure job is being sent to the correct recipient and that the address is spelt correctly.
Device prints an Email Error report after an attempt is made to send an Email job.	• Check that the Email server settings configured on the device are correct. • Check that the mail server is configured to accept SMTP mail. **NOTE:** Not all mail servers are configured to accept SMTP Email. The *WorkCentre M20i* requires a mail server that is configured for SMTP.
Cannot change Email "From" address entry.	• If the user accesses the device using a password with the *Guest Access* feature then the *From* address cannot be changed.
"Reply To" Email address receives a mailnote from the SMTP server stating that the mail message was undeliverable due to the attachment or file being too large.	• Resend the job using a lower scan resolution. • Split the originals into smaller jobs.
Cannot find required entry in the Internal Address Book.	• Try typing the first letter of the entry and then manually scroll the list for the required name. • Check that the address book entries are in the correct order. **NOTE:** The order of the Address Book is defined by the order of the entries contained in the downloaded .CSV file. If the .CSV files contain the wrong order of entries then that incorrect order will be displayed to the user.

Problem	Corrective Action
Address Book does not display an address format of name@domain.com for a selected name entry.	• Check that the .CSV file contains a name value and an address value separate by a comma, for example the format "Smith, John" - john.smith@company.com. • Check that the mapping of the address book is correct as defined in the Import CSV file screen in the device Web UI. **NOTE:** The *WorkCentre M20i* will accept .CSV files from most word processing or mail client applications.
Cannot find required entry in the Internal Address Book available via LDAP.	• Recheck the spelling of the name required. • Try searching on only the first letter of the name. Normally an LDAP environment will search on a *Lastname / Firstname* order but this may differ depending on the environment. **NOTE:** System Administrators can change the LDAP search location.
Cannot browse an Internal Address Book LDAP server that is configured with SSL.	• The *WorkCentre M20i* only supports connection to the LDAP server over a non-secure port.
Attempting an Internal Address Book LDAP search results in a "Too many entries found" error.	• Try entering more letters for the name being searched. **NOTE:** The number of search results may be limited by either the device System Administrator or the System Administrator to prevent the LDAP server being overloaded with too many search queries.
Attempting an Internal Address Book LDAP search results in a "Search Tree Invalid" error.	• Check the syntax of the LDAP Directory entry. It should be in the format *ou=name, o=name* but this will vary depending on the LDAP server type and configuration.
Attempting an Internal Address Book LDAP search results in a "No matches found" error.	• Check the spelling of the name that you are searching for.

13 Glossary

10BaseT A cable used for networking. It is also called "twisted-pair" because it is comprised of two insulated wires twisted together. 10BaseT cable can be shielded or unshielded. Shielded cable provides more protection from noise than unshielded cable.

ASCII An acronym for **A**merican **S**tandard **C**ode for **I**nformation **I**nterchange. A coding scheme that assigns numeric values to letters, numbers, punctuation, and certain other characters.

DHCP An acronym for **D**ynamic **H**ost **C**onfiguration **P**rotocol. A protocol allowing the principal parameters of network devices (including IP Addresses) to be configured by central DHCP servers.

DHCP AUTOIP Available with Win98 and Win2000. **D**ynamic **H**ost **C**onfiguration **P**rotocol AutoIP will automatically assign itself an IP address in the range 169.254.x.x during configuration of the PC.

Driver Software that is loaded on the client workstation that prepares data to be sent to the WorkCentre M20i. It is also called a "print driver" or a "print/fax driver". The WorkCentre M20i drivers are designed specifically for the WorkCentre M20i.

CSV An acronym for **C**omma **S**eparated **V**alue. The CSV file is typically created by a Third Party Email application, for example Microsoft Outlook.

Ethernet Network transport technology commonly used to send data from one network node to another.

Ethernet Address The Ethernet Address is a unique address that identifies a device on a network. The Ethernet Address is built into the device when it is manufactured. The Ethernet Address consists of six bytes of information and is expressed as hexadecimal numbers with the bytes separated by colons.

(Example: 00:00:08:D4:05:14)

Fax Driver *See* Driver.

Client Server A network environment in which the nodes communicate with a file server, and not directly with other nodes.

Frame	A group of data sent through the network. It is also called a "packet" or a "message". There are several different types of frames. The data is arranged differently in different types of frames. Nodes on a network must be setup for the same Frame Type in order to communicate.
Gateway Address	The Gateway Address is the IP Address of the gateway, or router, that the WorkCentre M20i will use to access devices on other subnets.
HTTP	An acronym for **H**yper **T**ext **T**ransfer **P**rotocol. This is the Internet standard that supports the exchange of information on the World Wide Web (WWW). HTTP lays the foundation for transparent access to the Internet.
IEEE	An acronym for **I**nstitute of **E**lectrical and **E**lectronics **E**ngineers. This is an organization of engineering and electronics professionals notable for developing the IEEE 802 standards for the physical and data-link layers of local area networks, following the ISO Open Systems Interconnection (OSI) model.
Internetwork Packet Exchange	*See* IPX.
IP	*See* TCP/IP
IP Address	*See* TCP/IP
IPX	**I**nternetwork **P**acket **E**xchange. IPX is part of NetWare. It routes packets to the correct node and to the correct process within the node.
ISO	An acronym for **I**nternational **S**tandards **O**rganization. An international organization that specifies network standards. The ISO developed the Open Systems Interconnection (OSI) model.
LAN	An acronym for **L**ocal **A**rea **N**etwork. This is a network that serves a relatively small area, such as one building, and does not require telecommunications services to reach all of the nodes. *See also* WAN.
Local Area Network	*See* LAN.
LPD	An acronym for **l**ine **p**rinter **d**aemon. This is a print management program that runs on a host.
LDAP	An acronym for **L**ightweight **D**irectory **A**ccess **P**rotocol. A protocol that allows sharing of corporate phone book information.
Message	*See* Frame.
NetWare	A network operating system from Novell. Clients log onto one or more file servers, which provide services such as mail, printing, and filing.
NetWare Core Protocol	A protocol used by a NetWare client to request services from a NetWare server.

Node	A device on a network that has an address and can send and/or receive data to and from other devices on the network.
Packet	*See* Frame.
PCL	An acronym for **P**rinter **C**ontrol **L**anguage, which is used by Hewlett-Packard. This is a set of commands that tell a printer how to print a document.
PCL5e	A Hewlett-Packard Printer Control Language (PCL) that is the first version of PCL to support bi-directional communication between printer and computer.
PCONSOLE	A NetWare utility that can be used to create, configure, monitor, and manage queues in a NetWare server, and to attach print servers to the queues.
PDL	An acronym for **P**age-**D**escription **L**anguage. This refers to a programming language, such as PostScript, that is used to describe output to a printer or a display device, which then uses the instructions from the PDL to construct text and graphics and create the required page image.
Peer-to-Peer	A network environment in which the nodes communicate directly with other nodes. Windows for Workgroups, NetWare Lite, and Macintosh System 7 are examples of peer-to-peer networking products.
Print driver	*See* Driver.
Protocol	The rules that control the transmitting and receiving of data.
Queue	A place where jobs are stored temporarily, while they are waiting to be processed. A print queue will hold several print jobs. A printer that is attached to the print queue will print the jobs one at a time.
RARP	An acronym for **R**everse **A**ddress **R**esolution **P**rotocol. This is a method for providing IP Addresses to nodes on a network. When a node powers up, it broadcasts a RARP packet containing its Ethernet Address. The RARP server receives the packet and sends the IP Address back to the node.
Reverse Address Resolution Protocol	*See* RARP.
RJ45	A connector used to connect a 10BaseT cable to a device.
Router	A device that directs network packets to the segment of the network for which the packet is intended, and excludes packets that are not intended for a segment. Routers reduce unnecessary network traffic and control access to segments of the network.
SAP	An acronym for **S**erver **A**dvertising **P**rotocol. Nodes on a NetWare network broadcast "SAP packets" at intervals to advertise their presence to other nodes.
Sequenced Packet Exchange	*See* SPX.

Server Advertising Protocol	*See* SAP.
SPX	An acronym for **S**equenced **P**acket **E**xchange. SPX is part of NetWare. It ensures that packets are received in the correct order and that there are no errors.
Subnet Mask	There are approximately 4.3 billion different addresses in the IP Address range of 000.000.000.000 to 255.255.255.255. These addresses can be divided into smaller, and much more manageable subnetworks, or subnets. The Subnet Mask identifies which part of the IP Address contains the Subnet Address and which part contains the host (or device) address.
TCP/IP	An acronym for **T**ransmission **C**ontrol **P**rotocol / **I**nternet **P**rotocol. TCP/IP is a set of communications protocols that is supported by a variety of computer platforms. TCP controls the data transfer and IP controls the routing of the data. The IP Address is a unique address that identifies a device in a network. The IP Address has to be set in the WorkCentre M20i by the System Administrator. The IP Address consists of four bytes of information and is expressed as decimal numbers with the bytes separated by dots.
	(Example: 13.1.188.2)
TIFF	An acronym for **T**agged **I**mage **F**ile **F**ormat. A standard file format commonly used for scanning. Images scanned with the WorkCentre M20i are captured in a TIFF 6.0 file format.
Twisted-pair	*See* 10BaseT.
WAN	An acronym for **W**ide **A**rea **N**etwork. This is a network that serves a relatively large area, such as buildings in different cities and requires telecommunications services to reach all the nodes. *See also* LAN.
Wide Area Network	*See* WAN.

Index