



Xerox<sup>®</sup> WorkCentre<sup>®</sup> 7800 Series  
Color Multifunction Printer  
Xerox<sup>®</sup> ConnectKey<sup>®</sup> 1.5 Technology  
User Guide



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# Safety

# 1

This chapter includes:

- Notices and Safety ..... 12
- Electrical Safety ..... 13
- Operational Safety ..... 15
- Maintenance Safety ..... 17
- Printer Symbols ..... 18
- Environmental, Health, and Safety Contact Information ..... 19

Your printer and the recommended supplies have been designed and tested to meet strict safety requirements. Attention to the following information ensures the continued safe operation of your Xerox printer.

# Notices and Safety

Please read the following instructions carefully before operating your printer. Refer to these instructions to ensure the continued safe operation of your printer.

Your Xerox® printer and supplies are designed and tested to meet strict safety requirements. These include safety agency evaluation and certification, and compliance with electromagnetic regulations and established environmental standards.

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

**Note:** Unauthorized alterations, which can include the addition of new functions or connection of external devices, can affect the product certification. Please contact your Xerox representative for more information.

## General Guidelines



### **WARNINGS:**

- Do not push objects into slots or openings on the printer. Touching a voltage point or shorting out a part could result in fire or electric shock.
- Do not remove the covers or guards that are fastened with screws unless you are installing optional equipment and are instructed to do so. Turn off the printer when performing these installations. Disconnect the power cord when removing covers and guards for installing optional equipment. Except for user-installable options, there are no parts that you can maintain or service behind these covers.

The following are hazards to your safety:

- The power cord is damaged or frayed.
- Liquid is spilled into the printer.
- The printer is exposed to water.
- The printer emits smoke, or the surface is unusually hot.
- The printer emits unusual noise or odors.
- The printer causes a circuit breaker, fuse, or other safety device to activate.

If any of these conditions occur, do the following:

1. Turn off the printer immediately.
2. Disconnect the power cord from the electrical outlet.
3. Call an authorized service representative.

# Electrical Safety

Please read the following instructions carefully before operating your printer. Refer to these instructions to ensure the continued safe operation of your printer.

Your Xerox® printer and supplies are designed and tested to meet strict safety requirements. These include safety agency evaluation and certification, and compliance with electromagnetic regulations and established environmental standards.

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

**Note:** Unauthorized alterations, which can include the addition of new functions or connection of external devices, can affect the product certification. Please contact your Xerox representative for more information.

## Power Cord

- Use the power cord supplied with your printer.
- Plug the power cord directly into a properly grounded electrical outlet. Ensure that each end of the cord is connected securely. If you do not know if an outlet is grounded, ask an electrician to check the outlet.
- Do not use a ground adapter plug to connect the printer to an electrical outlet that does not have a ground connection terminal.



**WARNING:** Avoid the potential of electrical shock by ensuring that the printer is grounded properly. Electrical products can be hazardous if misused.

- Verify that the printer is plugged into an outlet that is providing the correct voltage and power. Review the electrical specification of the printer with an electrician if necessary.
- Do not place the printer in an area where people can step on the power cord.
- Do not place objects on the power cord.
- Replace the power cord if it becomes frayed or worn.
- Do not unplug or plug the power cord while the printer is turned on.
- To avoid electrical shock and damage to the cord, grasp the plug when unplugging the power cord.
- The electrical outlet must be near the printer and must be easily accessible.

The power cord is attached to the printer as a plug-in device on the back of the printer. If it is necessary to disconnect all electrical power from the printer, disconnect the power cord from the electrical outlet. For details, see [Turning the Printer On and Off](#) on page 37.

## Emergency Turn Off

If any of the following conditions occur, turn off the printer immediately and disconnect the power cord from the electrical outlet. Contact an authorized Xerox service representative to correct the problem if:

- The equipment emits unusual odors or makes unusual noises.
- The power cable is damaged or frayed.
- A wall panel circuit breaker, fuse, or other safety device has been tripped.
- Liquid is spilled into the printer.
- The printer is exposed to water.
- Any part of the printer is damaged.

## Telephone Line Cord



**WARNING:** To reduce the risk of fire, use only No. 26 American Wire Gauge (AWG) or larger telecommunication line cord.

# Operational Safety

Your printer and supplies were designed and tested to meet strict safety requirements. These include safety agency examination, approval, and compliance with established environmental standards.

Your attention to the following safety guidelines helps to ensure the continued, safe operation of your printer.

## Printer Location

- Place the printer on a level, solid, non-vibrating surface with adequate strength to hold the weight of the printer. To find the weight for your printer configuration, see [Physical Specifications](#) on page 276.
- Do not block or cover the slots or openings on the printer. These openings are provided for ventilation and to prevent overheating of the printer.
- Place the printer in an area where there is adequate space for operation and servicing.
- Place the printer in a dust-free area.
- Do not store or operate the printer in an extremely hot, cold, or humid environment.
- Do not place the printer near a heat source.
- Do not place the printer in direct sunlight to avoid exposure to light-sensitive components.
- Do not place the printer where it is directly exposed to the cold air flow from an air conditioning system.
- Do not place the printer in locations susceptible to vibrations.
- For optimum performance, use the printer at elevations recommended in [Elevation](#) on page 280.

## Operational Guidelines

- Do not remove the paper source tray that you selected using either the print driver or control panel while the printer is printing.
- Do not open the doors when the printer is printing.
- Do not move the printer when it is printing.
- Keep hands, hair, neckties, and so on, away from the exit and feed rollers.
- Covers, which require tools for removal, protect the hazard areas within the printer. Do not remove the protective covers.
- Ensure that the rear right cover is attached. Open this cover when connecting an interface cable.

## Printer Supplies

- Use the supplies designed for your printer. The use of unsuitable materials can cause poor performance and a possible safety hazard.
- Follow all warnings and instructions marked on, or supplied with, the product, options, and supplies.
- Store all supplies in accordance with the instructions given on the package or container.
- Keep all supplies away from the reach of children.
- Never burn supplies.
- When handling supplies, avoid skin or eye contact. Eye contact can cause irritation and inflammation. Do not attempt to disassemble supplies, which can increase the risk of skin or eye contact.



**CAUTION:** Use of non-Xerox supplies is not recommended. The Xerox Warranty, Service Agreement, and Total Satisfaction Guarantee do not cover damage, malfunction, or degradation of performance caused by use of non-Xerox supplies, or the use of Xerox supplies not specified for this printer. The Total Satisfaction Guarantee is available in the United States and Canada. Coverage could vary outside these areas. Please contact your Xerox representative for details.

## Ozone Release

This printer produces ozone during normal operation. The amount of ozone produced is dependent on copy volume. Ozone is heavier than air and is not produced in amounts large enough to harm anyone. Install the printer in a well-ventilated room.








For more information in the United States and Canada, go to [www.xerox.com/environment](http://www.xerox.com/environment). In other markets, please contact your local Xerox representative or go to [www.xerox.com/environment\\_europe](http://www.xerox.com/environment_europe).



# Maintenance Safety

- Do not attempt any maintenance procedure that is not specifically described in the documentation supplied with your printer.
- Do not use aerosol cleaners. Clean with a dry lint-free cloth only.
- Do not burn any consumables or routine maintenance items. For information on Xerox supplies recycling programs, go to [www.xerox.com/gwa](http://www.xerox.com/gwa).

# Printer Symbols

Symbol	Description
	Warning or Caution: Ignoring this warning could cause serious injury or even death. Ignoring this caution could cause injury or damage to property.
	Hot surface on or in the printer. Use caution to avoid personal injury.
	Do not burn the waste toner container.
	Do not expose the drum cartridge to light for more than 10 minutes.
	Do not touch the drum cartridge.
	Hot surface. Wait the indicated time before handling.
	Warning: Moving parts. Use caution to avoid personal injury.

# Environmental, Health, and Safety Contact Information

For more information on Environment, Health, and Safety in relation to this Xerox product and supplies, contact the following customer help lines:

United States: 1-800 828-6571  
Canada: 1-800 828-6571  
Europe: +44 1707 353 434

For product safety information in the United States, go to [www.xerox.com/environment](http://www.xerox.com/environment).

For product safety information in Europe, go to [www.xerox.com/environment\\_europe](http://www.xerox.com/environment_europe).



# Features

# 2

This chapter includes:

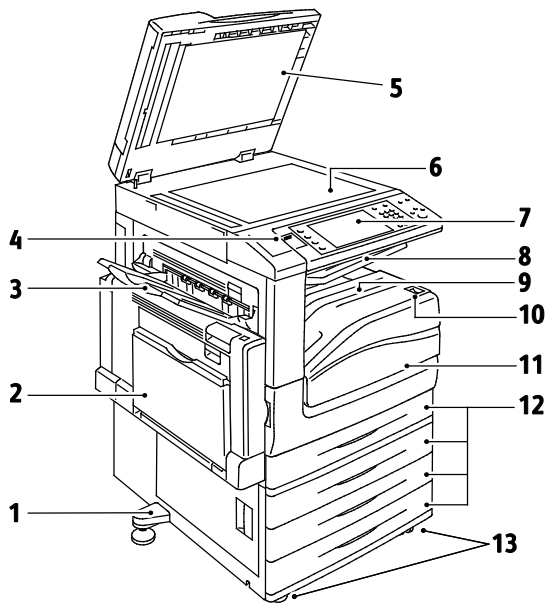
- [Parts of the Printer](#)..... 22
- [Information Pages](#) ..... 28
- [Administration Features](#) ..... 29
- [More Information](#) ..... 33

# Parts of the Printer

This section includes:

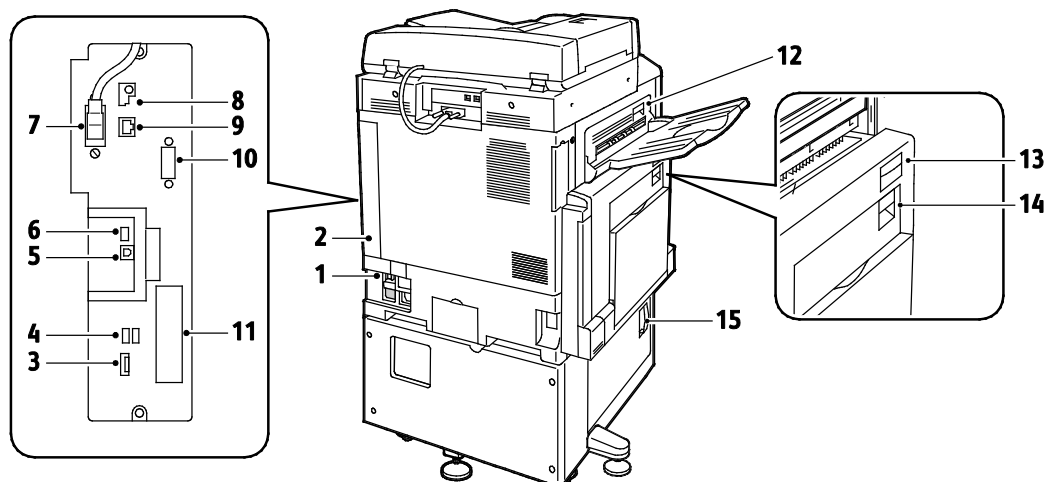
- [Left Front View](#) ..... 22
- [Left Rear View](#) ..... 23
- [Internal Components](#) ..... 23
- [Document Feeder](#) ..... 24
- [Control Panel](#) ..... 24
- [Integrated Office Finisher](#) ..... 25
- [Office Finisher LX](#) ..... 26
- [Professional Finisher](#) ..... 27
- [Wireless Network Adapter](#) ..... 27

## Left Front View



1. Leveler Foot
2. Tray 5
3. Left Tray
4. USB Port
5. Document Cover
6. Document Glass
7. Control Panel
8. Center Output Tray
9. Center Bottom Tray
10. Secondary Power Switch
11. Front Door
12. Tray 1 and optional Trays 2–4
13. Locking Casters

## Left Rear View

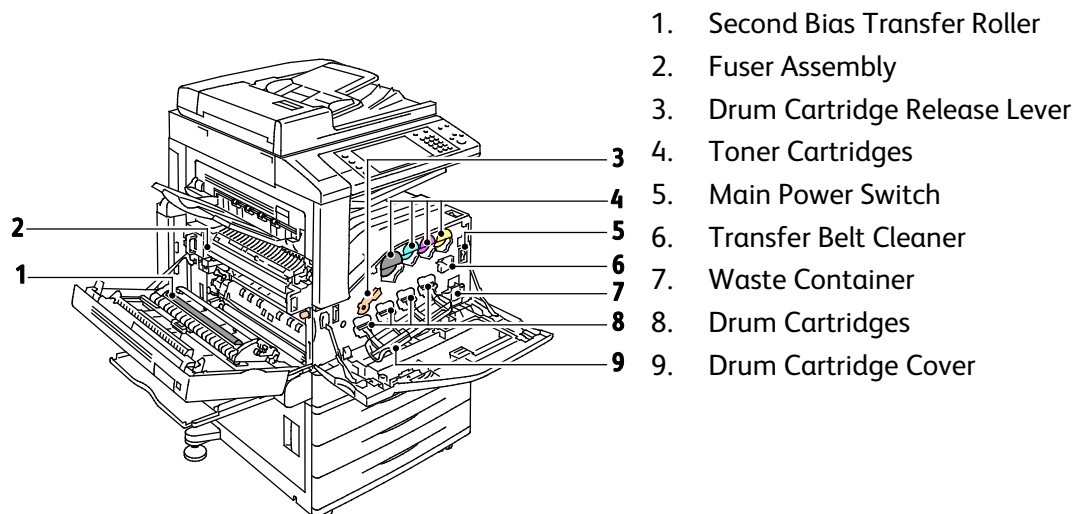


- |                                      |                                |
|--------------------------------------|--------------------------------|
| 1. Circuit Breaker                   | 9. Ethernet Connection         |
| 2. Rear Right Cover                  | 10. Foreign Device Interface   |
| 3. USB Memory Card Connections       | 11. Fax Connections (optional) |
| 4. USB Port, Type A                  | 12. Door D Release Lever       |
| 5. USB Port, Type B                  | 13. Door A Release Lever       |
| 6. Status Indicator                  | 14. Door B Release Lever       |
| 7. Side 2 Scan Cable                 | 15. Door C Release Lever       |
| 8. USB Memory Port, for service only |                                |

### Notes:

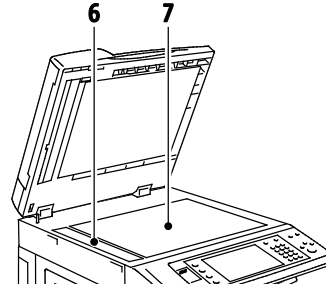
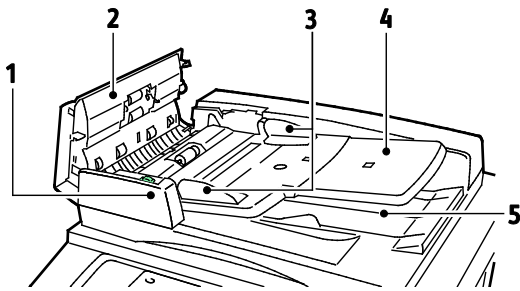
- The side 2 scan cable is present only on specific printer models.
- Ensure that the rear right cover is attached. Open this cover when connecting an interface cable.

## Internal Components



1. Second Bias Transfer Roller
2. Fuser Assembly
3. Drum Cartridge Release Lever
4. Toner Cartridges
5. Main Power Switch
6. Transfer Belt Cleaner
7. Waste Container
8. Drum Cartridges
9. Drum Cartridge Cover

## Document Feeder

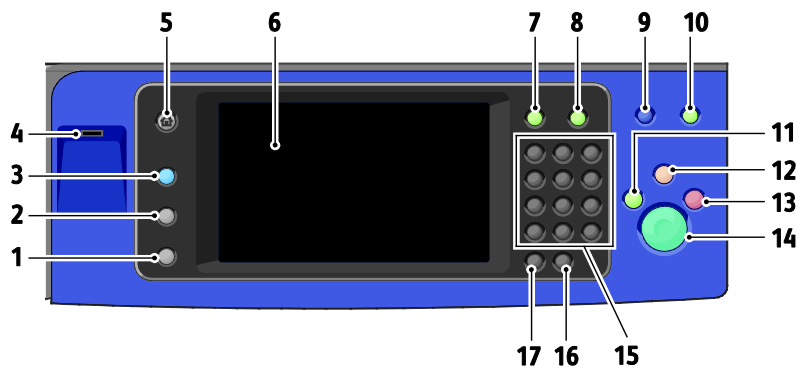


1. Confirmation Indicator
2. Top Cover
3. Document Guides
4. Document Feeder Tray
5. Document Output Tray
6. CVT Glass
7. Document Glass

## Control Panel

The control panel consists of the touch screen, USB port, and buttons you press to control the functions available on the printer. The control panel:

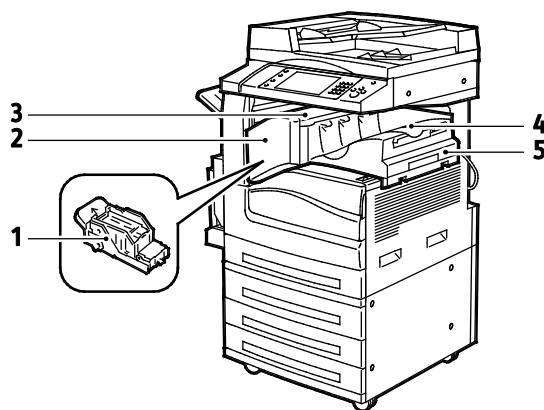
- Displays the current operating status of the printer.
- Provides access to copy, print, scan, and fax features.
- Provides access to information pages.
- Prompts you to load paper, replace supplies, and clear jams.
- Displays errors and warnings.
- Connects to a USB Flash drive for scan and print access.





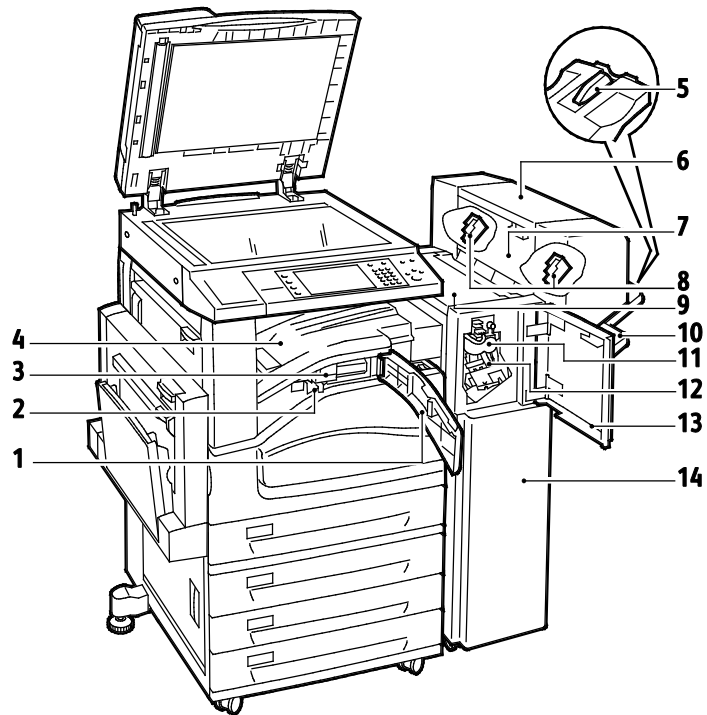
1. **Machine Status** displays the status of the printer on the touch screen.
2. **Job Status** displays lists of the active or completed jobs on the touch screen.
3. **Services** returns to the active service from the Job Status or Machine Status screens, or to a preset service.
4. **USB Port** provides USB Flash drive connection for storage use in Scan to USB and Print from USB functions.
5. **Services Home** provides access to printer features, such as copy, scan, and fax, on the touch screen.
6. **Touch Screen** displays information, and provides access to printer functions.
7. **Log In/Out** provides access to password-protected features.
8. **Help** displays information about the current selection on the touch screen.
9. **Language** changes the touch screen language and keyboard settings.
10. **Energy Saver** enters and exits the low-power mode.
11. **Interrupt Print** pauses the current job to run a more urgent print, copy, or fax job.
12. **Clear All** clears previous and changed settings for the current selection. Press twice to reset all features to their default settings, and clear existing scans.
13. **Stop** temporarily stops the current job. Follow the onscreen instructions to cancel or resume your job.
14. **Start** starts the selected copy, scan, fax, or Print From job, such as Print from USB.
15. **Alphanumeric keypad** enters alphanumeric information.
16. **C (clear)** deletes numeric values or the last digit entered using the alphanumeric keys.
17. **Dial Pause** inserts a pause in a telephone number when transmitting a fax.

## Integrated Office Finisher



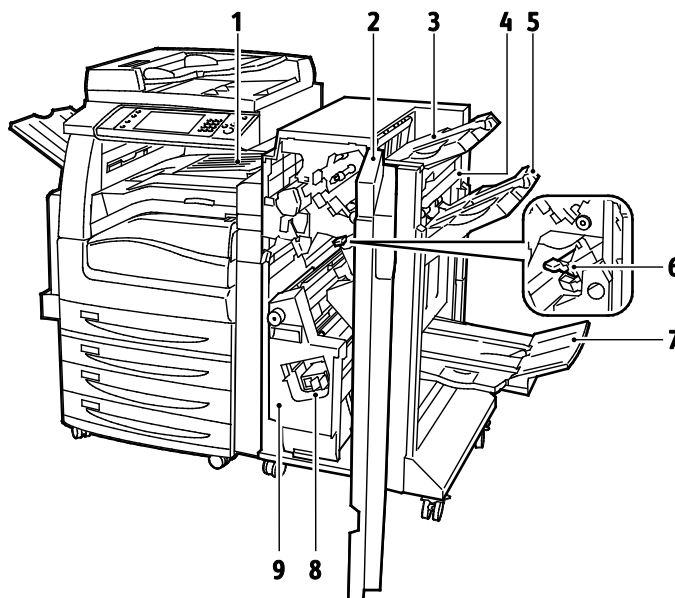
- |                        |                               |
|------------------------|-------------------------------|
| 1. Staple Cartridge    | 4. Center Tray                |
| 2. Finisher Front Door | 5. Integrated Office Finisher |
| 3. Finisher Top Cover  |                               |

## Office Finisher LX



- |  |  |
|--|--|
| 1. Front Transport Cover                 | 8. Booklet Maker Staple Cartridge (optional) |
| 2. Hole Punch Waste Container (optional) | 9. Finisher Top Cover                        |
| 3. Hole Punch Unit (optional)            | 10. Right Tray                               |
| 4. Center Tray                           | 11. Creaser Unit (optional)                  |
| 5. Right Tray Attachment                 | 12. Staple Cartridge                         |
| 6. Booklet Maker (optional)              | 13. Finisher Front Cover                     |
| 7. Booklet Maker Side Cover (optional)   | 14. Office Finisher LX                       |

## Professional Finisher



- |                         |                        |
|-------------------------|------------------------|
| 1. Center Tray          | 6. Staple Cartridge    |
| 2. Finisher Front Cover | 7. Booklet Maker Bin   |
| 3. Right Top Tray       | 8. Booklet Staple Unit |
| 4. Exit Cover           | 9. Booklet Maker Unit  |
| 5. Right Middle Tray    |                        |

## Wireless Network Adapter

The wireless network adapter is a USB device that transfers data between the printer and a wireless local area network (LAN). The wireless network adapter supports common wireless security protocols, such as WEP, WPA, WPA2, and 802.1X standard port-based network access control.

The wireless network adapter allows multiple users on a wireless LAN to print to and scan from Xerox® printers. The wireless network adapter also supports printers that include network scan and fax features.

## Information Pages

Your printer has a printable set of information pages stored on its internal hard drive. Information pages include configuration and font information, demonstration pages, and more.

1. At the printer control panel, press the **Machine Status** button.
2. On the Machine Information tab, touch **Information Pages**, then touch the desired information page.
3. Touch **Print**.

**Note:** Information pages can also be printed from CentreWare Internet Services.

### Printing the Configuration Report

1. At the printer control panel, press the **Machine Status** button.
2. On the Machine Information tab, touch **Information Pages > Configuration Report > Print**.
3. Touch **Close** after the report prints.

# Administration Features

This section includes:

- [Accessing the Printer](#) ..... 29
- [CentreWare Internet Services](#)..... 31
- [Finding the IP Address of the Printer](#) ..... 32
- [Automatic Data Collection](#) ..... 32
- [Billing and Usage Information](#)..... 32

For details, see the *System Administrator Guide* at [www.xerox.com/office/WC780Xdocs](http://www.xerox.com/office/WC780Xdocs).

## Accessing the Printer

The system administrator can set access rights on the printer to ensure that unauthorized users cannot access the printer. If the system administrator configures authentication and authorization, users require a login and password to access some or all of the features of the printer. The administrator can also configure accounting to require an accounting code to access tracked features.

## Authentication

Authentication is the process of confirming your identity. When the system administrator enables authentication, the printer compares the information that you provide to another source of information, such as an LDAP directory. The information can be a user name and password, or the information stored on a magnetic or proximity ID card. If the information is valid, you are considered an authenticated user.

The system administrator can set permissions so that authentication is required when accessing features at the control panel, in CentreWare Internet Services, or in the print driver.

If the administrator configures local or network authentication, you identify yourself by typing your user name and password at the control panel or in CentreWare Internet Services. If the administrator configures card reader authentication, you identify yourself by swiping a magnetic or proximity card at the control panel and typing a passcode.

**Note:** The system administrator can allow you to type your user name and password when Smart Card authentication is the primary authentication method. If the administrator configures an alternative authentication method, and you misplace your card, you can still access the printer.

## Authorization

Authorization is the function of specifying the features that you are allowed to access, and the process of approving or disapproving your access. The system administrator can configure the printer to allow you to access the printer, but restrict your access to certain features, tools, and services. For example, the printer can allow you access to copying but restrict your access to color printing. The system administrator can also control your access to features at specific times during the day. For example, the system administrator can restrict a group of users from printing during peak business hours. If you attempt to print using a restricted method or during a restricted time, the job does not print. Instead, the printer prints an error page and the job appears with an error message in the Job Status lists.

Where the system administrator stores the authorization information determines the authorization type.

- **Local** authorization stores the login information on the printer in the user Information Database.
- **Network** authorization stores the login information in an external database, such as an LDAP directory.

The system administrator sets authorization permissions. To set or edit user permissions for access to printer features, you must log in as the administrator.

## Accounting

Accounting monitors the print, copy, scan, and fax impressions produced and who produces them.

The system administrator must create user accounts and enable the accounting feature. When accounting is enabled, you must log in to the printer before accessing services. You must also provide your account details in the print driver before printing documents from a computer. The system administrator can set limits to restrict the total number of jobs by type that a user can produce. The administrator can also generate reports listing usage data for individual users and groups.

For details, see the *System Administrator Guide* at [www.xerox.com/office/WC780Xdocs](http://www.xerox.com/office/WC780Xdocs).

## Logging In

Logging in is the process by which you identify yourself to the printer for authentication. If authentication is set, to access printer features, you log in with your user credentials.

### Logging In at the Control Panel

1. At the control panel, either press **Log In/Out** or touch **Guest**.
2. If an administrator has configured more than one authentication server, select your domain, realm, or tree.
  - a. Touch **Domain, Realm, or Tree**.
  - b. From the list, touch your domain, realm, or tree.
  - c. Touch **Save**.
3. Type your user name, then touch **Next**.
4. Type your password, then touch **Done**.

## Logging In to CentreWare Internet Services

1. At your computer, open a Web browser, in the address field, type the IP address of the printer, then press **Enter** or **Return**.

**Note:** If you do not know the IP address of your printer, see [Finding the IP Address of Your Printer](#) on page 32.

2. At the top of the page, next to the lock and key icon, click **Login**.
3. Type the User ID in the space provided.
4. Type the password in the space provided.
5. Click **Login**.

## Administrator Password

The administrator password is required when accessing locked settings in CentreWare Internet Services or at the control panel. Most printer models have a default configuration that restricts access to some settings. Access is restricted for settings on the Properties tab in CentreWare Internet Services, and settings on the Tools tab on the control panel touch screen.

## Logging In as the System Administrator at the Control Panel

1. At the control panel, press **Log In/Out**.
2. Type **admin**, then touch **Next**.
3. Type your password, then touch **Done**.

**Note:** The system administrator user name is **admin** and the default password is **1111**.

## CentreWare Internet Services

CentreWare Internet Services is the administration and configuration software installed on the embedded Web server in the printer. It allows you to configure and administer the printer from a Web browser.

CentreWare Internet Services requires:

- A TCP/IP connection between the printer and the network in Windows, Macintosh, UNIX, or Linux environments.
- TCP/IP and HTTP enabled in the printer.
- A network-connected computer with a Web browser that supports JavaScript.

For details, see the Help in CentreWare Internet Services or the *System Administrator Guide*.

## Accessing CentreWare Internet Services

At your computer, open a Web browser, in the address field, type the IP address of the printer, then press **Enter** or **Return**.

## Finding the IP Address of the Printer

You can view the IP address of your printer on the control panel or on the Configuration Report. On the Configuration Report, IP address information is located in the Connectivity Protocols section.

To view the IP address of the printer on the control panel:

1. At the printer control panel, press the **Machine Status** button.
2. Touch the **Machine Information** tab.
  - If the system administrator has set the Display Network Settings to show the IP address, it appears in the center panel.
  - If the IP address is not displayed, print the Configuration Report or contact your system administrator.

To print a Configuration Report:

1. At the printer control panel, press the **Machine Status** button.
2. On the Machine Information tab, touch **Information Pages > Configuration Report > Print**.
3. Touch **Close** after the report prints.

## Automatic Data Collection

This printer automatically collects data and transmits it to a secure offsite location. Xerox or a designated servicer uses this data to support and service the printer, or for billing, supplies replenishment, or product improvement. Automatically transmitted data can include product registration, meter read, supply level, printer configuration and settings, software version, and problem or fault code data. Xerox cannot read, view, or download the content of your documents residing on or passing through your printer or any of your information management systems.

To turn off automatic data collection:

On the Welcome page in CentreWare Internet Services, click the link in the note regarding automated services.

## Billing and Usage Information

Billing and printer usage information appears on the Billing Information screen. The impression counts shown are used for billing.

For details, see [Billing and Usage Information](#) on page 203.



## More Information

You can obtain more information about your printer from these sources:

Resource	Location
<i>Installation Guide</i>	Packaged with the printer.
Other documentation for your printer	<a href="http://www.xerox.com/office/WC780Xdocs">www.xerox.com/office/WC780Xdocs</a> .
<i>Recommended Media List</i>	United States: <a href="http://www.xerox.com/paper">www.xerox.com/paper</a> . European Union: <a href="http://www.xerox.com/europaper">www.xerox.com/europaper</a> .
Technical support information for your printer; including online technical support, Online Support Assistant, and driver downloads.	<a href="http://www.xerox.com/office/WC780Xsupport">www.xerox.com/office/WC780Xsupport</a> .
Information about menus or error messages	Press the control panel Help (?) button.
Information Pages	Print from the control panel, or from CentreWare Internet Services, click <b>Status &gt; Information Pages</b> .
CentreWare Internet Services documentation	In CentreWare Internet Services, click <b>Help</b> .
Order supplies for your printer	<a href="http://www.xerox.com/office/WC780Xsupplies">www.xerox.com/office/WC780Xsupplies</a> .
A resource for tools and information, including interactive tutorials, printing templates, helpful tips, and customized features to meet your individual needs.	<a href="http://www.xerox.com/office/businessresourcecenter">www.xerox.com/office/businessresourcecenter</a> .
Local sales and support center	<a href="http://www.xerox.com/office/worldcontacts">www.xerox.com/office/worldcontacts</a> .
Printer registration	<a href="http://www.xerox.com/office/register">www.xerox.com/office/register</a> .
Xerox® Direct online store	<a href="http://www.direct.xerox.com/">www.direct.xerox.com/</a>

## Welcome Center

If you need assistance during or after printer installation, visit the Xerox® website for online solutions and support at [www.xerox.com/office/worldcontacts](http://www.xerox.com/office/worldcontacts).

If you require further assistance, contact the Xerox® Welcome Center for the United States and Canada at 1-800-835-6100.

If a local Xerox representative telephone number was provided during printer installation, record the telephone number in the following space.

# \_\_\_\_\_

If you need additional help using your printer:

1. Refer to this user guide.
2. Contact the system administrator.
3. Visit the Xerox® website at [www.xerox.com/office/WC780Xsupport](http://www.xerox.com/office/WC780Xsupport).

To assist you, the Welcome Center needs the following information:

- The nature of the problem.
- The serial number of the printer.
- The fault code.
- The name and location of your company.

## Locating the Serial Number

To contact Xerox for assistance, you need the printer serial number. The serial number is behind door A, toward the rear of the printer on a metal plate.

To view the serial number at the printer control panel, press the **Machine Status** button, then touch the **Machine Information** tab.

# Installation and Setup

# 3

This chapter includes:

- [Installation and Setup Overview](#) ..... 36
- [Modifying General Settings](#)..... 40
- [Installing the Software](#) ..... 42

See also:

*Installation Guide* packaged with your printer.

*System Administrator Guide* at [www.xerox.com/office/WC780Xdocs](http://www.xerox.com/office/WC780Xdocs).

# Installation and Setup Overview

Before printing, your computer and the printer must be plugged in, turned on, and connected. Configure the initial settings of the printer, then install the driver software and utilities on your computer.

You can connect to your printer directly from your computer using USB, or connect over a network using an Ethernet cable or wireless connection. Hardware and cabling requirements vary for the different connection methods. Routers, network hubs, network switches, modems, Ethernet cables, and USB cables are not included with your printer and must be purchased separately. Xerox recommends an Ethernet connection because it is typically faster than a USB connection, and it provides access to CentreWare Internet Services. It also provides access to email, workflow scanning, and server fax services.

For details on configuring the printer settings, see the *System Administrator Guide* at [www.xerox.com/office/WC780Xdocs](http://www.xerox.com/office/WC780Xdocs).

## Physically Connecting the Printer to the Network

Use a Category 5 or better Ethernet cable to connect the printer to the network. An Ethernet network is used for one or more computers and supports many printers and systems simultaneously. An Ethernet connection provides direct access to printer settings using CentreWare Internet Services.

To connect the printer:

1. Connect the power cord to the printer, and plug the cord into an electrical outlet.
2. Connect one end of a Category 5 or better Ethernet cable to the Ethernet port on the printer. Connect the other end of the Ethernet cable to a correctly configured network port on a hub or router.
3. Turn on the printer.

**Note:** For details on configuring wireless network settings, see the *System Administrator Guide* at [www.xerox.com/office/WC780Xdocs](http://www.xerox.com/office/WC780Xdocs).

## Connecting to a Telephone Line

1. Ensure that the printer is turned off.
2. Connect a standard RJ11 cable, No. 26 American Wire Gauge (AWG) or larger, to the Line port on the back of the printer.
3. Connect the other end of the RJ11 cable to an operating telephone line.
4. Enable and configure the Fax functions.

For details, see [Selecting Fax Options](#) on page 146, [Selecting Server Fax Options](#) on page 155, or [Selecting Internet Fax Options](#) on page 160.

## Turning the Printer On and Off

This printer has two power switches. The main power switch located behind the front door controls the main power to the printer. The secondary power switch on the top of the printer controls power to the printer electronic components, and initiates a software-controlled shutdown when turned off. Using the secondary power switch to turn on and off the printer is the preferred method. To operate the printer, turn on both switches. First turn on the main power switch, then turn on the secondary power switch.

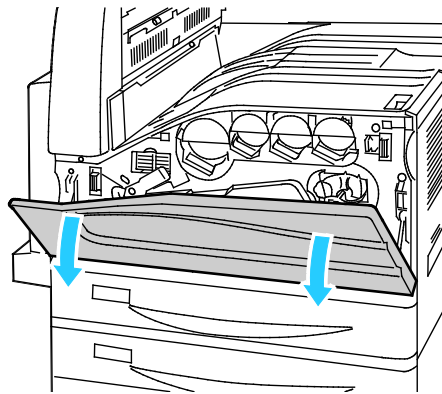


### CAUTIONS:

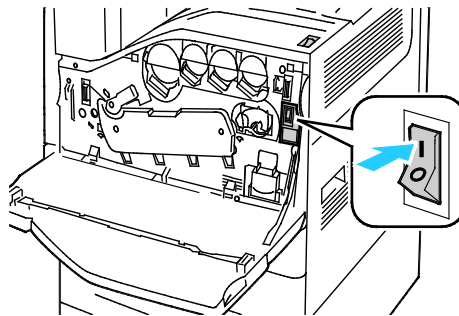
- To prevent a printer malfunction or damage to the internal hard drive, turn off the secondary power switch first. Wait 10 seconds after the touch screen goes dark, then turn off the main power switch.
- Do not plug or unplug the power cord while the power switch is in the On position.

To turn on the printer:

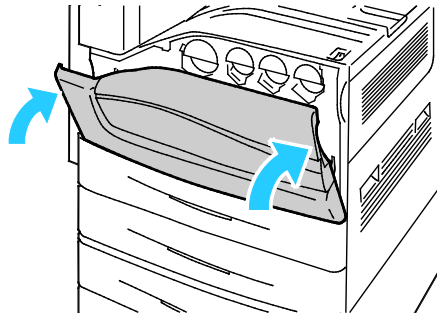
1. Open the front door.



2. Turn on the main power switch.

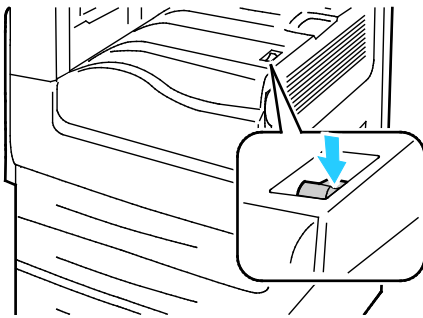


3. Close the front door.

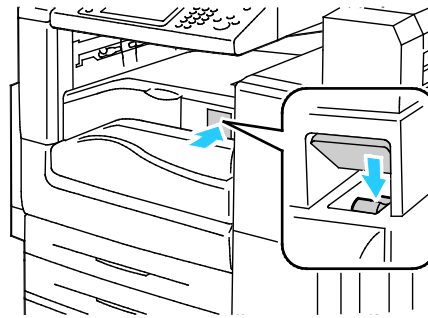


4. Turn on the secondary power switch.

**Note:** When the optional Office Finisher LX is installed, the secondary power switch is behind a clear plastic door.



Secondary Power Switch



Secondary Power Switch with Office Finisher LX

To connect a cable or move the printer, turn off both power switches.

To turn off the printer:

1. Ensure that there are no jobs in the queue.
2. Turn off the secondary power switch, then wait 10 seconds after the touch screen goes dark before proceeding.

**Note:** When the optional Office Finisher LX is installed, the secondary power switch is behind a clear plastic door.

3. Open the front door.
4. Turn off the main power switch.
5. Close the front door.

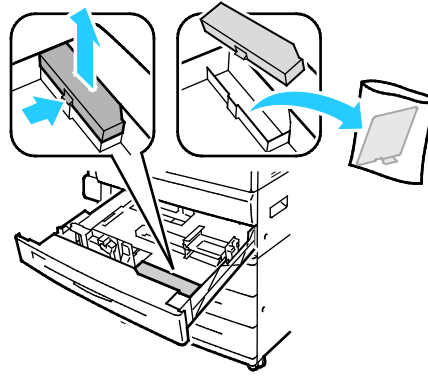
## Initial Printer Setup

Make sure that the printer is set up before installing the printer software. Setup includes enabling the optional features and assigning an IP address for the Ethernet network connection. If the printer has not been previously turned on and configured, see the *System Administrator Guide* at [www.xerox.com/office/WC780Xdocs](http://www.xerox.com/office/WC780Xdocs).

## USB Cover

To prevent users from accessing the USB port on the front of the printer, install the USB cover. While the cover prevents physical access to the USB port, the port is still active. For details on enabling or disabling USB ports, see the *System Administrator Guide* at [www.xerox.com/office/WC780Xdocs](http://www.xerox.com/office/WC780Xdocs).

You can find the USB cover and installation instructions in the compartment inside of tray 1.



## Optimizing Printer Performance

Several factors influence printer performance, including temperature, humidity, air pressure, and the chemical characteristics of the paper and coatings. The printer must form an electrostatic image on the paper, which depends on the ability of the air to hold and transfer electrical charges. The paper and coatings must hold an electrical charge in the areas where the toner must adhere.

To optimize the performance of your printer:

1. At the printer control panel, press the **Machine Status** button, then touch the **Tools** tab.
2. Touch **Troubleshooting > Calibration > Print Calibration > Next**.
3. Follow the onscreen instructions to run the Print Calibration procedure.

# Modifying General Settings

You can modify printer settings such as the language, date and time, units of measurement, display brightness, and startup page from the control panel.

1. At the printer control panel, press the **Machine Status** button, then touch the **Tools** tab.
2. Touch **Device Settings** > **General**, then touch the setting you want to change:
  - **Energy Saver** specifies when the printer goes into energy-saving mode.
  - **Date and Time** allows you to set the time zone, date, time, and display format.
  - **Language/Keyboard Selection** allows you to set the language and keyboard layout.
  - **Custom Keyboard Button** allows you to assign text to the custom key on the virtual keyboard.

**Note:** This is a partial list. If a feature does not appear, contact the system administrator or log in as a system administrator. For details, see [Logging In as the System Administrator at the Control Panel](#) on page 31.

3. Touch **Save**.

## Setting Energy Saver Mode

You can set the time the printer spends idle in ready mode before the printer transitions to a lower power level.

To configure Energy Saver settings:

1. At the printer control panel, press the **Machine Status** button, then touch the **Tools** tab.
2. Touch **Device Settings** > **General** > **Energy Saver**.

**Note:** If this feature does not appear, log in as a system administrator. For details, see [Logging In as the System Administrator at the Control Panel](#) on page 31.

3. Under From Standby Mode to Energy Saver Mode, to set the time in minutes, touch the arrow buttons. Standby Mode uses more energy, but wakes faster than Energy Saver Mode.
4. Under From Energy Saver Mode to Sleep Mode, to set the time in minutes, touch the arrow buttons. Energy Saver Mode uses more energy, but wakes faster than Sleep Mode.
5. Touch **Save**.



## Setting the Date and Time at the Control Panel

1. At the printer control panel, press the **Machine Status** button, then touch the **Tools** tab.
2. Touch **Device Settings** > **General** > **Date and Time**.

**Note:** If this feature does not appear, log in as a system administrator. For details, see [Logging In as the System Administrator at the Control Panel](#) on page 31.

3. To set the time zone, touch **Time Zone**, then touch the arrows to adjust the time zone.
4. To set the date, touch **Date**, select a format, then set the date.
5. To use 24 hour format, select **Display 24 hour clock**. To set the time, touch **Time**, then set the time.

**Note:** The date and time are set automatically through Network Time Protocol (NTP). To modify these settings, go to the Properties tab in CentreWare Internet Services and change the Date and Time Setup to **Manual (NTP Disabled)**.

6. Touch **Save**.

# Installing the Software

This section includes:

- [Operating System Requirements](#) ..... 42
- [Installing Drivers and Utilities for Windows](#) ..... 42
- [Installing Drivers and Utilities for Macintosh OS X Version 10.5 and Later](#) ..... 43
- [Installing Drivers and Utilities for UNIX and Linux](#) ..... 44
- [Other Drivers](#) ..... 45

Before installing driver software, verify that the printer is plugged in, turned on, connected correctly, and has a valid IP address. The IP address usually appears in the upper right corner of the control panel. If you cannot find the IP address, see [Finding the IP Address of Your Printer](#) on page 32.

If the *Software and Documentation disc* is not available, download the latest drivers from [www.xerox.com/office/WC780Xdrivers](http://www.xerox.com/office/WC780Xdrivers).

## Operating System Requirements

- Windows XP SP3 and later; Windows Server 2003 and later
- Macintosh OS X version 10.5 and later
- Novell Netware 5.0 and later
- UNIX and Linux: Your printer supports connection to various UNIX platforms through the network interface.

## Installing Drivers and Utilities for Windows

To access all the features of your printer, install the Xerox® print driver and the Xerox® scan driver.

To install the print and scan driver software:

1. Insert the *Software and Documentation disc* into the appropriate drive on your computer. The installer starts automatically.  
If the installer does not start automatically, navigate to the drive, and double-click the **Setup.exe** installer file.
2. To change the language, click **Language**.
3. Select your language, then click **OK**.
4. Click **Install Drivers** > **Install Print and Scan Drivers**.
5. To accept the license agreement, click **I Agree**.
6. From the list of discovered printers, select your printer, then click **Next**.
7. If your printer does not appear in the list of discovered printers, click **Extended Search**.

8. If your printer still does not appear in the list of discovered printers, and you know the IP address:
  - a. Click the **Network Printer** icon at the top of the window.
  - b. Enter the IP address or the DNS name of the printer.
  - c. Click **Search**.
  - d. From the list of discovered printers, select your printer, then click **Next**.
9. If the printer still does not appear in the list of discovered printers, and you do not know the IP address:
  - a. Click **Advanced Search**.
  - b. If you know the gateway address and subnet mask, click the top button and enter the addresses into the Gateway and Subnet Mask fields.
  - c. If you know the address of another printer on the same subnet, click the middle button and enter the address in the IP Address field.
  - d. Click **Search**.
  - e. From the list of discovered printers, select your printer, then click **Next**.

**Note:** When the printer appears in the Discovered Printers window, it displays the IP address. Record the IP address for future use.

10. Select the desired driver.
11. Click **Install**.  
If the installer prompts you for the IP address, enter the IP address of the printer.  
If the installer prompts you to restart your computer, click **Restart** to complete the installation of the drivers.
12. To complete the installation, click **Finish**.

## Installing Drivers and Utilities for Macintosh OS X Version 10.5 and Later

To access all the features of your printer, install the Xerox<sup>®</sup> print driver and the Xerox<sup>®</sup> scan driver.

To install the print and scan driver software:

1. Insert the *Software and Documentation disc* into the appropriate drive on your computer.
2. Open the **Mac** folder, then open the **Mac OS 10.5+Universal PS** folder.
3. Open Xerox<sup>®</sup> Print Drivers 2.xx.x.dmg/.pkg as needed for your printer.
4. To run Xerox<sup>®</sup> Print Drivers 2.xx.x.dmg/.pkg, double-click the appropriate file name.
5. When prompted, click **Continue**.
6. To accept the license agreement, click **I Agree**.
7. To accept the current installation location, click **Install**, or select another location for the installation files, then click **Install**.
8. Enter your password, then click **OK**.

9. From the list of discovered printers, select your printer, then click **Next**.  
If your printer does not appear in the list of discovered printers:
  - a. Click the **Network Printer Icon**.
  - b. Type the IP address of your printer, then click **Continue**.
  - c. Select your printer in the list of discovered printers, then click **Continue**.
10. To accept the print queue message, click **OK**.
11. Select or clear the **Set Printer as Default** and **Print a Test Page** check boxes.
12. Click **Continue**, then click **Close**.

**Note:** The printer is automatically added to the printer queue in Macintosh OS X version 10.5 and later.

To verify the installation of printer options with the print driver:

1. From the Apple menu, click **System Preferences > Print**.
2. Select the printer in the list, then click **Options and Supplies**.
3. Click **Driver**, then confirm that your printer is selected.
4. Confirm that all of the options installed on the printer appear correct.
5. If you change settings, click **Apply Changes**, close the window, and quit System Preferences.

## Installing Drivers and Utilities for UNIX and Linux

Xerox<sup>®</sup> Services for UNIX Systems is a two part installation process. It requires the installation of a Xerox<sup>®</sup> Services for UNIX Systems code package and a printer support package. The Xerox<sup>®</sup> Services for UNIX Systems code package must be installed before installing the printer support package.

**Note:** You must have root or superuser privileges to perform the UNIX print driver installation on your computer.

1. At the printer, do the following:
  - a. Verify that both the TCP/IP protocol and the proper connector are enabled.
  - b. On the printer control panel, do one of the following for the IP address:
    - Allow the printer to set up a DHCP address.
    - Enter the IP address manually.
  - c. Print the Configuration Report and keep it for reference. For details, see [Configuration Report](#) on page 28.
2. At your computer, do the following:
  - a. Go to [www.xerox.com/office/WC780Xdrivers](http://www.xerox.com/office/WC780Xdrivers) and select your printer model.
  - b. From the Operating System menu, select **UNIX**, then click **Go**.
  - c. Select the **Xerox<sup>®</sup> Services for UNIX Systems** package for the correct operating system. This package is the core package and must be installed before the printer support package.
  - d. To begin downloading, click the **Start** button.

- e. Repeat steps a and b, then click the printer package for use with the Xerox® Services for UNIX Systems package that you selected earlier. The second part of the driver package is ready for download.
- f. To begin downloading, click the **Start** button.
- g. In the notes below the driver package that you selected, click the link for the **Installation Guide**, then follow the installation instructions.

#### Notes:

- To load Linux print drivers, perform the preceding procedures but select **Linux** as the operating system. Select **Xerox® Services for Linux Systems** driver or the **Linux CUPS Printing Package**. You can also use the CUPS driver included in the Linux package.
- Supported Linux drivers are available at [www.xerox.com/office/WC780Xdrivers](http://www.xerox.com/office/WC780Xdrivers).
- For details about UNIX and Linux drivers, see the *System Administrator Guide* at [www.xerox.com/office/WC780Xdocs](http://www.xerox.com/office/WC780Xdocs).

## Other Drivers

The following drivers are available for download at [www.xerox.com/office/WC780Xdrivers](http://www.xerox.com/office/WC780Xdrivers).

- The Xerox® Global Print Driver works with any printer on your network, including those printers made by other manufacturers. It configures itself for your individual printer upon installation.
- The Xerox® Mobile Express Driver works with any printer available to your computer that supports standard PostScript. It configures itself for the printer you select every time you print. If you travel frequently to the same sites, you can save your favorite printers in that location and the driver saves your settings.



# Paper and Media

# 4

This chapter includes:

- Supported Paper ..... 48
- Loading Paper..... 53
- Printing on Special Paper ..... 63

# Supported Paper

This section includes:

- [Recommended Media](#) ..... 48
- [Ordering Paper](#) ..... 48
- [General Paper Loading Guidelines](#)..... 48
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Your printer is designed to use various paper and other media types. To ensure the best print quality and to avoid jams, follow the guidelines in this section.

For best results, use Xerox paper and media recommended for your printer.

## Recommended Media

A list of paper and media recommended for your printer is available at:

- [www.xerox.com/paper](http://www.xerox.com/paper) *Recommended Media List* (United States)
- [www.xerox.com/europaper](http://www.xerox.com/europaper) *Recommended Media List* (Europe)

## Ordering Paper

To order paper, transparencies, or other media, contact your local reseller or go to [www.xerox.com/office/WC780Xsupplies](http://www.xerox.com/office/WC780Xsupplies).

## General Paper Loading Guidelines

- Do not overfill the paper trays. Do not load paper above the maximum fill line in the tray.
- Adjust the paper guides to fit the paper size.
- Fan paper before loading it in the paper tray.
- If excessive jams occur, use paper or other approved media from a new package.
- Use only recommended Xerox® transparencies. Print quality could vary with other transparencies.
- Do not print on label media once a label has been removed from a sheet.
- Use only paper envelopes. Print envelopes 1-sided only.



## Paper That Can Damage Your Printer

Some paper and other media types can cause poor output quality, increased paper jams, or damage your printer. Do not use the following:

- Rough or porous paper
- Inkjet paper
- Non-laser glossy or coated paper
- Paper that has been photocopied
- Paper that has been folded or wrinkled
- Paper with cutouts or perforations
- Stapled paper
- Envelopes with windows, metal clasps, side seams, or adhesives with release strips
- Padded envelopes
- Plastic media
- Iron on transfer paper



**CAUTION:** The Xerox® Warranty, Service Agreement, or Xerox® Total Satisfaction Guarantee does not cover damage caused by using unsupported paper or special media. The Xerox® Total Satisfaction Guarantee is available in the United States and Canada. Coverage could vary outside these areas. Contact your Xerox representative for details.

## Paper Storage Guidelines

Storing your paper and other media properly contributes to optimum print quality.

- Store paper in dark, cool, relatively dry locations. Most paper is susceptible to damage from ultraviolet and visible light. Ultraviolet light, from the sun and fluorescent bulbs, is particularly damaging to paper.
- Reduce the exposure of paper to strong lights for long periods of time.
- Maintain constant temperatures and relative humidity.
- Avoid storing paper in attics, kitchens, garages, or basements. These spaces are more likely to collect moisture.
- Store paper flat, either on pallets, cartons, shelves, or in cabinets.
- Avoid food or drinks in the area where paper is stored or handled.
- Do not open sealed packages of paper until you are ready to load them into the printer. Leave stored paper in the original packaging. The paper wrapper protects the paper from moisture loss or gain.
- Some special media is packaged inside resealable plastic bags. Store the media inside the bag until you are ready to use it. Keep unused media in the bag and reseal it for protection.

## Supported Paper Types and Weights

Trays	Types and Weights
Trays 1–5	<p>Plain, Bond, Hole Punched, Letterhead, Pre-Printed, Recycled, Plain Reloaded, and Custom (60–105 g/m<sup>2</sup>)</p> <p>Lightweight Cardstock, and Lightweight Cardstock Reloaded (106–169 g/m<sup>2</sup>)</p> <p>Cardstock, and Cardstock Reloaded (170–256 g/m<sup>2</sup>)</p> <p>Lightweight Glossy Cardstock, and Lightweight Glossy Card Reloaded (106–169 g/m<sup>2</sup>)</p> <p>Glossy Cardstock, and Glossy Cardstock Reloaded (170–256 g/m<sup>2</sup>)</p> <p>Labels (106–169 g/m<sup>2</sup>)</p> <p>Transparency</p> <p>Envelope (75–90 g/m<sup>2</sup>) (Tray 1, only with Envelope Tray installed in the slot)</p>
Tray 5	<p>Lightweight (55–59 g/m<sup>2</sup>)</p> <p>Heavyweight Cardstock, and Heavyweight Cardstock Reloaded (257–280 g/m<sup>2</sup>)</p> <p>Heavyweight Glossy Cardstock, and Heavyweight Glossy Card Reloaded (257–280 g/m<sup>2</sup>)</p> <p>Envelope (75–90 g/m<sup>2</sup>)</p>

## Supported Standard Paper Sizes

Tray Number	European Standard Sizes	North American Standard Sizes
Printer Tray 1	<p>A5 (148 x 210 mm)</p> <p>A4 (210 x 297 mm)</p> <p>A3 (297 x 420 mm)</p> <p>B5 (176 x 250 mm)</p> <p>B4 (250 x 353 mm)</p> <p>JIS B5 (182 x 257 mm)</p> <p>JIS B4 (257 x 364 mm)</p>	<p>Statement (5.5 x 8.5 in.)</p> <p>Executive (7.25 x 10.5 in.)</p> <p>Letter (8.5 x 11 in.)</p> <p>US Folio (8.5 x 13 in.)</p> <p>Legal (8.5 x 14 in.)</p> <p>Tabloid (11 x 17 in.)</p>
<p>Trays 2–4 of the 3-Tray Module</p> <p>Tray 2 of the High-Capacity Tandem Tray Module</p> <p>Tray 2 of the 1-Tray Module</p>	<p>A5 (148 x 210 mm)</p> <p>A4 (210 x 297 mm)</p> <p>A3 (297 x 420 mm)</p> <p>B5 (176 x 250 mm)</p> <p>B4 (250 x 353 mm)</p> <p>JIS B5 (182 x 257 mm)</p> <p>JIS B4 (257 x 364 mm)</p> <p>SRA3 (320 x 450 mm)</p>	<p>Statement (5.5 x 8.5 in.)</p> <p>Executive (7.25 x 10.5 in.)</p> <p>Letter (8.5 x 11 in.)</p> <p>8.5 x 13 in.</p> <p>Legal (8.5 x 14 in.)</p> <p>Tabloid (11 x 17 in.)</p> <p>12 x 18 in.</p>
<p>Trays 3 and 4 of the High-Capacity Tandem Tray Module</p> <p>Tray 6 of the High-Capacity Feeder</p>	<p>A4 (210 x 297 mm)</p> <p>JIS B5 (182 x 257 mm)</p>	<p>Executive (7.25 x 10.5 in.)</p> <p>Letter (8.5 x 11 in.)</p>

Tray Number	European Standard Sizes	North American Standard Sizes
Tray 5 only	Postcard (100 x 148 mm) Postcard (148 x 200 mm) A6 (105 x 148 mm) A5 (148 x 210 mm) A4 (210 x 297 mm) A4 Oversized (223 x 297 mm) A3 (297 x 420 mm) B6 (125 x 176 mm) B5 (176 x 250 mm) B4 (250 x 353 mm) JIS B6 (128 x 182 mm) JIS B5 (182 x 257 mm) 215 x 315 mm JIS B4 (257 x 364 mm) SRA3 (320 x 450 mm) DL envelope (110 x 220 mm) C4 envelope (229 x 324 mm) C5 envelope (162 x 229 mm)	Postcard (3.5 x 5 in.) Postcard (4 x 6 in.) 5 x 7 in. Postcard (6 x 9 in.) Statement (5.5 x 8.5 in.) 8 x 10 in. Executive (7.25 x 10.5 in.) Letter (8.5 x 11 in.) 9 x 11 in. 8.5 x 13 in. Legal (8.5 x 14 in.) Tabloid (11 x 17 in.) 12 x 18 in. 12 x 19 in. Envelope (6 x 9 in.) Envelope (9 x 12 in.) Monarch Envelope (3.9 x 7.5 in.) No. 10 Envelope (4.1 x 9.5 in.)

## Supported Paper Sizes and Weights for Automatic 2-Sided Printing

Standard European Sizes	Standard North American Sizes
Postcard (148 x 200 mm) A5 (148 x 210 mm) A4 (210 x 297 mm) A4 Oversized (223 x 297 mm) A3 (297 x 420 mm) JIS B6 (128 x 182 mm) JIS B5 (182 x 257 mm) 215 x 315 mm JIS B4 (257 x 364 mm) SRA3 (320 x 450 mm)	Postcard (6 x 9 in.) Statement (5.5 x 8.5 in.) 8 x 10 in. Executive (7.25 x 10.5 in.) Letter (8.5 x 11 in.) 9 x 11 in. US Folio (8.5 x 13 in.) Legal (8.5 x 14 in.) Tabloid (11 x 17 in.) Tabloid Extra (12 x 18 in.) 12 x 19 in.

In addition to the standard sizes, you can use custom size paper within the following ranges for 2-sided printing:

- Minimum size 128 x 140 mm (5 x 5.5 in.)
- Maximum size 320 x 483 mm (12 x 19 in.)

Paper weights from 75 g/m<sup>2</sup> through 256 g/m<sup>2</sup> can be used for automatic 2-sided printing.

**Note:** Do not use transparencies, envelopes, labels, or reloaded paper for automatic 2-sided printing.

## Supported Paper Sizes for the Envelope Tray

Standard Sizes	Custom Sizes
C4 (229 x 324 mm, 9 x 12.75 in.) C5 (162 x 229 mm, 6.4 x 9.0 in.) DL (110 x 220 mm, 4.33 x 8.66 in.) 152 x 203 mm, 6 x 9 in. 229 x 305 mm, 9 x 12 in. Monarch (88 x 191 mm, 3.9 x 7.5 in.) Number 10 Commercial (241 x 105 mm, 9.5 x 4.125 in.)	Minimum: 148 x 98 mm (5.8 x 3.9 in.) Maximum: 241 x 162 mm (9.5 x 6.4 in.)

## Supported Custom Paper Sizes

Tray Number	Paper Sizes
Printer Tray 1	Minimum: 140 x 182 mm (5.5 x 7.2 in.) Maximum: 297 x 432 mm (11.7 x 17 in.)
Trays 2–4 of the 3-Tray Module Tray 2 of the High-Capacity Tandem Tray Module Tray 2 of the 1-Tray Module	Minimum: 140 x 182 mm (5.5 x 7.2 in.) Maximum: 320 x 457 mm (12.6 x 18 in.)
Tray 5	Minimum: 89 x 98 mm (3.5 x 3.9 in.) Maximum: 320 x 483 mm (12.6 x 19 in.)
Envelope Tray	Width: 148–241 mm (5.8–9.5 in.) Length: 98–162 mm (3.9–6.4 in.)

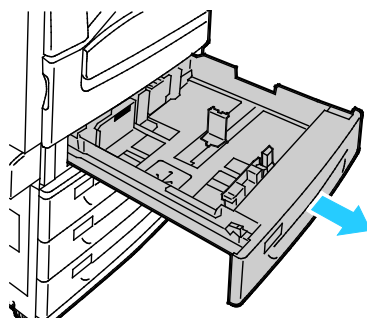
# Loading Paper

This section includes:

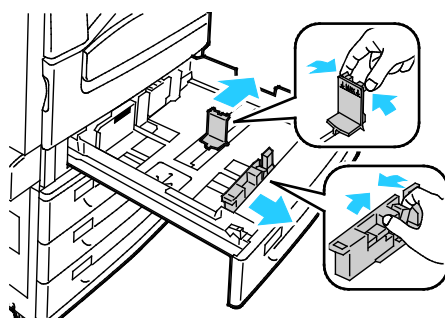
- Loading Paper in Trays 1–4 ..... 53
- Setting the Guide Locks in the 500-Sheet Adjustable Trays ..... 56
- Changing Paper Size, Type, and Color ..... 57
- Loading Paper in Trays 3 and 4 of the Tandem Tray Module ..... 58
- Loading Paper in Tray 5 (Bypass Tray) ..... 59
- Loading Paper in Tray 6 (High-Capacity Feeder) ..... 60
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## Loading Paper in Trays 1–4

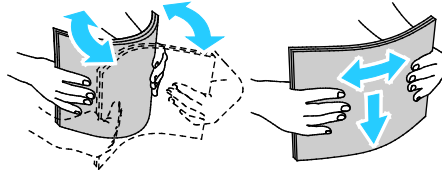
1. Pull out the tray until it stops.



2. Ensure that the guide locks are set in the correct position for the standard or custom size paper you are loading. For details, see [Setting the Guide Locks in the 500-Sheet Adjustable Trays](#) on page 56.
3. Remove any paper that is a different size or type.
4. Move the length and width guides out:
  - a. Pinch the guide lever on each guide.
  - b. Slide the guides outward until they stop.
  - c. Release the levers.

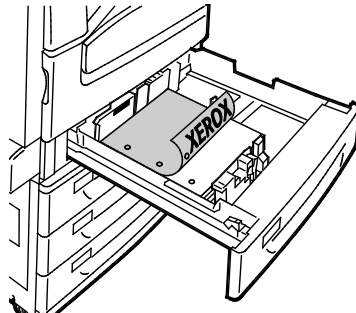


5. Flex the sheets back and forth and fan them, then align the edges of the stack on a level surface. This procedure separates any sheets that are stuck together and reduces the possibility of jams.

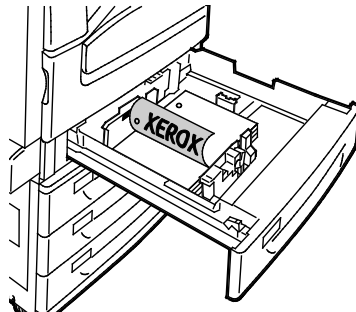


**Note:** To avoid jams and misfeeds, do not remove paper from its packaging until you are ready to use it.

6. Load the paper in the tray. Do one of the following:
  - For long-edge feed, insert letterhead and pre-printed paper face down with the top edge toward the front. Load hole punched paper with the holes to the left.
  - Load labels face up with the top edge toward the front of the tray.

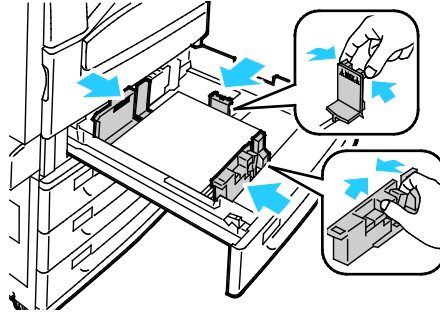


- For short-edge feed, insert letterhead and pre-printed paper face down with the top edge to the left. Load hole punched paper with the holes toward the back.
- Load labels face up with the top edge to the right.

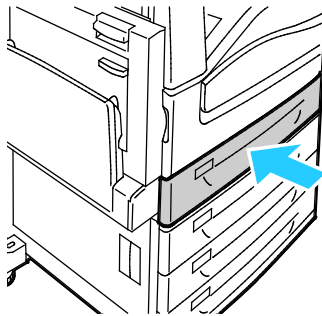


**Note:** Do not load paper above the maximum fill line. Overfilling the tray can cause the printer to jam.

7. Adjust the length and width guides to fit the paper.



8. Close the tray.



9. Do one of the following:
- To confirm the paper size, type, and color when a tray is set to Fully Adjustable, touch **Confirm**.
  - To select a new paper size, touch **Size**. To select a new paper type, touch **Type**. To select a new paper color, touch **Color**. When finished, touch **Confirm**.
  - To change the paper size, type, or color when the tray is set to Dedicated mode, press the **Machine Status** button. Then touch **Tools > Device Settings > Paper Management > Tray Contents**. Select the tray, touch **Change Size** or **Change Description**. Touch **Save** when you finish.

**Notes:**

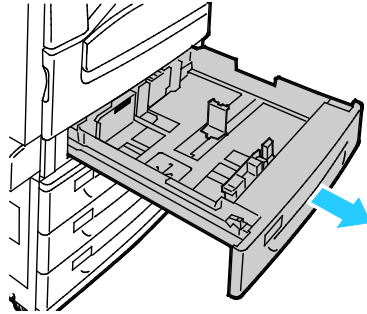
- To change the size, type, and color of paper when the control panel is locked, log in as the system administrator.
- For details, see [Changing Paper Size, Type, and Color](#) on page 57.
- If this feature does not appear, log in as a system administrator. For details, see [Logging In as the System Administrator at the Control Panel](#) on page 31.

## Setting the Guide Locks in the 500-Sheet Adjustable Trays

You can adjust the guides in trays 1–4 to accommodate standard or custom paper sizes. In the standard position, the guides move into the supported standard paper settings. In the custom position, the guides move in 1 mm increments.

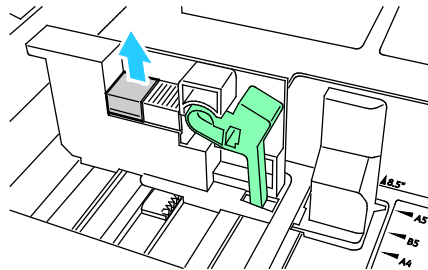
To move the guide locks from the standard to the custom paper size position:

1. Pull out the tray until it stops.

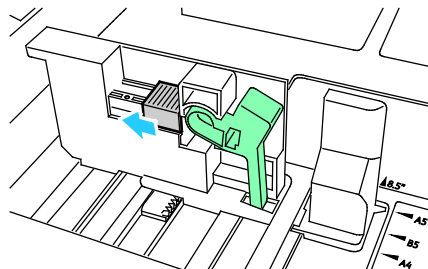


**Note:** For best results, remove any paper from the tray, pinch the guide levers, and slide the guides inward.

2. Pry up the retainer with your fingertip, pulling the lower edge toward you.

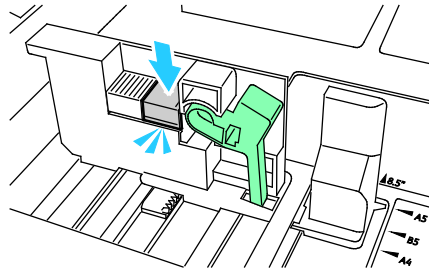


3. To engage the fine-adjustment block, pinch the levers and slide the guide lock to the left as shown.





4. Replace the retainer and snap it into place.



5. Load the custom-size paper in the tray. The tray guides move in increments of 1 mm.

## Changing Paper Size, Type, and Color

When trays 1–4 are set to Adjustable mode, open the selected tray and load the desired paper. When you close the tray, the control panel prompts you to set the paper size, type, and color.

When tray 5 is set to Adjustable mode, you can change paper settings each time you load the tray. When you load paper into an empty tray, the control panel prompts you to set the paper size, type, and color.

When a paper tray is set to Dedicated mode, the control panel prompts you to load a specific paper size, color, and type. If you move the guides to load a different paper size in trays 1–4, the control panel displays an error message. Once you load the different paper, change the size, type, and color of paper at the control panel to clear the error message.

To set the paper size, type, or color for a dedicated tray:

1. At the printer control panel, press the **Machine Status** button.
2. Touch the **Tools** tab, then touch **Device Settings > Paper Management**.
3. Touch **Tray Contents**, then select a dedicated tray.
4. Select **Change Size** or **Change Description**.
5. Scroll through the list as needed, and touch the desired paper setting.
6. Touch **Save**.

**Note:** To access the Paper Management menu, you can be required to log in as the system administrator. For details, see the *System Administrator Guide* at [www.xerox.com/office/WC780Xdocs](http://www.xerox.com/office/WC780Xdocs).

## Loading Paper in Trays 3 and 4 of the Tandem Tray Module

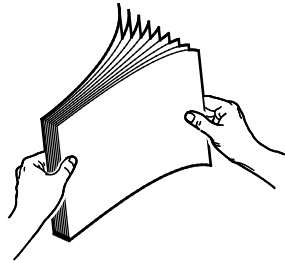
The tandem tray module holds larger amounts of paper for fewer printing interruptions. It contains three trays. Tray 2 holds paper sizes up to SRA3/12 x 18 in. Trays 3 and 4 hold A4/letter size paper only.

**Note:** Do not load custom size paper into tray 3 or tray 4 of the tandem tray module.

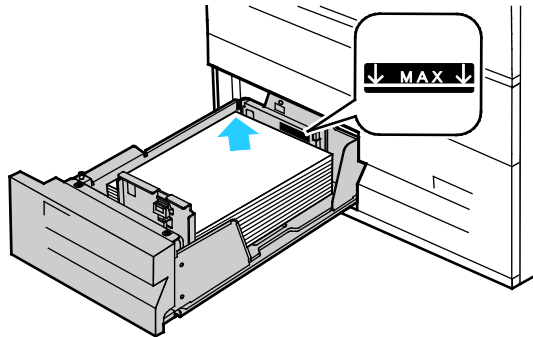
To load tray 2, see [Loading Paper in Trays 1-4](#) on page 53.

1. Pull tray 3 or tray 4 out until it stops.
2. Fan the edges of the paper before loading it into the paper trays. This procedure separates any sheets of paper that are stuck together and reduces the possibility of paper jams.

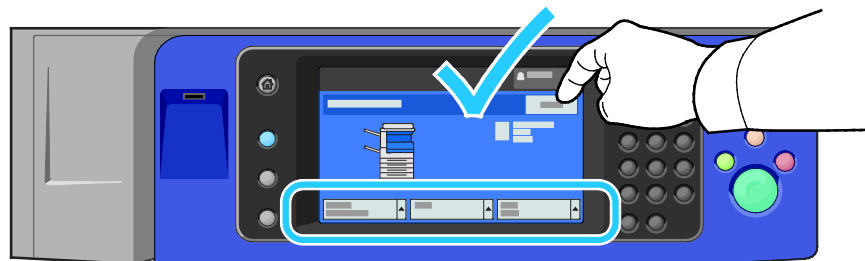
**Note:** To avoid paper jams and misfeeds, do not remove paper from its packaging until necessary.



3. Stack the paper against the left rear corner of the tray as shown.



4. Adjust the guides so that they touch the edges of the stack.
5. Close the tray.
6. Verify the size, type, and color of the paper. Change the selection for any incorrect setting.
7. On the printer touch screen, touch **Confirm**.

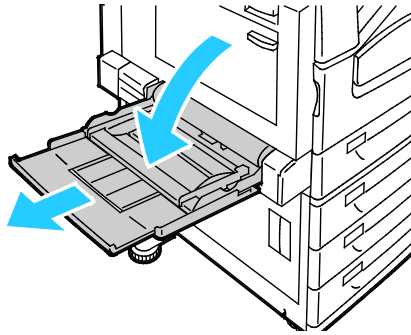


## Loading Paper in Tray 5 (Bypass Tray)

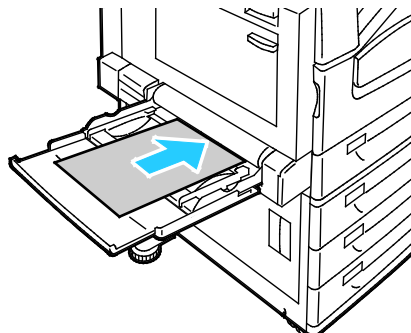
The bypass tray supports the widest variety of media types. It is primarily intended for small quantity jobs using special media. The tray extension provides support for larger paper.

### Notes:

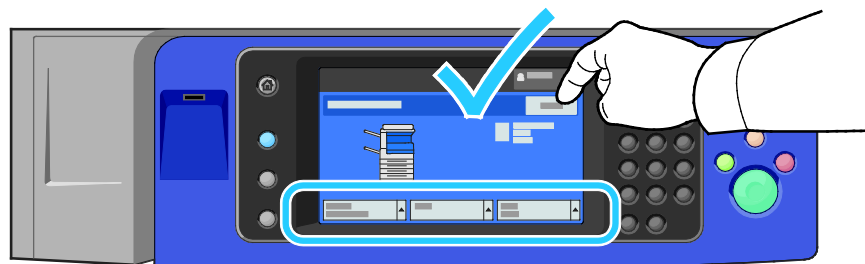
- For faster print speeds, load paper 320 mm (12.6 in.) or shorter with the long edge going into the printer (LEF).
  - Load paper longer than 320 mm (12.6 in.) with the short edge going into the printer (SEF).
  - Load hole punched paper with the holes on the trailing edge (left).
  - Do not load paper above the maximum fill line.
1. Open the bypass tray by rotating it outward.



2. Insert the paper either long edge or short edge first.



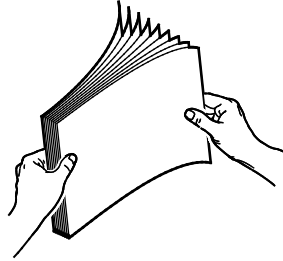
3. Center the paper, then slide the guides until they are just touching the edges of the stack.
4. Verify the size, type, and color of the paper. Change the selection for any incorrect setting.
5. On the printer touch screen, touch **Confirm**.



## Loading Paper in Tray 6 (High-Capacity Feeder)

1. Pull Tray 6 out of the feeder until it stops.
2. Open the side gate until it stops.
3. Fan the edges of the paper before loading it into the paper trays. This procedure separates any sheets of paper that are stuck together and reduces the possibility of paper jams.

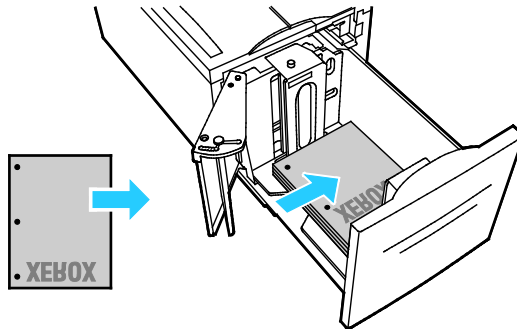
**Note:** To avoid paper jams and misfeeds, do not remove paper from its packaging until necessary.



4. Load the paper against the right side of the tray.

For 1-sided printing:

- Place the print side face down.
- Place pre-punched paper with the holes toward the left side of the tray.
- Place letterhead or the top of the page toward the front of the tray.

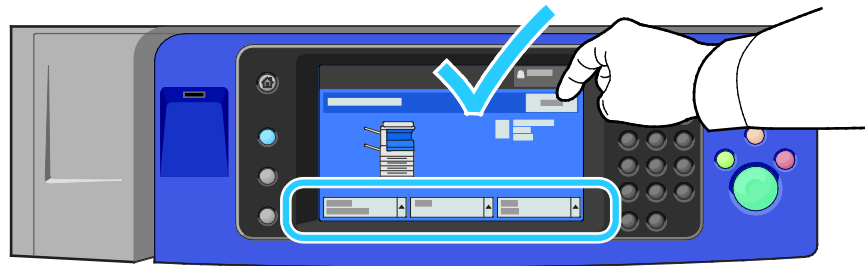


**Note:** Do not load paper above the maximum fill line. Overfilling can cause paper jams.

For 2-sided printing:

- Place the print side (page 1) face up.
  - Place pre-punched paper with the holes toward the right side of the tray.
  - Place letterhead or the top of the page toward the front of the tray.
5. Slide the guides so they touch the edges of the paper.
  6. Close the tray.

7. Verify the size, type, and color of the paper. Change the selection for any incorrect setting.
8. On the printer touch screen, touch **Confirm**.

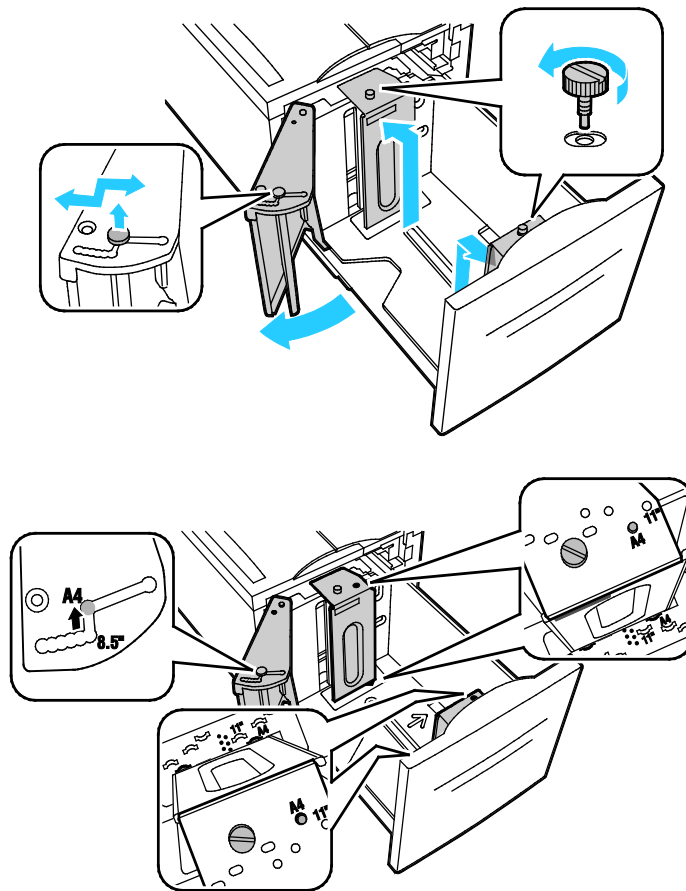


## Configuring Tray 6 in the High-Capacity Feeder

Tray 6 is a dedicated high-capacity feeder. It must be configured to support the paper in use. If the tray has never been used, it must be configured for the desired paper size. If you are changing the paper size, you must reconfigure the tray for the new paper size. For details on supported paper sizes, see [Supported Paper](#) on page 48.

Before changing the drawer configuration, always compare the paper size to the Tray 6 configuration. If the paper size matches, no adjustment is needed.

1. Remove the screw that holds the spacer plate at the back of the tray.
2. Lift the spacer plate to remove it.
3. Place the tabs at the bottom of the plate into the slots in the bottom of the drawer that correspond with the paper size.
4. Slide the top of the spacer plate to engage the peg on the back of the tray into the matching hole in the plate.
5. Install the screw to secure the spacer plate.
6. Repeat steps 1–5 for the spacer plate at the front of Tray 6.
7. Locate the pin at the top of the side gate.
8. Lift the pin and guide it to the desired paper size in the slot on top of the side gate.
9. Release the pin to lock it into place.



# Printing on Special Paper

This section includes:

- [Envelopes](#)..... 63
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- [Glossy Cardstock](#)..... 69
- [Transparencies](#)..... 70

To order paper, transparencies, or other media, contact your local reseller or go to [www.xerox.com/office/WC780Xsupplies](http://www.xerox.com/office/WC780Xsupplies).

See also:

[www.xerox.com/paper](http://www.xerox.com/paper) *Recommended Media List* (United States)

[www.xerox.com/europaper](http://www.xerox.com/europaper) *Recommended Media List* (Europe)

## Envelopes

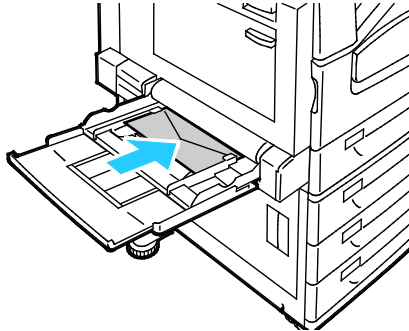
Envelopes can be printed only from tray 5, or from tray 1 if the optional envelope tray is installed.

### Guidelines for Printing Envelopes

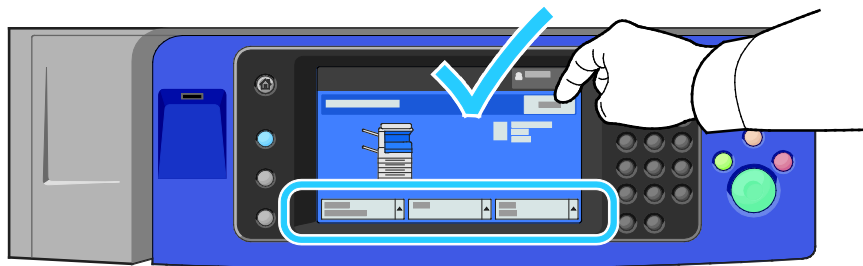
- Print quality depends on the quality and construction of the envelopes. Try another envelope brand if you do not get desired results.
- Maintain constant temperatures and relative humidity.
- Store unused envelopes in their packaging to avoid excess moisture and dryness which can affect print quality and cause wrinkling. Excessive moisture can cause the envelopes to seal before or during printing.
- Remove air bubbles from the envelopes before loading them into the tray by setting a heavy book on top of them.
- In the print driver software, select Envelope as the paper type.
- Do not use padded envelopes. Use envelopes that lie flat on a surface.
- Do not use envelopes with heat activated glue.
- Do not use envelopes with press and seal flaps.
- Use only paper envelopes.
- Do not use envelopes with windows or metal clasps.

## Loading Envelopes in Tray 5

1. Open tray 5 by rotating it outward.
2. Load envelopes in the tray with the flaps closed, flaps up, and flaps on the leading edge, toward the right.



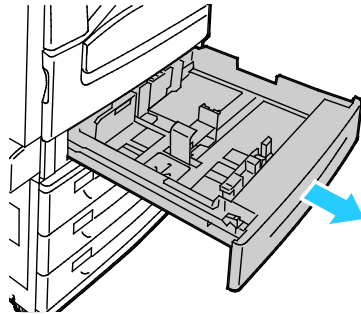
3. Center the stack, then slide the guides until they lightly touch the edges of the stack.
4. Verify the size, type, and color of the envelope. Change the selection for any incorrect setting. Select the size before the type.
5. On the printer touch screen, touch **Confirm**.





## Loading the Envelope Tray

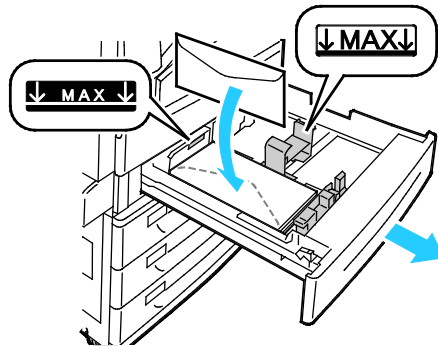
1. Pull out the envelope tray until it stops.



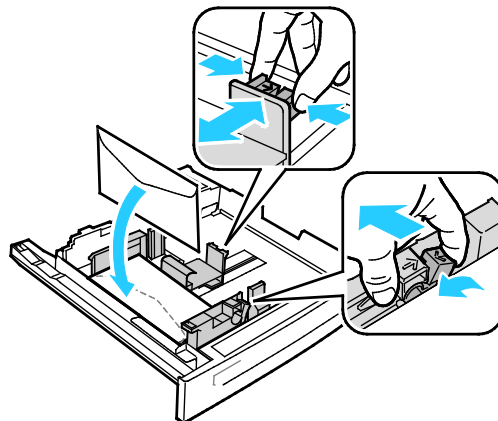
2. Load the envelopes in the envelope tray with the flaps closed, flaps down, and on the leading edge, toward the left.

### Notes:

- Maximum stack height of 43 mm (1.7 in.)
- The envelope tray accepts envelope weights from 75–90 g/m<sup>2</sup>.



3. Adjust the paper guides so they rest lightly against the edges of the envelopes.




4. Close the tray. Set the paper size, type, and color at the control panel. For details, see [Changing Paper Size, Type, and Color](#) on page 57.

## Labels

You can print labels from any tray.

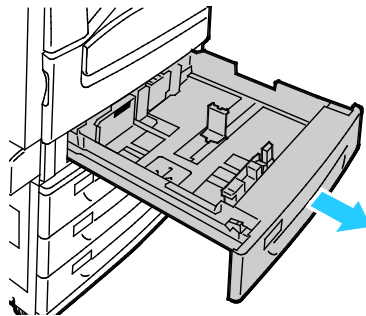
## Guidelines for Printing Labels

- Use labels designed for laser printing.
- Do not use vinyl labels.
- Do not feed a sheet of labels through the printer more than once.
- Do not use dry gum labels.
- Print only on one side of the sheet of labels. Use full sheet labels only.
- Store unused labels flat in their original packaging. Leave the sheets of labels inside the original packaging until ready to use. Return any unused sheets of labels to the original packaging and reseal it.
- Do not store labels in extremely dry or humid conditions or extremely hot or cold conditions. Storing them in extreme conditions can cause print-quality problems or cause them to jam in the printer.
- Rotate stock frequently. Long periods of storage in extreme conditions can cause labels to curl and jam in the printer.
- In the print driver software, select Label as the paper type.
- Remove all other paper from the tray before loading labels.

 **CAUTION:** Do not use any sheet where labels are missing, curled, or pulled away from the backing sheet. It could damage the printer.

## Loading Labels in Trays 1–4

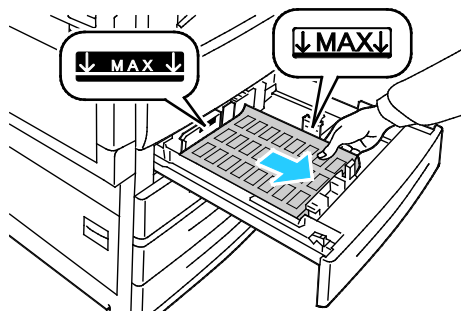
1. Pull out the tray until it stops.



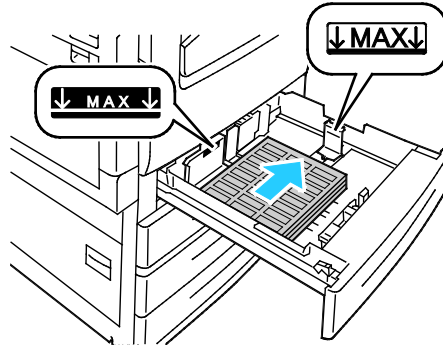
2. Ensure that the guide locks are set in the correct position for the size labels you are loading. For details, see [Setting the Guide Locks in the 500-Sheet Adjustable Trays](#) on page 56.

**Note:** Trays 1–4 accept labels (106–169 g/m<sup>2</sup>).

- For long-edge feed, load labels face up with the top edge toward the front of the tray.



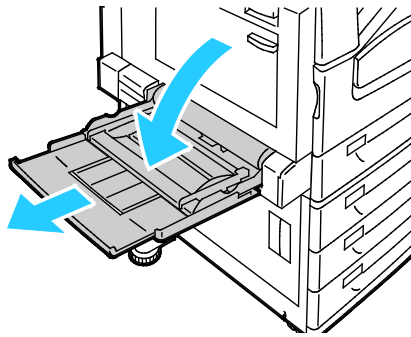
- For short-edge feed, load labels face up with the top edge facing to the right.



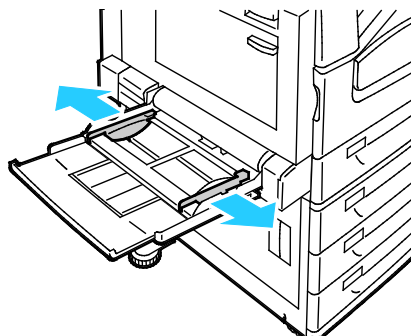
- Close the tray. Set the paper size, type, and color at the control panel. For details, see [Changing Paper Size, Type, and Color](#) on page 57.

### Loading Labels in Tray 5

- Open tray 5 and pull out the extension tray for larger sizes. If already opened, remove any paper that is a different size or type.

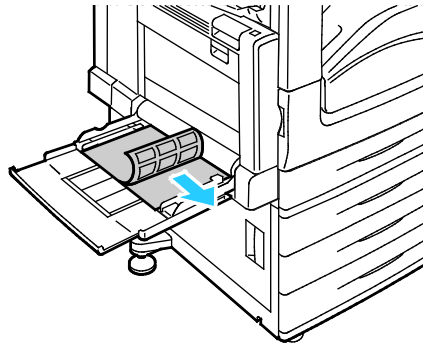


- Move the width guides to the edges of the tray.

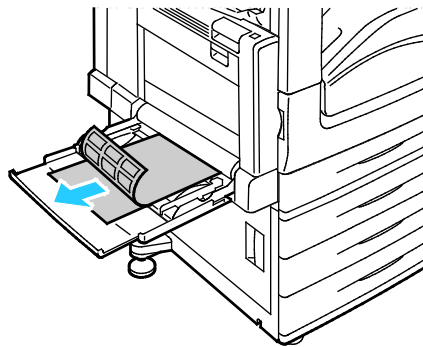


3. Load the labels in the tray. Do one of the following:

- For long-edge feed, load labels face down with the top edge toward the front of the tray.



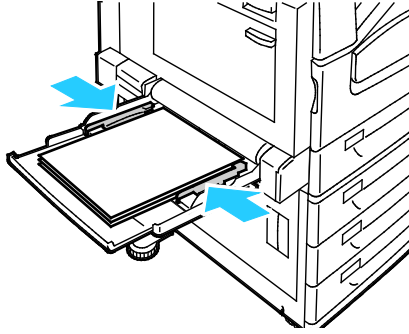
- For short-edge feed, load labels face down with the top edge to the left.



Notes:

- Do not load paper above the maximum fill line. Overfilling the tray can cause the printer to jam.
- Do not print on label media once a label has been removed from a sheet.
- To avoid jams and misfeeds, do not remove paper from its packaging until you are ready to use it.

4. Adjust the width guides until they touch the edges of the paper.



5. When prompted, select an option:
  - To confirm the paper type and size, touch **Confirm**.
  - To select a new paper size, touch **Size**. To select a new paper type, touch **Type**. To select a new paper color, touch **Color**. When finished, touch **Confirm**.

**Notes:**

- To change the size, type, and color of paper when the control panel is locked, log in as the system administrator.
- For details, see [Changing Paper Size, Type, and Color](#) on page 57.

## Glossy Cardstock

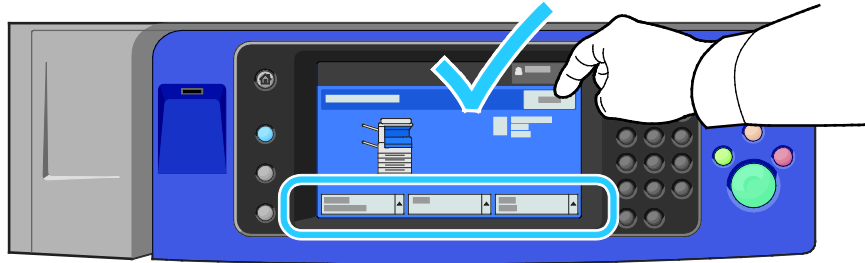
You can print Lightweight Glossy Cardstock and Glossy Cardstock from any tray. You can print Heavyweight Glossy Cardstock from tray 5 only.

### Guidelines for Printing on Gloss Paper

- Do not open sealed packages of gloss paper until you are ready to load them into the printer.
- Leave gloss paper in the original wrapper, and leave the packages in the shipping carton until ready to use.
- Remove all other paper from the tray before loading gloss paper.
- Load only the amount of gloss paper you are planning to use. Do not leave gloss paper in the tray when you are finished printing. Reinsert unused paper in the original wrapper and seal.
- Rotate stock frequently. Long periods of storage in extreme conditions can cause gloss paper to curl and jam in the printer.
- In the print driver software, select the desired gloss paper type or select the tray loaded with the desired paper.

## Loading Gloss Paper in Tray 5 (Bypass Tray)

1. Remove all other paper from the tray before loading gloss paper.
2. Load only the amount of paper you plan to use.
3. Load the paper with the glossy side or print side down.
4. Verify the size, type, and color of the paper. Change the selection for any incorrect setting.
5. On the printer touch screen, touch **Confirm**.



## Transparencies

Transparencies can be printed from trays 1–5. For best results, use only recommended Xerox® transparencies.



**CAUTION:** The Xerox Warranty, Service Agreement, or Xerox Total Satisfaction Guarantee does not cover damage caused by using unsupported paper or specialty media. The Xerox Total Satisfaction Guarantee is available in the United States and Canada. Coverage could vary outside these areas. Please contact your local representative for details.

## Guidelines for Printing on Transparencies

- Remove all paper before loading transparencies in the tray.
- Handle transparencies by the edges using both hands. Fingerprints or creases can cause poor print quality.
- Do not load more than 20 transparencies. Overloading the tray can cause the printer to jam.
- Load transparencies face up into tray 5 (bypass tray) and face down into trays 1–4.
- Do not use transparencies with stripes on the side.
- Do not fan transparencies.
- After loading transparencies, change the paper type to Transparency on the printer touch screen.
- In the print driver software, select Transparency as the paper type.

# Printing

# 5

This chapter includes:

- [Printing Overview](#) ..... 72
- [Selecting Printing Options](#)..... 73
- [Managing Jobs](#)..... 77
- [Printing Features](#) ..... 80
- [Printing Special Job Types](#)..... 89
- [Held Print Jobs](#)..... 94
- [Print From](#)..... 95

# Printing Overview

Before printing, your computer and the printer must be plugged in, turned on, and connected to an active network. Make sure that you have the correct print driver software installed on your computer. For details, see [Installing the Software](#) on page 42.

1. Select the appropriate paper.
2. Load paper in the appropriate tray. On the printer control panel, specify the size, color, and type.
3. Access the print settings in your software application. For most software applications, press **CTRL+P** for Windows, or **CMD+P** for Macintosh.
4. Select your printer from the list.
5. Access the print driver settings by selecting **Properties** or **Preferences** for Windows, or **Xerox<sup>®</sup> Features** for Macintosh. The title of the button can vary depending on your application.
6. Modify the print driver settings as necessary, then click **OK**.
7. Click **Print** to send the job to the printer.

See also:

[Loading Paper](#) on page 53

[Selecting Printing Options](#) on page 73

[Printing on Both Sides of the Paper](#) on page 80

[Printing on Special Paper](#) on page 63



# Selecting Printing Options

This section includes:

- [Print Driver Help](#)..... 73
- [Windows Printing Options](#)..... 74
- [Macintosh Printing Options](#)..... 75

Printing options, also called print driver software options, are specified as Printing Preferences in Windows, and Xerox® Features in Macintosh. Printing options include settings for 2-sided printing, page layout, and print quality. Printing options that are set from Printers and Faxes Printing Preferences become the default setting. Printing options that are set from within the software application are temporary. The application and the computer do not save the settings after the application is closed.

## Print Driver Help

Xerox® print driver software Help information is available from the Printing Preferences window. Click the Help (?) button in the bottom left corner of the Printing Preferences window to see the Help.



Information about Printing Preferences appears in the Help window on two tabs:

- **Contents** provides a list of the tabs at the top and the areas at the bottom of the Printing Preferences window. Use the Contents tab to find explanations for each of the fields and areas in Printing Preferences.
- **Search** provides a field where you can enter the topic or function for which you need information.

## Windows Printing Options

### Setting Default Printing Options for Windows

When you print from any software application, the printer uses the print job settings specified in the Printing Preferences window. You can specify your most common printing options and save them so that you do not have to change them every time you print.

For example, if you want to print on both sides of the paper for most jobs, specify 2-sided printing in Printing Preferences.

To select default printing options:

1. Navigate to the list of printers on your computer:
  - For Windows XP SP1 and later, click **Start > Settings > Printers and Faxes**.
  - For Windows Vista, click **Start > Control Panel > Hardware and Sound > Printers**.
  - For Windows Server 2003 and later, click **Start > Settings > Printers**.
  - For Windows 7, click **Start > Devices and Printers**.
2. In the list, right-click the icon for your printer and click **Printing Preferences**.
3. In the Printing Preferences window, click a tab, select the options, then click **OK** to save.

**Note:** For more information about Windows print driver options, click the Help button (?) in the Printing Preferences window.

### Selecting Printing Options for an Individual Job for Windows

To use special printing options for a particular job, change the Printing Preferences from the application before sending the job to the printer. For example, if you want to use the Enhanced print-quality mode when printing a particular document, select Enhanced in Printing Preferences before printing the job.

1. With the document open in your software application, access the print settings. For most software applications, click **File > Print** or press **CTRL+P**.
2. To open the Properties window, select your printer, then click the **Properties** or **Preferences** button. The title of the button varies depending on your application.
3. Click a tab in the Properties window, then make selections.
4. To save your selections and close the Properties window, click **OK**.
5. To send the job to the printer, click **OK**.

## Selecting Finishing Options for Windows

If your printer has a finisher installed, you can select finishing options in the Properties window of the print driver.

**Note:** Not all options listed are supported on all printers. Some options apply only to a specific printer model, configuration, operating system, or driver type.

To select finishing options in the PostScript and PCL print drivers:

1. In the print driver, click the **Printing Options** tab.
2. To select a finishing option, to the right of the Finishing list, click the arrow.

**Note:** The print driver displays stapling positions on paper fed on the long edge. If paper feeds on the short edge instead of the long edge, the finisher can insert the staple in the wrong location.

3. To select the output tray, click the arrow to the right of the Output Destination field, then select an option:
  - **Automatically Select** determines the output destination by the number of sets and the stapling option selected. Multiple sets or stapled sets are sent to the finisher output tray.
  - **Top Tray** selects the output tray on top of the printer.
  - **Stacker Tray** selects the finisher output tray.
4. Do one of the following:
  - To save the settings, click the arrow to the right of the Saved Settings field at the bottom of the window, then click **OK**.
  - To send the job to the printer, click **OK**.

## Saving a Set of Commonly Used Printing Options for Windows

You can define and save a set of options, so that you can apply them to future print jobs.

To save a set of printing options:

1. With the document open in your application, click **File > Print**.
2. Select the printer, then click **Properties**. Click the tabs in the Properties window, then select the desired settings.
3. To save the settings, click the arrow to the right of the Saved Settings field at the bottom of the window, then click **Save As**.
4. Type a name for the set of printing options, then to save the set of options in the Saved Settings list, click **OK**.
5. To print using these options, select the name from the list.

## Macintosh Printing Options

### Selecting Printing Options for Macintosh

To use specific printing options, change the settings before sending the job to the printer.

1. With the document open in your application, click **File > Print**.
2. Select your printer from the list.

## Printing

3. Select **Xerox® Features** from the Copies & Pages menu.
4. Select the desired printing options from the drop-down lists.
5. Click **Print** to send the job to the printer.

### Selecting Finishing Options for Macintosh

If your printer has a finisher installed, select finishing options in the Xerox® Features of the print driver.

To select finishing options in the Macintosh print driver:

1. In the print driver, click **Copies & Pages**, then select **Xerox® Features**.
2. To select stapling options, click the arrow to the right of the Finishing field, then select an option.
3. To select the output tray, click the arrow to the right of the Output Destination field, then select an option:
  - **Automatically Select** determines the output destination by the number of sets and the stapling option selected. Multiple sets or stapled sets are sent to the finisher output tray.
  - **Top Tray** selects the output tray on top of the printer.
  - **Stacker Tray** selects the finisher output tray.
4. To send the job to the printer, click **OK**.

### Saving a Set of Commonly Used Printing Options for Macintosh

You can define and save a set of options, so that you can apply them to future print jobs.

To save a set of printing options:

1. With the document open in your application, click **File > Print**.
2. Select your printer from the Printers list.
3. Select the desired printing options from the drop-down lists in the Print dialog box.
4. Click **Presets > Save As**.
5. Type a name for the printing options, then click **OK** to save the set of options in the Presets list.
6. To print using these options, select the name from the Presets list.

# Managing Jobs

This section includes:

- [Managing Jobs at the Control Panel](#) ..... 77
- [Managing Secure and Held Print Jobs](#) ..... 78
- [Managing Jobs in CentreWare Internet Services](#)..... 79

## Managing Jobs at the Control Panel

From the control panel Job Status, you can view lists of active jobs, secure jobs, or completed jobs. You can pause, delete, print, or view job progress or job details for a selected job. For details, see [Printing Special Job Types](#) on page 89.

To pause printing:

1. At the control panel, press the **Interrupt** button. The printer continues to print while it determines the best place to pause the spooled print job.
2. To resume printing, press the **Interrupt** button again.

To pause the print job with the option to delete it:

1. At the control panel, press the **Stop** button.
2. Do one of the following:
  - To delete the print job, touch **Cancel Printing**.
  - To resume the print job, touch **Resume Printing**.

**Note:** If you do not make a selection within 60 seconds, the job automatically resumes.

To view active, secure, or completed jobs:

1. At the control panel, press the **Job Status** button.
2. To see a list of specific job types, touch a tab.
  - To view jobs that are processing or waiting to process, touch the **Active Jobs** tab.
  - To view Secure Print jobs, touch the **Secure Print Jobs**, or **My Secure Jobs** tab. Touch the folder, enter the passcode number using the keypad, then touch **OK**.
  - To view completed jobs, touch the **Completed Jobs** tab.
3. To refine the list, touch the **Down** arrow.
4. To see details about a job, touch the job.

## Printing

To delete a job:

1. At the control panel, press the **Job Status** button.
2. From any of the job type tabs, touch the job.
3. Touch **Delete**.

### Notes:

- The system administrator can restrict users from deleting jobs. If a system administrator has restricted job deletion, you can view the jobs, but not delete them.
- Only the user that sent the job or the system administrator can delete a secure print job.
- Only the user that sent the job or the system administrator can delete a secure print job.

From the Print From menu, you can view lists of saved jobs, jobs stored on a USB Flash drive, or jobs stored in printer folders. You can select and print jobs from any of the lists. To print the job, see [Printing Special Job Types](#) on page 89.

To view saved jobs:

1. At the printer control panel, press the **Services** button.
2. Touch **Print From**, then touch **Saved Jobs**.
3. To view the saved jobs, touch a folder.
4. To see details about a job, touch the job.

## Managing Secure and Held Print Jobs

When you send a secure print job, the job is held until you release it by typing a passcode at the control panel.

To view a list of secure print jobs:

1. At the printer control panel, press the **Job Status** button.
2. Touch **Secure Print Jobs** or **My Secure Jobs**. For details, see [Secure Print](#) on page 89.
3. **Note:** Only the user that sent the job or the system administrator can delete a secure print job.

If the system administrator has configured the Hold All Jobs feature, any job sent to the printer is held until you release it. For details, see [Releasing Held Print Jobs](#) on page 94.

Unidentified jobs are jobs that are not associated with a user name. Unidentified jobs originate from a computer that does not require a user to log in. Examples are a job sent from a DOS or UNIX window using LPR, Port 9100, or from the Jobs tab in CentreWare Internet Services.

To view a list of the unidentified jobs and release them:

1. Touch the **Unidentified Print Jobs** tab.
2. Do one of the following:
  - To release a held job, touch the job, then touch **Release**.
  - To release all held jobs, touch **Release All Jobs**.

A print job can be held by the printer when it is unable to complete a print job. For example, it needs attention, paper, or supplies. When the condition is resolved, the printer automatically resumes printing.

## Managing Jobs in CentreWare Internet Services

You can view a list of active jobs and delete print jobs from the Active Jobs list in CentreWare Internet Services. You can also print, copy, move, or delete saved jobs. For details, see the Help in CentreWare Internet Services.

# Printing Features

This section includes:

- [Printing on Both Sides of the Paper](#) ..... 80
- [Selecting Paper Options for Printing](#)..... 81
- [Printing Multiple Pages to a Single Sheet](#) ..... 81
- [Printing Booklets](#)..... 82
- [Using Image Options](#) ..... 82
- [Printing Cover Pages](#)..... 83
- [Printing Insert Pages](#) ..... 83
- [Printing Exception Pages](#) ..... 84
- [Scaling](#) ..... 85
- [Printing Watermarks](#)..... 86
- [Printing Mirror Images](#)..... 87
- [Creating and Saving Custom Sizes](#)..... 87
- [Selecting Job Completion Notification for Windows](#)..... 88

## Printing on Both Sides of the Paper

### Paper Types for Automatic 2-Sided Printing

The printer can print a 2-sided document automatically on supported paper. Before printing a 2-sided document, verify that the paper type and weight are supported. For details, see [Supported Paper Types and Weights for Automatic 2-Sided Printing](#) on page 51.

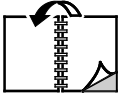



### Printing a 2-Sided Document

Options for Automatic 2-Sided Printing are specified in the print driver. The print driver uses the settings for portrait or landscape orientation from the application for printing the document.



## 2-Sided Page Layout Options

You can specify the page layout for 2-sided printing, which determines how the printed pages turn. These settings override the application page orientation settings.

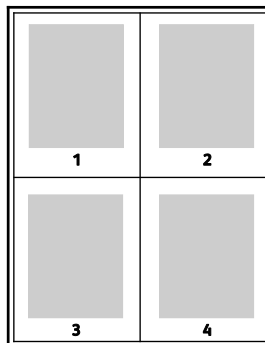
Portrait		Landscape	
			
Portrait 2-Sided Print	Portrait 2-Sided Print, Flip on Short Edge	Landscape 2-Sided Print	Landscape 2-Sided Print, Flip on Short Edge

## Selecting Paper Options for Printing

There are two ways to select the paper for your print job. You can let the printer select which paper to use based on the document size, paper type, and paper color you specify. You can also select a specific tray loaded with the desired paper.

## Printing Multiple Pages to a Single Sheet

When printing a multiple-page document, you can print more than one page on a single sheet of paper. Print 1, 2, 4, 6, 9, or 16 pages per side by selecting Pages Per Sheet on the Page Layout tab. Page Layout is on the Document Options tab.

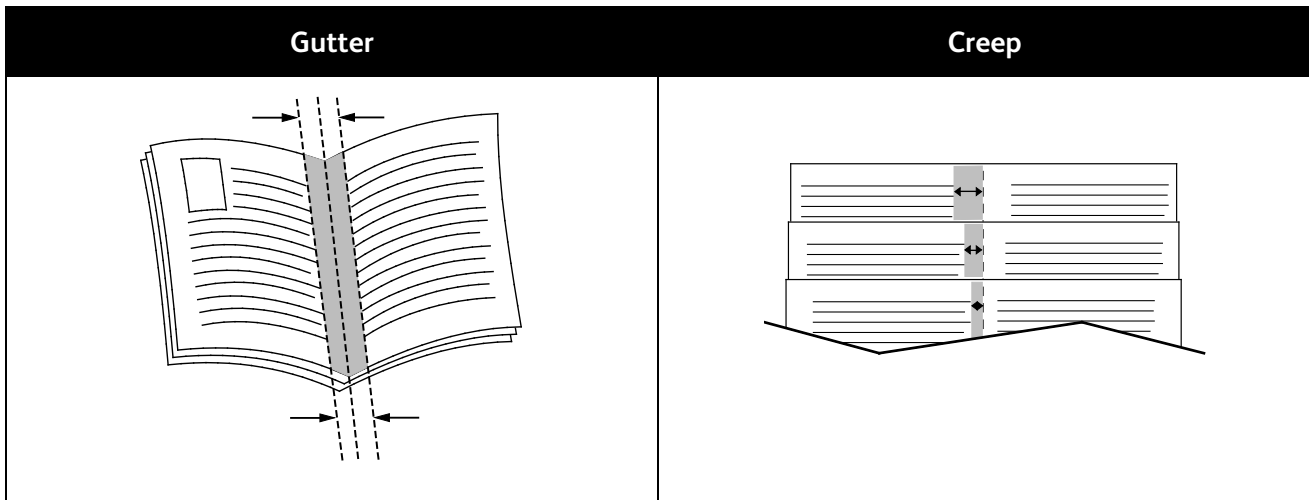


## Printing Booklets

With 2-sided printing, you can print a document in the form of a small booklet. Create booklets from any paper size that is supported for 2-sided printing. The driver automatically reduces each page image and prints four page images per sheet of paper, two page images on each side. The pages are printed in the correct order so that you can fold and staple the pages to create the booklet.

When you print booklets using the Windows PostScript or Macintosh driver, you can specify the gutter and creep.

- **Gutter** specifies the horizontal distance in points between the page images. A point is 0.35 mm (1/72 in.).
- **Creep** specifies how much the page images are shifted outward, in tenths of a point. Shifting compensates for the thickness of the folded paper, which would cause the page images to shift slightly outward when folded. You can select a value from zero to 1 point.



## Using Image Options

The Image Options control the way the printer uses color to produce your document. The Windows PostScript and the Macintosh drivers provide the widest range of color controls and corrections. Each system has standard modes of color control for normal use and custom color options for the more advanced users. Image Options are on the Image Options tab of the Properties window. There, they are divided into Color Correction, Color By Words, and Color Adjustments tabs. For details on accessing the Properties window, see [Printing Overview](#) on page 72.

The Color Correction tab provides standard color modes:

- **Xerox Black and White** converts all color in the document to black and white or shades of gray.
- **Xerox Automatic Color** applies the best color correction to text, graphics, and images. Xerox recommends this setting.
- **Color Correction** provides a selection of commercial press, spot color, CIE, and gray image simulations to match your document color. This tab also provides a Custom Automatic Color option for advanced color corrections based on RGB Color, CMYK Color, Spot Color, CIE Color, or Gray.

The two remaining tabs provide additional ways of adjusting the colors for more specific color requirements.

The Color By Words tab provides a three-step process for defining custom color correction. By making a selection from each of the three fields, you create a sentence for controlling the color characteristics of the document. You can create several sentences to more precisely control the color content of the document. As you create a Color By Words sentence, it appears in the window below the selection fields. The sentence structure is made of three parts:

- **What Color to Change?** provides a list to select a color or range of colors to adjust, such as All Foliage-Green Colors.
- **How Much Change?** lets you select how much effect to make, such as A Lot More, to the selected color.
- **What Type of Change?** lets you select the type of change, such as Vivid, from a list.

The Color Adjustments tab provides a set of six sliders for adjusting the individual components of the selected colors. You can use the sliders to adjust the lightness, contrast, saturation, cyan, magenta, and yellow components of the color.

## Printing Cover Pages

A cover page is the first or last page of a document. You can select paper sources for the cover pages that are different from the source used for the body of a document. For example, you can use your company letterhead for the first page of a document. You can also use heavyweight paper for the first and last pages of a report. You can use any applicable paper tray as the source for printing cover pages.

Select one of these options for printing cover pages:

- **No Covers** does not print cover pages. No cover pages are added to the document.
- **Front Only** prints the first page on paper from the specified tray.
- **Back Only** prints the back page on paper from the specified tray.
- **Front and Back: Same** prints the front and back cover pages from the same tray.
- **Front and Back: Different** prints the front and back cover pages from different trays.

After making a selection for printing the cover pages, you can select the paper for the front and back covers by size, color, or type. You can also use blank or pre-printed paper, and you can print side one, side two, or both sides of the cover pages.

## Printing Insert Pages

You can add blank or pre-printed insert pages before page one of each document or after designated pages within a document. Adding an insert after designated pages within a document separates sections, or acts as a marker or placeholder. Ensure that you specify the paper to use for the insert pages.

- **Insert Options** provides the options to place an insert After Page X, where X is the specified page, or Before Page 1.
- **Insert Quantity** specifies the number of pages to insert at each location.
- **Pages** specifies the page or range of pages that use the exception page characteristics. Separate individual pages or page ranges with commas. Specify pages within a range with a hyphen. For example, to specify pages 1, 6, 9, 10, and 11, type **1,6,9-11**.

## Printing

- **Paper** displays the default size, color, and type of paper selected in Use Job Settings. Click the **Down** arrow to the right of the Paper field to select a different paper size, color, or type.
- **Job Setting** displays the attributes of the paper for the remainder of the job.

## Printing Exception Pages

Exception pages have different settings from the rest of the pages in the job. You can specify differences such as page size, page type, and page color. You can also change the side of the paper on which to print as your job requires. A print job can contain multiple exceptions.

For example, your print job contains 30 pages. You want five pages to print on only one side of a special paper, and the remainder of the pages printed 2-sided on regular paper. You can use exception pages to print the job.

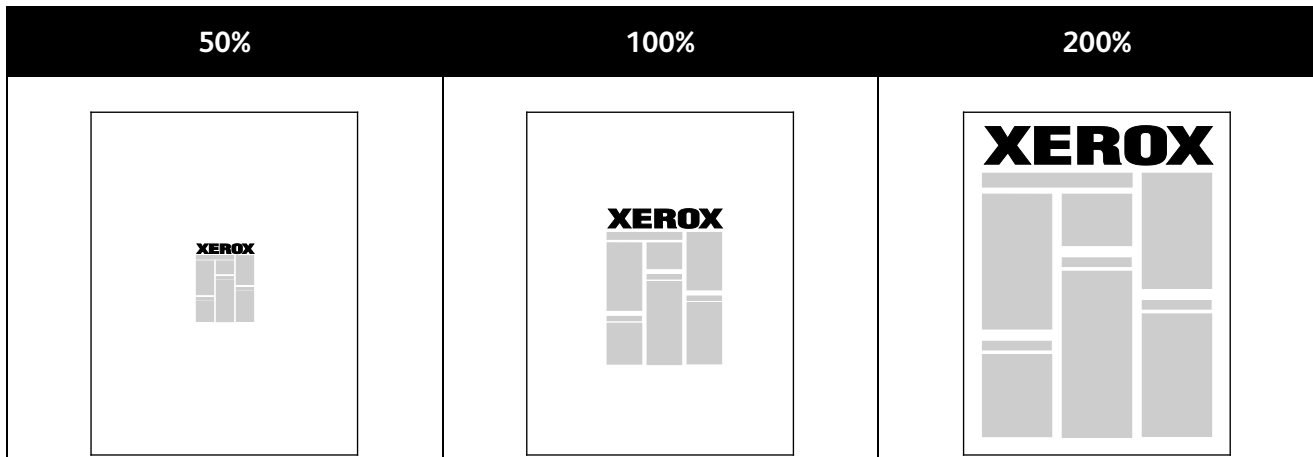
In the Add Exceptions window, you can set the characteristics of the exception pages and select the alternate paper source:

- **Pages** specifies the page or range of pages that use the exception page characteristics. Separate individual pages or page ranges with commas. Specify pages within a range with a hyphen. For example, to specify pages 1, 6, 9, 10, and 11, type **1,6,9-11**.
- **Paper** displays the default size, color, and type of paper selected in Use Job Settings. Click the **Down** arrow to the right of the Paper field to select a different paper size, color, or type.
- **2-Sided Printing** allows you to select 2-sided printing options. Click the **Down** arrow to select an option:
  - **1-Sided Print** prints the exception pages on one side only.
  - **2-Sided Print** prints the exception pages on both sides of the paper and flips the pages on the long edge. The job then can be bound on the long edge of the pages.
  - **2-Sided Print, Flip on Short Edge** prints the exception pages on both sides of the paper and flips the pages on the short edge. The job then can be bound on the short edge of the pages.
  - **Use Job Setting** prints the job using the attributes shown in the Job Settings box.
- **Job Setting** displays the attributes of the paper for the remainder of the job.

**Note:** Some combinations of 2-sided printing with certain paper types and sizes can produce unexpected results.

## Scaling

You can reduce the image to as little as 25 % of its original size or enlarge it as much as 400 % . In Windows, the Scale Options are located in the print driver on the Printing Options tab.

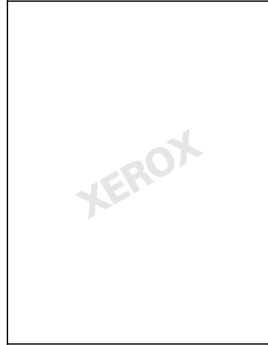


To access the Scale options, click the arrow at the right side of the Paper field, then select **Other Size**.

- **No Scaling** does not increase or decrease the size of the image from the original.
- **Automatically Scale** changes the print from one standard paper size to another standard paper size. The Original Document Size is scaled to fit on the selected output paper size shown in the Output Paper Size field.
- **Manually Scale** changes the output print size by the percentage entered into the field under the graphic to the right of the Scale Options.

## Printing Watermarks

A watermark is special purpose text that can be printed across one or more pages. For example, you can add a word like Copy, Draft, or Confidential as a watermark instead of stamping it on a document before distribution.



### Notes:

- Not all options listed are supported on all printers. Some options apply only to a specific printer model, configuration, operating system, or driver type.
- Watermarks are not supported for some print drivers when booklet is selected or when more than one page is printed on a sheet of paper.

Using the watermark options, you can do the following:

- Create a watermark or edit an existing watermark using the Watermark Editor:
  - A Text Watermark uses the characters typed in the Text field as the watermark. You can create a text watermark to print on a document. Select options such as font size, font type, font color, and angle.
  - A Picture Watermark uses an image as the watermark. The picture file can be in **.bmp**, **.gif**, or **.jpg** format. You can create a picture watermark to print on a document, and select options including size and position on the page.
  - A Time Stamp Watermark uses a time stamp as the watermark. You can create a time stamp watermark to print on a document. Time stamp elements include the day, date, time, and time zone.
- Place a watermark on the first page or on every page in a document.
- Print a watermark in the foreground or background or blend it with the print job.

To print a Watermark:

1. Click **Document Options > Watermark**.
2. From the Watermark menu, select the watermark.
3. Click **Layering**, then select how to print the watermark:
  - **Print in Background** prints the watermark behind the text and graphics in the document.
  - **Blend** combines the watermark with the text and graphics in the document. A blended watermark is translucent, so you can see both the watermark and the document content.
  - **Print in Foreground** prints the watermark over the text and graphics in the document.

4. Click **Pages**, then select the pages on which to print the watermark:
  - **Print on All Pages** prints the watermark on all pages of your document.
  - **Print on Page 1 Only** prints the watermark only on the first page of the document.
5. Click **OK**.

## Printing Mirror Images

If the PostScript driver is installed, you can print pages as a mirror image. Images mirror left to right when printed.

## Creating and Saving Custom Sizes

You can print custom-size paper from Trays 1–5. Custom size paper settings are saved in the print driver and are available for you to select in all your applications. See [Supported Custom Paper Sizes](#) on page 48 for paper sizes that are supported for each tray.

To create and save custom sizes for Windows:

1. In the print driver, click the **Printing Options** tab.
2. Click the arrow at the right of the Paper field, then select **Other Size > Output Paper Size > New**.
3. In the New Custom Size window, enter the height and width of the new size. Then, using the Units icon in the lower-left, select **Inches** or **Millimeters**.

Enter a title for the new size in the Name field, then click **OK** to save.

To create and save custom sizes for Macintosh:

1. In the application, click **File > Page Setup**.
2. Click **Paper Sizes**, then select **Manage Custom Sizes**.
3. To add a new size, in the Manage Paper Sizes window, click the plus sign (+).
4. At the top of the window, double-click **My Custom Size**, then type a name for the new custom size.
5. Enter the height and width of the new custom size.
6. Click **Print Margins**, then select the printer from the list. Or set the top, bottom, right, and left margins.
7. To save the settings, click **OK**.

## Selecting Job Completion Notification for Windows

You can select to be notified when your job finishes printing. A message appears on your computer screen with the name of the job and the name of the printer where it was printed.

**Note:** This feature is only available on a Windows computer printing to a network printer.

To be notified when your print job completes:

1. Click **Notification**.
2. Click **Notify for Completed Jobs**. Select an option:
  - **Enabled** turns on notifications.
  - **Disabled** turns off the Notification feature.
3. Click **OK**.



# Printing Special Job Types

This section includes:

• <a href="#">Secure Print</a> .....	89
• <a href="#">Sample Set</a> .....	90
• <a href="#">Delay Print</a> .....	91
• <a href="#">Saved Job</a> .....	91

Special job types allow you to send a print job from your computer, then print it from the printer control panel.

Select special job types in the print driver from the Printing Options tab.

## Secure Print

Secure print allows you to associate a 4–10 digit passcode with a print job when sending it to the printer. The job is held at the printer until you enter the passcode at the control panel.

When printing a series of secure print jobs, you can assign a default passcode in the Printing Preferences of the print driver. Then you can use the default passcode for all print jobs sent from that computer. If you must use a different passcode, you can override it in the application print driver.

## Sending a Secure Print Job

1. On the Printing Options tab, from the Job Type list, select **Secure Print**.
2. Type then retype a 4-10 digit passcode for the secure print job.
3. In the Confirm Passcode field, type the passcode again.

### Notes:

- If you do not supply a passcode, the printer assigns a passcode and displays it in the Passcode Required window. Use this passcode to print the document at the printer, or type your own passcode to use in the Secure Print window.
- The passcode is associated with your user name. After you set a passcode, it becomes the default passcode for any print job that requires a passcode on all Xerox<sup>®</sup> printers. You can reset the passcode at any time from any window that contains the passcode.

4. Click **OK**.
5. Verify that the paper is the correct size, type, and weight. If not, change the paper settings.

**Note:** To select the paper for your print job, click **Paper > Select By Tray**.

6. Select an option for 2-sided printing.
7. If your printer has a finisher installed, click the arrow to the right of Finishing, then select a stapling option. The image next to Stapling shows the staple position.
8. Select a print-quality mode.

## Printing

9. Select an output destination.
10. Select another tab or click **OK**.
11. To send the job to the printer, in the Print window, select the number of copies to print, then click **OK** or **Print**.

### Releasing a Secure Print

1. At the control panel, press the **Job Status** button.
2. Touch the **Secure Print Jobs** or **My Secure Jobs** tab.
3. Touch the folder that holds the print job.
4. Using the keypad, enter the passcode that you assigned to the print job, then touch **OK**.
5. Touch the corresponding print job in the list, then touch **Release**.

### Deleting a Secure Print

1. At the control panel, press the **Job Status** button.
2. Touch the **Secure Print Jobs** or **My Secure Jobs** tab.
3. Touch the folder that holds the print job.
4. Enter the passcode number that you assigned to the print job using the keypad.
5. Touch the corresponding print job in the list, then touch **Delete**.

## Sample Set

The Sample Set job type allows you to print a sample copy of a multiple-copy job and hold the remaining copies at the printer. After you review the sample copy, you can select the job name from the printer control panel to print the additional copies.

### Sending a Sample Set Print Job

1. On the Printing Options tab, from the Job Type list, select **Sample Set**.
2. Verify that the paper is the correct size, type, and weight. If not, change the paper settings.  
**Note:** To select the paper for your print job, click **Paper > Select By Tray**.
3. Select an option for 2-sided printing.
4. If your printer has a finisher installed, click the arrow to the right of Finishing, then select a stapling option. The image next to Stapling shows the staple position.
5. Select a print-quality mode.
6. Select an output destination.
7. Select another tab or click **OK**.
8. To send the job to the printer, in the Print window, select the number of copies to print, then click **OK** or **Print**.

A sample copy prints immediately. The sample copy is not counted as part of the print job.

- After reviewing the copy, use the printer control panel to print or delete the remaining copies.

**Note:** You can use Sample Set as a part of the Earth Smart settings. In Earth Smart settings, set Sample Set as your default Job Type.

- To print the job, select it from the job list on the printer control panel.
- Press **OK**.

## Releasing the Remaining Prints After Printing a Sample Set

- At the control panel, touch **Job Status**.
- Touch the corresponding print job in the list.
 

**Note:** The control panel displays Held: Sample Set next to the job name.
- Touch **Release**.  
The remainder of the job prints, and the job is deleted from the printer hard drive.

## Delay Print

You can delay a print job for up to 24 hours from the original job submission time. Enter the time at which you would like the job to print. If the time you enter is earlier than the time that you submit the print job, it prints on the following day. The Delayed Print default time is midnight.

## Sending a Delay Print Job

- On the Printing Options tab, from the Job Type list, select **Delay Print**.
- In the Delay Print window, select the **Tab** key to move from the hour section to the minutes section. To select the time to send the print job, click the arrow buttons.
  - For a 12-hour time format, type the hour (1–12), minutes (00–59), then select **A.M.** or **P.M.**. To toggle between A.M. and P.M., click **A.M.** or **P.M.**, then use the **Up** arrow or **Down** arrow buttons.
  - For a 24-hour time format, type the hour (1–23) and the minutes (00–59).

**Note:** The regional settings on your computer determine the time format.

- Click **OK**.
- Select other desired printing options and click **OK**.
- Click **OK** or **Print**.

**Note:** To print the job after you send it but before the scheduled time, release the job at the printer control panel.

## Saved Job

Saved Job or Store File in Folder stores a public or private job in the printer and prints the job as requested at the printer control panel. This option is useful for documents that you print frequently. You can assign a passcode to a private job to prevent unauthorized printing.

To print saved jobs, see [Printing from Saved Jobs](#) on page 95.

## Sending a Public Saved Job

1. On the Printing Options tab, from the Job Type list, select **Saved Job**.
2. In the Saved Job window, for Job Name, do one of the following:
  - Type a name for the job.
  - Click the arrow to the right of the field and select a name from the list.
  - Click the arrow to the right of the field and select **Use Document Name** to use the name of the document.

**Note:** The print driver retains 10 names. When adding an 11th name, the name used least is deleted automatically from the list. To remove names from the list other than the selected name, select **Clear List**.

3. In Save To or Folder Number, specify where you want the file saved on the printer. Do one of the following:
  - Type the name of the destination folder.
  - Click the arrow to the right of the field, then select a folder name from the list.
  - Click the arrow to the right of the field, then select **Default Public Folder**.
4. To print the job now and also save the job, select the **Print and Save** check box.
5. Select **Public**.
6. Click **OK**.
7. Verify that the paper is the correct size, type, and weight. If not, change the paper settings.

**Note:** To select the paper for your print job, click **Paper > Select By Tray**.

8. Select an option for 2-sided printing.
9. If your printer has a finisher installed, click the arrow to the right of Finishing, then select a stapling option. The image next to Stapling shows the staple position.
10. Select a print-quality mode.
11. Select an output destination.
12. Select another tab or click **OK**.
13. To send the job to the printer, in the Print window, select the number of copies to print, then click **OK** or **Print**.

A sample copy prints immediately. The sample copy is not counted as part of the print job.

14. To print the job, select it from the job list on the printer control panel.
15. Press **OK**.

After the job is saved, you can print it as needed. For details, see [Printing from Saved Jobs](#) on page 95.

## Sending a Private Saved Job

1. On the Printing Options tab, from the Job Type list, select **Saved Job**.
2. In the Saved Job window, for Job Name, do one of the following:
  - Type a name for the job.
  - Click the arrow to the right of the field and select a name from the list.
  - Click the arrow to the right of the field and select **Use Document Name** to use the name of the document.

**Note:** The print driver retains 10 names. When adding an 11th name, the name used least is deleted automatically from the list. To remove names from the list other than the selected name, select **Clear List**.

3. In Save To or Folder Number, specify where you want the file saved on the printer. Do one of the following:
  - Type the name of the destination folder.
  - Click the arrow to the right of the field, then select a folder name from the list.
  - Click the arrow to the right of the field, then select **Default Public Folder**.
4. In the Save To field, specify where you want the file saved on the printer. Do one of the following:
  - Type the name of the destination folder.
  - Click the arrow to the right of the field and select a folder name from the list.
5. To print the job now and also save the job, select the **Print and Save** check box.
6. To store your job at the printer, select **Private**.
7. In the Passcode field, type a passcode. The passcode is associated with your user name. After you set a passcode, it becomes the default passcode for any print job that requires a passcode on all Xerox<sup>®</sup> printers. You can reset the passcode at any time from any window that contains the passcode.
8. In the Confirm Passcode field, type the passcode again.
9. Click **OK**.
10. Verify that the paper is the correct size, type, and weight. If not, change the paper settings.

**Note:** To select the paper for your print job, click **Paper > Select By Tray**.

11. Select an option for 2-sided printing.
12. If your printer has a finisher installed, click the arrow to the right of Finishing, then select a stapling option. The image next to Stapling shows the staple position.
13. Select a print-quality mode.
14. Select an output destination.
15. Select another tab or click **OK**.
16. To print the job, select it from the job list on the printer control panel.
17. Press **OK**.

After the job is saved, you can print it as needed. For details, see [Printing from Saved Jobs](#) on page 95.

## Held Print Jobs

Jobs can be held or paused for various reasons. For example, if the printer is out of paper, the job holds. If you send a sample job, the first copy of the job prints and the rest of the copies hold until you release them. If the system administrator has configured the Hold All Jobs feature, any job sent to the printer is held until you release it.

### Releasing Held Print Jobs

1. At the control panel, press the **Job Status** button.
2. Touch **Active Jobs**.
3. To determine why a job was held, touch the job, then touch **Details**.
4. Do one of the following:
  - To release a held job, touch the job, then touch **Release**.
  - To release all held jobs, touch **Release All Jobs**.

# Print From

Print From allows printing of documents stored on the printer, on a computer on a network, or on a USB Flash drive.

## Printing from a USB Flash Drive

You can print **.pdf**, **.tiff**, and **.xps** files directly from a USB Flash drive.

### Notes:

- If USB ports are disabled, you cannot use a USB card reader for authentication, update the software, or print from a USB Flash drive.
- The system administrator must set up this feature before you can use it. For details, see the *System Administrator Guide* at [www.xerox.com/office/WC780Xdocs](http://www.xerox.com/office/WC780Xdocs).

To print from a USB Flash drive:

1. Insert your USB Flash drive in the USB port on the printer control panel. The Print from USB window appears.  
The list at the bottom of the window displays the folders and printable files on the USB Flash drive.
2. To scroll through the list and locate the printable file, next to the list, use the arrows.  
If the print file is in a folder, to open the folder, touch the name.
3. Touch the name of the printable file.
4. Select the number of copies, output color, paper size, paper color, paper type, 2-sided printing, and finishing options.
5. Press the green **Start** button.  
To go back to the last screen, touch **Back**.  
To look for other folders and printable files, touch **Browse**.

## Printing from Saved Jobs

To print from saved jobs:

1. At the control panel, press the **Services** button, then touch **Print From**.
2. Select **Saved Jobs**, then touch the name of the folder containing the saved job.
3. Touch the name of the saved job that you want to print.  
**Note:** To print a private saved job, touch the name of the job, then enter the passcode.
4. Select the number of copies, output color, paper size, paper color, paper type, 2-sided printing, and finishing options.
5. Press the green **Start** button.
6. After the job prints, to return to the list of saved jobs, touch **Browse**.  
To return to the list of folders, touch **Back**.

## Printing from Mailbox

Print from mailbox allows you to print a file that is stored in a folder on the printer hard drive.

To print from a mailbox:

1. At the control panel, press the **Services** button, then touch **Print From**.
2. Select **Mailbox**, then touch the name of the folder containing the document.

**Note:** If Mailbox is not displayed, use CentreWare Internet Services to enable the Scan to Mailbox and Print From Mailbox features. Then create a scan to mailbox folder. For details, see the *System Administrator Guide* at [www.xerox.com/office/WC780Xdocs](http://www.xerox.com/office/WC780Xdocs).

3. Touch the name of the document that you want to print.
4. Select the number of copies, output color, paper size, paper color, paper type, 2-sided printing, and finishing options.
5. Press the green **Start** button.

After the job prints, to return to the list of documents in the mailbox, touch **Browse**.

To return to the list of folders, touch **Back**.

## Printing from CentreWare Internet Services

You can print .pdf, .ps, .pcl, and .xps files directly from CentreWare Internet Services without having to open another application or the print driver. The files can be stored on a local computer hard drive, mass storage device, or network drive.

To print from CentreWare Internet Services:

1. At your computer, open a Web browser, in the address field, type the IP address of the printer, then press **Enter** or **Return**.

**Note:** If you do not know the IP address of your printer, see [Finding the IP Address of Your Printer](#) on page 32.

2. In CentreWare Internet Services, click **Print**.
3. To select the file from a local network or remote location, click **Choose File**, select the file, then click **Open**.
4. Under Printing, select the desired options for the job.
5. To print the document, click **Submit Job**.

**Note:** To ensure that the job was sent to the queue, wait for the job submission confirmation message to appear before you close this page.



# Copying

# 6

This chapter includes:

- [Basic Copying](#) ..... 98
- [Selecting Copy Settings](#)..... 100

# Basic Copying

1. To clear previous settings, press the yellow **Clear All** button on the control panel.
2. Load your original documents:
  - Use the document glass for single pages or paper that cannot be fed using the document feeder. Place the first page of the document face down, in the top left corner of the document glass.
  - Use the document feeder for multiple or single pages. Remove any staples and paper clips from the pages and place them face up in the document feeder.
3. Press the **Services Home** button, then touch **Copy**.
4. Use the alphanumeric keypad on the control panel to enter the number of copies. The number of copies appears in the upper right corner of the touch screen.

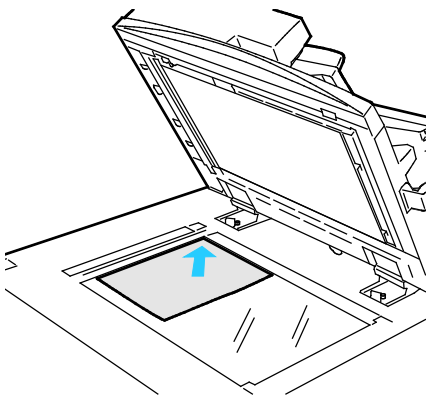
**Note:** To correct the number of copies entered using the alphanumeric keypad, press the **C** button, then re-enter the number.

5. Change the copy settings as needed. For details, see [Selecting Copy Settings](#) on page 100.
6. Press the green **Start** button.

## Notes:

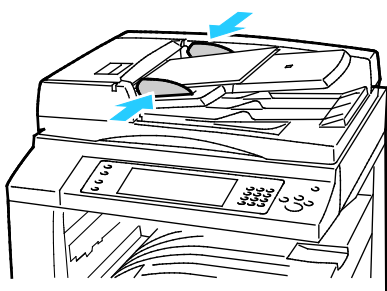
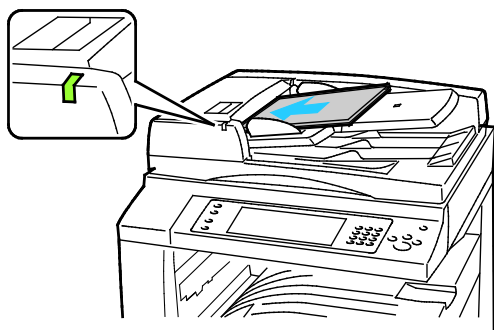
- To pause or cancel a copy job, press the red **Stop** button on the control panel.
- To interrupt a copy job, press the **Interrupt** button on the control panel.
- On the touch screen, touch **Resume Scanning** to continue the job, or **Cancel Scanning** to cancel the job completely.

## Document Glass



- Lift the document feeder cover and place the first page face down in the upper left corner of the document glass.
- Align the originals to the matching paper size printed on the edge of the glass.
- The document glass accepts paper sizes up to 297 x 432 mm (11.7 x 17 in.).
- The document glass automatically detects standard paper sizes.

## Document Feeder



Insert originals face up, with page one on top.

- The confirmation indicator illuminates when you load the originals correctly.
- Adjust the paper guides so they fit against the originals.
- The document feeder automatically detects standard paper sizes.

WorkCentre 7830/7835 Multifunction Printer:

- The document feeder accepts paper weights 38–128 g/m<sup>2</sup> for 1-sided pages, and 50–128 g/m<sup>2</sup> for 2-sided pages.
- The document feeder accepts paper sizes from 85 x 125 mm (3.3 x 4.9 in.) through 297 x 432 mm (11.7 x 17 in.) for 1-sided pages, and 110 x 125 (4.3 x 4.9 in.) through 297 x 432 mm (11.7 x 17 in.) for 2-sided pages.
- The maximum document feeder capacity is approximately 110 sheets of 80 g/m<sup>2</sup> paper.

WorkCentre 7845/7855 Multifunction Printer:

- The document feeder accepts paper weights 38–128 g/m<sup>2</sup>.
- The document feeder accepts paper sizes from 85 x 125 mm (3.3 x 4.9 in.) through 297 x 432 mm (11.7 x 17 in.).
- The maximum document feeder capacity is approximately 130 sheets of 80 g/m<sup>2</sup> paper.

# Selecting Copy Settings

This section includes:

- [Basic Settings.....](#) 101
- [Image-Quality Settings .....](#) 104
- [Layout Settings.....](#) 107
- [Output Format Settings .....](#) 110
- [ID Card Copying .....](#) 117
- [Advanced Copying.....](#) 121

## Basic Settings

This section includes:

- [Selecting Color or Black and White Copies](#) ..... 101
- [Reducing or Enlarging the Image](#) ..... 101
- [Selecting the Paper Tray](#) ..... 102
- [Selecting 2-Sided Copy Options](#) ..... 102
- [Selecting Collated Copies](#) ..... 103
- [Selecting Uncollated Copies](#) ..... 103
- [Stapling Copies](#) ..... 103

### Selecting Color or Black and White Copies

If the original document contains color, you can create copies in full color, a single color, or in black and white.

To select the output color:

1. Press the **Services Home** button, then touch **Copy**.
2. Under Output Color, select an option:
  - **Auto Detect** detects the color content in the original document. If the original is a color document, the printer makes copies in full color. If the original is a black and white document, the printer makes copies in black only.
  - **Black & White** copies in black and white only. Colors in the original are converted to shades of gray.
  - **More** provides additional choices:
    - **Color** copies in full color output using all four printing colors, cyan, magenta, yellow, and black.
    - **Single Color** copies in shades of a single color. Under Colors, select a color. The sample page shows your color selection.
3. Touch **OK**.

### Reducing or Enlarging the Image

You can reduce the image to as little as 25 % of its original size or enlarge it as much as 400 %.

To reduce or enlarge the image:

1. Press the **Services Home** button, then touch **Copy**.
2. Touch an option:
  - To reduce or enlarge the percentage incrementally, under Reduce/Enlarge, touch **Plus (+)** or **Minus (-)**.
  - To reduce or enlarge the percentage using the alphanumeric keypad to type a specific value, under Reduce/Enlarge, touch the current displayed value.

## Copying

- To reduce or enlarge proportionally, touch **Reduce/Enlarge**, then touch **Proportional %**.
    - To reduce or enlarge the percentage incrementally, touch **Plus (+)** or **Minus (-)**.
    - To reduce or enlarge the percentage using the alphanumeric keypad, touch the current displayed value.
    - **Presets (X-Y%)** allow you to select from a list of preset values. Touch **More** for additional preset values.
    - To center the image on the page, select the **Auto Center** check box.
  - To reduce or enlarge the width and length of the image by different percentages, touch **Reduce/Enlarge**, then touch **Independent %**.
    - **Width:X%** allows you to reduce or enlarge the width of the image incrementally using the alphanumeric keypad or the Plus (+) and Minus (-) buttons.
    - **Length:Y%** allows you to reduce or enlarge the length of the image incrementally using the alphanumeric keypad or the Plus (+) and Minus (-) buttons.
    - **Presets (Y/X)** allow you to select from a list of preset values. Touch **More** for additional preset values.
    - To center the image on the page, select the **Auto Center** check box.
3. Touch **OK**.

## Selecting the Paper Tray

Select a paper tray loaded with the desired paper to make copies on letterhead, colored paper, transparencies, or different paper sizes.

To select the tray to use for copies:

1. Press the **Services Home** button, then touch **Copy**.
2. Under Paper Supply, touch the desired tray.
3. If the desired tray is not listed, select another tray:
  - a. Touch **More** for additional options.
  - b. Touch the desired tray.
4. Touch **OK**.

## Selecting 2-Sided Copy Options

Use the document feeder or the document glass to copy one or both sides of a 2-sided original.

To select 2-sided copy options:

1. Press the **Services Home** button, then touch **Copy**.
2. Under 2-Sided Copying, select one of the following:
  - **1->1 Sided** scans only one side of the originals and produces 1-sided copies.
  - **1->2 Sided** scans only one side of the originals and produces 2-sided copies. To rotate the second sides, touch **Rotate Side 2**.

- **2->2 Sided** scans both sides of the originals and produces 2-sided copies. To rotate the second sides, touch **Rotate Side 2**.
  - **2->1 Sided** scans both sides of the originals and produces 1-sided copies.
3. Press the green **Start** button.
- The document feeder automatically copies both sides of the 2-sided original.
  - A message appears on the control panel when it is time to place the next original on the document glass.

## Selecting Collated Copies

You can automatically collate multi-page copy jobs. For example, when making three 1-sided copies of a six-page document, the copies are printed in this order:

1, 2, 3, 4, 5, 6; 1, 2, 3, 4, 5, 6; 1, 2, 3, 4, 5, 6

To select collated copies:

1. Press the **Services Home** button, then touch **Copy**.
2. Under Copy Output, touch **Collated** if it is not already selected.

## Selecting Uncollated Copies

Uncollated copies print in the following order:

1, 1, 1, 2, 2, 2, 3, 3, 3, 4, 4, 4, 5, 5, 5, 6, 6, 6

To select uncollated copies:

1. Press the **Services Home** button, then touch **Copy**.  
If your printer has a finisher, under Copy Output, touch **More**.
2. Under Collation, touch **Uncollated**.
3. Touch **OK**.

## Stapling Copies

If your printer has a finisher, it can staple your copies.

To select stapling:

1. Press the **Services Home** button, then touch **Copy**.
2. Under Copy Output, select an option.
3. For additional stapling options, touch **More**.
  - a. Under Staple, select an option.
  - b. To change the orientation of the page, touch **Original Orientation**, then select an option.
  - c. To change the paper source, touch **Paper Supply**, then select an option.
  - d. To enable the hole punch feature, touch **Hole Punch**, then select an option.
4. Touch **OK**.

## Image-Quality Settings

This section includes:

- [Specifying the Original Type](#)..... 104
- [Adjusting Brightness, Sharpness, and Saturation](#) ..... 104
- [Automatically Suppressing Background Variation](#) ..... 104
- [Adjusting the Contrast](#)..... 105
- [Selecting Color Effects](#)..... 105
- [Adjusting the Color Balance](#)..... 106

### Specifying the Original Type

The printer optimizes the image quality of the copies based on the type of images in the original document and how the original was created.

To specify the original type:

1. Press the **Services Home** button, then touch **Copy**.
2. Touch the **Image Quality** tab, then touch **Original Type**.
3. On the Original Type screen, select the appropriate settings:
  - On the left side of the screen, touch the content type of the original document.
  - If known, select how the original was produced.
4. Touch **OK**.

### Adjusting Brightness, Sharpness, and Saturation

You can lighten or darken copies and adjust the sharpness and saturation.

To adjust the image:

1. Press the **Services Home** button, then touch **Copy**.
2. Touch the **Image Quality** tab, then touch **Image Options**.
3. On the Image Options screen, adjust the sliders up or down as needed:
  - **Lighten/Darken** lightens or darkens the image.
  - **Sharpness** sharpens or softens the image.
  - **Saturation** makes the image colors more vivid or pastel.
4. Touch **OK**.

### Automatically Suppressing Background Variation

When scanning originals printed on thin paper, text or images printed on one side of the paper can be seen on the other side. Use the Auto Suppression setting to reduce the sensitivity of the printer to variations in light background colors.

To change this setting:

1. Press the **Services Home** button, then touch **Copy**.
2. Touch the **Image Quality** tab, then touch **Image Enhancement**.



3. Under Background Suppression, touch **Auto Suppression**.
4. Touch **OK**.

## Adjusting the Contrast

Contrast is the relative difference between light and dark areas in an image.

To increase or reduce the contrast of the copies:

1. Press the **Services Home** button, then touch **Copy**.
2. Touch the **Image Quality** tab, then touch **Image Enhancement**.
3. On the Image Enhancement screen, adjust the contrast:
  - **Auto Contrast** allows the printer to set the contrast automatically.
  - **Manual Contrast** allows you to adjust the contrast manually. To increase or decrease the contrast, move the Manual Contrast slider up or down. The middle position on the slider, **Normal**, does not change the contrast.
4. Touch **OK**.

## Selecting Color Effects

If you have a color original, you can adjust the color of the copy using preset color effects. For example, you can adjust colors to be brighter or cooler.

To select a preset color effect:

1. Press the **Services Home** button, then touch **Copy**.
2. Touch the **Image Quality** tab, then touch **Color Presets**.  
**Note:** This feature is not available when Output Color is set to Black and White.
3. On the Color Presets screen, touch the desired preset color effect. The sample images show how the colors are adjusted.
4. Touch **OK**.

## Adjusting the Color Balance

If you have a color original, you can adjust the balance of the printing colors between cyan, magenta, yellow, and black before printing your copy.

To adjust the color balance:

1. Press the **Services Home** button, then touch **Copy**.
2. Touch the **Image Quality** tab, then touch **Color Balance**.

**Note:** This feature is not available when Output Color is set to Black and White.

3. To adjust the density levels of all four colors:
  - a. On the Color Balance screen, touch **Basic Color**.
  - b. Move the sliders to adjust the level for each color.
4. To adjust the highlight, midtone, and shadow density levels by color:
  - a. On the Color Balance screen, touch **Advanced Color**.
  - b. Touch the color you want to adjust.
  - c. Move the sliders to adjust the levels for highlights, midtones, and shadows.
  - d. Repeat the previous two steps for additional colors.
5. Touch **OK**.

## Layout Settings

This section includes:

- [Specifying the Orientation of the Original](#)..... 107
- [Specifying the Size of the Original](#) ..... 107
- [Selecting Book Copying](#)..... 108
- [Shifting the Image](#) ..... 108
- [Erasing the Edges of Copies](#) ..... 109
- [Inverting the Image](#) ..... 109

### Specifying the Orientation of the Original

If you plan to have the copies automatically stapled, specify the orientation of the original.

1. Press the **Services Home** button, then touch **Copy**.
2. Touch the **Layout Adjustment** tab, then touch **Original Orientation**.
3. On the Original Orientation screen, touch the desired orientation:
  - **Portrait Originals** and **Landscape Originals** refer to the images on the originals.
  - **Upright Images** and **Sideways Images** refer to the direction the originals are loaded in the document feeder.

**Note:** If you are using the document glass, the orientation of the original is as seen before turning it over.

4. Touch **OK**.

### Specifying the Size of the Original

To scan the correct area of the original, specify the original size.

1. Press the **Services Home** button, then touch **Copy**.
2. Touch the **Layout Adjustment** tab, then touch **Original Size**.
3. On the Original Size screen, select an option:
  - **Auto Detect** allows the printer to determine the size of the original.
  - **Preset Scan Areas** specifies the area to scan when it matches a standard paper size. In the scrolling list, touch the desired paper size.
  - **Custom Scan Area** allows you to specify the height and width of the area to scan. To specify an area, touch the **Length (Y)** and **Width (X)** arrows.
  - **Mixed Size Originals** allows you to scan standard-size originals of varying sizes. Use the diagram on the screen to determine which original sizes can be mixed in the same job.
4. Touch **OK**.

## Selecting Book Copying

When copying a book, magazine, or other bound document, you can copy either the left or right page onto a single sheet of paper. You can copy both the left and right pages onto two sheets of paper, or as a single image on one sheet of paper.

**Note:** You must use the document glass to make copies from books, magazines, or other bound documents. Do not place bound originals in the document feeder.

To set up book copying:

1. Press the **Services Home** button, then touch **Copy**.
2. Touch the **Layout Adjustment** tab, then touch **Book Copying**.
3. On the Book Copying screen, select an option:
  - **Off** copies both pages of an open book as one image on a single sheet of paper.
  - **Both Pages** copies the left and the right pages of an open book onto two sheets of paper. If Binding Edge Erase is required, touch the arrows to erase up to 50.8 mm (2 in.).
  - **Left Page Only** copies only the left page of an open book on a single sheet of paper. If Binding Edge Erase is required, touch the arrows to erase up to 25.4 mm (1 in.).
  - **Right Page Only** to copy only the right page of an open book on a single sheet of paper. If Binding Edge Erase is required, touch the arrows to erase up to 25.4 mm (1 in.).
4. Touch **OK**.

## Shifting the Image

You can change the placement of an image on the copy page. This is useful if the image is smaller than the page size. Originals must be positioned as follows for image shift to work correctly:

- **Document Feeder:** Position originals face up, long edge entering the feeder first.
- **Document Glass:** Position originals face down, in the back-left corner of the document glass, long edge to the left.

To change the placement of the image:

1. Press the **Services Home** button, then touch **Copy**.
2. Touch the **Layout Adjustment** tab, then touch **Image Shift**.
3. On the Image Shift screen, select an option:
  - **Auto Center** centers the image on the page.
  - **Margin Shift** allows you to specify the position of the image. To specify the amount of shift for Side 1, touch the **Up/Down** and **Left/Right** arrows. To specify the amount of shift for Side 2, touch the **Up/Down** and **Left/Right** arrows, or select **Mirror Side 1**.

**Note:** You can use preset values that were previously saved by the system administrator. Touch **Presets** in the lower left corner of the screen, and select a preset from the drop-down menu.

4. Touch **OK**.

## Erasing the Edges of Copies

You can erase content from the edges of your copies by specifying the amount to erase on the right, left, top, and bottom edges.

To erase edges on copies:

1. Press the **Services Home** button, then touch **Copy**.
2. Touch the **Layout Adjustment** tab, then touch **Edge Erase**.
3. On the Edge Erase screen, select an option:
  - **All Edges** erases all four edges by the same amount. To specify the amount to erase from the edge, touch the **All Edges** arrows.
  - **Individual Edges** specifies different amounts for the edges. To specify the amount to erase from each edge, touch **Side 1**, then touch the **Left, Right, Top, and Bottom** arrows. To specify the amount to erase from each edge, touch **Side 2**, then touch the **Left, Right, Top, and Bottom** arrows, or touch **Mirror Side 1**.

**Note:** You can use preset values that were previously saved by the system administrator. Touch **Presets** in the lower left corner of the screen, and select a preset from the drop-down menu.

4. Touch **OK**.

## Inverting the Image

You can invert your original, as a mirror image or as a negative image. You can use one or both of these options.

To invert the image:

1. Press the **Services Home** button, then touch **Copy**.
2. Touch the **Layout Adjustment** tab, then touch **Invert Image**.
3. On the Invert Image screen, select an option:
  - **Mirror Image** reflects each image left to right on the page.
  - **Negative Image** reverses the black and white values.
4. Touch **OK**.

## Output Format Settings

This section includes:

- [Creating a Booklet](#) ..... 110
- [Including Covers](#) ..... 111
- [Specifying Chapter Start Pagination](#) ..... 111
- [Adding Inserts](#) ..... 112
- [Specifying Exception Pages](#) ..... 112
- [Adding Annotations](#) ..... 113
- [Adding Transparency Separators](#) ..... 115
- [Printing Multiple Pages Per Side](#) ..... 115
- [Repeating an Image](#) ..... 115

### Creating a Booklet

You can print copies in the form of a booklet. The original page images are reduced to print two images per side of each printed page. You can then fold and staple the pages manually, or automatically using the appropriate finisher.

**Note:** In this mode, the printer scans all of the originals before printing the copies.

To create a booklet:

1. Press the **Services Home** button, then touch **Copy**.
2. Touch the **Output Format** tab, then touch **Booklet Creation**.
3. On the Booklet Creation screen, touch **On**.
4. To specify 2-sided originals:
  - a. Touch **Original Input**.
  - b. Touch **2-Sided Originals**.
5. To select a paper tray:
  - a. Touch **Paper Supply**.
  - b. Touch the desired tray.
6. If your printer has a finisher installed, under **Fold and Staple**, select a staple or fold option.
7. Touch **OK**.

## Including Covers

You can print the first and last pages of your copy job on different paper, such as colored or heavyweight paper. The printer selects the paper from a different tray. The covers can be blank or printed.

**Note:** The paper used for the covers must be the same size as the paper used for the rest of the document.

To select the type of covers and the tray to use for the cover paper:

1. Press the **Services Home** button, then touch **Copy**.
2. Under Paper Supply, touch the tray containing the paper for the body pages of the job.
3. Touch the **Output Format** tab, then touch **Special Pages**.

**Note:** If Booklet Creation is turned off or the paper supply is set to Auto Select, Special Pages are unavailable.

4. On the Special Pages screen, touch **Covers**.
5. Under Covers Options, select an option:
  - **Front & Back Same** includes front and back covers from the same tray.
  - **Front & Back Different** includes a front and a back cover from different trays.  
From the drop-down menus that appear, select options for the front and back covers:
    - **Blank Cover** inserts a blank cover.
    - **Print on Side 1** prints on the front side of the cover.
    - **Print on Side 2** prints on the back side of the cover. To rotate the image on side 2 by 180 degrees, touch **Rotate Side 2**.
    - **Print on Both Sides** prints on both sides of the cover. To rotate the image on Side 2 by 180 degrees, touch **Rotate Side 2**.
  - **Front Only** includes only a front cover.
  - **Back Only** includes only a back cover.
6. Under Paper Supply, touch the desired tray.
7. Touch **OK**.

## Specifying Chapter Start Pagination

If you select 2-sided copies, you can set each chapter to start on the front or back of the page. If necessary, the printer leaves one side of the paper blank so that the chapter starts on the specified side of the paper.

To set the start side of particular pages:

1. Press the **Services Home** button, then touch **Copy**.
2. Under Paper Supply, touch the tray containing the paper for the body pages of the job.

**Note:** If the paper supply is set to Auto Select, Chapter Starts is unavailable.

3. Touch the **Output Format** tab, then touch **Special Pages > Chapter Starts**.
4. On the Chapter Starts screen, touch the **Page Number** field, then use the alphanumeric keypad to enter the page number.

## Copying

5. Under **Start Chapter**, select an option:
  - **On Right Page** specifies the front side of the paper.
  - **On Left Page** specifies the back side of the paper.
6. Touch **Add**. That page is added to the list on the right side of the screen.
7. Repeat the three previous steps to set other pages.
8. Touch **Close**. The page settings appear in the list on the right side of the screen.
9. Touch **OK**.

## Adding Inserts

You can insert blank pages or pre-printed sheets in specific locations in your copy job. You must specify the tray containing the inserts.

**Note:** The paper used for the inserts must have the same width as the paper used for the rest of the document. Inserts cannot be added if Booklet Creation is selected.

To add inserts:

1. Press the **Services Home** button, then touch **Copy**.
2. Under **Paper Supply**, touch the tray containing the paper for the body pages of the job.

**Note:** If the paper supply is set to Auto Select, inserts cannot be added.
3. Touch the **Output Format** tab, then touch **Special Pages > Inserts**.
4. On the **Inserts** screen, touch the **After Page Number** field, then use the alphanumeric keypad to enter the page number.
5. To specify the number of sheets to insert at that location, touch the **Insert Quantity** arrows.
6. To specify the paper tray to use for the insert:
  - a. Touch **Paper Supply**.
  - b. Touch the desired tray.
  - c. Touch **OK**.
7. Touch **Add**. The insert appears in the list on the right side of the screen.
8. Repeat the three previous steps to add additional inserts.
9. Touch **Close**. The inserts appear in the list on the right side of the screen.

**Note:** To edit or delete an insert, touch the insert in the list, then touch an action in the drop-down menu.

10. Touch **OK**.

## Specifying Exception Pages

You can print exception pages in a copy job using paper from a different tray. The paper used for the exception pages must be the same size as the paper used for the rest of the document.

**Note:** You cannot add exception pages if the paper supply is set to Auto Select, or if Booklet Creation is selected.

To specify the exception pages:



1. Press the **Services Home** button, then touch **Copy**.  
**Note:** If the paper supply is set to Auto Select, exception pages are unavailable.
2. Under Paper Supply, touch the tray containing the paper for the body pages of the job.
3. Touch the **Output Format** tab, then touch **Special Pages > Exceptions**.
4. On the Exceptions screen, touch the beginning **Page Number** field. Then use the alphanumeric keypad to enter the starting value for the range of the exception pages.
5. Touch the ending **Page Number** field, then use the alphanumeric keypad to enter the ending value for the range of exception pages.  
**Note:** To specify a single page as an exception, enter its number as the start and end of the range.
6. To specify the paper used for the exception pages:
  - a. Touch **Paper Supply**.
  - b. Touch the tray containing paper for the exception pages.
  - c. Touch **OK**.
7. Touch **Add**. The exception pages are added to the list on the right side of the screen.
8. Repeat the four previous steps to add additional exception pages.
9. Touch **Close**. The exception pages appear in the list on the right side of the screen.  
**Note:** To edit or delete an exception page, touch the page in the list, then touch the desired operation in the drop-down menu.
10. Touch **OK**.

## Adding Annotations

You can automatically add annotations such as page numbers and the date to your copies.

### Notes:

- Annotations are not added to covers, tabs, inserts, or blank chapter start pages.
- Annotations cannot be added if Booklet Creation is selected.

To add annotations:

## Copying

1. Press the **Services Home** button, then touch **Copy**.
2. Touch the **Output Format** tab, then touch **Annotations**.
3. To insert page numbers:
  - a. On the Annotation screen, touch **Page Numbers > On**.
  - b. Touch **Apply To**, then select an option.
  - c. Touch the **Starting Page Number** field, then use the alphanumeric keypad to enter the page number.
  - d. Touch an arrow to position the page number in the header or footer. The sample page shows the location of the page number.
  - e. Touch **OK**.
  - f. To change the text formatting, touch **Format & Style**, choose the desired settings, then touch **OK**.
4. To insert a comment:
  - a. Touch **Comment > On**.
  - b. Touch **Apply To**, then select an option.
  - c. Touch an existing comment in the list.

**Note:** To create a comment, touch a blank row, use the touch screen keyboard to type the text, then touch **OK**.

- d. Touch an arrow to position the selected comment in the header or footer. The sample page shows the location of the comment.
  - e. Touch **OK**.
  - f. To change the text formatting, touch **Format & Style**, choose the desired settings, then touch **OK**.
5. To insert the current date:
  - a. Touch **Date > On**.
  - b. Touch **Apply To**, then select an option.
  - c. Under Format, select a format for the date.
  - d. Touch an arrow to position the date in the header or footer. The sample page shows the location of the date.
  - e. Touch **OK**.
  - f. To change the text formatting, touch **Format & Style**, choose the desired settings, then touch **OK**.
6. To insert a Bates Stamp:
  - a. Touch **Bates Stamp > On**.
  - b. Touch the **Starting Page Number** field, then use the alphanumeric keypad to enter the starting page number. Leading zeros can be included.
  - c. Touch **Apply To**, then select an option.
  - d. Under Stored Prefixes, touch an existing prefix in the list.

**Note:** To create a prefix, touch a blank row, use the touch screen keyboard to type up to eight characters, then touch **OK**.

- e. Under Position, touch an arrow to position the Bates Stamp in the header or footer. The sample page shows the location of the Bates Stamp.
  - f. Touch **OK**.

- g. To change the text formatting, touch **Format & Style**, choose the desired settings, then touch **OK**.
7. Touch **OK**.

## Adding Transparency Separators

You can add blank sheets of paper between each printed transparency. The size and orientation of the separators must be the same as the transparencies.

**Note:** Transparency separators cannot be added if the paper supply is set to Auto Select.

To add transparency separators:

1. Press the **Services Home** button, then touch **Copy**.
2. Touch the **Output Format** tab, then touch **Transparency Separators > On**.
3. Under Separator Supply, touch the tray containing the paper to use for the separators. If the tray containing the separator paper is not displayed, touch **More**, touch the desired tray, then touch **OK**.
4. Under Transparency Supply, touch the tray containing the transparencies. If the tray containing the transparencies is not displayed, touch **More**, touch the desired tray, then touch **OK**.
5. Touch **OK**.

## Printing Multiple Pages Per Side

You can copy a single page and have it print multiple times onto one or both sides of the paper. The printer reduces the pages proportionally to fit.

To print multiple original pages on a side:

1. Press the **Services Home** button, then touch **Copy**.
2. Touch the **Output Format** tab, then touch **Page Layout > Pages per Side**.
3. Touch the number of original pages for each side of the paper. To specify a different number:
  - a. Touch **Specify Rows & Columns**.
  - b. Touch the **Rows** arrows to change the number of rows.
  - c. Touch the **Columns** arrows to change the number of columns.
  - d. Select the **Rotate** check box to rotate the page.

**Note:** The right side of the screen contains a diagram of the image layout.

4. Touch **Original Orientation**, then **Portrait Originals** or **Landscape Originals**.
5. Touch **OK**.

## Repeating an Image

You can make multiple copies of an original image on one or both sides of the paper. This is useful for duplicating a small image.

To repeat an image on a sheet of paper:

## Copying

1. Press the **Services Home** button, then touch **Copy**.
2. Touch the **Output Format** tab, then touch **Page Layout > Repeat Image**.
3. Specify the number of images to print on the page:
  - **Preset** buttons repeat the image two, four, six, or nine times on each side of the paper.
  - **Specify Rows & Columns** allows you to determine the number of images. To enter the number of rows and columns, touch the **Rows** or **Columns** field, then use the alphanumeric keypad or touch the arrows. To rotate the paper, select the **Rotate** check box.
  - **Auto Repeat** allows the printer to determine the maximum number of images that can fit on the currently selected paper size. Touch **Original Orientation**, and select **Upright Images** or **Sideways Images** from the drop-down menu. The sample page shows the image layout.
4. Touch **OK**.

## ID Card Copying

This section includes:

- [Copying an ID Card.....](#) 117
- [Selecting Color or Black and White Copies .....](#) 118
- [Reducing or Enlarging the Image.....](#) 118
- [Selecting the Paper Tray.....](#) 119
- [Specifying the Original Type.....](#) 119
- [Lightening or Darkening ID Card Copies .....](#) 119
- [Automatically Suppressing Background Variation .....](#) 120

### Copying an ID Card

You can copy both sides of an ID card or small document onto one side of paper. Each side is copied using the same location on the document glass. The printer stores both sides and prints them side by side on the paper.

To copy an ID card:

1. Press the **Services Home** button, then touch **ID Card Copy**.
2. Touch the **ID Card Copy** tab.
3. Verify the output color, paper supply, and reduce/enlarge settings. Change the settings as needed.
4. Touch the **Image Quality** tab.
5. Verify the original type, lighten/darken, and background suppression settings for side 1. Change the settings as needed.
6. Lift the document cover.
7. Place the ID card, or a document smaller than half the selected paper supply size, in the upper left corner of the document glass.
8. Press the green **Start** button.
9. Lift the document cover.
10. Turn over the document and position it in the upper left corner of the document glass.
11. Verify the original type, lighten/darken, and background suppression settings for side 2. Change the settings as needed.
12. Press the green **Start** button.
13. Lift the document cover and remove the ID card or document.

## Selecting Color or Black and White Copies

If the original document contains color, you can create color or black and white copies.

To select the output color:

1. Press the **Services Home** button, then touch **ID Card Copy**.
2. Touch the **ID Card Copy** tab.
3. Under Output Color, select an option:
  - **Auto Detect** detects the color content in the original document. If the original is a color document, the printer makes copies in full color. If the original is a black and white document, the printer makes copies in black only.
  - **Black & White** copies in black and white only. Colors in the original are converted to shades of gray.

## Reducing or Enlarging the Image

You can reduce the image to as little as 25 % of its original size or enlarge it as much as 400 %.

To reduce or enlarge the image:

1. Press the **Services Home** button, then touch **ID Card Copy**.
2. Touch the **ID Card Copy** tab.
3. Under Reduce/Enlarge, touch an option:
  - To reduce or enlarge the percentage incrementally, touch **Plus (+)** or **Minus (-)**.
  - To reduce or enlarge the percentage using the alphanumeric keypad to type a specific value, touch the current displayed value.
  - To use a preset value, touch the corresponding button.
4. Touch **More** for additional options.
  - To reduce or enlarge proportionally, touch **Proportional %**.
    - To reduce or enlarge the percentage incrementally, touch **Plus (+)** or **Minus (-)**.
    - To reduce or enlarge the percentage using the alphanumeric keypad, touch the current displayed value.
    - **Presets (X-Y%)** allow you to select from a list of preset values. Touch **More** for additional preset values.
  - To reduce or enlarge the width and length of the image by different percentages, touch **Independent %**.
    - **Width:X%** allows you to reduce or enlarge the width of the image incrementally using the alphanumeric keypad or the Plus (+) and Minus (-) buttons.
    - **Length:Y%** allows you to reduce or enlarge the length of the image incrementally using the alphanumeric keypad or the Plus (+) and Minus (-) buttons.
    - **Presets (Y/X)** allow you to select from a list of preset values. Touch **More** for additional preset values.
5. Touch **OK**.

## Selecting the Paper Tray

Select a paper tray loaded with the desired paper to make copies on letterhead, colored paper, transparencies, or different paper sizes.

To select the tray to use for ID card copies:

1. Press the **Services Home** button, then touch **ID Card Copy**.
2. Touch the **ID Card Copy** tab.
3. Under Paper Supply, touch the desired tray.
4. If the desired tray is not listed, select another tray:
  - a. Touch **More** for additional options.
  - b. Touch the desired tray.
  - c. Touch **OK**.

## Specifying the Original Type

The printer optimizes the image quality of the copies based on the type of images in the original document and how the original was created.

To specify the original type:

1. Press the **Services Home** button, then touch **ID Card Copy**.
2. Touch the **Image Quality** tab.
3. Under Original Type, select the appropriate settings:
  - Touch the content type of the original document.
  - If known, select how the original was produced.

## Lightening or Darkening ID Card Copies

You can lighten or darken the copy for each side. Use the slider to lighten or darken the output for the first side. After the first side is complete, use the slider again to lighten or darken the second side. Both sides of the original are printed side by side, each using different lighten or darken settings.

To adjust the image:

1. Press the **Services Home** button, then touch **ID Card Copy**.
2. Touch the **Image Quality** tab.
3. To lighten or darken the image for side 1, under Lighten/Darken, adjust the slider up or down.
4. Lift the document cover.
5. Place the ID card, or a document smaller than half the selected paper supply size, in the upper left corner of the document glass.
6. Press the green **Start** button.
7. Lift the document cover.
8. Turn over the document and position it in the upper left corner of the document glass.
9. To lighten or darken the image for side 2, adjust the slider up or down.
10. Press the green **Start** button.
11. Lift the document cover and remove the ID card or document.

## Automatically Suppressing Background Variation

When scanning originals printed on thin paper, text or images printed on one side of the paper can be seen on the other side. Use the Auto Suppression setting to reduce the sensitivity of the printer to variations in light background colors.

To change this setting:

1. Press the **Services Home** button, then touch **ID Card Copy**.
2. Touch the **Image Quality** tab.
3. Under Background Suppression, touch **Auto Suppression**.



## Advanced Copying

This section includes:

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- [Printing a Sample Copy](#)..... 122
- [Saving Copy Settings](#)..... 122
- [Retrieving Saved Copy Settings](#)..... 122

### Building a Copy Job

Use this feature to produce complex copy jobs that include a variety of originals requiring different copy settings. Each segment of the job can have different copy settings. Once all the segments are programmed, scanned, and temporarily stored in the printer, the copy job prints.

To build a copy job with multiple segments:

1. Press the **Services Home** button, then touch **Copy**.
2. Program and scan the first segment:
  - a. Load the originals for the first segment.
  - b. Select the required settings, such as layout adjustments, image quality, and options.
  - c. Touch the **Job Assembly** tab, then touch **Build Job > On**.
  - d. Select or clear the **Display this window between segments** check box.
  - e. Touch **Options**.
  - f. Select or clear the **Turn Build Job Off after Job is Submitted** check box.
  - g. Touch **OK**.
  - h. Press the green **Start** button on the control panel.
3. Program and scan additional segments:
  - a. Load the originals for the next segment.
  - b. When the Build Job screen appears, touch **Program Next Segment**.
  - c. Using the appropriate tabs, select the required settings.
  - d. Press the green **Start** button to scan the originals for that segment.
4. Repeat the previous step for each remaining segment.
5. Touch the **Quantity for Final Job** field, then use the alphanumeric keypad to enter the number of copies.
6. In the upper right corner of the Build Job screen, touch **Submit Job**.

**Note:** To cancel the job, touch **Delete All Segments**.

## Printing a Sample Copy

You can print a test copy of a complex copy job, before printing multiple copies. This feature prints a single copy and holds the remaining copies. After you inspect the sample, you can print or cancel the remaining copies.

**Note:** The sample copy is not counted as part of the quantity selected. For example, if you select three copies, one sample copy prints, and three other copies are held until they are released for printing. The result is a total of four copies.

To print a sample copy of your copy job:

1. Press the **Services Home** button, then touch **Copy**.
2. Touch the desired copy settings.
3. Touch the **Job Assembly** tab, then touch **Sample Job > On**.
4. Touch **OK**.
5. On the control panel, press the green **Start** button. The sample copy is printed.
6. Print the remaining copies or delete the job:
  - To release and print the remaining copies of the job, touch **Submit Job**.
  - If the sample copy is unsatisfactory, touch **Delete All Segments**.

## Saving Copy Settings

To use a particular combination of copy settings for future copy jobs, you can save the settings with a name and retrieve them for later use.

To save the current copy settings:

1. Press the **Services Home** button, then touch **Copy**.
2. Touch the **Job Assembly** tab, then touch **Save Current Settings**.
3. Using the touch screen keyboard, type a name for the saved settings.
4. Touch **OK**.

## Retrieving Saved Copy Settings

You can retrieve and use any previously saved copy settings for current jobs.

**Note:** To save the copy settings with a name, see [Saving Copy Settings](#) on page 122.

To retrieve saved settings:

1. Press the **Services Home** button, then touch **Copy**.
2. Touch the **Job Assembly** tab, then touch **Retrieve Saved Settings**.
3. Touch the desired saved setting.

**Note:** To delete a saved setting, touch the setting, then touch **Delete Settings**.

4. Touch **Load Settings**. The saved settings are loaded for the current copy job.

# Scanning

# 7

This chapter includes:

- [Basic Scanning](#) ..... 124
- [Scanning to a Folder](#) ..... 126
- [Scanning to Network File Repositories](#) ..... 129
- [Scanning to Your Home Directory](#) ..... 131
- [Setting Scan Options](#) ..... 132
- [Scanning to a USB Flash Drive](#) ..... 137
- [Scanning to an Email Address](#) ..... 138
- [Scanning to a Destination](#) ..... 140

The system administrator must set up this feature before you can use it. For details, see the *System Administrator Guide* at [www.xerox.com/office/WC780Xdocs](http://www.xerox.com/office/WC780Xdocs).

If the system administrator enables Remote Start in CentreWare Internet Services, you can scan images directly from the scanner to a PC. Using Microsoft Clip Organizer, you can scan, import, and store images from the printer. You can also scan directly from the printer to a computer using most TWAIN-compliant scanning applications.

# Basic Scanning

The Scanning feature provides several methods for scanning and storing an original document. The scanning procedure using your printer differs from that of desktop scanners. The printer is connected typically to a network rather than a single computer, so you select a destination for the scanned image at the printer.

The printer supports the following scanning functions:

- Scan documents and store images on the printer hard drive.
- Scan original documents to a document repository on a network server.
- Scan original documents to an email address.
- Scan original documents to your home directory.
- Scan original documents to a USB Flash drive.
- Import scanned images into applications using TWAIN and WIA.

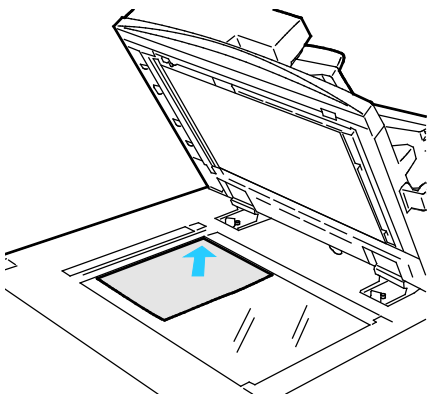
To scan an image:

1. On the control panel, press the yellow **Clear All** button to clear previous settings.
2. Load your original documents:
  - Use the document glass for single pages or paper that cannot be fed using the document feeder. Place the first page of the document face down, in the top left corner of the document glass.
  - Use the document feeder for multiple or single pages. Remove any staples and paper clips from the pages and place them face up in the document feeder.
3. Press the **Services Home** button, then touch **Workflow Scanning**.
4. Touch the **Down** arrow, then select the template group from the menu.
5. Select a template from the list.
6. To change any of the scan settings, use the options at the bottom of the touch screen:
  - **Output Color**
  - **2-Sided Scanning**
  - **Original Type**
  - **Scan Presets**For details, see [Changing the Basic Scan Settings](#) on page 132.
7. Press the green **Start** button.

## Notes:

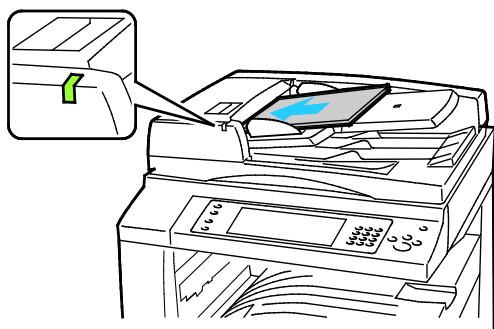
- The printer must be connected to a network to retrieve a scan file remotely.
- For details, see the Help in CentreWare Internet Services.
- Print, copy, and fax jobs can print while you are scanning original documents or downloading files from the printer hard drive.

## Document Glass



- Lift the document feeder cover and place the first page face down in the upper left corner of the document glass.
- Align the originals to the matching paper size printed on the edge of the glass.
- The document glass accepts paper sizes up to 297 x 432 mm (11.7 x 17 in.).
- The document glass automatically detects standard paper sizes.

## Document Feeder



Insert originals face up, with page one on top.

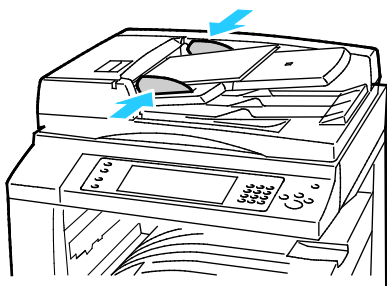
- The confirmation indicator illuminates when you load the originals correctly.
- Adjust the paper guides so they fit against the originals.
- The document feeder automatically detects standard paper sizes.

WorkCentre 7830/7835 Multifunction Printer:

- The document feeder accepts paper weights 38–128 g/m<sup>2</sup> for 1-sided pages, and 50–128 g/m<sup>2</sup> for 2-sided pages.
- The document feeder accepts paper sizes from 85 x 125 mm (3.3 x 4.9 in.) through 297 x 432 mm (11.7 x 17 in.) for 1-sided pages, and 110 x 125 (4.3 x 4.9 in.) through 297 x 432 mm (11.7 x 17 in.) for 2-sided pages.
- The maximum document feeder capacity is approximately 110 sheets of 80 g/m<sup>2</sup> paper.

WorkCentre 7845/7855 Multifunction Printer:

- The document feeder accepts paper weights 38–128 g/m<sup>2</sup>.
- The document feeder accepts paper sizes from 85 x 125 mm (3.3 x 4.9 in.) through 297 x 432 mm (11.7 x 17 in.).
- The maximum document feeder capacity is approximately 130 sheets of 80 g/m<sup>2</sup> paper.



# Scanning to a Folder

This section includes:

- [Scanning to the Public Folder](#) ..... 126
- [Scanning to a Private Folder](#) ..... 127
- [Creating a Private Folder](#) ..... 127
- [Retrieving Scan Files](#) ..... 128

Scanning to a folder is the simplest scanning method. When you scan an image at the printer, the scan file is stored in a folder on the internal hard drive. You then use CentreWare Internet Services to retrieve the stored scan file to your computer.

The default settings create a 1-sided color portable document format (.pdf) file. You can change these settings using the printer control panel, or using CentreWare Internet Services at your computer. Control panel selections override the settings in CentreWare Internet Services.

## Scanning to the Public Folder

The printer provides a public folder to store scanned images. You do not need a password to scan images to the public folder, or to retrieve them. All users can view scanned documents in the public folder. You can also create a password-protected private folder. For details, see [Creating a Private Folder](#) on page 127.

To scan an image to the public folder:

1. Load the original on the document glass or in the document feeder.
2. Press the **Services Home** button, then touch **Workflow Scanning**.
3. Touch the **Down** arrow, then select **All Templates** from the menu.
4. From the list, select the **Default** folder.
5. To change any of the scan settings, use the options at the bottom of the touch screen.  
For details, see [Changing the Basic Scan Settings](#) on page 132.
6. For more options, touch the **Advanced Settings** tab. For details, see [Selecting Advanced Settings](#) on page 132.
7. Press the green **Start** button. The Job Progress screen appears, and the original is scanned. The file is stored on the printer hard drive.
8. Use CentreWare Internet Services to move the file to your computer. For details, see [Retrieving Scan Files](#) on page 128.

## Scanning to a Private Folder

The system administrator creates private folders on the printer. Private folders can require a password. You can use CentreWare Internet Services to create your own private folders. For details, see [Creating a Private Folder](#) on page 127.

To scan to a private folder:

1. Load the original on the document glass or in the document feeder.
2. Press the **Services Home** button, then touch **Workflow Scanning**.
3. Touch the **Down** arrow, then select **All Templates** from the menu.
4. From the list, select the private folder.
5. On the Document Management screen, touch **Enter Password for Folder**, then use the touch screen keyboard to enter the password as needed.
6. Touch **Done**.
7. Touch **OK**.
8. Press the green **Start** button.

## Creating a Private Folder

For you to create a private folder, the scan policy to allow additional folders to be created must be enabled. The system administrator can create a private folder at any time. For details on enabling or disabling Scan to Mailbox, see the *System Administrator Guide* for your printer model.

To create a private folder with a password:

1. At your computer, open a Web browser, in the address field, type the IP address of the printer, then press **Enter** or **Return**.

**Note:** If you do not know the IP address of your printer, see [Finding the IP Address of Your Printer](#) on page 32.

2. Click the **Scan** tab.
3. In the Display section, select **Mailboxes**.

**Note:** If the Display section does not appear, Scan to Mailbox is not enabled. For details, see the *System Administrator Guide* at [www.xerox.com/office/WC780Xdocs](http://www.xerox.com/office/WC780Xdocs).

4. In the Scan to Mailbox section, click **Create Folder**.
5. Click the **Folder Name:** field, then type a name for the folder.
6. In the Folder Password field, type a password that adheres to the password rules.
7. In the Confirm Folder Password field, type the password again.
8. Click **Apply**.

Your private folder appears in the folder list in CentreWare Internet Services and on the printer touch screen under Local Templates. The contents are stored on the printer hard drive.

## Retrieving Scan Files

To retrieve your scanned images, use CentreWare Internet Services to copy the scan files from the printer to your computer.

To retrieve your scan files:

1. At your computer, open a Web browser, in the address field, type the IP address of the printer, then press **Enter** or **Return**.

**Note:** If you do not know the IP address of your printer, see [Finding the IP Address of Your Printer](#) on page 32.

2. Click the **Scan** tab.
3. In the Display section, select **Mailboxes**.
4. In the Scan to Mailbox section, click the folder containing the scan.  
Your scan file appears in the Folder Contents window.

### Notes:

- For a password protected private folder, click the **Folder Password** field, type the password, then click **OK**.
  - If your image file does not appear, click **Update View**.
5. Under Action, select an option, then click **Go**.
    - **Download** saves a copy of the file to your computer. When prompted, click **Save**, then navigate to the location on your computer to save the file. Open the file or close the dialog box.
    - **Reprint** prints the file without saving a copy of the file to your computer.
    - **Delete** removes the file from the mailbox. When prompted, click **OK** to delete the file or **Cancel** to cancel the operation.



# Scanning to Network File Repositories

This section includes:

- [Scanning to a Predefined Network File Repository](#) ..... 129
- [Adding a Scan Destination](#) ..... 130

When using this feature, the images you scan are sent to a file repository on a network server. The system administrator configures the file repository settings.

Using CentreWare Internet Services, you can add your own scan destinations to templates.

## Scanning to a Predefined Network File Repository

To scan an image and send it to a predefined network file repository:

1. Load the original on the document glass or in the document feeder.
2. Press the **Services Home** button, then touch **Workflow Scanning**.
3. Touch the **Workflow Scanning** tab.
4. Touch the **Down** arrow, then select **All Templates** from the drop-down menu.
5. From the list, select the template that the system administrator created. The template defines the scan settings as well as the destination of the image.
6. To change any of the scan settings, use the options at the bottom of the touch screen.  
For details, see [Changing the Basic Scan Settings](#) on page 132.
7. Press the green **Start** button.

## Adding a Scan Destination

1. At your computer, open a Web browser, in the address field, type the IP address of the printer, then press **Enter** or **Return**.
2. Click the **Scan** tab.
3. In the Display area, select **Templates**.
4. Under Template Operations, click **Create New Template**.
5. In the New Distribution Template area, under Add Destination to Template, click **Enter a Scan Destination**.
6. Click the **Friendly Name:** field, then create a name for the template.
7. Under Protocol, select an option.
8. Configure the destination IP Address: Port number or Host Name: Port number.
9. Enter the name of the destination folder as needed. In SMB, the destination folder is the shared folder.
10. In Document Path, enter the name of the sub folder within the destination folder, then select a Filing Policy.
11. Enter a valid login name and password.  
**Note:** Use the login name for the computer that holds the destination folder. The login name can include the domain name also, such as domain name\login name.
12. Click **Add**. The template is stored on the printer hard drive.

# Scanning to Your Home Directory

The Scan to Home feature allows you to scan an image to your home directory.

**Note:** To use the Scan to Home function, you must log in with a valid user name and passcode. For details, see [Logging In](#) on page 30.

To scan an image to your home directory:

1. Load the original on the document glass or in the document feeder.
2. Press the **Services Home** button, then touch **Workflow Scanning**.
3. Touch the **Down** arrow, then select **Scan to Home Templates** from the menu.
4. From the list, select the template that the system administrator created.
5. To change any of the scan settings, use the options at the bottom of the touch screen.  
For details, see [Changing the Basic Scan Settings](#) on page 132.
6. For more options, touch the **Advanced Settings** tab. For details, see [Selecting Advanced Settings](#) on page 132.
7. Press the green **Start** button.

# Setting Scan Options

This section includes:

- [Changing the Basic Scan Settings](#) ..... 132
- [Selecting Advanced Settings](#)..... 132
- [Selecting Layout Adjustments](#)..... 134
- [Selecting Filing Options](#)..... 135
- [Building a Scan Job](#) ..... 136

The scanning features in your printer use templates that define the scan settings and the destination for an image.

## Changing the Basic Scan Settings

To change the basic scan settings:

1. Press the **Services Home** button, then touch **Workflow Scanning**.
2. Touch **Output Color**, then select an option:
  - **Auto Detect** detects the color content in the original image. If the original image is color, the printer scans in full color. If the original is a black and white document, the printer scans in black only.
  - **Black & White** scans in black and while only.
  - **Grayscale**: Detects and scans various shades of gray.
  - **Color**: Scans in full color.
3. Touch **2-Sided Scanning**, then select an option:
  - **1-Sided** scans only one side of the original image and produces 1-sided output files.
  - **2-Sided** scans both sides of the original image.
  - **2-Sided, Rotate Side 2** scans both sides of the original image, rotating the second side.
4. Touch **Original Type**, then select an option.
 

**Note:** The photo and text options allow you to specify the type of original, such as printed, photocopied, photograph, inkjet, or solid ink.
5. Touch **File Name**, type a name for the scan file, then touch **OK**.

## Selecting Advanced Settings

Advanced settings allow you to control image options, image enhancements, scan resolution, file size, and updating of templates.

To select advanced settings:

1. Press the **Services Home** button, then touch **Workflow Scanning**.
2. Touch the **Advanced Settings** tab.

3. To adjust brightness, sharpness, and saturation:
  - a. Touch **Image Options**.
  - b. On the Image Options screen, adjust the sliders as needed:
    - **Lighten/Darken** lightens or darkens the image.
    - **Sharpness** sharpens or softens the image.
    - **Saturation** makes the image colors more vivid or pastel.
  - c. Touch **OK**.
4. To suppress background variation:
  - a. Touch **Image Enhancement**.
  - b. Under Background Suppression, touch **Auto Suppression**.
  - c. Touch **OK**.
5. To adjust the contrast:
  - a. Touch **Image Enhancement**.
  - b. On the Image Enhancement screen, select an option:
    - **Auto Contrast** allows the printer to set the contrast automatically.
    - **Manual Contrast** allows you to adjust the contrast manually. Move the Manual Contrast slider up or down to increase or decrease the contrast. The middle position on the slider, Normal, does not change the contrast.
  - c. Touch **OK**.
6. To select scan presets:
  - a. Touch **Scan Presets**.
  - b. Select an option.
  - c. Touch **OK**.
7. To set the resolution:
  - a. Touch **Resolution**.
  - b. On the Resolution screen, select a resolution from 72 dpi through 600 dpi.
  - c. Touch **OK**.
8. To set the quality and file size:
  - a. Touch **Quality/File Size**.
  - b. On the Quality/File Size screen, use the slider to select a setting. The settings range from Normal Quality and Small File Size to Highest Quality and Largest File Size.
  - c. Touch **OK**.
9. To retrieve new templates and remove outdated ones:
  - a. Touch **Update Templates > Update Now**.
  - b. Touch **Update Now**.
  - c. Touch **Close**.

## Selecting Layout Adjustments

Layout adjustments provide additional settings for the size and orientation of the original, and erasing the edges.

To select layout adjustments:

1. Press the **Services Home** button, then touch **Workflow Scanning**.
2. Touch the **Layout Adjustment** tab.
3. To specify the orientation of the original image:
  - a. Touch **Original Orientation**.
  - b. On the Original Orientation screen, select an option:
    - **Upright Images** and **Sideways Images** refer to the direction the originals are loaded in the document feeder.
    - **Portrait Originals** and **Landscape Originals** refer to the images on the originals.
  - c. Touch **OK**.
4. To scan the correct area of the original image:
  - a. Touch **Original Size**.
  - b. On the Original Size screen, select an option:
    - **Auto Detect** allows the printer to determine the size of the original.
    - **Preset Scan Areas** specifies the area to scan when it matches a standard paper size. In the scrolling list, touch the desired paper size.
    - **Custom Scan Area** allows you to specify the height and width of the area to scan. Touch the **Height-Y** and **Width-X** arrows to specify the area.
    - **Mixed Size Originals** allows you to scan standard-size originals of varying sizes. Use the diagram on the screen to determine which original sizes can be mixed in the same job.
  - c. Touch **OK**.
5. To specify the amount to erase from the edges of your image:
  - a. Touch **Edge Erase**.
  - b. On the Edge Erase screen, select an option:
    - **All Edges** erases all four edges by the same amount. Touch the **All Edges** arrows to specify the amount to erase from the edges.
    - **Individual Edges** specifies different amounts for the edges. Touch **Side 1**, then use the arrows to specify the amount to erase from each edge. Touch **Side 2**, then use the arrows to specify the amount to erase from each edge, or touch **Mirror Side 1**.
  - c. Touch **OK**.
6. To manage how the scanner treats blank pages:
  - a. Touch **Blank Page Management**.
  - b. Select an option:
    - **Include Blank Pages** includes scanned pages that are blank.
    - **Remove Blank Pages** omits scanned pages that are blank.
  - c. Touch **OK**.

## Selecting Filing Options

Filing Options provide additional settings for naming images, selecting image formats, and selecting behavior when a file name exists.

To select filing options:

1. Press the **Services Home** button, then touch **Workflow Scanning**.
2. Touch the **Filing Options** tab.
3. To select a file format:
  - a. Touch **File Format**.
  - b. On the File Format screen, under Format, select an option.
  - c. Under Options, for PDF, PDF/A, XPS, or TIFF, select an option:
    - **Multi-page** creates a multi-page document from the scanned images.
    - **1 File Per Page** creates a separate file for each page scanned.
  - d. Under Options, for PDF, PDF/A, or XPS, select an option:
    - **Image Only** creates an unsearchable image of the scanned document.
    - **Searchable** creates a searchable document of the scanned pages.
  - e. For the searchable option, select a language from the drop-down menu.
  - f. Touch **OK**.
4. To select the action to take if a file already exists:
  - a. Touch **If File Already Exists**.
  - b. On the If File Already Exists screen, select an option.
  - c. Touch **OK**.
5. To define additional network locations as destinations for scanned documents:
  - a. Touch **Add File Destinations**.
  - b. On the Add File Destinations screen, touch the desired destinations.
  - c. Touch **OK**.

**Note:** Document Management and Add File Destinations can be modified only after scanning to network file repositories or scanning to home are set up. For details, see the *System Administrator Guide* at [www.xerox.com/office/WC780Xdocs](http://www.xerox.com/office/WC780Xdocs).

## Building a Scan Job

Use this feature to combine an assorted group of originals for assembly into a single scan job.

To build a scan job:

1. Press the **Services Home** button, then touch **Workflow Scanning**.
  2. Touch the **Job Assembly** tab, then touch **Build Job > On**.
  3. Touch **Options**.
    - a. Select or clear the **Display this window between segments** check box.
    - b. Select or clear the **Turn Build Job Off after Job is Submitted** check box.
  4. Program and scan the first segment:
    - a. Load the originals for the first segment.
    - b. Press the green **Start** button on the control panel.

**Note:** If a password is required, contact the system administrator.
  5. Program and scan additional segments:
    - a. Load the originals for the next segment.
    - b. When the Build Job screen appears, touch **Program Next Segment**.
    - c. Press the green **Start** button to scan the originals for that segment.
  6. Repeat the previous step for each remaining segment.
- Note:** At any time, you can touch **Delete All Segments** to modify the job.
7. When all of the segments have been programmed and scanned, touch **Submit the Job**. The Job Progress screen appears, and the individual segments are scanned as a single job.

**Note:** If necessary, touch **Delete > Delete Job** to cancel the job.



## Scanning to a USB Flash Drive

1. Load the original on the document glass or in the document feeder.
2. Insert your USB Flash drive in the USB port on the printer control panel.  
**Note:** If the USB Flash drive is already in the USB memory port, press **Services Home**, then touch **Workflow Scanning > Scan to USB**.
3. On the USB Drive Detected screen, touch **Scan to USB**.
4. To change any of the scan settings, use the options at the bottom of the touch screen.  
For details, see [Changing the Basic Scan Settings](#) on page 132.
5. Press the green **Start** button.  
The Job Progress screen appears, and the original is scanned. The file is stored on your USB Flash drive.
6. Remove your USB Flash drive from the printer.

# Scanning to an Email Address

This section includes:

- [Sending a Scanned Image to an Email Address](#)..... 138
- [Setting Email Options](#) ..... 139

When using this feature, the images you scan are sent as email attachments.

## Sending a Scanned Image to an Email Address

Before scanning to email, configure the email SMTP and From Field properties. You must have at least one email address in the address book. If email properties are not properly configured, the Email icon appears grayed out on the touch screen.

To scan an image and send it to an email address:

1. Load the original on the document glass or in the document feeder.
2. Press the **Services Home** button, then touch **Email**.
3. To enter an email address:
  - a. Touch **New Recipient**.
  - b. Touch the **Down** arrow, then select **To:** or **Cc:** or **Bcc:** from the menu.
  - c. Touch the **Enter email address and select Add** field, then use the touch screen keyboard to type the email address.
  - d. Touch **Add**.
  - e. Use the touch screen keyboard to type additional email addresses.
  - f. When you are finished, touch **Close**.
4. To enter an email address from the network address book:
  - a. Touch **Address Book**.
  - b. Use the touch screen keyboard to type part of the name, then touch **Search**.
  - c. Select the desired name from the list, then touch **Add**.
  - d. Touch **Close**.
5. To add a subject line:
  - a. Touch **Subject**, then use the touch screen keyboard to type the desired text.
 

**Note:** To modify the default subject, highlight the text in the text field, then touch **X** to delete it, or type over the existing text.
  - b. Touch **OK**.
6. To change any of the scan settings, use the options at the bottom of the touch screen. For details, see [Changing the Basic Scan Settings](#) on page 132.
7. Press the green **Start** button.

## Setting Email Options

You can change the following email settings:

- File Name
- File Format
- Message
- Reply To

To change the email options:

1. Load the original on the document glass or in the document feeder.
2. Press the **Services Home** button, then touch **Email**.
3. To change any of the scan settings, use the options at the bottom of the touch screen.  
For details, see [Changing the Basic Scan Settings](#) on page 132.
4. Touch the **Email Options** tab.
5. Change the file name.
6. Touch **File Name**.
  - a. On the File Name screen, use the touch screen keyboard to delete or modify the default text.
  - b. Touch **Save**.
7. Change the file format and options:
  - a. Touch **File Format**.
  - b. On the File Format screen, under Format, select an option.
  - c. Under Options, for PDF, PDF/A, XPS, or TIFF, select an option:
    - **Multi-page** creates a multi-page document from the scanned images.
    - **1 File Per Page** creates a separate file for each page scanned.
  - d. Under Options, for PDF, PDF/A, or XPS, select an option:
    - **Image Only** creates an unsearchable image of the scanned document.
    - **Searchable** creates a searchable document of the scanned pages.
  - e. For the searchable option, select a language from the drop-down menu.
  - f. Touch **OK**.
8. Change the message:
  - a. Touch **Message**.
  - b. On the Message screen, use the touch screen keyboard to type a message to appear with the images.
  - c. Touch **OK**.
9. Change the Reply To address:
  - a. Touch **Reply To**.
  - b. On the Reply To screen, use the touch screen keyboard to type an email address.
  - c. Touch **OK**.
10. Press the green **Start** button.

# Scanning to a Destination

This section includes:

- [Sending a Scanned Image to a Destination](#) ..... 140

Use Scan to Destination to send scanned images to a remote destination, such as an FTP server or a personal computer.

## Sending a Scanned Image to a Destination

Before scanning to a destination, configure the destination folders on the server or share the folder on a personal computer. In addition, you must have at least one Scan To Destination in the address book. If Scan To Destination properties are not properly configured, the Scan To icon appears grayed out on the touch screen.

To scan an image and send it to a destination:

1. Load the original on the document glass or in the document feeder.
2. Press the **Services Home** button, then touch **Scan To**.
3. On the Device Address Book page, select **Scan Contacts** or **Scan Favorites**.  
**Note:** If the Device Address Book does not appear, press the **Clear All** button and start over.
4. In the Names list, touch a destination, then touch **Add to Recipients**.
5. Repeat steps 3 and 4 for each destination as needed.
6. Touch **OK**.
7. To change any of the scan settings, use the options at the bottom of the touch screen.  
 For details, see [Changing the Basic Scan Settings](#) on page 132.
8. Press the green **Start** button.

The Job Progress screen appears, and the original is scanned. The file is stored as a file at the destination.

# Faxing

# 8

This chapter includes:

- [Basic Faxing](#)..... 142
- [Sending an Embedded Fax](#)..... 144
- [Sending a Server Fax](#)..... 154
- [Sending an Internet Fax](#)..... 158
- [Sending a LAN Fax](#)..... 164
- [Using the Address Book](#)..... 165

The system administrator must set up some fax features before you can use them. For details, see the *System Administrator Guide* at [www.xerox.com/office/WC780Xdocs](http://www.xerox.com/office/WC780Xdocs).

# Basic Faxing

You can send a fax in one of four ways:

- **Fax**, or embedded fax, scans the document and sends it directly to a fax machine.
- **Server Fax** scans the document and sends it to a fax server, which transmits the document to a fax machine.
- **Internet Fax** scans the document and emails it to a recipient.
- **LAN Fax** sends the current print job as a fax. For details, see the print driver software.

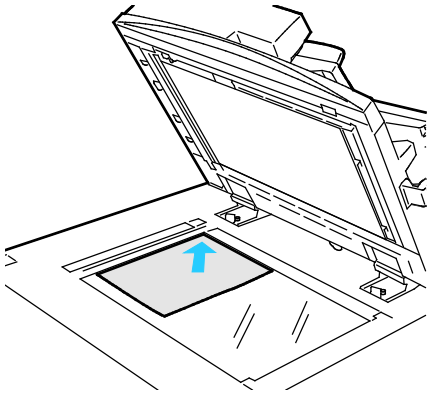
To send a fax:

1. Load your original documents:
  - Use the document glass for single pages or paper that cannot be fed using the document feeder. Place the first page of the document face down, in the top left corner of the document glass.
  - Use the document feeder for multiple or single pages. Remove any staples and paper clips from the pages and place them face up in the document feeder.
2. Press the **Services Home** button, then touch the appropriate fax.
3. Address the fax using one or more of the available options:
  - The **Enter Number and Press Add** field allows you to enter a fax number manually. Use the alphanumeric keypad to enter the number, then touch **Add**.
  - **Dialing Characters** allows you to insert characters such as a Dial Pause in a fax number. Use the touch screen keypad to enter the numerals and characters, then touch **Save**.

**Note:** One or more dialing pauses can be required between the access number for an outside line and the fax number. When inserted, the dial pauses appear as commas in the fax number.

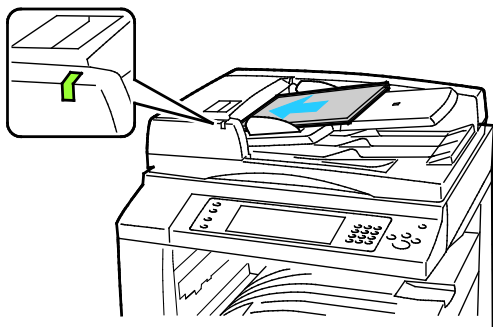
  - **Favorites** allows you to access selected favorite individual or group contacts from the address book.
  - **Address Book** allows you to access the printer address book.
4. On the Fax tab, adjust the available fax options as needed.
5. Adjust additional fax options as needed. For details, see [Selecting Fax Options](#) on page 146, [Selecting Server Fax Options](#) on page 155, or [Selecting Internet Fax Options](#) on page 160.
6. Press the green **Start** button. The printer scans the pages and transmits the document when all pages have been scanned.

## Document Glass



- Lift the document feeder cover and place the first page face down in the upper left corner of the document glass.
- Align the originals to the matching paper size printed on the edge of the glass.
- The document glass accepts paper sizes up to 297 x 432 mm (11.7 x 17 in.).
- The document glass automatically detects standard paper sizes.

## Document Feeder



Insert originals face up, with page one on top.

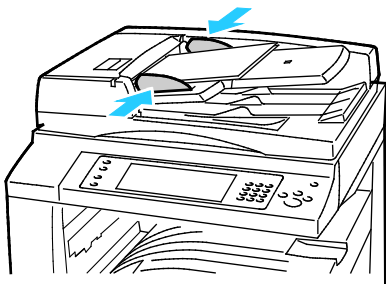
- The confirmation indicator illuminates when you load the originals correctly.
- Adjust the paper guides so they fit against the originals.
- The document feeder automatically detects standard paper sizes.

WorkCentre 7830/7835 Multifunction Printer:

- The document feeder accepts paper weights 38–128 g/m<sup>2</sup> for 1-sided pages, and 50–128 g/m<sup>2</sup> for 2-sided pages.
- The document feeder accepts paper sizes from 85 x 125 mm (3.3 x 4.9 in.) through 297 x 432 mm (11.7 x 17 in.) for 1-sided pages, and 110 x 125 (4.3 x 4.9 in.) through 297 x 432 mm (11.7 x 17 in.) for 2-sided pages.
- The maximum document feeder capacity is approximately 110 sheets of 80 g/m<sup>2</sup> paper.

WorkCentre 7845/7855 Multifunction Printer:

- The document feeder accepts paper weights 38–128 g/m<sup>2</sup>.
- The document feeder accepts paper sizes from 85 x 125 mm (3.3 x 4.9 in.) through 297 x 432 mm (11.7 x 17 in.).
- The maximum document feeder capacity is approximately 130 sheets of 80 g/m<sup>2</sup> paper.



## Sending an Embedded Fax

1. Load the original document in the document feeder or on the document glass.
2. Press the **Services Home** button, then touch **Fax**.
3. To address the fax, touch one or more options:
  - The **Enter Number and Press Add** field allows you to enter a fax number manually. Use the alphanumeric keypad to enter the number, then touch **Add**.
  - **Dialing Characters** allows you to insert characters such as a dial pause in a fax number. Use the touch screen keypad to enter the numerals and characters, then touch **Add**. Add more numbers, or touch **Close**.

**Note:** One or more dialing pauses can be required between the access number for an outside line and the fax number. When inserted, the dial pauses appear as commas in the fax number.

- **Favorites** allows you to access selected favorite individual or group contacts from the address book.
  - **Address Book** allows you to select fax numbers from your Address Book. Touch the **Down** arrow, then select **Individual** or **Group** from the drop-down menu. Touch the **Up** or **Down** arrows to scroll through the list, touch the desired contact, then select **Add to Recipients** from the drop-down menu. Select and add more contacts, or touch **Close**.
4. To include a cover sheet:
    - a. Touch **Cover Sheet > On**.
    - b. Touch the **To** field, use the touch screen keyboard to type the name of the recipient, then touch **Save**.
    - c. Touch the **From** field, use the touch screen keyboard to type the name of the sender, then touch **Save**.
    - d. To add a comment, do one of the following:
      - Touch an existing comment, then touch **Save**.
      - Touch an **<Available>** comment, touch **Edit**, use the touch screen keyboard to type the text, then touch **Save**.

### Notes:

- To delete an existing comment, touch the comment, then touch **Clear**. Touch **Clear** to confirm the action.
  - To edit an existing comment, touch the comment, then touch **Edit**. Use the touch screen keyboard to change the comment, then touch **Save**.
5. Touch **2-sided Scanning** and select an option.
  6. Touch **Original Type** and select an option.



7. Touch **Resolution** and select an option.
8. Select more options as needed. For details, see [Selecting Fax Options](#) on page 146.
9. Press the green **Start** button. The printer scans the pages and transmits the document when all pages have been scanned.

**Note:** To pause the job, press the **Stop** button. On the touch screen, touch **Resume Scanning** to continue the job, or **Cancel Scanning** to cancel the job completely. If you do not make a selection within 60 seconds, the job automatically resumes.

## Selecting Fax Options

This section includes:

- [Adjusting Brightness and Sharpness](#) ..... 146
- [Automatically Suppressing Background Variation](#) ..... 146
- [Adjusting the Contrast](#)..... 147
- [Specifying the Size of the Original](#) ..... 147
- [Selecting Reducing or Splitting](#) ..... 147
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- [Printing or Deleting Secure Faxes](#) ..... 151
- [Polling a Remote Fax](#)..... 152
- [Building a Fax Job](#)..... 152

### Adjusting Brightness and Sharpness

You can lighten or darken the image, and adjust the sharpness.

To adjust the image:

1. Press the **Services Home** button, then touch **Fax**.
2. Touch the **Image Quality** tab, then touch **Image Options**.
3. On the Image Options screen, adjust the sliders as needed:
  - **Lighten/Darken** lightens or darkens the image.
  - **Sharpness** sharpens or softens the image.
4. Touch **OK**.

### Automatically Suppressing Background Variation

When scanning originals printed on thin paper, text or images printed on one side of the paper can be seen on the other side. Use the Auto Suppression setting to reduce the sensitivity of the printer to variations in light background colors.

To select Auto Suppression:

1. Press the **Services Home** button, then touch **Fax**.
2. Touch the **Image Quality** tab, then touch **Image Enhancement**.

3. Under Background Suppression, touch **Auto Suppression**.
4. Touch **OK**.

## Adjusting the Contrast

Contrast is the relative difference between light and dark areas in an image.

To adjust the contrast:

1. Press the **Services Home** button, then touch **Fax**.
2. Touch the **Image Quality** tab, then touch **Image Enhancement**.
3. On the Image Enhancement screen, select an option:
  - **Manual Contrast** allows you to adjust the contrast manually. Under Manual Contrast, move the slider up or down to increase or decrease the contrast. The middle position on the slider, Normal, does not change the contrast.
  - **Auto Contrast** allows the printer to set the contrast automatically.
4. Touch **OK**.

## Specifying the Size of the Original

To ensure that you are scanning the correct area of the documents, specify the original size.

To specify the original size:

1. Press the **Services Home** button, then touch **Fax**.
2. Touch the **Layout Adjustment** tab, then touch **Original Size**.
3. On the Original Size screen, select an option:
  - **Auto Detect** allows the printer to determine the size of the original.
  - **Preset Scan Areas** specifies the area to scan when it matches a standard paper size. In the scrolling list, touch the desired paper size.
  - **Custom Scan Area** allows you to specify the height and width of the area to scan. To specify an area, touch the **Length (Y)** and **Width (X)** arrows.
  - **Mixed Size Originals** allows you to scan standard-size originals of varying sizes. Use the diagram on the screen to determine which original sizes can be mixed in the same job.
4. Touch **OK**.

## Selecting Reducing or Splitting

You can determine the method to use for handling images that are too large.

To select reducing or splitting:

1. Press the **Services Home** button, then touch **Fax**.
2. Touch the **Layout Adjustment** tab, then touch **Reduce/Split**.
3. Touch an option:
  - **Reduce to Fit** shrinks large documents to fit on smaller paper.
  - **Split Across Pages** continues a single image across several pages.
4. Touch **OK**.

## Setting Up Book Faxing

You can determine the method used for scanning images in a book.

To select book faxing:

1. Press the **Services Home** button, then touch **Fax**.
2. Touch the **Layout Adjustment** tab, then touch **Book Faxing**.
3. Touch an option:
  - **Off** is the default setting.
  - **Both Pages** scans both pages of the book.
  - **Left Page Only** scans the left page of the book.
  - **Right Page Only** scans the right page of the book.
4. To set the amount to erase, touch the **Binding Edge Erase** arrows as needed.
5. Touch **OK**.

## Printing a Confirmation Report

You can print a report that confirms when your faxes are sent or received. The report contains information on timeouts, busy signals, and retry failures.

To set up a confirmation report printing:

1. Press the **Services Home** button, then touch **Fax**.
2. Touch the **Fax Options** tab, then touch **Confirmation Report**.
3. Touch an option:
  - **Always Print** generates a report for all fax jobs.
  - **Print on Error Only** generates a report only for fax jobs that fail to send.
4. Touch **OK**.

## Selecting the Starting Rate

Select the highest starting rate unless the destination for the fax you are sending has special requirements.

To select the transmission speed for a fax:

1. Press the **Services Home** button, then touch **Fax**.
2. Touch the **Fax Options** tab, then touch **Starting Rate**.
3. Touch an option.
4. Touch **OK**.

**Note:** Some telephone networks can require you to set the fax starting rate to Forced (4800 bps). The slower data rate ensures a more reliable transmission of data.

## Sending a Delayed Fax

You can set a time in the future for the printer to send your fax job. The delay can range from 15 minutes through 24 hours.

**Note:** Before using this feature, set the printer to the current time.

To specify the time to send your fax:

1. Press the **Services Home** button, then touch **Fax**.
2. Touch the **Fax Options** tab, then touch **Delay Send**.
3. Touch **Specified Time**.
  - Touch the **Hour** field, then touch the arrows to set a number.
  - Touch the **Minute** field, then touch the arrows to set a number.
  - If your printer is set to display the 12-hour clock, touch **AM** or **PM**.
4. Touch **OK**.  
The fax is sent at the specified time.

## Sending Header Text

The system administrator must set up this feature before you can use it. For details, see the *System Administrator Guide* at [www.xerox.com/office/WC780Xdocs](http://www.xerox.com/office/WC780Xdocs).

To include the fax header text:

1. Press the **Services Home** button, then touch **Fax**.
2. Touch the **Fax Options** tab, then touch **Send Header Text**.
3. Touch an option.
4. Touch **OK**.

## Sending a Fax to a Remote Mailbox

1. Press the **Services Home** button, then touch **Server Fax**.
2. Touch the **Fax Options** tab, then touch **Mailboxes**.
3. Touch **Send to Remote Mailbox**.
4. To address the fax, select an option:
  - The **Fax Number** field allows you to enter a fax number. Use the alphanumeric keypad to enter the number, then touch **Add**.
  - **Dialing Characters** allows you to insert characters such as a Dial Pause in a fax number. Use the touch screen keypad to enter the numerals and characters, then touch **Save**.
5. Touch the **Mailbox Number** field, then use the alphanumeric keypad to enter the mailbox number.
6. Touch the **Mailbox Passcode** field, then use the alphanumeric keypad to enter the four-digit mailbox passcode.
7. Touch **OK**.

## Storing a Fax in a Local Mailbox

The system administrator must create a mailbox before you can use this feature. For details, see the *System Administrator Guide* at [www.xerox.com/office/WC780Xdocs](http://www.xerox.com/office/WC780Xdocs).

To store a fax in a local mailbox:

1. Press the **Services Home** button, then touch **Fax**.
2. Touch the **Fax Options** tab, then touch **Mailboxes**.
3. Touch **Store to Local Mailbox**.
4. Touch the **Mailbox Number** field, then use the alphanumeric keypad to enter the mailbox number.
5. Touch the **Mailbox Passcode** field, then use the alphanumeric keypad to enter the four-digit mailbox passcode.
6. Touch **OK**.

## Printing Local Mailbox Documents

To use this feature, you must have documents stored in a mailbox. For details, see [Storing a Fax in a Local Mailbox](#) on page 150.

To print local mailbox documents:

1. Press the **Services Home** button, then touch **Fax**.
2. Touch the **Fax Options** tab, then touch **Mailboxes**.
3. Touch **Print Local Mailbox Documents**.
4. Touch the **Mailbox Number** field, then use the alphanumeric keypad to enter the mailbox number.
5. Touch the **Mailbox Passcode** field, then use the alphanumeric keypad to enter the four-digit mailbox passcode.
6. Touch **Print All Documents**. The documents in the mailbox are printed.

## Deleting Local Mailbox Documents

1. Press the **Services Home** button, then touch **Fax**.
2. Touch the **Fax Options** tab, then touch **Mailboxes**.
3. Touch **Delete Local Mailbox Documents**.
4. Touch the **Mailbox Number** field, then use the alphanumeric keypad to enter the mailbox number.
5. Touch the **Mailbox Passcode** field, then use the alphanumeric keypad to enter the four-digit mailbox passcode.
6. Touch **Delete All Documents**.
7. To confirm, touch **Delete All**. All documents in the mailbox are deleted.

## Storing a Fax for Local or Remote Polling

Turn on Secure or Non-Secure Local Polling to make fax documents stored on one printer available for remote polling by other printers. When Secure Local Polling is on, you create a list of fax numbers that are allowed to access the stored faxes on the printer.

To store a fax:

1. Press the **Services Home** button, then touch **Fax**.
2. Touch the **Fax Options** tab, then touch **Local Polling**.
3. Under Store for Local Polling, touch one of the following options:
  - **Non-Secure Polling** scans your originals and stores them as documents. Anyone with this fax number can access the documents.
  - **Secure Polling** scans your originals and stores them as documents. You specify the fax numbers that can access the documents.
4. For secure polling, touch one or more of the following to add fax numbers to the access list:
  - **Fax Number** field allows you to enter a fax number manually. Use the alphanumeric keyboard to enter the number, and touch **Add**.
  - **Address Book** allows you to add individual stored fax numbers to the list. Select a fax number, and select **Add to Recipients** from the drop-down menu. Touch **Close**.
  - The **Allow all Address Book fax numbers access** check box adds all stored fax numbers to the list.

**Note:** To modify existing entries in the access list, touch the entry, then select **Edit**, **Remove**, or **Remove All** from the drop-down menu.

5. Touch **Save**.

## Printing or Deleting Secure Faxes

1. Press the **Services Home** button, then touch **Fax**.
2. Touch the **Fax Options** tab, then touch **Local Polling**.
3. Under Store for Local Polling, touch an option:
  - **Print All Stored Documents** prints all stored fax documents.
  - **Delete All Stored Documents** deletes all stored fax documents. To confirm the action, touch **Delete All**.

## Polling a Remote Fax

If remote polling is turned on, you can retrieve documents that were stored using local polling on another fax machine.

**Note:** If Local Polling is turned on, Remote Polling is not available. To turn off Local Polling, touch **Local Polling > Off > Save**.

To poll a remote fax:

1. Press the **Services Home** button, then touch **Fax**.
2. Touch the **Fax Options** tab, then touch **Remote Polling**.
3. Under Poll, touch **Remote Fax**.
4. To address the fax, select one or more options:
  - The **Enter Number and Press Add** field allows you to enter a fax number manually. Use the alphanumeric keypad to enter the number, then touch **+** (Add).
  - **Dialing Characters** allows you to insert characters such as a Dial Pause in a fax number. Use the touch screen keypad to enter the numerals and characters, then touch **Close**.
5. To set a time for the printer to retrieve faxes from other fax machines, do the following:
  - a. Touch **Delay Poll**.
  - b. To set the time, touch **Delay Poll**.
    - Touch the **Hour** field, then touch the arrows to set a number.
    - Touch the **Minute** field, then touch the arrows to set a number.
    - If your printer is set to display the 12-hour clock, touch **AM** or **PM**.
  - c. Touch **OK**.
6. To retrieve and print the faxes, touch **Poll Now**.

**Note:** To cancel, touch **Close**.

## Building a Fax Job

Use this feature to fax an assorted group of originals, each with different settings. Each segment is programmed and scanned, and the images are stored temporarily in the printer. Once all segments have been stored, the individual segments are faxed as a single job.

To build a fax job:

1. Press the **Services Home** button, then touch the appropriate fax.
2. Address the fax using one or more of the available options:
  - The **Enter Number and Press Add** field allows you to enter a fax number manually. Use the alphanumeric keypad to enter the number, then touch **Add**.
  - **Dialing Characters** allows you to insert characters such as a Dial Pause in a fax number. Use the touch screen keypad to enter the numerals and characters, then touch **Save**.
  - **Address Book** allows you to access the printer address book.
  - **Favorites** allows you to access selected favorite individual or group contacts from the address book.



3. Touch the **Job Assembly** tab, then touch **Build Job > On**.
4. Touch **Options**.
  - a. Select or clear the **Display this window between segments** check box.
  - b. Select or clear the **Turn Build Job Off after Job is Submitted** check box.
5. Program and scan the first segment:
  - a. Load the originals for the first segment.
  - b. Select the required settings, such as layout adjustments, image quality, and options.
  - c. Press the green **Start** button on the control panel.
6. Program and scan additional segments:
  - a. Load the originals for the next segment.
  - b. When the Build Job screen appears, touch **Program Next Segment**.
  - c. Using the appropriate tabs, select the required settings.
  - d. Press the green **Start** button to scan the originals for that segment.
7. Repeat the previous step for each remaining segment.

**Note:** At any time, you can touch **Delete Last Segment** or **Delete All Segments** to modify the job.
8. When all of the segments have been programmed and scanned, touch **Submit the Job**. The Job Progress screen appears, and the individual segments are faxed as a single job.
9. On the Job Progress screen, touch **Job Details** to view a summary of the job.

**Note:** If necessary, touch **Delete > Delete Job** to cancel the job.

## Sending a Server Fax

If a fax server is connected to the network, you can send a document to a fax machine without requiring a dedicated telephone line.

When using the server fax, a document is scanned and sent to a fax repository on the network. The fax server then sends the fax over a telephone line to a fax machine.

The system administrator must enable the server fax service and configure a fax repository, or filing location, before you can use this feature.

To send a server fax:

1. Load the original on the document glass or in the duplex automatic document feeder.
2. Press the **Services Home** button, then touch **Server Fax**.
3. To address the fax, touch one or more options:
  - The **Enter Number and Press Add** field allows you to enter a fax number manually. Use the alphanumeric keypad to enter the number, then touch **Add**.
  - **Dialing Characters** allows you to insert characters such as a dial pause in a fax number. Use the touch screen keypad to enter the numerals and characters, then touch **Add**. Add more numbers, or touch **Close**.
  - **Fax Directory** allows you to select fax numbers from your Fax Directory. Touch the **Up** or **Down** arrows to scroll through the list, touch the desired contact, then select **Add to Recipients** from the drop-down menu. Select and add more contacts, or touch **Close**.
4. Touch **2-sided Scanning** and select an option.
5. Touch **Original Type** and select an option.
6. Touch **Resolution** and select an option.
7. Select more options as needed. For details, see [Selecting Server Fax Options](#) on page 155.
8. Press the green **Start** button. The printer scans the pages and transmits the document when all pages have been scanned.

## Selecting Server Fax Options

This section includes:

- [Adjusting Brightness](#)..... 155
- [Automatically Suppressing Background Variation](#) ..... 155
- [Adjusting the Contrast](#)..... 155
- [Specifying the Orientation of the Original](#)..... 156
- [Specifying the Size of the Original](#) ..... 156
- [Sending a Delayed Fax](#)..... 156
- [Building a Fax Job](#)..... 157

### Adjusting Brightness

You can lighten or darken the image.

To adjust the image:

1. Press the **Services Home** button, then touch **Server Fax**.
2. Touch the **Image Quality** tab, then touch **Image Options**.
3. On the Image Options screen, adjust the **Lighten/Darken** slider up or down as needed.
4. Touch **OK**.

### Automatically Suppressing Background Variation

When scanning originals printed on thin paper, text or images printed on one side of the paper can be seen on the other side. Use the Auto Suppression setting to reduce the sensitivity of the printer to variations in light background colors.

To select Auto Suppression:

1. Press the **Services Home** button, then touch **Server Fax**.
2. Touch the **Image Quality** tab, then touch **Image Enhancement**.
3. Under Background Suppression, touch **Auto Suppression**.
4. Touch **OK**.

### Adjusting the Contrast

Contrast is the relative difference between light and dark areas in an image.

To adjust the contrast:

1. Press the **Services Home** button, then touch **Server Fax**.
2. Touch the **Image Quality** tab, then touch **Image Enhancement**.
3. On the Image Enhancement screen, select an option:
  - **Manual Contrast** allows you to adjust the contrast manually. Under Manual Contrast, move the slider up or down to increase or decrease the contrast. The middle position on the slider, Normal, does not change the contrast.
  - **Auto Contrast** allows the printer to set the contrast automatically.

4. Touch **OK**.

## Specifying the Orientation of the Original

1. Touch the **Layout Adjustment** tab, then touch **Original Orientation**.
2. On the Original Orientation screen, touch the desired orientation:
  - **Upright Images** and **Sideways Images** refer to the direction the originals are loaded in the document feeder.
  - **Portrait Originals** and **Landscape Originals** refer to the images on the originals.

**Note:** If you are using the document glass, the orientation of the original is as seen before turning it over.

3. Touch **OK**.

## Specifying the Size of the Original

To ensure that you are scanning the correct area of the documents, specify the original size.

To specify the original size:

1. Press the **Services Home** button, then touch **Server Fax**.
2. Touch the **Layout Adjustment** tab, then touch **Original Size**.
3. On the Original Size screen, select an option:
  - **Auto Detect** allows the printer to determine the size of the original.
  - **Preset Scan Areas** specifies the area to scan when it matches a standard paper size. In the scrolling list, touch the desired paper size.
  - **Custom Scan Area** allows you to specify the height and width of the area to scan. To specify an area, touch the **Length (Y)** and **Width (X)** arrows.
  - **Mixed Size Originals** allows you to scan standard-size originals of varying sizes. Use the diagram on the screen to determine which original sizes can be mixed in the same job.
4. Touch **OK**.

## Sending a Delayed Fax

You can set a time in the future for the printer to send your fax job. The delay can range from 15 minutes through 24 hours.

**Note:** Before using this feature, set the printer to the current time.

To specify the time to send your fax:

1. Press the **Services Home** button, then touch **Server Fax**.
2. Touch the **Fax Options** tab, then touch **Delay Send**.
3. Touch **Specified Time**.
  - a. Touch the **Hour** field, then touch the arrows to set a number.
  - b. Touch the **Minute** field, then touch the arrows to set a number.
  - c. If your printer is set to display the 12-hour clock, touch **AM** or **PM**.
4. Touch **OK**.

The fax is sent at the specified time.

## Building a Fax Job

For details, see [Building a Fax Job](#) on page 152.

## Sending an Internet Fax

If an SMTP (email) server is connected to the network, a document can be sent to an email address. This feature eliminates the need for a dedicated telephone line and the associated service costs. When sending an Internet Fax, the document is scanned and sent to an email address.

To send an Internet fax:

1. Load the original on the document glass or in the document feeder.
2. Touch the **Services Home** button, then touch **Internet Fax**.
3. Address the fax:
  - a. Touch **New Recipient**.
  - b. Touch the **Down** arrow, then select **To:** or **Cc:** from the menu.
  - c. Touch the **Enter email address and select Add** field, then use the touch screen keyboard to type the email address.
  - d. Touch **Add**.
  - e. Use the touch screen keyboard to type additional email addresses.
  - f. When you are finished, touch **Close**.
4. To add a subject line:
  - a. Touch **Subject**, then use the touch screen keyboard to type the desired text.  
**Note:** To modify the default subject that appears, touch **X** to clear the field.
  - b. Touch **OK**.
5. Adjust the Internet fax options as needed:
  - a. Touch **Output Color** and select from the drop-down menu:
    - **Auto Detect**
    - **Black & White**
    - **Grayscale**
    - **Color**
  - b. Touch **2-sided Scanning** and select from the drop-down menu:
    - **1-Sided**
    - **2-Sided**
    - **2-Sided, Rotate Side 2**
  - c. Touch **Original Type** and select from the drop-down menu:
    - **Photo & Text**
    - **Photo**
    - **Text**
    - **Map**
    - **Newspaper/Magazine**

6. Adjust fax options as needed.
7. Press the green **Start** button. The printer scans the pages and sends the document as an email attachment in **.pdf** or **.tiff** file format, when all pages have been scanned.

## Selecting Internet Fax Options

This section includes:

- [Adjusting Brightness and Sharpness](#) ..... 160
- [Automatically Suppressing Background Variation](#) ..... 160
- [Adjusting the Contrast](#)..... 161
- [Setting the Resolution](#)..... 161
- [Setting the Quality and File Size](#) ..... 161
- [Specifying the Orientation of the Original](#)..... 162
- [Specifying the Size of the Original](#) ..... 162
- [Adding a Message](#) ..... 162
- [Specifying a Reply To Address](#)..... 162
- [Printing an Acknowledgment Report](#)..... 163
- [Building a Fax Job](#)..... 163

### Adjusting Brightness and Sharpness

You can lighten or darken the image, and adjust the sharpness.

To adjust the image:

1. Touch the **Services Home** button, then touch **Internet Fax**.
2. Touch the **Advanced Settings** tab, then touch **Image Options**.
3. On the Image Options screen, adjust the sliders as needed:
  - **Lighten/Darken** lightens or darkens the image.
  - **Sharpness** sharpens or softens the image.
4. Touch **OK**.

### Automatically Suppressing Background Variation

When scanning originals printed on thin paper, text or images printed on one side of the paper can be seen on the other side. Use the Auto Suppression setting to reduce the sensitivity of the printer to variations in light background colors.

To select Auto Suppression:

1. Touch the **Services Home** button, then touch **Internet Fax**.
2. Touch the **Advanced Settings** tab, then touch **Image Enhancement**.
3. Under Background Suppression, touch **Auto Suppression**.
4. Touch **OK**.



## Adjusting the Contrast

Contrast is the relative difference between light and dark areas in an image.

To adjust the contrast:

1. Touch the **Services Home** button, then touch **Internet Fax**.
2. Touch the **Advanced Settings** tab, then touch **Image Enhancement**.
3. On the Image Enhancement screen, adjust the contrast:
  - **Manual Contrast** allows you to adjust the contrast manually. Move the slider up or down to increase or decrease the contrast. The middle position on the slider, Normal, does not change the contrast.
  - **Auto Contrast** allows the printer to set the contrast automatically.
4. Touch **OK**.

## Setting the Resolution

1. Touch the **Services Home** button, then touch **Internet Fax**.
2. Touch the **Advanced Settings** tab, then touch **Resolution**.
3. On the Resolution screen, touch the desired resolution.
  - **72 dpi** produces acceptable image quality for onscreen viewing, and the smallest file size.
  - **100 dpi** produces good image quality for onscreen viewing, and small file size.
  - **150 dpi** produces good image quality for onscreen viewing, and small file size.
  - **200 x 100 dpi** produces good image quality, and moderate file size.
  - **200 dpi** produces good image quality, and moderate file size. This setting is the default.
  - **300 dpi** produces high image quality, and large file size.
  - **400 dpi** produces higher image quality, and larger file size.
  - **600 dpi** produces the highest image quality, and the largest file size.
4. Touch **OK**.

**Note:** Check with the system administrator to determine the largest file size that the email system allows.

## Setting the Quality and File Size

The Quality/File Size option lets you choose from three settings that balance the quality of the image and the size of the file. Higher quality images result in larger file sizes, which are not ideal for sharing and transmitting over the network.

To set the Internet fax quality and file size:

1. Touch the **Services Home** button, then touch **Internet Fax**.
2. Touch the **Advanced Settings** tab, then touch **Quality/File Size**.
3. On the Quality/File Size screen, use the slider to select a setting. The settings range from Normal Quality and Small File Size to Highest Quality and Largest File Size.
4. Touch **OK**.

## Specifying the Orientation of the Original

1. Touch the **Services Home** button, then touch **Internet Fax**.
2. Touch the **Layout Adjustment** tab, then touch **Original Orientation**.
3. On the Original Orientation screen, touch the desired orientation:
  - **Upright Images** and **Sideways Images** refer to the direction the originals are loaded in the document feeder.
  - **Portrait Originals** and **Landscape Originals** refer to the images on the originals.

**Note:** If you are using the document glass, the orientation of the original is as seen before turning it over.

4. Touch **OK**.

## Specifying the Size of the Original

To ensure that you are scanning the correct area of the documents, specify the original size.

To specify the original size:

1. Touch the **Services Home** button, then touch **Internet Fax**.
2. Touch the **Layout Adjustment** tab, then touch **Original Size**.
3. On the Original Size screen, select an option:
  - **Auto Detect** allows the printer to determine the size of the original.
  - **Preset Scan Areas** specifies the area to scan when it matches a standard paper size. In the scrolling list, touch the desired paper size.
  - **Custom Scan Area** allows you to specify the height and width of the area to scan. To specify an area, touch the **Length (Y)** and **Width (X)** arrows.
  - **Mixed Size Originals** allows you to scan standard-size originals of varying sizes. Use the diagram on the screen to determine which original sizes can be mixed in the same job.
4. Touch **OK**.

## Adding a Message

1. Touch the **Services Home** button, then touch **Internet Fax**.
2. Touch the **Internet Fax Options** tab, then touch **Message**.
3. Type a message using the touch screen keyboard.
4. Touch **OK**.

## Specifying a Reply To Address

1. Touch the **Services Home** button, then touch **Internet Fax**.
2. Touch the **Internet Fax Options** tab, then touch **Reply To**.
3. Type an email address using the touch screen keyboard.
4. Touch **OK**.

## Printing an Acknowledgment Report

If the status of each recipient is known, you can print a delivery status report. The printer waits for a delivery receipt from each recipient, then prints the report.

**Note:** The report could be delayed depending on the response time of the recipients.

To print an acknowledgment report:

1. Touch the **Services Home** button, then touch **Internet Fax**.
2. Touch the **Internet Fax Options** tab, then touch **Acknowledgment Report**.
3. Touch **Print Report**.
4. Touch **OK**.

## Building a Fax Job

For details, see [Building a Fax Job](#) on page 152.

# Sending a LAN Fax

Local Area Network (LAN) Fax allows you to send faxes from the print driver on your computer to a fax machine over a telephone line. The Fax window allows you to enter recipients, create a cover page with notes, and set options. Using the options you can select confirmation sheets, send speed, fax resolution, send time, and fax dialing options.

## Notes:

- When the Fax job type is selected, some features, such as Edge Enhancement, Thin Line Enhancement, and Black Enhancement, are turned off.
- Not all printer models support this feature.

To send a LAN fax:

1. With the desired document or graphic open in your application, open the Print dialog box. For most software applications, click **File > Print** or press **CTRL+P**.
2. Select your printer, then click **Properties** to open the print driver dialog box.
3. On the Paper/Output tab, from the Job Type list, select **Fax**.
4. Click **Recipients**.
5. Do one or more of the following:
  - Click the **Phonebook** button, select a phone book from the list, select a name from the upper list, then add it to the Fax Recipients. Repeat the procedure to add more names. Click **OK**.
  - Click the **Add Recipients** button, type the recipient name and fax number, add other information, then click **OK**. Add new recipients as needed.
6. To include a cover sheet, click **Cover Sheet**, then from the Cover Sheet Options list, select **Print a Cover Sheet**.
7. On the Cover Sheet information tab, type notes that you want to appear on the cover sheet.
8. On the Options tab, select the options for this fax.
9. Click **OK**.
10. In the Printer Properties window, click **OK**.
11. In the Print window, click **OK**.
12. To confirm the recipients, click **OK**.

# Using the Address Book

This section includes:

- [Adding an Individual Entry to the Device Address Book.....](#) 165
- [Editing an Individual Address Book Entry .....](#) 167
- [Editing or Deleting Favorites in the Device Address Book.....](#) 167

## Adding an Individual Entry to the Device Address Book

The Device Address Book can contain up to 5000 contacts. If the Add button is unavailable, the address book has reached its limit.

Before you can use this feature, the system administrator must enable Create/Edit Contact from Touch Screen for All Users.

To add a recipient to the Device Address Book:

1. Press the **Services Home** button, then touch **Email**.
2. Touch **New Recipient**.
3. Touch the **Enter email address and select Add** field, then use the touch screen keyboard to type the email address.
4. At the end of the address field, touch the **Add to Address Book** icon.
  - To add the recipient to the address book, touch **Create New Contact**.
  - To add the new recipient information to an existing address book contact, touch **Add to Existing Contact**.

5. To add name and company information for the new entry, to the right of the contact field, touch the **i** button.
  - a. Enter a name into the First Name, Last Name, or Company field, then touch **OK**.

**Note:** The first entry into one of the fields becomes the display name for the contact information.
  - b. Enter names into the remaining fields, then touch **OK** after each entry.
6. At the Additional Contact Information page, touch **OK**.
7. To enter a fax number for the contact, to the right of the green fax icon, touch the field.
8. Touch **Enter Fax Number**, use the alphanumeric keypad to enter the number, then touch **OK**.
9. To enter an Internet fax number for the contact, to the right of the blue Internet Fax icon, touch the field. Touch **Enter Internet Fax Number**, use the alphanumeric keypad to enter the number, then touch **OK**.
10. To mark a contact as a favorite, to the right of the global address book, email, fax, or Internet fax fields, touch the corresponding star.
11. To save the contact to the Device Address Book, touch **OK**.

To add a recipient to the Device Address Book using the Fax feature:

1. Press the **Services Home** button, then touch **Fax**.
2. Touch the **Enter Fax Number** field.
  - To add the recipient to the address book, touch **Create New Contact**.
  - To add the new recipient information to an existing address book contact, touch **Add to Existing Contact**.
3. To add name and company information for the new entry, to the right of the contact field, touch the **i** button.
  - a. Enter a name into the First Name, Last Name, or Company field, then touch **OK**.

**Note:** The first entry into one of the fields becomes the display name for the contact information.
  - b. Enter names into the remaining fields, then touch **OK** after each entry.
  - c. At the Additional Contact Information page, touch **OK**.
4. To add an email contact for the recipient, touch the field to the right of the email icon.
  - a. Touch **Enter Email Address**.
  - b. Enter a valid email address.
  - c. Touch **OK**.
5. To enter an Internet fax number for the contact, to the right of the blue Internet Fax icon, touch the field. Touch **Enter Internet Fax Number**, use the alphanumeric keypad to enter the number, then touch **OK**.
6. To mark a contact as a favorite, to the right of the global address book, email, fax, or Internet fax fields, touch the corresponding star.
7. To save the contact to the Device Address Book, touch **OK**.

## Editing an Individual Address Book Entry

1. Press the **Services Home** button, then touch **Email**.
2. Touch **Address Book**.
3. Under Names, touch a contact name.
4. Touch **Details**.
5. To change the display name of the contact, touch the **i** button, edit the information in the fields, then touch **OK**.
6. To enter or change a fax number for the contact, to the right of the green fax icon, touch the field.
7. Touch **Enter Fax Number**, use the alphanumeric keypad to enter the number, then touch **OK**.
8. To enter an Internet fax number for the contact, to the right of the blue Internet Fax icon, touch the field. Touch **Enter Internet Fax Number**, use the alphanumeric keypad to enter the number, then touch **OK**.
9. To mark a contact as a favorite, to the right of the global address book, email, fax, or Internet fax fields, touch the corresponding star.
10. To save the contact to the Device Address Book, touch **OK**.

## Editing or Deleting Favorites in the Device Address Book

1. Press the **Services Home** button, then touch **Fax**.
2. Touch **Address Book**.
3. Touch the **Down** arrow, then touch **Contacts** or **All Contacts**.
4. Touch the desired entry, using the scroll arrows as needed.
5. Touch **Details**.
6. To mark a contact as a favorite, to the right of the global address book, email, fax, or Internet fax fields, touch the corresponding star.
7. To delete a favorite, to the right of the global address book, fax, or Internet fax field, touch the corresponding orange star.
8. Touch **OK**.
9. To return to the main menu, press the **Services Menu** button.










# Maintenance

# 9

This chapter includes:

- [General Precautions](#) ..... 170
- [Cleaning the Printer](#) ..... 171
- [Routine Maintenance](#)..... 178
- [Billing and Usage Information](#)..... 203
- [Ordering Supplies](#) ..... 204
- [Moving the Printer](#) ..... 207

## General Precautions

-  **CAUTION:** When cleaning your printer do not use organic or strong chemical solvents or aerosol cleaners. Do not pour fluids directly into any area. Use supplies and cleaning materials only as directed in this documentation.
  -  **WARNING:** Keep all cleaning materials out of the reach of children.
  -  **WARNING:** Do not use pressurized spray cleaning aids on or in the printer. Some pressurized sprays contain explosive mixtures and are not suitable for use in electrical applications. Use of such cleaners increase the risk of fire and explosion.
  -  **WARNING:** Do not remove the covers or guards that are fastened with screws. You cannot maintain or service any parts that are behind these covers and guards. Do not attempt any maintenance procedure that is not described in the documentation supplied with your printer.
  -  **WARNING:** Internal parts of the printer can be hot. Use caution when doors and covers are open.
- Do not place anything on top of the printer.
  - Do not leave the covers and doors open for any length of time, especially in well-lit places. Light exposure can damage the imaging units.
  - Do not open covers and doors during printing.
  - Do not tilt the printer while it is in use.
  - Do not touch the electrical contacts or gears. Doing so could damage the printer and cause the print quality to deteriorate.
  - Ensure any parts removed during cleaning are replaced before you plug in the printer.

# Cleaning the Printer

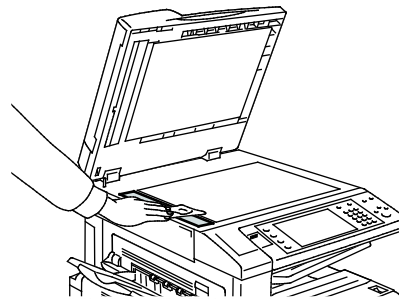
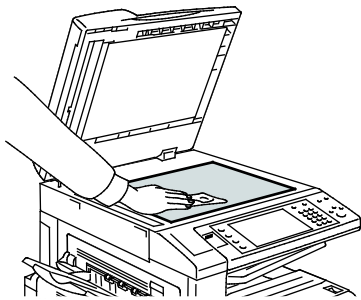
This section includes:

- [Cleaning the Document Glass and Document Cover](#) ..... 171
- [Cleaning the Document Feed Rollers](#) ..... 172
- [Cleaning the Second-Side Scanning Lens Assembly](#) ..... 173
- [Cleaning the Printer Exterior](#) ..... 175
- [Cleaning the Printer Interior](#) ..... 176

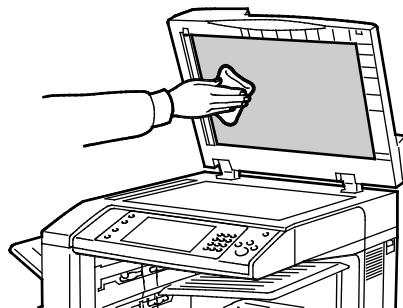
## Cleaning the Document Glass and Document Cover

To ensure optimum print quality, clean the document glass regularly. Cleaning helps avoid output with streaks, smears, and other marks that transfer from the glass while scanning documents.

1. Use a lint-free cloth lightly dampened with Xerox® Lens/mirror Cleaner or another suitable non-abrasive glass cleaner. Clean the document glass and the CVT glass to its left.



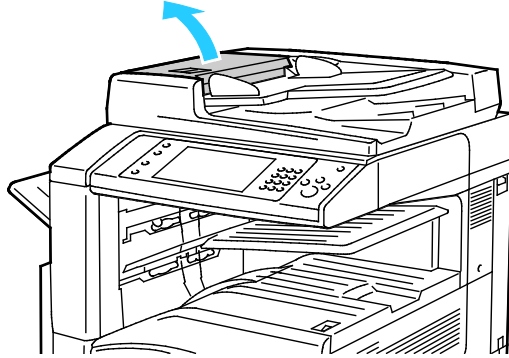
2. Use a lint-free cloth and Xerox® Cleaning Fluid to clean the underside of the document cover and the document feeder.




## Cleaning the Document Feed Rollers

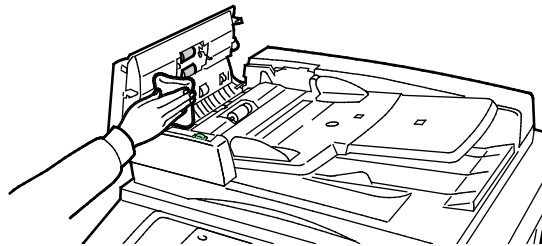
Dirt on the document feed rollers can cause paper jams or deteriorate print quality. For best performance, clean the document feed rollers once a month.

1. Lift the lever and open the top cover of the document feeder.



2. While turning the rollers, wipe them with a clean, lint-free cloth moistened with water.

 **CAUTION:** Do not use alcohol or chemical cleaners on the document feed rollers.

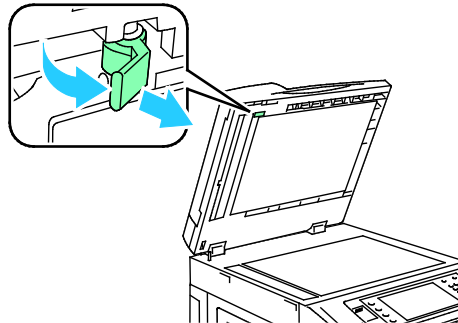


## Cleaning the Second-Side Scanning Lens Assembly

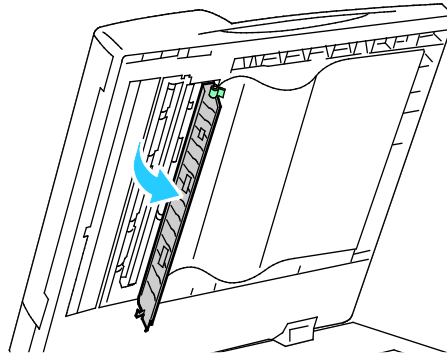
The second-side scanning lens assembly allows you to make 2-sided scans and copies with a single pass of the original. If your model includes a second-side scanning lens assembly, it is located along the left side of the document cover. The assembly consists of the mirrored glass strip, a metal strip, a white-plastic strip, and rollers. To ensure the best image quality when scanning or making 2-sided copies, clean all parts of the assembly.

To clean the second-side scanning lens assembly:


1. To access the second-side scanning lens assembly, lower the lever under the left side of the document cover.

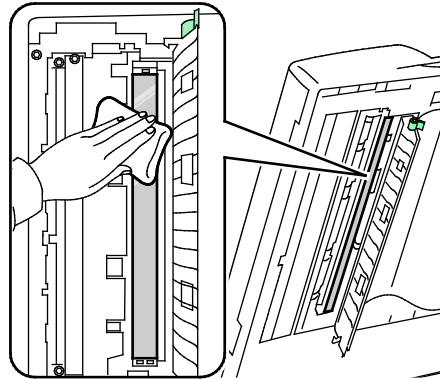


2. To separate the left end of the document cover from the lens assembly, continue to lower the lever.

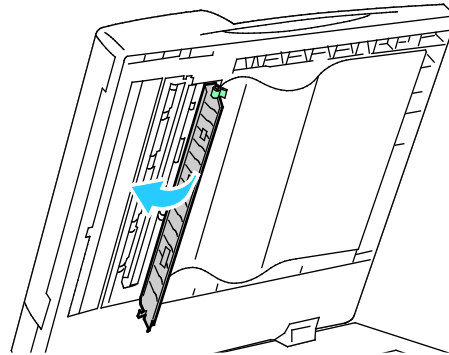


- Using a soft cloth moistened with water, wipe the mirrored glass, metal strip, both sides of the white-plastic strip, and the rollers. If dirt is difficult to remove, moisten a soft cloth with a small amount of neutral detergent. Then wipe them dry with a soft cloth.

 **CAUTION:** To prevent damage to the film around the glass, do not press heavily on the mirrored glass.



- Return the document cover to its original position, ensuring the lever is locked in place. If you touch the document cover with your bare hands, clean the cover before closing the document feeder.

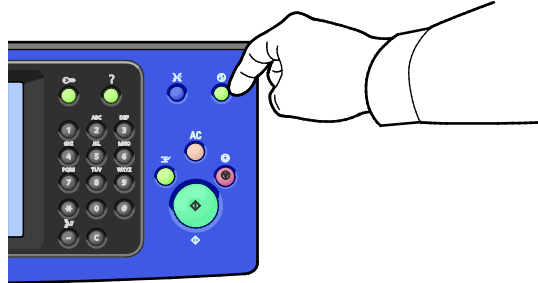


## Cleaning the Printer Exterior

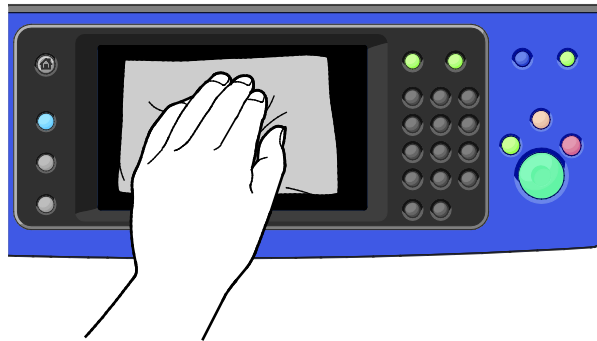
Regular cleaning keeps the touch screen and control panel free from dust and dirt.

To clean the printer exterior:

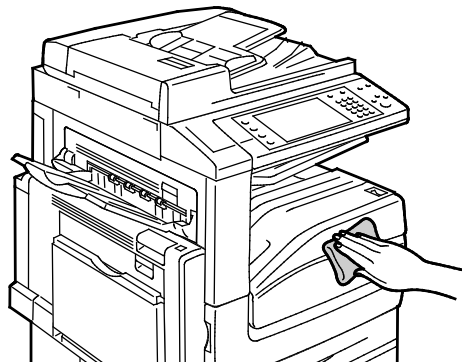
1. To avoid activating buttons and menus, press the **Energy Saver** button.



2. To remove fingerprints and smudges, clean the touch screen and control panel with a soft, lint-free cloth.




3. To return the printer to Ready mode, press the **Energy Saver** button.
4. Use a soft, lint-free cloth to clean the outside of the output tray, paper trays, and other exterior areas of your printer.



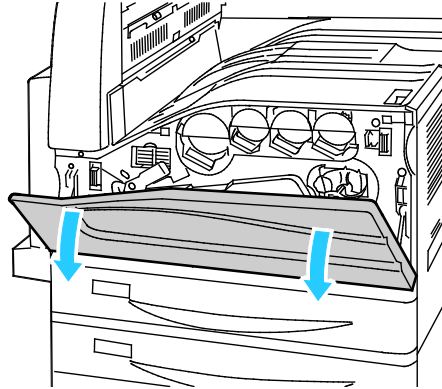
## Cleaning the Printer Interior

### Cleaning the Printhead Lenses

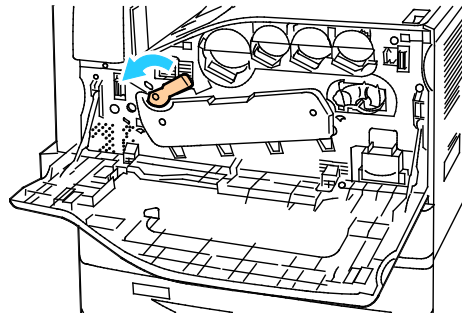
The printer is constructed with four printhead lenses. Clean all lenses as described in the following procedure.

 **CAUTION:** Do not perform this procedure when the printer is copying or printing.

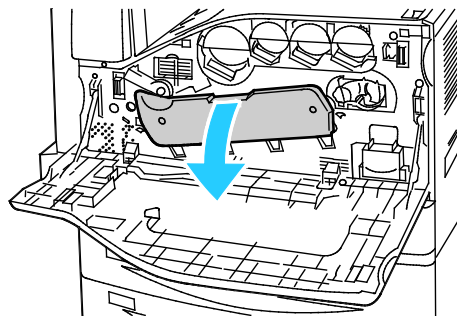
1. Open the front cover of the printer.



2. Turn the orange lever to the left.



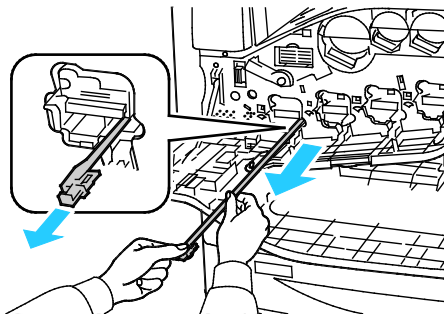
3. Pull the drum cartridge cover down until it clicks into the open position.



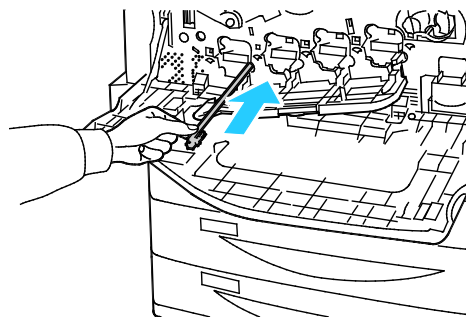


- Each of the four printheads has its own cleaning tool. Slowly pull the printhead lens cleaner out until the three dots are visible.

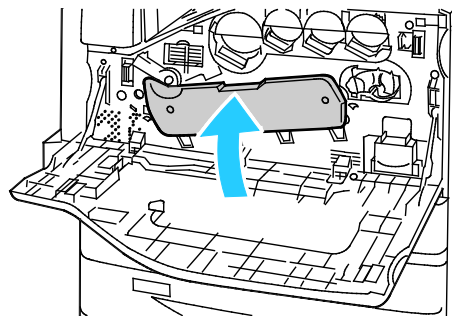
**Note:** The printhead lens cleaner does not detach from the printer.



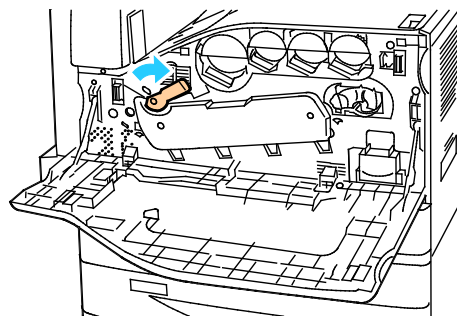
- Slowly push the printhead lens cleaner back into the printhead until it stops.



- Repeat Steps 4 and 5 for each printhead.
- Close the drum cartridge cover.



- Turn the orange lever to the right to return it to the locked position.



- Close the printer front cover.

# Routine Maintenance

This section includes:

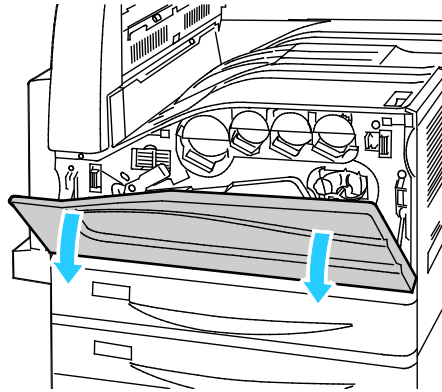
- Replacing the Toner Cartridges ..... 179
- Replacing the Waste Toner Container ..... 180
- Replacing the Drum Cartridges ..... 183
- Replacing the Transfer Belt Cleaner ..... 186
- Replacing the Second Bias Transfer Roller ..... 188
- Resetting Supply Life Counters ..... 190
- Replacing Staple Cartridges ..... 191
- Emptying the Hole Punch Waste Container ..... 200

## Replacing the Toner Cartridges

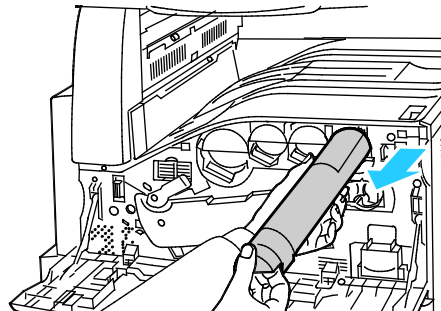
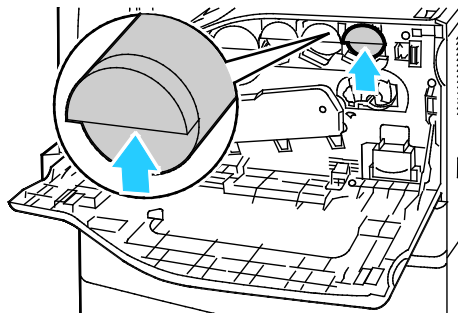
A message appears on the control panel when a toner cartridge must be replaced.

**⚠ CAUTION:** Do not perform this procedure when the printer is copying or printing.

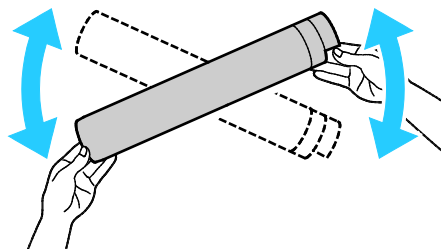
1. Open the front cover of the printer.



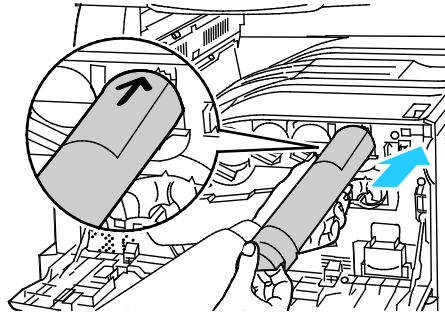
2. Place your fingers under the lip of the toner cartridge, then pull the toner cartridge straight out of the printer.



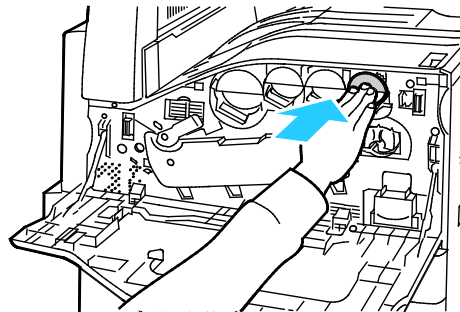
3. Remove the new toner cartridge from the packaging. Tilt the cartridge up and down, then left and right 10 times.



4. Hold the new toner cartridge with the arrow facing up, then push the cartridge in slowly until it stops.



5. Push gently on the toner cartridge to ensure that it is seated.







6. Close the printer front cover.

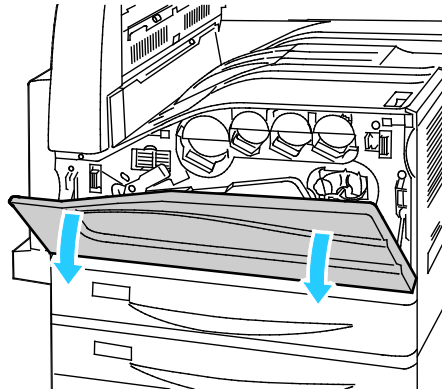
## Replacing the Waste Toner Container

A message appears on the control panel when the waste toner container must be replaced.

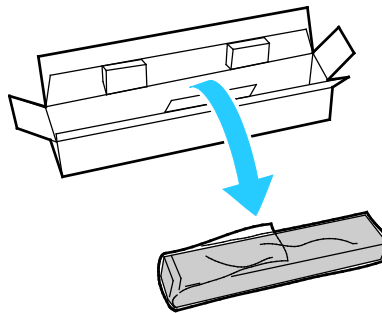
When replacing the waste toner container, clean the printhead lenses. For details, see [Cleaning the Printhead Lenses](#) on page 176.

-  **CAUTION:** Spread paper on the floor to catch possible toner spills.
-  **WARNING:** If you spill any toner in the printer, wipe it up using a moist cloth. Never use a vacuum cleaner to remove spilled toner. Sparks inside the vacuum cleaner can cause a fire or explosion.
-  **WARNING:** If you accidentally get toner on your clothes, lightly dust them off as best as you can. If some toner remains on your clothes, use cool water, not hot, to rinse off the toner. If toner gets on your skin, wash it off with cool water and a mild soap. If you get toner in your eyes, wash it out immediately with cool water and consult a doctor.
-  **CAUTION:** Do not perform this procedure when the printer is copying or printing.

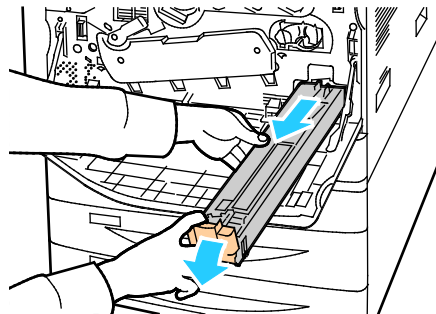
1. Open the front cover of the printer.



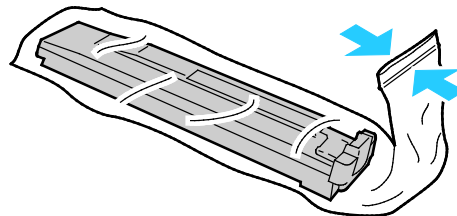
2. Remove the new waste toner container from the packaging. Retain the packaging.



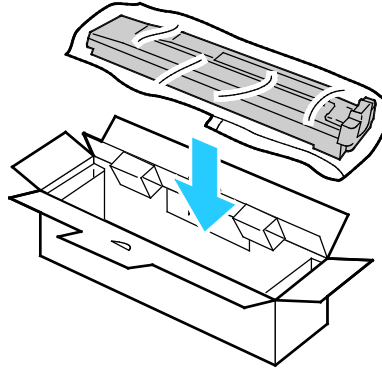
3. Pull the used waste toner container out slowly while supporting it with your other hand.



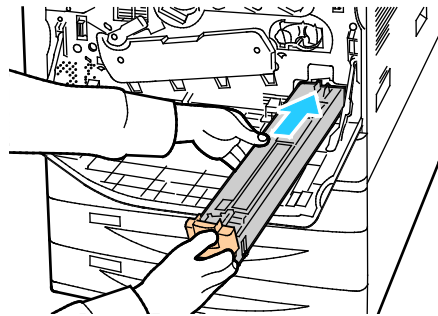
4. Place the used waste toner container in the plastic bag, then seal it firmly using the zipper.



5. Place the used waste toner container in the empty box.




6. Hold the left side of the new waste toner container and slide it into the printer until it clicks.




7. Clean the printhead lenses. For details, see [Cleaning the Printhead Lenses](#) on page 176.
8. Close the front cover.

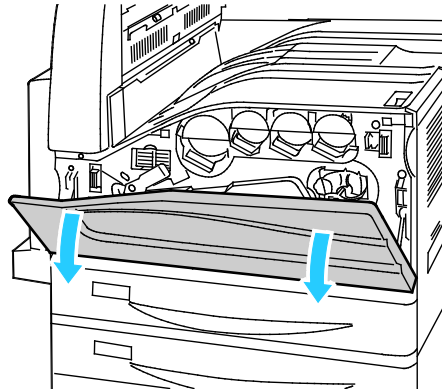
## Replacing the Drum Cartridges

A message appears on the control panel when a drum cartridge must be replaced.


 **CAUTION:** Do not expose the drum cartridge to direct sunlight or strong indoor fluorescent lighting. Do not touch or scratch the surface of the drum.

 **CAUTION:** Do not perform this procedure when the printer is copying or printing.

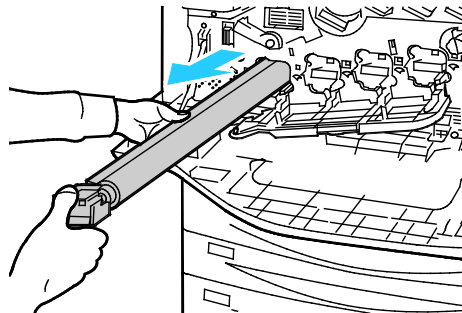
1. Open the front cover of the printer.



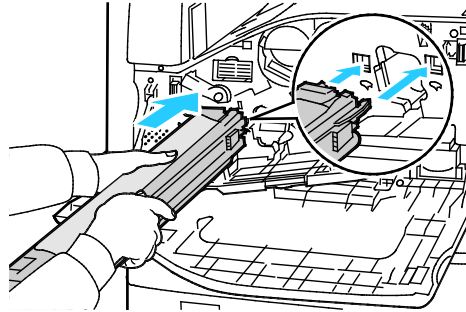
2. Grip the orange handle of the drum cartridge as shown and pull the drum cartridge straight out of the printer. Place the used drum cartridge in the plastic bag and place in the box.

 **WARNING:** Do not touch any toner adhering to the drum cartridge.

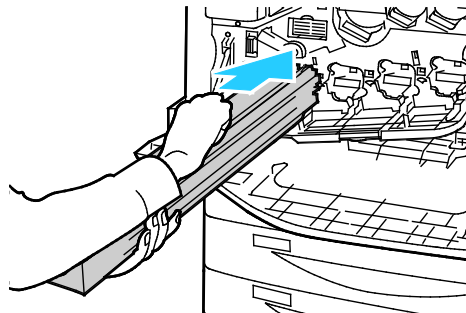
**Note:** If you want to return used supplies for recycling, follow the instructions included with the new supplies. If the instructions or shipping label are not available, go to [www.xerox.com/gwa](http://www.xerox.com/gwa) for more information.



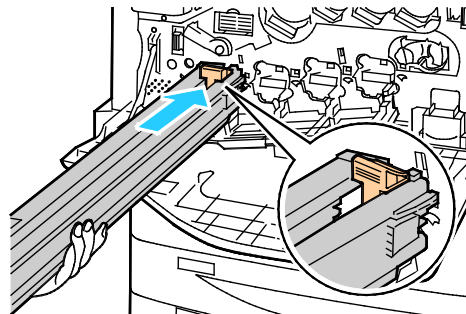
3. Remove the packing material from the end of the new drum cartridge.
4. Rest the new cartridge, along with its black plastic protective shield, in the cartridge slot. Make sure to load the cartridge in the direction of the arrow on the top of the shield.



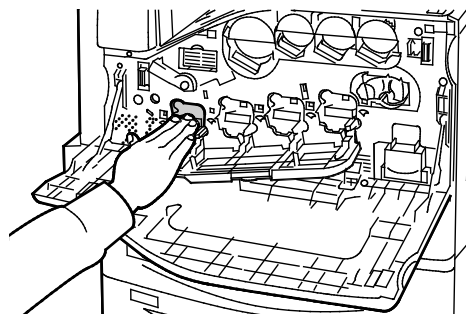
5. While keeping the guides inserted in the slot, remove the black paper sheet by pulling it in the direction shown.
6. Remove the tape from the top of the cartridge shield.
7. Hold the shield and push the cartridge into the printer using the orange handle.



8. Continue pushing the orange handle until it stops.

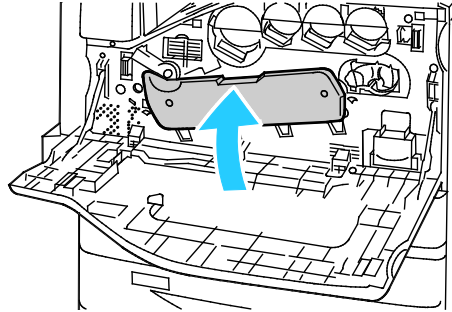


9. Carefully remove the protective shield.
10. Push the drum cartridge until it stops.

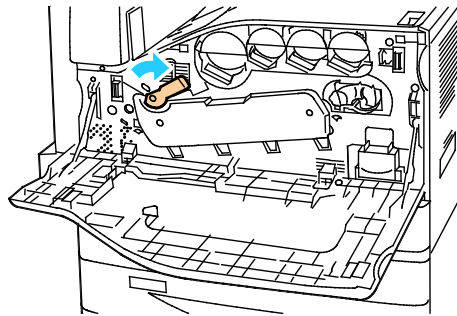




11. Close the drum cartridge cover.



12. Turn the orange lever to the right to return it to the locked position.




13. Close the printer front cover.

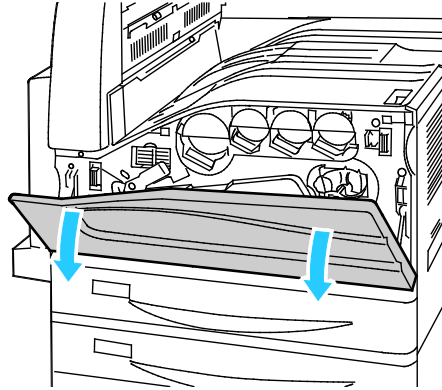
14. Dispose of the protective shield and tape as normal office waste.

## Replacing the Transfer Belt Cleaner

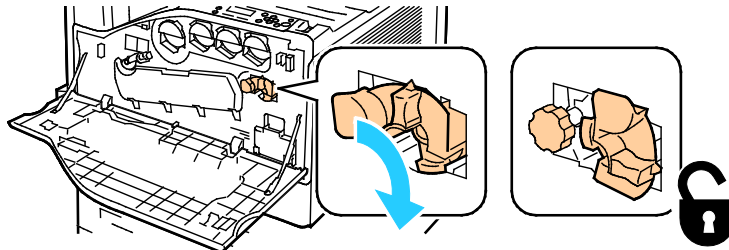
A message appears on the control panel when the transfer belt cleaner must be replaced.

 **CAUTION:** Do not perform this procedure when the printer is copying or printing.

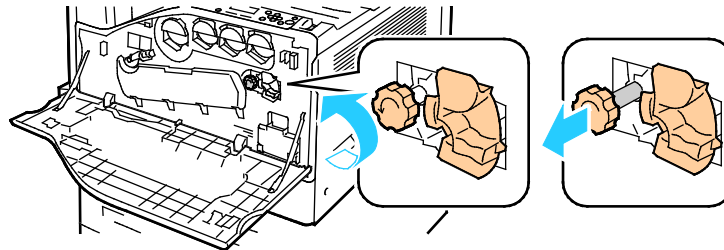
1. Open the front cover of the printer.




2. Turn the orange lever to the right to unlock the belt cleaner.

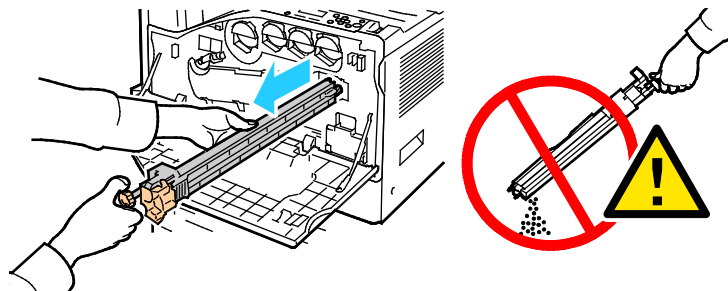


3. Turn the orange knob counterclockwise until it releases.

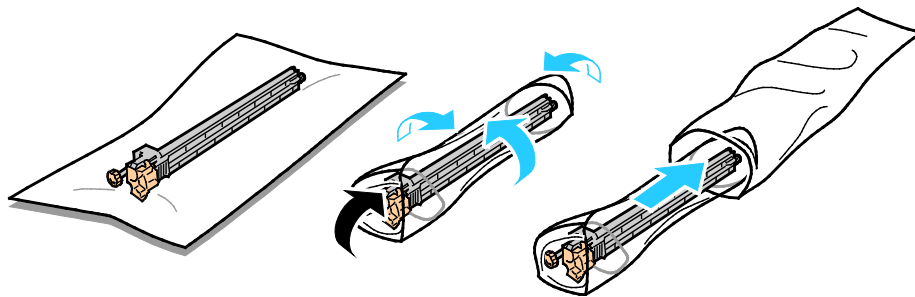


4. Pull the transfer belt cleaner straight out of the printer.


 **WARNING:** Do not touch any toner adhering to the transfer belt cleaner. Do not tilt the transfer belt cleaner or toner could spill.

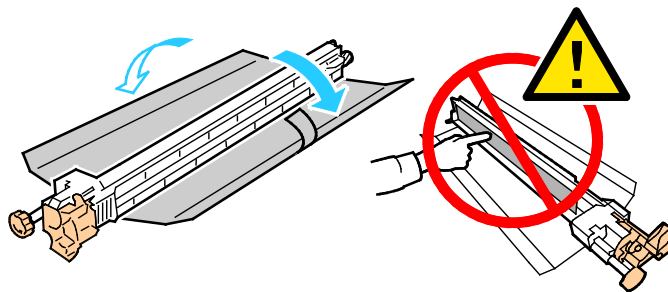


5. Remove the new transfer belt cleaner from the packaging. Retain the packaging.
6. Place the used transfer belt cleaner in the plastic bag.

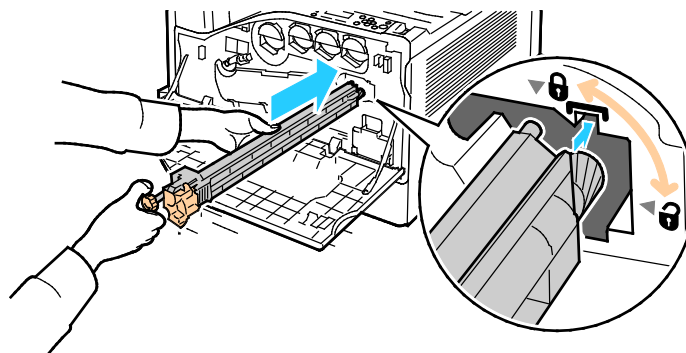


7. Remove the protective cover from the new transfer belt cleaner.

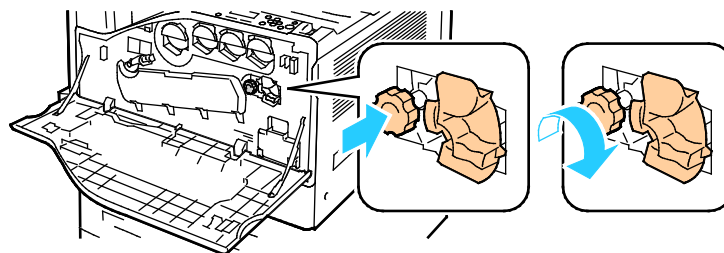
 **CAUTION:** Do not touch the surface of the transfer belt cleaner. Doing so could deteriorate image quality.



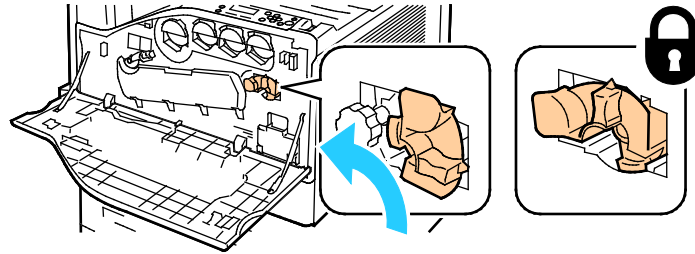
8. Support the new transfer belt cleaner with your left hand and slide it straight into the opening until it stops.



9. Push the orange knob in, then turn it clockwise until snug.



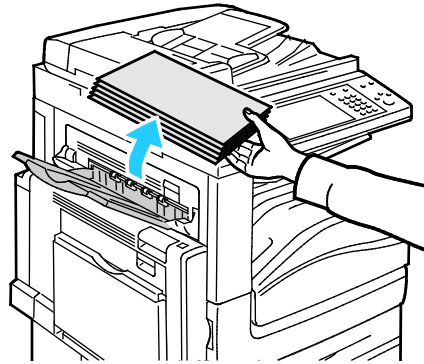
10. Turn the orange lever to the left to lock the belt cleaner.



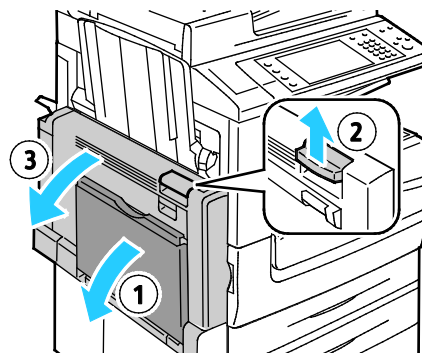
11. Close the printer front cover.


## Replacing the Second Bias Transfer Roller


1. A message appears on the control panel when the second bias transfer roller must be replaced. Remove paper from the left tray, then fold up the tray.

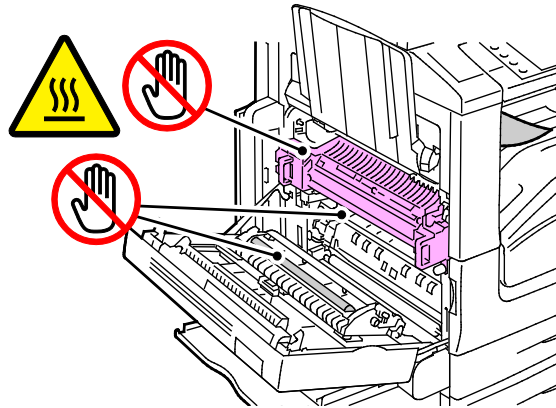


2. Open tray 5 (bypass) as shown (1).
3. While lifting up the release lever (2), open the top left cover A as shown (3).

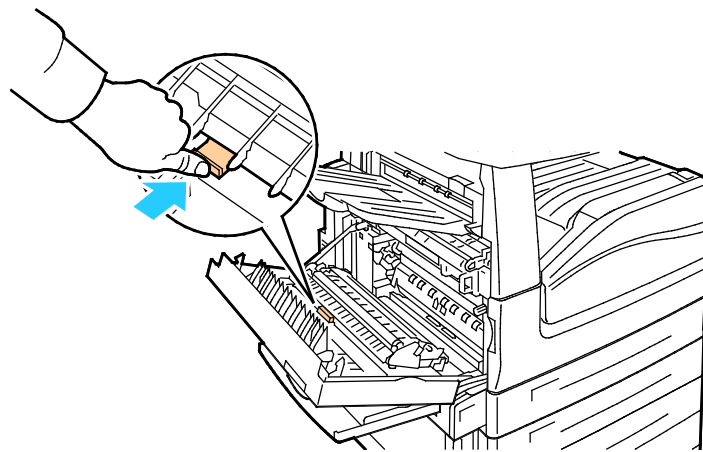


 **WARNING:** The area around the fuser can be hot. Use caution to avoid injury.

 **CAUTION:** Do not touch the transfer belt. Touching the belt can reduce image quality or damage the transfer belt. Do not touch the transfer roller. Touching the roller can reduce image quality.

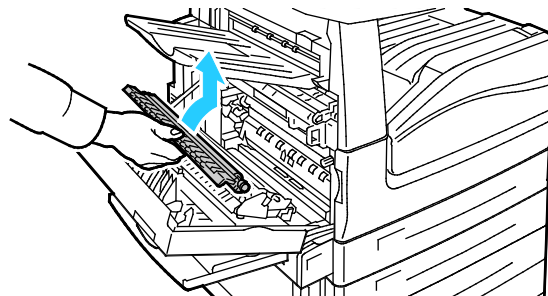


4. Remove the new transfer roller from the packaging. Retain the packaging.
5. Push the orange lever in the direction shown.

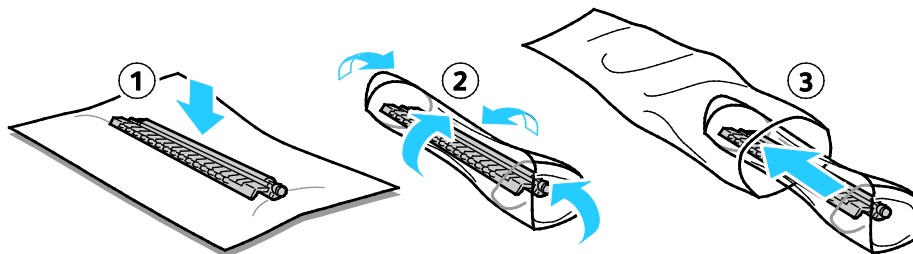


6. Lift the used transfer roller out of the printer.

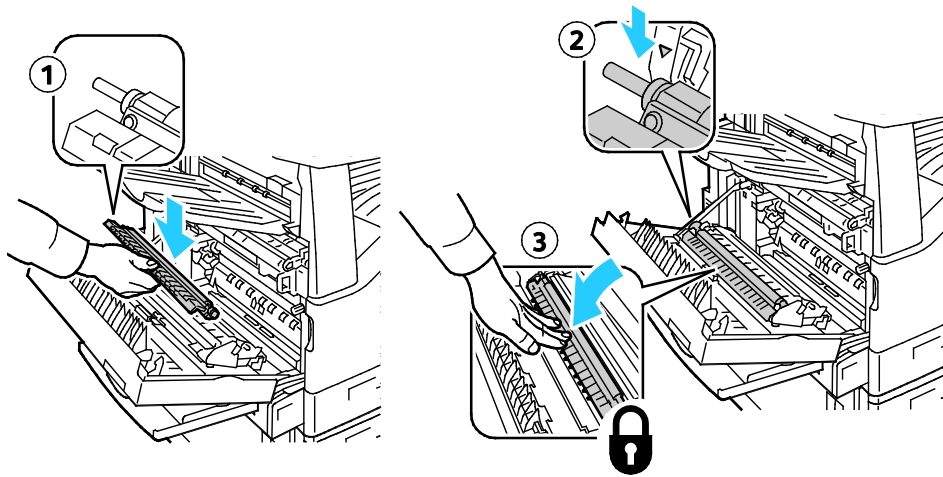
**Note:** Do not touch any toner adhering to the transfer roller.



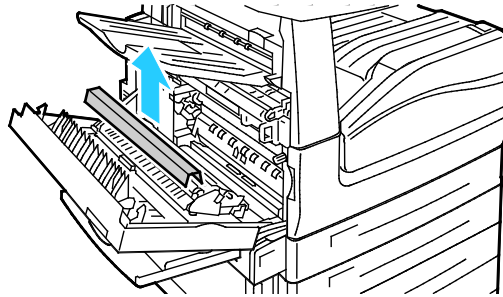
7. Place the used transfer roller in the plastic bag.



- Place the new transfer roller in the printer as shown. Press down until the transfer roller clicks into place.



- Remove the protective cover from the transfer roller.



- Close cover A.

## Resetting Supply Life Counters

You must reset the supply life counters when you replace some supplies.

**Note:** To access this feature at the control panel, log in as an administrator.

- Press the **Log In/Out** button, enter the system administrator login information, and then press **Enter**. For details, see the *System Administrator Guide*.
- On the control panel, press **Machine Status**.
- Touch the **Tools** tab, then touch **Device Settings**.
- Touch **General** > **Supply Counter Reset**. Touch the scroll arrows if necessary.
- Touch the desired supply item, then touch **Reset Counter**.
- In the confirmation screen, touch **Reset**.
- Touch **Close**.
- Press the **Log In/Out** button, then touch **Logout**.


## Replacing Staple Cartridges

This section includes:

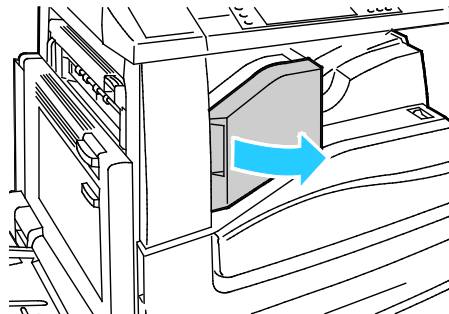
- Replacing Staples in the Integrated Finisher ..... 191
- Replacing Staples in the Main Stapler of the Office Finisher LX ..... 193
- Replacing Staples in the Booklet Maker of the Office Finisher LX ..... 195
- Replacing Staples in the Main Stapler of the Professional Finisher ..... 196
- Replacing Staples in the Booklet Maker of the Professional Finisher ..... 198

A message appears on the control panel when a staple cartridge is empty.

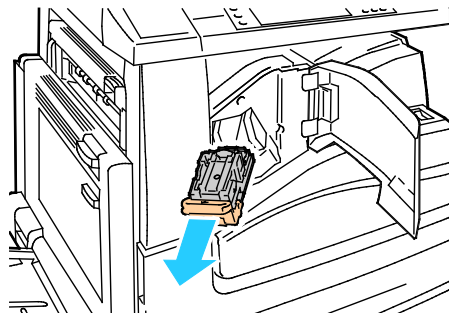
### Replacing Staples in the Integrated Finisher

 **WARNING:** Do not perform this procedure while the printer is copying or printing.

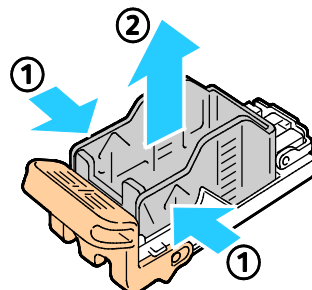
1. Open the finisher door as shown.



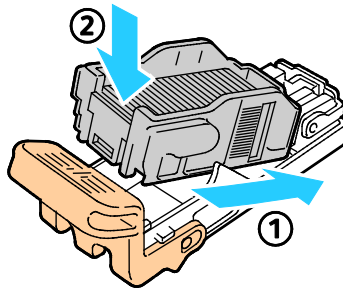
2. Grip the staple cartridge by the orange handle and pull it firmly toward you to remove it.



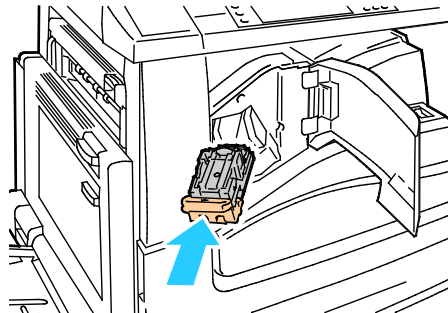
3. Remove any loose staples or other debris from inside the finisher.
4. Pinch both sides of the staple case (1) and remove the staple case from the cartridge (2).



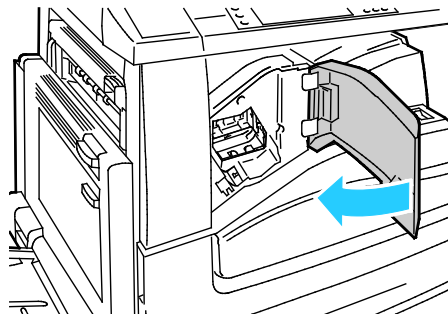
5. Insert the front side of the new staple case into the staple cartridge (1), then push the rear side into the cartridge (2).



6. To insert the staple cartridge into the integrated finisher, grip the cartridge by the orange handle and insert it into the stapler until it clicks.




7. Close the finisher front cover.

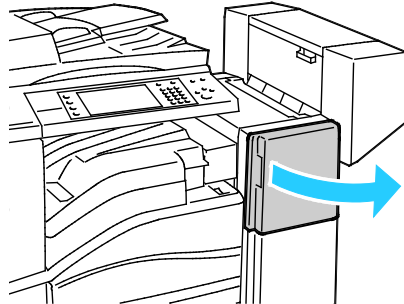




## Replacing Staples in the Main Stapler of the Office Finisher LX

 **WARNING:** Do not perform this procedure while the printer is copying or printing.

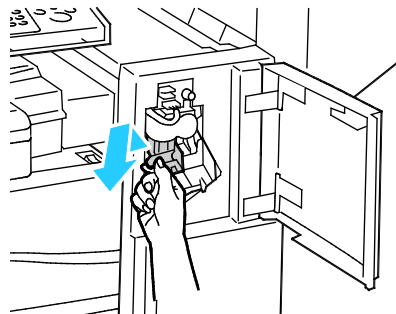
1. Open the finisher door as shown.



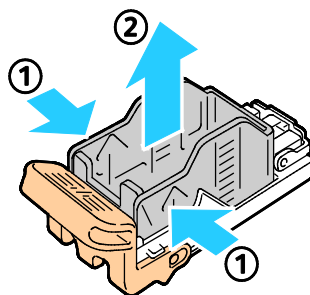
2. Reach into the finisher cabinet and pull the stapler toward you until it stops.
3. Push the stapler to the right as shown.



4. Grip the staple cartridge by the orange handle and pull it firmly toward you to remove it.

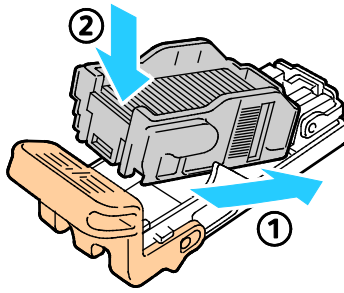


5. Remove any loose staples or other debris from inside the finisher.
6. Pinch both sides of the staple case (1) and remove the staple case from the cartridge (2).

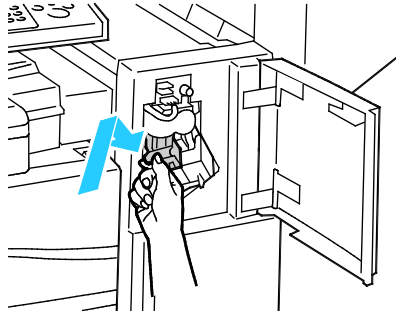


## Maintenance

7. Insert the front side of the new staple case into the staple cartridge (1), then push the rear side into the cartridge (2).




8. Grip the staple cartridge by the orange handle and insert it into the stapler until it clicks to lock in place.

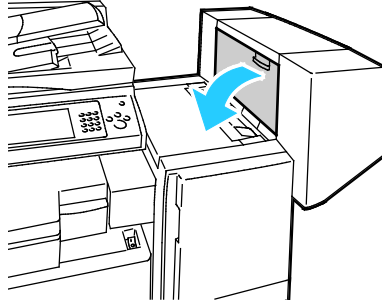


9. Close the finisher front door.

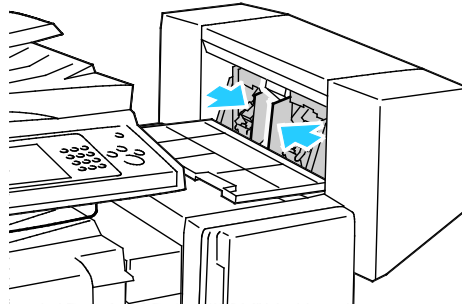
## Replacing Staples in the Booklet Maker of the Office Finisher LX

 **WARNING:** Do not perform this procedure while the printer is copying or printing.

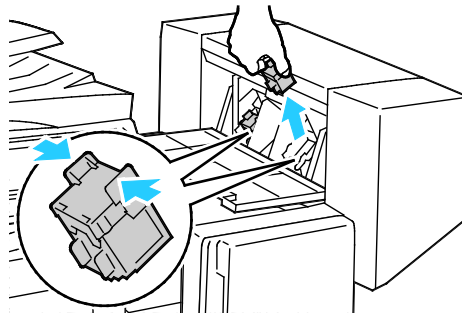
1. Open the finisher side cover.



2. If the staple cartridges are not visible, grip the vertical panels at the left and right of the opening and slide them to the center.

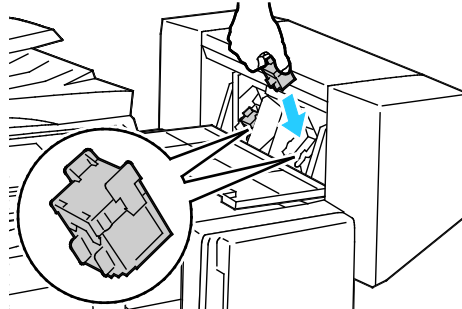


3. Hold the tabs on both sides of the staple cartridge and pull the cartridge out of the finisher.



4. Hold the tabs on both sides of the new staple cartridge and insert it into the original position in the finisher.

**Note:** If you have trouble inserting the cartridge, make sure the staples are positioned correctly in the cartridge.

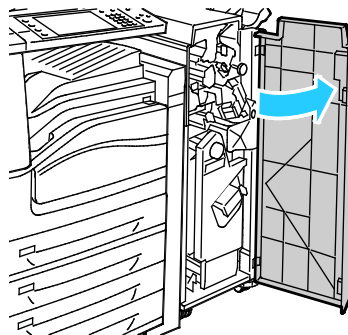


**Note:** The booklet maker uses two staple cartridges. Booklet stapling requires that both staple cartridges contain staples.

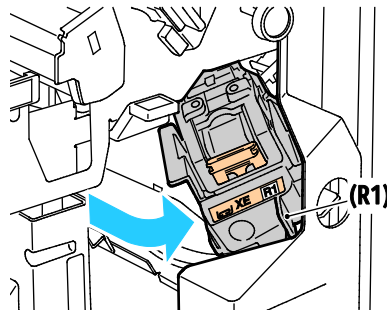
5. Starting at Step 2, repeat the procedure for the other staple cartridge.
6. Close the side cover of the finisher.

## Replacing Staples in the Main Stapler of the Professional Finisher

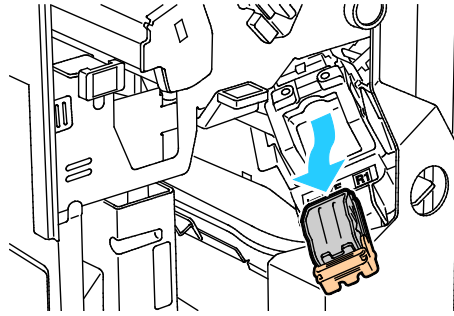
1. Open the front door of the finisher.



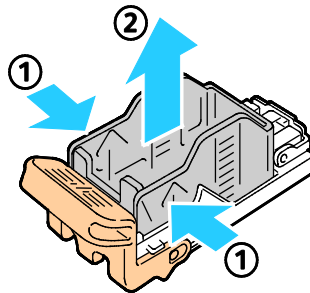
2. Hold the staple cartridge unit by orange lever R1 and push it to the right.



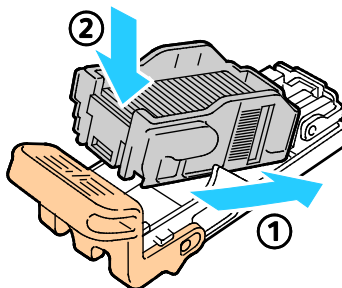
3. Grip the staple cartridge by the orange tabs and pull it firmly toward you to remove it. Check inside the finisher for any loose staples and remove them.



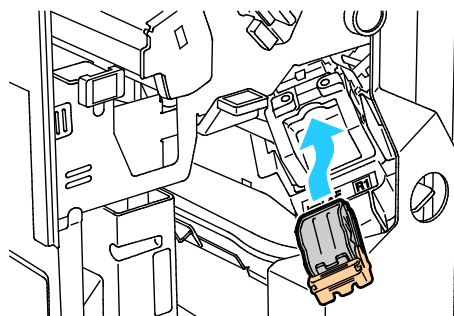
4. Pinch both sides of the staple case (1) and remove the staple case from the cartridge (2).



5. Insert the front side of the new staple case into the staple cartridge (1), then push the rear side into the cartridge (2).



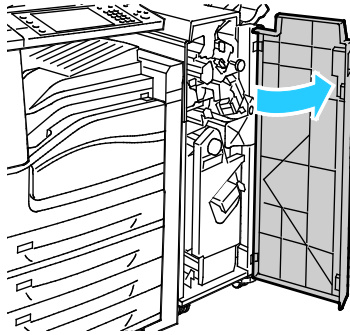
6. Grip the staple cartridge by the orange tabs and insert it into the staple cartridge unit until it clicks.



7. Close the finisher front door.

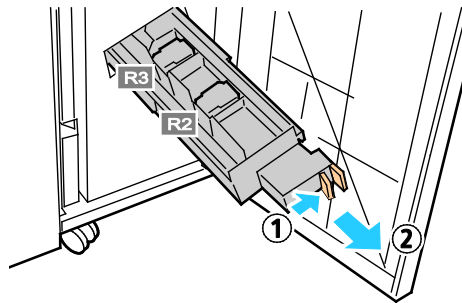
## Replacing Staples in the Booklet Maker of the Professional Finisher

1. Open the front door of the finisher.

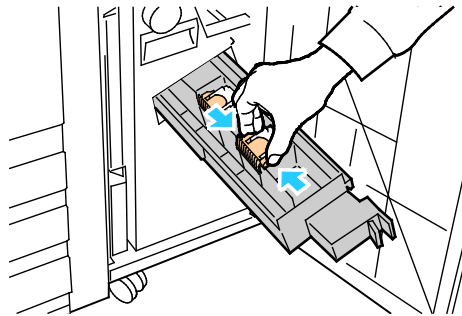


2. While squeezing orange levers R2 and R3 together (1), pull the staple cartridge unit out of the finisher until it stops (2).

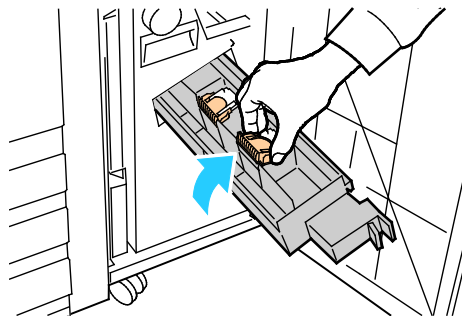
**Note:** The staple cartridge unit does not detach from the finisher.



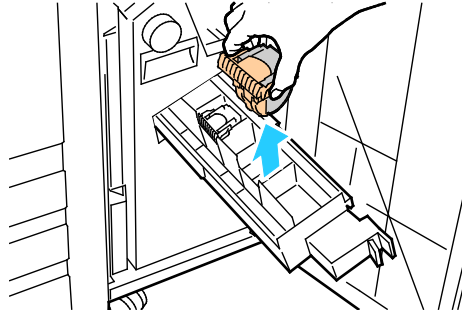
3. Grip the orange tabs on both sides of the staple cartridge.



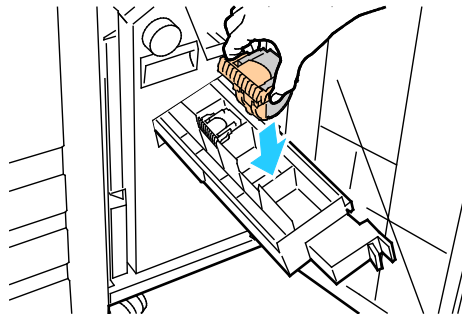
4. While gripping the orange tabs of the staple cartridge, rotate it in the direction shown.



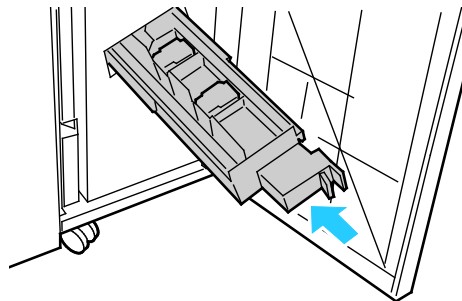
5. Lift the staple cartridge out of the staple cartridge unit.



6. Push the staple cartridge into the staple cartridge unit.



7. If you find no jammed staples, repeat the preceding steps for the other staple cartridge.
8. Return the staple cartridge unit to its original position.



9. Close the finisher front door.

## Emptying the Hole Punch Waste Container

This section includes:

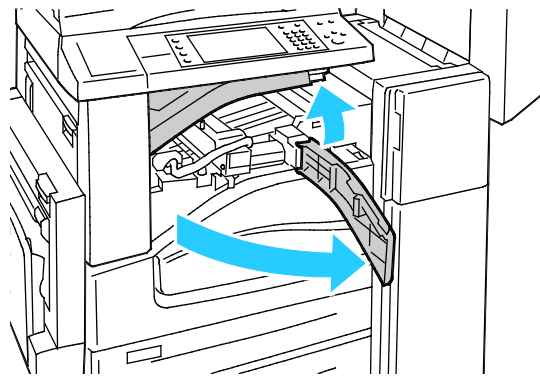
- [Emptying the Hole Punch Waste Container in the Office Finisher LX.....200](#)
- [Emptying the Hole Punch Waste Container in the Professional Finisher .....201](#)

A message appears on the control panel when the hole punch waste container is full.

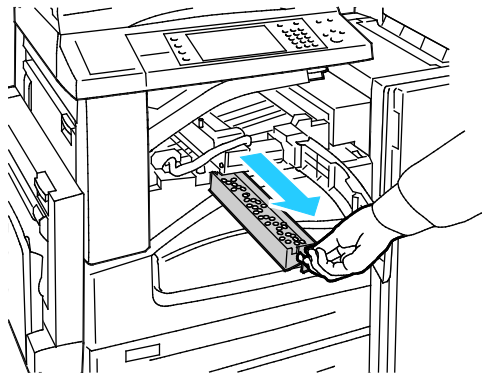
### Emptying the Hole Punch Waste Container in the Office Finisher LX

 **WARNING:** Do not perform this procedure while the printer is copying or printing.

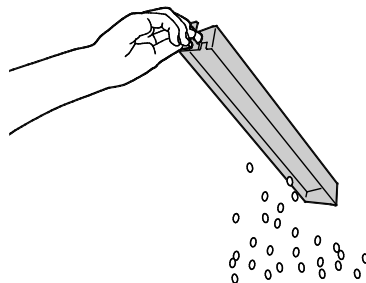
1. Lift the finisher transport top cover, then open the front transport cover.



2. Pull out the hole punch waste container.

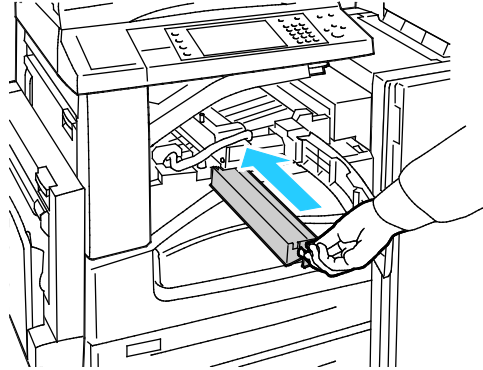


3. Empty the container.





4. Insert the container and slide it all the way into the finisher.



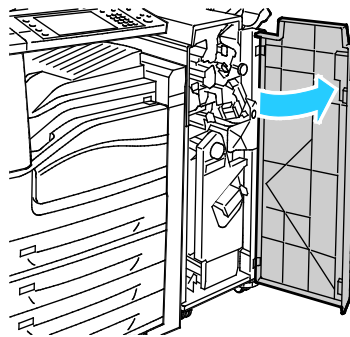
5. Close the finisher front transport cover, then close the top cover.

### Emptying the Hole Punch Waste Container in the Professional Finisher

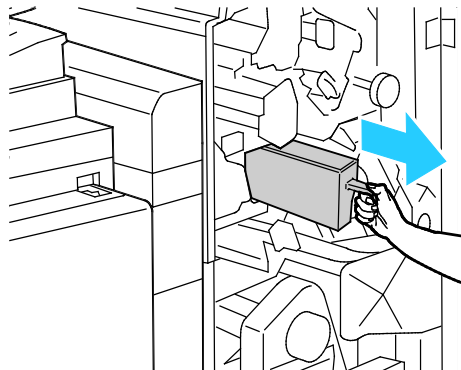


**WARNING:** Do not perform this procedure while the printer is copying or printing.

1. Open the front door of the finisher.

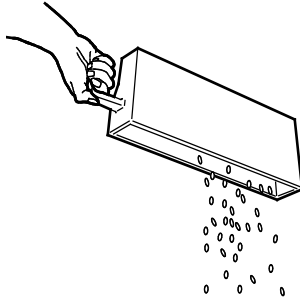


2. Pull out the waste container at R4.

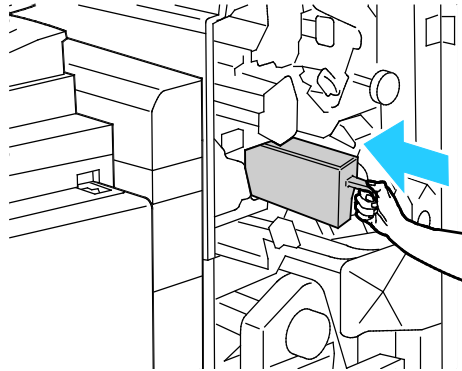


## Maintenance

3. Empty the container.



4. Insert the container all the way into the finisher.



5. Close the finisher front door.

# Billing and Usage Information

Billing and printer usage information appears on the Billing Information screen. The impression counts shown are used for billing.

To view Billing and Usage information:

1. At the printer control panel, press the **Machine Status** button.
2. To view basic impression counts, touch the **Billing Information** tab:
  - **Black Impressions:** Total number of pages printed with no color specified.
  - **Color Impressions:** Total number of pages printed that specify color.
  - **Total Impressions:** Total number of color impressions plus black impressions.
3. To view detailed usage information, touch **Usage Counters**, then select an option.
4. To return to the Services Home menu, press the **Services Home** button.

# Ordering Supplies

This section includes:

- [Locating the Serial Number](#) ..... 204
- [Consumables](#)..... 204
- [Routine Maintenance Items](#) ..... 204
- [Other Supplies](#) ..... 205
- [When to Order Supplies](#)..... 205
- [Viewing Printer Supply Status](#) ..... 206
- [Recycling Supplies](#)..... 206

## Locating the Serial Number

To contact Xerox for assistance, you need the printer serial number. The serial number is behind door A, toward the rear of the printer on a metal plate.

To view the serial number at the printer control panel, press the **Machine Status** button, then touch the **Machine Information** tab.

## Consumables

Consumables are printer supplies that get depleted during the operation of the printer. Consumable supplies for this printer are the Genuine Xerox® Toner Cartridges in Cyan, Magenta, Yellow, and Black.

**Note:** Each consumable includes installation instructions.



**CAUTION:** Use of toner other than Genuine Xerox® Toner can affect print quality and printer reliability. It is the only toner designed and manufactured under strict quality controls by Xerox for specific use with this printer.

## Routine Maintenance Items

Routine maintenance items for this printer include the following:

- Drum Cartridges (Cyan, Magenta, Yellow, and Black)
- Waste Container
- Second Bias Transfer Roller

**Note:** Each routine maintenance item includes installation instructions.

## Other Supplies

Other supplies are items required for options on certain printer configurations or accessories but are not required for daily use.

Other supplies for this printer include the following:

- Staple Cartridge for the Integrated Office Finisher
- Staple Refills for the Office Finisher LX
- Staple Cartridge for the Office Finisher LX
- Staple Cartridge for the Professional Finisher
- Staple Cartridge for the Office Finisher LX Booklet Maker
- Staple Cartridge for the Professional Finisher Booklet Maker

## When to Order Supplies

A warning appears on the control panel when supplies near their replacement time. Verify that you have replacements on hand. It is important to order these items when the messages first appear to avoid interruptions to your printing. An error message appears on the control panel when supplies must be replaced.

Order supplies from your local reseller or go to [www.xerox.com/office/WC780Xsupplies](http://www.xerox.com/office/WC780Xsupplies).



**CAUTION:** Use of non-Xerox supplies is not recommended. The Xerox Warranty, Service Agreement, and Total Satisfaction Guarantee do not cover damage, malfunction, or degradation of performance caused by use of non-Xerox supplies, or the use of Xerox supplies not specified for this printer. The Total Satisfaction Guarantee is available in the United States and Canada. Coverage could vary outside these areas. Please contact your Xerox representative for details.

## Viewing Printer Supply Status

You can check the status of printer supplies at any time.

1. To view basic information about toner cartridges, press the **Machine Status** button, then touch the **Supplies** tab.
2. To view details about a specific cartridge, including the part number for reordering, touch **Cyan**, **Magenta**, **Yellow**, or **Black**.
3. To return to the Supplies tab, touch **Close**.
4. To view more details, touch **Other Supplies**. Scroll through the list, then select an option.
5. To print the Supplies Usage page, touch **Print Supplies Report**.
6. To return to the other supplies screen, touch **Close**.
7. To return to the main screen, press the **Services Home** button.

## Recycling Supplies

For information on Xerox® supplies recycling programs, go to [www.xerox.com/gwa](http://www.xerox.com/gwa).

Supplies include a prepaid return label. Please use it to return used components in their original boxes for recycling.

## Moving the Printer

- Always turn off the printer and wait for the printer to shut down. To turn off the printer, verify that there are no jobs in the queue, then turn off the secondary power switch first. Wait 10 seconds after the touch screen goes dark, then turn off the main power switch. For details, see [Turning the Printer On and Off](#) on page 37.
- Disconnect the power cord from the back of the printer.
- Keep the printer level to avoid spilling toner.

**Note:** When moving the printer over a long distance, remove the drum cartridges and toner cartridges to prevent toner from spilling. Pack the printer inside a box.



**CAUTION:** Failure to repackage the printer properly for shipment can result in damage not covered by the Xerox® Warranty, Service Agreement, or Total Satisfaction Guarantee. The Xerox® Warranty, Service Agreement, or Total Satisfaction Guarantee do not cover damage to the printer caused by improper moving. The Xerox® Total Satisfaction Guarantee is available in the United States and Canada. Coverage could vary outside these areas. Please contact your Xerox representative for details.





# Troubleshooting

# 10

This chapter includes:

- [General Troubleshooting](#) ..... 210
- [Jams](#)..... 216
- [Print-Quality Problems](#) ..... 255
- [Copy and Scan Problems](#) ..... 263
- [Fax Problems](#)..... 264
- [Getting Help](#) ..... 267

# General Troubleshooting

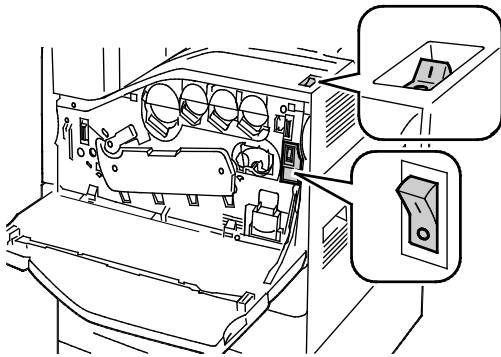
This section includes:

- [Printer Has Two Power Switches](#)..... 210
- [Restarting the Printer](#) ..... 211
- [Printer Does Not Turn On](#) ..... 211
- [Printer Resets or Turns Off Frequently](#) ..... 211
- [Printing Takes Too Long](#) ..... 212
- [Document Fails to Print](#)..... 212
- [Document Prints from Wrong Tray](#) ..... 213
- [Printer is Making Unusual Noises](#)..... 213
- [Automatic 2-Sided Printing Problems](#) ..... 214
- [Date and Time Are Incorrect](#) ..... 214
- [Scanner Errors](#)..... 215

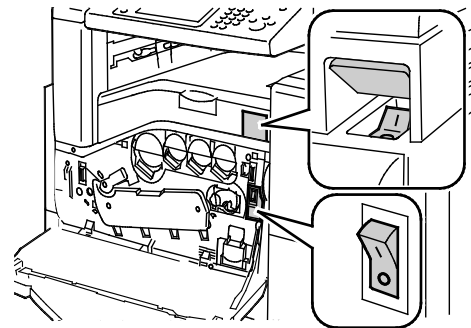
This section contains procedures to help you locate and resolve problems. Resolve some problems by simply restarting the printer.

## Printer Has Two Power Switches

This printer has two power switches. The secondary power switch on the top of the printer, beneath the control panel, controls power only to the electronic components of the printer. The main power switch, located behind the front cover, controls the power into the printer. Turn on both switches to operate the printer. First turn on the main power switch behind the front cover, then turn on the secondary switch.



Power Switches



Power Switches with Office Finisher LX


## Restarting the Printer

1. Locate the two power switches.
2. Turn off the switch on the top of the printer. A message appears on the control panel that warns that the printer is turning off.
3. If the printer turns off, then turn on the switch to restart the printer.
4. If the printer does not turn off after two minutes, then open the front cover and turn off the second switch.
5. Turn on the bottom switch, then turn on the top switch to restart the printer.

If the problem is not resolved by restarting the printer, see the table in this chapter that best describes the problem.

## Printer Does Not Turn On

Probable Causes	Solutions
The power cord is not correctly plugged into the outlet.	Turn off the printer, and plug the power cord securely into the outlet.
Something is wrong with the outlet connected to the printer.	<ul style="list-style-type: none"> <li>• Plug another electrical appliance into the outlet and see if it operates properly.</li> <li>• Try a different outlet.</li> </ul>
One of the power switches is not turned on.	Turn off both of the power switches. Wait two minutes then turn on both of the switches.
The printer is connected to an outlet with a voltage or frequency that does not match the printer specifications.	Use a power source with the specifications listed in <a href="#">Electrical Specifications</a> on page 281.

 **CAUTION:** Plug the three-wire cord (with grounding prong) directly into a grounded AC outlet only. Do not use a power strip. If necessary, contact a licensed electrician to install a properly grounded outlet.

## Printer Resets or Turns Off Frequently

Probable Causes	Solutions
The power cord is not correctly plugged into the outlet.	Turn off the printer, confirm that the power cord is correctly plugged into the printer and the outlet, then turn on the printer. For details, see <a href="#">Turning the Printer On and Off</a> on page 37.
The printer is plugged into an uninterruptible power supply (UPS), extension cord, or power strip.	Only use an extension cord designed to handle the electrical current capacity of the printer.
A network configuration problem exists.	Unplug the network cable. If the problem is resolved, contact your network administrator to reconfigure your network installation.
A system error occurred.	Contact your Xerox representative with the error code and message. Check the control panel fault history. For details, see <a href="#">Viewing Fault and Alert Messages on the Control Panel</a> on page 268.

## Printing Takes Too Long

Probable Causes	Solutions
The printer is set to print on a paper type that requires slower printing.	Certain paper types, like heavyweight paper and transparencies, take more time to print. Ensure that the print driver and control panel are set to the proper paper type.
The printer is in Energy Saver mode.	Wait. It takes time for printing to start when the printer is coming out of Energy Saver mode.
The way the printer was installed on the network could be an issue.	<ul style="list-style-type: none"> <li>• Determine if a print spooler or a computer sharing the printer is buffering all print jobs and then spooling them to the printer. Spooling can slow print speeds.</li> <li>• To test the speed of the printer, print multiple copies of an information page, such as a demo page. If the page prints at the rated speed of the printer, you could have a network or printer installation issue. For additional help, contact the system administrator.</li> </ul>
The job is complex.	Wait. No action needed.

## Document Fails to Print

Probable Causes	Solutions
Selected tray has wrong paper size loaded.	To view the Job Status for a failed print on the touch screen: <ol style="list-style-type: none"> <li>1. At the printer control panel, press the <b>Job Status</b> button.</li> <li>2. Find the failed print job in the list.</li> <li>3. Note the status of the failed print job, such as Held: Resources Required.</li> <li>4. For details, touch the print job, then touch <b>Details</b>.</li> <li>5. Note the Tray number listed under Resources and the status of the selected tray.</li> <li>6. Load the correct size paper in the tray or select another tray.</li> </ol>
Selected paper type or color is not available.	To view the Job Status for a failed print on the touch screen: <ol style="list-style-type: none"> <li>1. At the printer control panel, press the <b>Job Status</b> button.</li> <li>2. Find the failed print job in the list.</li> <li>3. Note the status of the failed print job, such as Held: Resources Required.</li> <li>4. For details, touch the print job, then touch <b>Details</b>.</li> <li>5. Note the Tray number listed under Resources and the status of the selected tray.</li> <li>6. Load the correct paper type or color in the tray, or select another tray.</li> </ol>

Incorrect network settings.	<p>To reset network settings:</p> <ol style="list-style-type: none"> <li>1. At the printer control panel, press the <b>Machine Status</b> button.</li> <li>2. Touch <b>Tools &gt; Network Settings &gt; TCP/IP Settings</b>.</li> </ol> <p><b>Note:</b> If this feature does not appear, log in as a system administrator. For details, see <a href="#">Logging In as the System Administrator at the Control Panel</a> on page 31.</p> <ol style="list-style-type: none"> <li>3. Touch <b>Reset Defaults</b>.</li> </ol>
The way the printer was installed on the network could be an issue.	<ul style="list-style-type: none"> <li>• Ensure that the printer is connected to the network.</li> <li>• Determine if a print spooler or a computer sharing the printer is buffering all print jobs and then spooling them to the printer. Spooling can slow print speeds.</li> <li>• To test the printer, print an information page, such as a demo page. If the page prints, you could have a network or printer installation issue. For help, contact the system administrator.</li> </ul>
Application and print driver have conflicting tray selections.	For details, see <a href="#">Document Prints from Wrong Tray</a> on page 213.

## Document Prints from Wrong Tray

Probable Causes	Solutions
Application and print driver have conflicting tray selections.	<ol style="list-style-type: none"> <li>1. Check the tray selected in the print driver.</li> <li>2. Go to the page setup or printer settings of the application from which you are printing.</li> <li>3. Set the paper source to match the tray selected in the print driver or set the paper source to Automatically Select.</li> </ol> <p><b>Note:</b> To have the print driver select the tray, enable Auto Selection for the source tray on the printer.</p>

## Printer is Making Unusual Noises

Probable Causes	Solutions
One of the trays is not installed correctly.	Open and close the tray from which you are printing.
There is an obstruction or debris inside the printer.	Turn off the printer and remove the obstruction or debris. If you cannot remove it, contact your Xerox <sup>®</sup> service representative.

## Automatic 2-Sided Printing Problems

Probable Causes	Solutions
Unsupported or incorrect paper.	Ensure that you are using the correct paper. Do not use transparencies, envelopes, labels, or reloaded paper for automatic 2-sided printing. For details, see <a href="#">Supported Paper Sizes and Weights for Automatic 2-Sided Printing</a> on page 51.
Incorrect setting.	On the print driver Printing Options tab, select <b>2-sided Printing</b> .

## Date and Time Are Incorrect

The date and time are set automatically when the printer is connected to a network that has a Network Time Protocol (NTP) server. NTP is used to synchronize the internal clocks of computers over a network connection at system startup and every subsequent 24-hour period thereafter. This feature ensures that the internal clock of the printer stays synchronized with the NTP server you specify.

Probable Causes	Solutions
The Date and Time Setup is set to Manual (NTP Disabled).	<p>Change the Date and Time to Automatic by enabling NTP. Enable NTP using CentreWare Internet Services:</p> <ol style="list-style-type: none"> <li>1. At your computer, open a Web browser, in the address field, type the IP address of the printer, then press <b>Enter</b> or <b>Return</b>.</li> </ol> <p><b>Notes:</b></p> <ul style="list-style-type: none"> <li>• If you do not know the IP address of your printer, see <a href="#">Finding the IP Address of Your Printer</a> on page 32.</li> <li>• If this feature does not appear, log in as a system administrator. For details, see <a href="#">Logging In as the System Administrator at the Control Panel</a> on page 31.</li> </ul> <ol style="list-style-type: none"> <li>1. Click the <b>Properties</b> tab.</li> <li>2. In the navigation pane, click the arrow to the left of General Setup.</li> <li>3. From the expanded General Setup menu, select <b>Date and Time</b>.</li> <li>4. In the Date and Time page, click the arrow at the right of Date and Time Setup.</li> <li>5. Select <b>Automatic using NTP</b>.</li> <li>6. In the NTP Server Settings, enter the IP address for the NTP server.</li> <li>7. Click <b>Apply</b>.</li> </ol>

Probable Causes	Solutions
<p>The time zone, date, or time is set incorrectly.</p>	<p>Set the time zone, date, and time manually:</p> <ol style="list-style-type: none"> <li>1. At the printer control panel, press the <b>Machine Status</b> button, then touch the <b>Tools</b> tab.</li> <li>2. Touch <b>Device Settings &gt; General &gt; Date and Time</b>.</li> </ol> <p><b>Note:</b> If this feature does not appear, log in as a system administrator. For details, see <a href="#">Logging In as the System Administrator at the Control Panel</a> on page 31.</p> <ol style="list-style-type: none"> <li>3. To set the time zone, touch <b>Time Zone</b>, then touch the arrows to adjust the time zone.</li> <li>4. To set the date, touch <b>Date</b>, select a format, then set the date.</li> <li>5. To use 24 hour format, select <b>Display 24 hour clock</b>. To set the time, touch <b>Time</b>, then set the time.</li> </ol> <p><b>Note:</b> The date and time are set automatically through Network Time Protocol (NTP). To modify these settings, go to the Properties tab in CentreWare Internet Services and change the Date and Time Setup to <b>Manual (NTP Disabled)</b>.</p> <ol style="list-style-type: none"> <li>6. Touch <b>Save</b>.</li> </ol>

## Scanner Errors

Probable Causes	Solutions
<p>Scanner is not communicating.</p>	<p>Turn off the printer, and check the scanner cable. Wait two minutes and turn the printer on again.</p> <p>If the problem is not resolved, contact your Xerox<sup>®</sup> service representative.</p>

# Jams

This section includes:

- [Clearing Paper Jams ..... 217](#)
- [Clearing Jams in the Office Finisher LX ..... 229](#)
- [Clearing Jams in the Professional Finisher ..... 231](#)
- [Minimizing Paper Jams..... 241](#)
- [Troubleshooting Paper Jams..... 242](#)
- [Clearing Staple Jams ..... 245](#)
- [Clearing Hole Punch Jams ..... 254](#)




## Clearing Paper Jams

This section includes:

- Clearing Jams at Trays 1–4 ..... 217
- Clearing Jams at Tray 5 (Bypass Tray) ..... 219
- Clearing Jams at Door A ..... 220
- Clearing Jams at Door B ..... 223
- Clearing Jams at Door C ..... 224
- Clearing Jams at Door D ..... 225
- Clearing Jams in the Document Feeder ..... 227
- Clearing Jams in the Integrated Finisher ..... 229

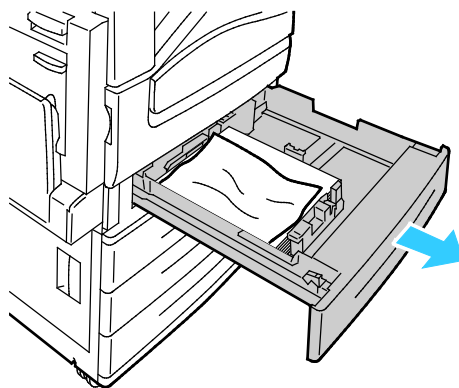
To avoid damage, always remove jammed paper carefully without tearing it. Try to remove the paper in the same direction it normally moves through the printer. Even a small piece of paper left in the printer can cause a jam. Do not reload paper that has jammed.

**Note:** Do not touch the printed side of the paper when removing it. The printed side of jammed pages could smudge, and the toner could stick to your hands. Avoid spilling any toner inside the printer.

 **WARNING:** If you accidentally get toner on your clothes, lightly dust them off as best as you can. If some toner remains on your clothes, use cool water, not hot, to rinse off the toner. If toner gets on your skin, wash it off with cool water and a mild soap. If you get toner in your eyes, wash it out immediately with cool water and consult a doctor.

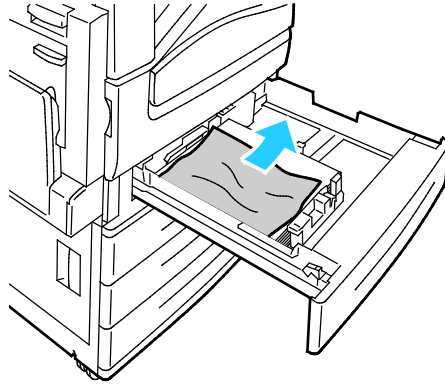
### Clearing Jams at Trays 1–4

1. Before removing the tray from the printer, look at the jam message on the control panel. If another jam is shown, clear that jam inside the printer first.
2. Pull the tray out toward you until it stops.

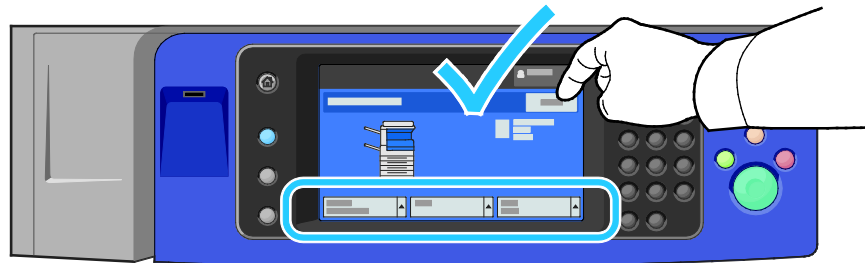


## Troubleshooting

3. Remove the paper from the tray.
4. If the paper is torn, remove the tray completely and check inside the printer for torn pieces of paper.

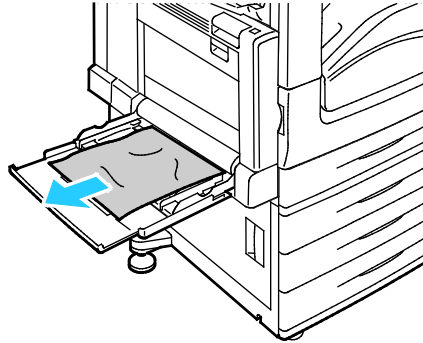


5. Reload the tray with undamaged paper, then push the tray in until it stops. Paper Settings - Tray X appears on the control panel.
6. Verify the size, type, and color of the paper. Change the selection for any incorrect setting.
7. On the printer touch screen, touch **Confirm**.

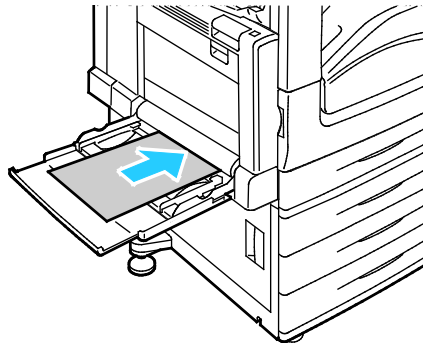


## Clearing Jams at Tray 5 (Bypass Tray)

1. Remove the jammed paper from the tray. Make sure the paper feed entrance where the tray connects to the printer is clear.

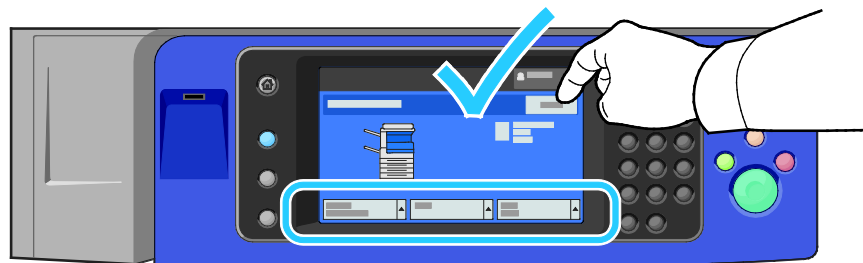


2. If the paper is torn, check inside the printer for torn pieces of paper.
3. Fan the paper you removed and make sure that all four corners are neatly aligned.
4. Insert the paper into tray 5 with the printing side face down. The leading edge of the paper should lightly touch the paper feed entrance.



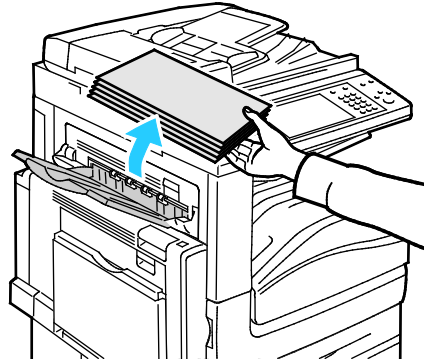
Paper Settings - Tray 5 (Bypass) appears on the control panel.

5. Verify the size, type, and color of the paper. Change the selection for any incorrect setting.
6. On the printer touch screen, touch **Confirm**.

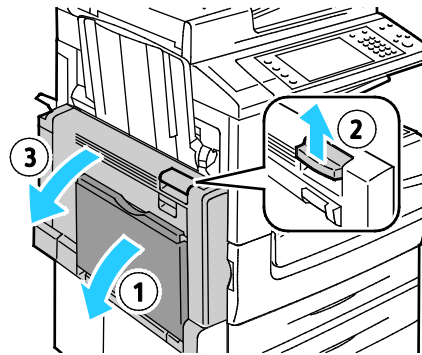



## Clearing Jams at Door A


1. Remove paper from the left tray, then fold up the tray.

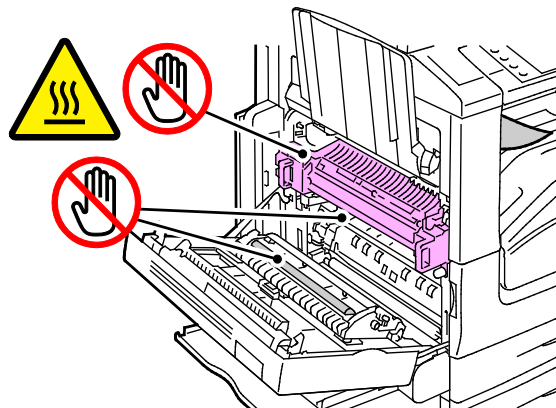


2. Open tray 5 as shown (1).
3. While lifting the release lever (2), open door A as shown (3).

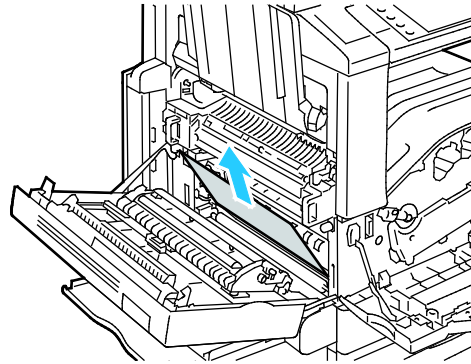


 **WARNING:** The area around the fuser can be hot. Use caution to avoid injury.

 **CAUTION:** Do not touch the transfer belt. Touching the belt can reduce image quality or damage the transfer belt. Do not touch the transfer roller. Touching the roller can reduce image quality.

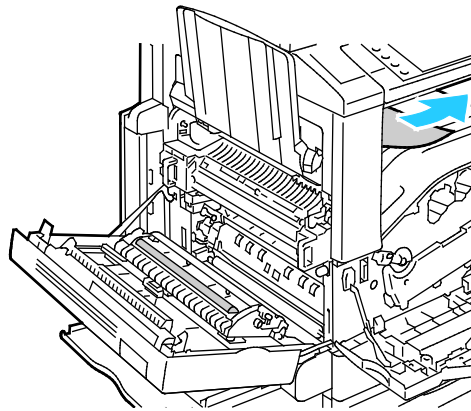


4. Remove the jammed paper.

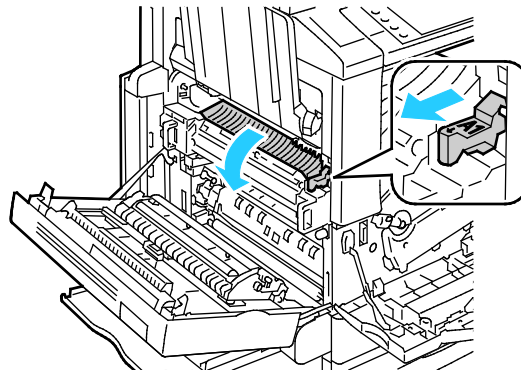


5. If paper is jammed at the exit to the output tray, remove the paper by carefully pulling it straight out in the direction shown.

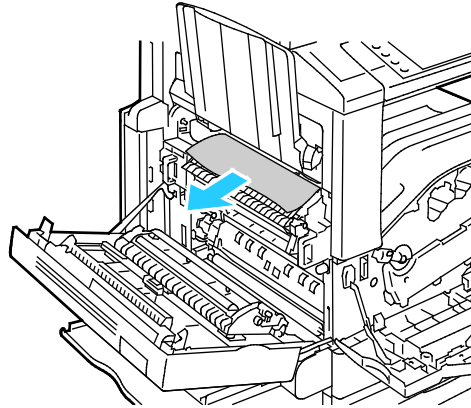
**Note:** Toner can adhere to the transfer roller. This does not affect print quality.



6. If paper is jammed in the fuser, pull green lever A1 to open the fuser exit gate.

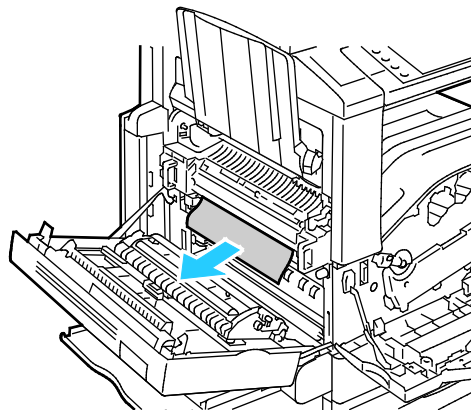


7. Remove the paper as shown.

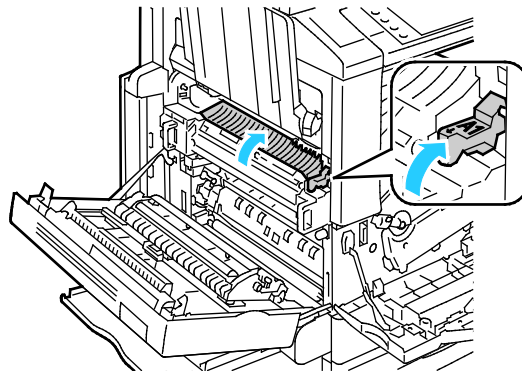


**Note:** If the paper is torn, remove all torn pieces from the printer.

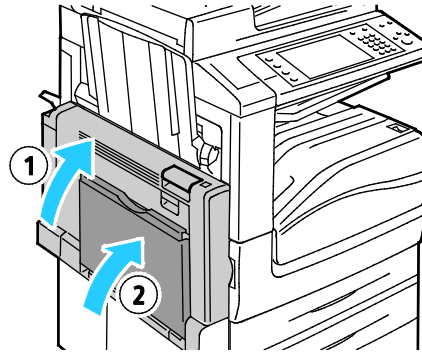
If the paper is jammed at the bottom entry of the fuser, remove it as shown.



8. Return the green lever A1 to its normal position.

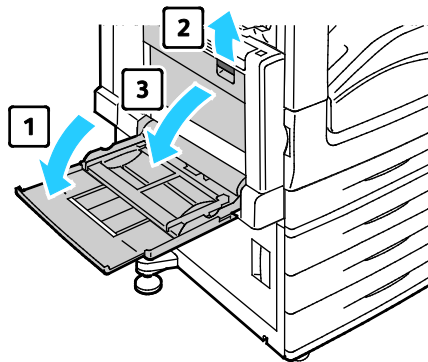


9. Close door A, then close tray 5.



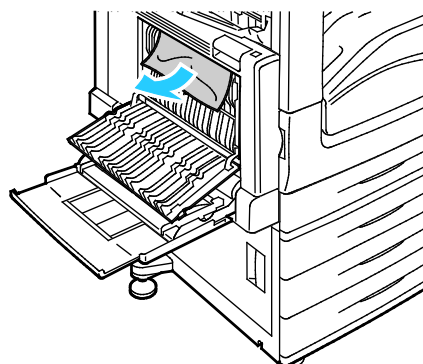
### Clearing Jams at Door B

1. Open tray 5 as shown (1).



2. While lifting the release lever (2), open door B as shown (3).
3. Remove the jammed paper as shown.

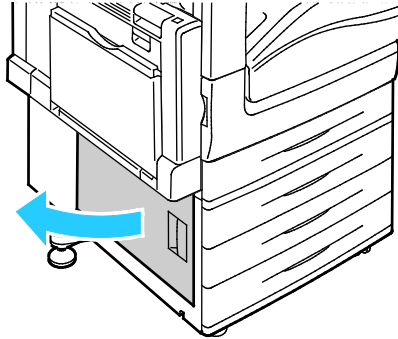
**Note:** If the paper is torn, remove all torn pieces from the printer.



4. Close door B, then close tray 5.

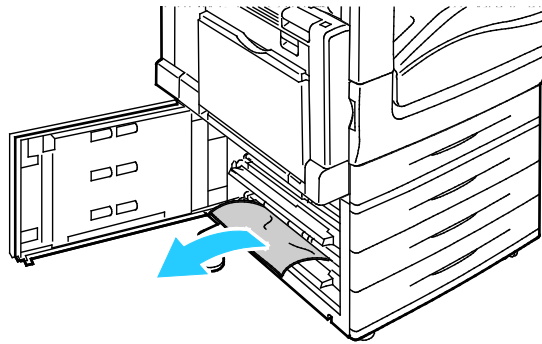
## Clearing Jams at Door C

1. Pull the release lever and open door C.



2. Remove the jammed paper as shown.

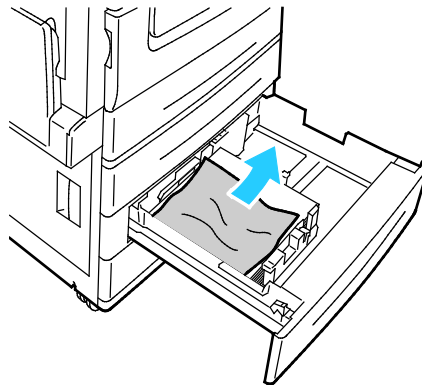
**Note:** If the paper is torn, remove all torn pieces from the printer.



3. For paper jammed in the upper position, look inside the printer to remove it.

**Note:** If the paper is inaccessible, see [Clearing Jams at Door A](#) on page 220.

4. For paper jammed in the tray feed roller, open the tray and remove the paper.

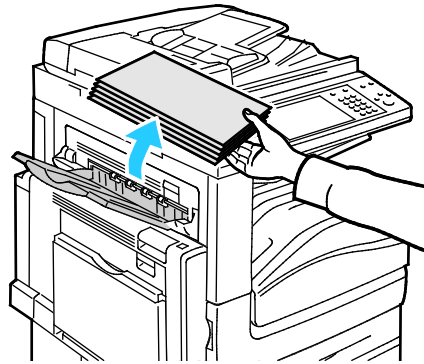


5. Close door C.

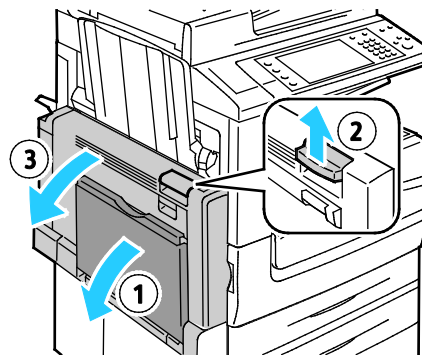


## Clearing Jams at Door D


1. Remove paper from the left tray, then fold up the tray.

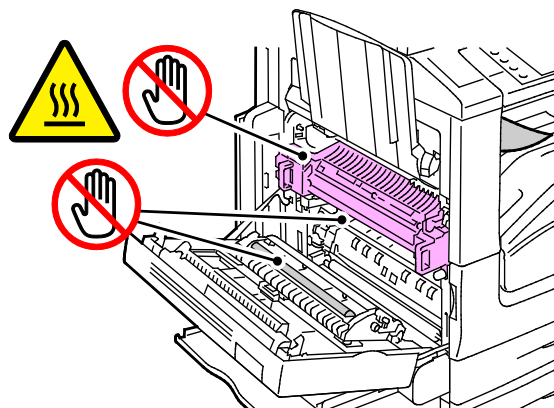


2. Open tray 5 as shown (1).
3. While lifting the release lever (2), open the top left cover A as shown (3).



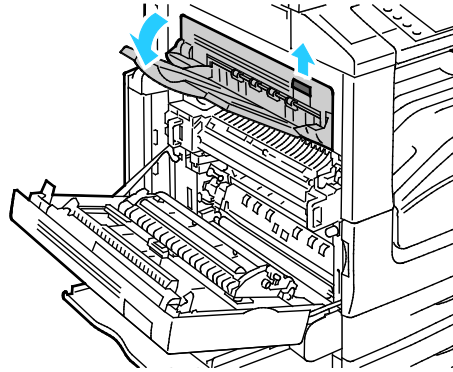
 **WARNING:** The area around the fuser can be hot. Use caution to avoid injury.

 **CAUTION:** Do not touch the transfer belt. Touching the belt can reduce image quality or damage the transfer belt. Do not touch the transfer roller. Touching the roller can reduce image quality.



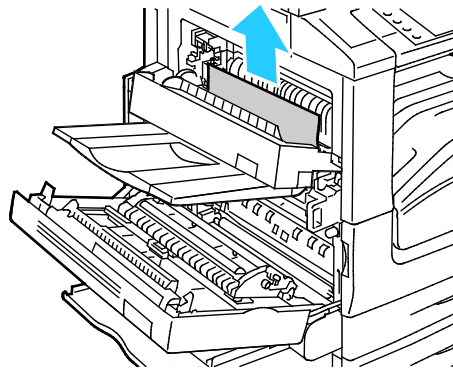
## Troubleshooting

4. Open the left tray as shown.
5. Lift the lever up to open door D.



6. Remove the jammed paper as shown.

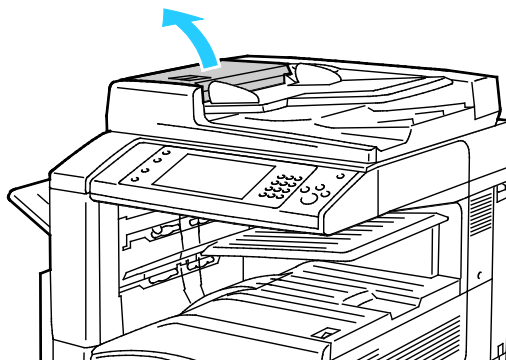
**Note:** If the paper is torn, remove all torn pieces from the printer.



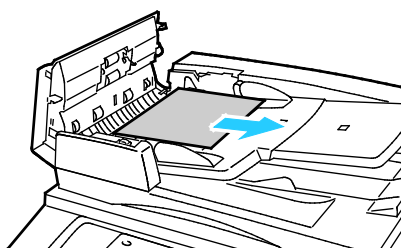
7. Close door D.
8. Close door A, then close tray 5.

## Clearing Jams in the Document Feeder

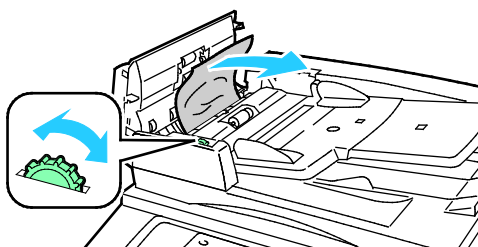
1. Lift the lever and open the top cover of the document feeder as shown.



2. If the original is not caught in the entry to the document feeder, pull it straight out in the direction shown.

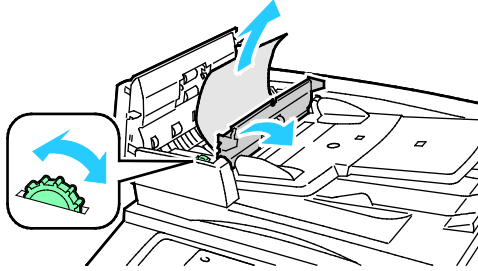


3. If the message on the control panel instructs you to turn the green wheel, turn it in the direction shown. Turning the green wheel moves the original out of the feeder.

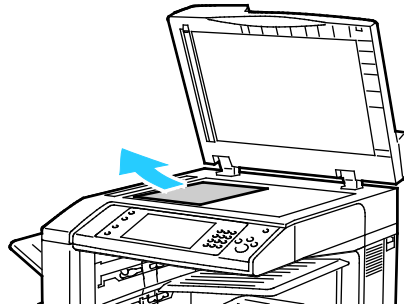


## Troubleshooting

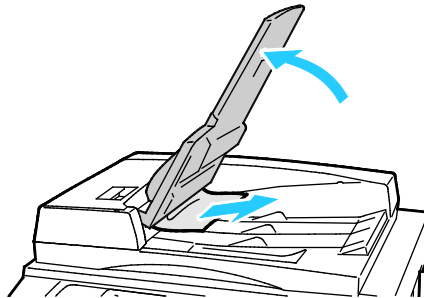
4. If the message instructs you to open the inner cover, lift the lever with the green tab to open the inner cover.
5. Turn the green wheel in the direction shown to move the original out of the feeder. Carefully remove the jammed original.



6. Close the inner cover, then close the top cover, pressing it down until it clicks into place.
7. If the original is not visible when the top cover is opened, lift the document cover and remove the original.



8. If the original is not visible when the document cover is opened, lift up the document feeder tray, then remove the paper.



9. Lower the document feeder tray.
10. If the original is not wrinkled or torn, load it into the feeder again following the instructions on the touch screen.

**Note:** After clearing a document feeder jam, reload the entire document, including the pages already scanned. The printer automatically skips the scanned pages and scans the remaining pages.

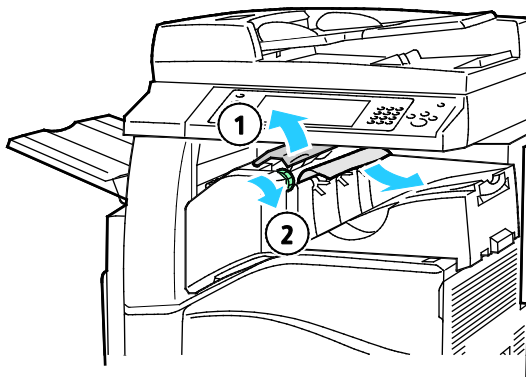


**CAUTION:** Torn, wrinkled, or folded originals can cause jams and damage the printer. To copy torn, wrinkled, or folded originals, use the document glass.

## Clearing Jams in the Integrated Finisher

1. Locate the Integrated Finisher mounted beneath the scanner and control panel.
2. Open the top cover of the finisher (1).
3. Turn the green knob in the direction shown to remove the paper (2).
4. To remove the paper, pull it in the direction shown.

**Note:** If the paper is torn, remove all torn pieces from the printer.

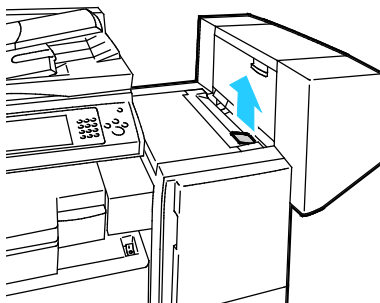


5. Close the top cover of the Integrated Finisher.

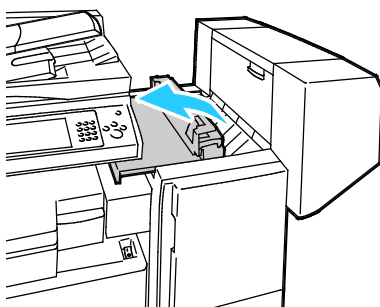
## Clearing Jams in the Office Finisher LX

### Clearing Jams Under the Finisher Top Cover

1. Pull up the lever on the top cover.



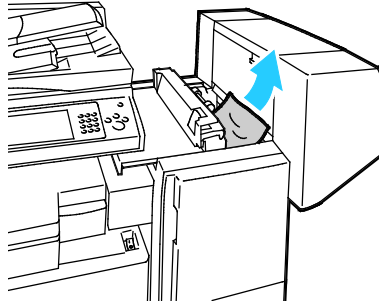
2. Open the top cover by rotating it to the left.



## Troubleshooting

3. Remove the jammed paper.

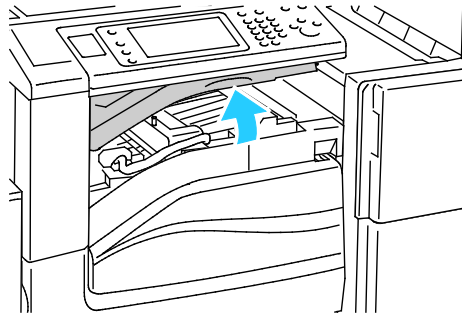
**Note:** If the paper is torn, remove all torn pieces from the finisher.



4. Close the top cover of the finisher.

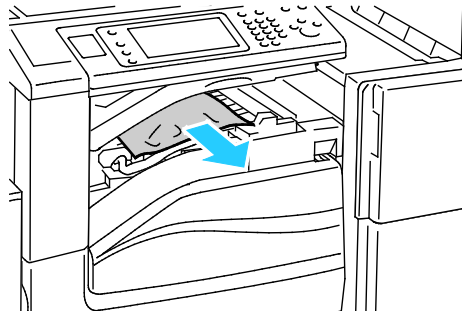
### Clearing Jams in the Office Finisher LX Transport

1. Lift the handle of the center tray straight up to open the transport cover.



2. Remove the jammed paper.

**Note:** If the paper is torn, remove all torn pieces from the finisher.

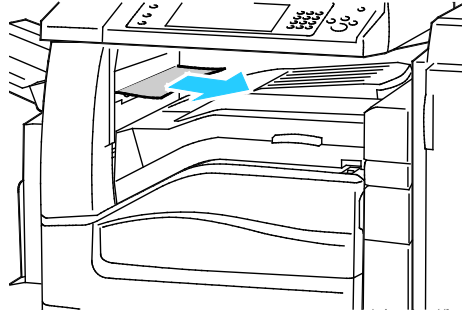


3. Close the transport cover.

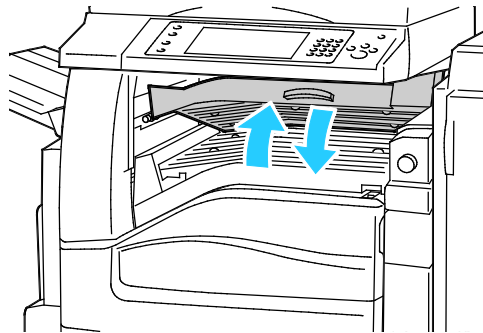
## Clearing Jams in the Professional Finisher

### Clearing Jams in the Center Tray

1. If the paper is jammed at the exit to the center output tray, pull the paper in the direction shown.

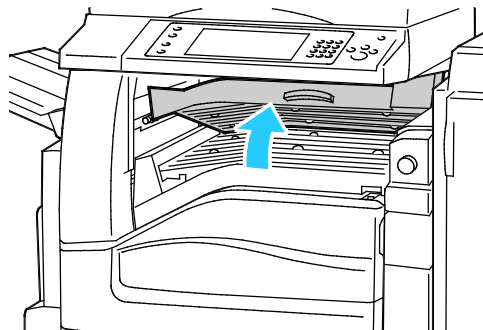


2. Open, then close, the finisher transport cover.



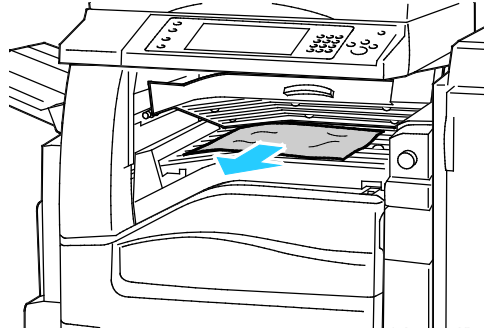
### Clearing Jams in the Finisher Transport

1. Open the finisher transport cover.



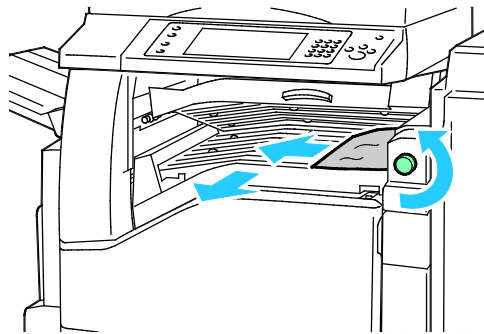
## Troubleshooting

2. Remove the jammed paper.



**Note:** If the paper is torn, remove all torn pieces from the finisher.

3. If no paper is visible, turn green knob 1 in the direction shown and carefully pull out the jammed paper.

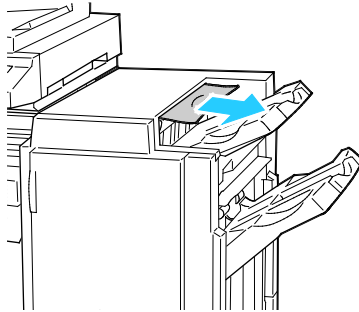


4. Close the finisher transport cover.

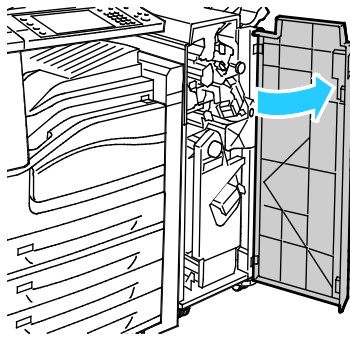


## Clearing Jams at 2a in the Finisher

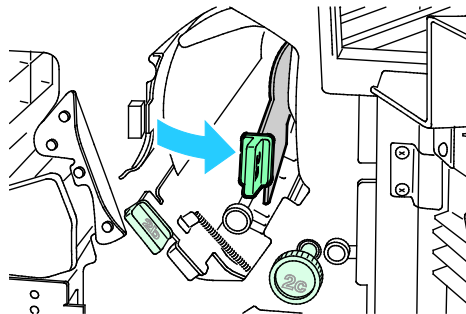
1. If the paper is visible at the output tray exit, remove the paper by pulling it in the direction shown.



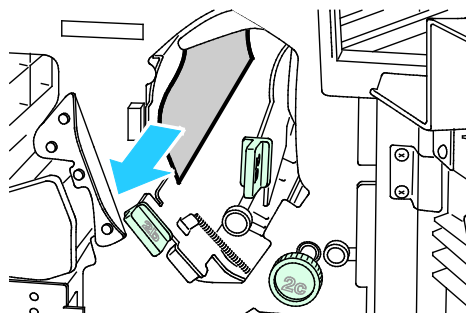
2. Open the front door of the finisher.



3. Move green lever 2a to the right.

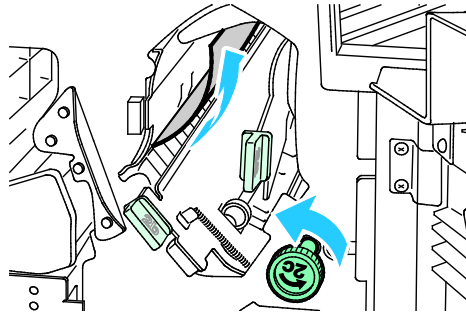


4. Remove the jammed paper.



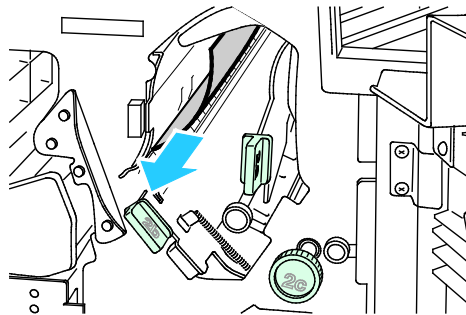
## Troubleshooting

5. If the paper is inaccessible or if the control panel displays a message to do so, turn knob 2c in the direction shown to release the paper.



6. Carefully remove the paper.

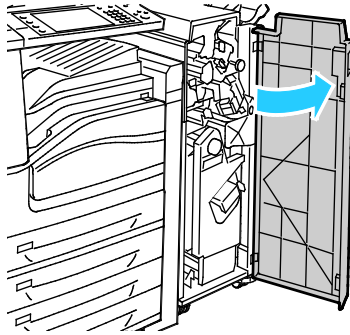
**Note:** If the paper is torn, remove all torn pieces from the finisher.



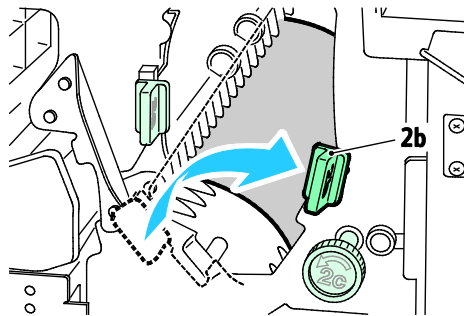
7. Return lever 2a to its original position.
8. Close the front door of the finisher.

## Clearing Jams at 2b in the Finisher

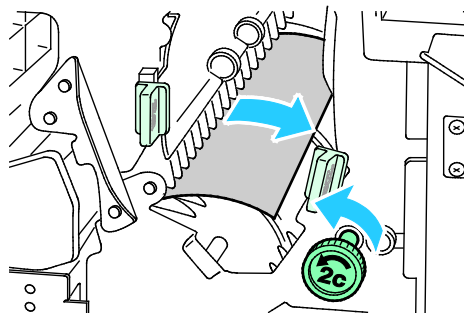
1. Open the front door of the finisher.



2. Move green lever 2b to the right.

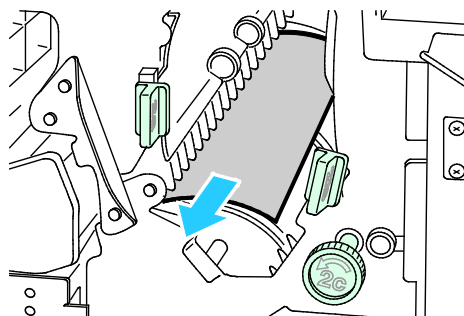


3. Remove the jammed paper.
4. If the paper is inaccessible or if the control panel displays a message to do so, turn knob 2c in the direction shown to release the paper.



5. Carefully remove the paper.

**Note:** If the paper is torn, remove all torn pieces from the finisher.

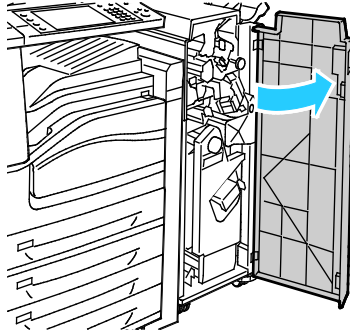


## Troubleshooting

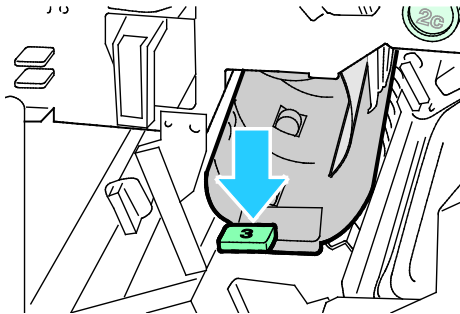
6. Return lever 2b to its original position.
7. Close the front door of the finisher.

### Clearing Jams at 3 in the Finisher

1. Open the front door of the finisher.

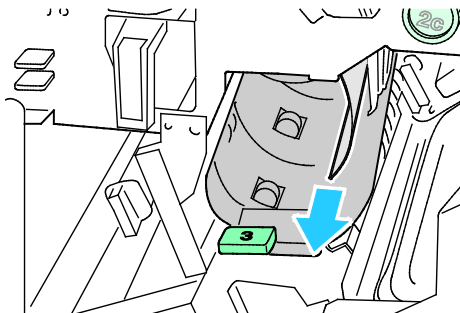


2. Pull down green lever 3.



3. Carefully remove the jammed paper.

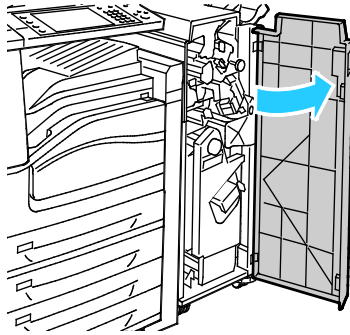
**Note:** If the paper is torn, remove all torn pieces from the finisher.



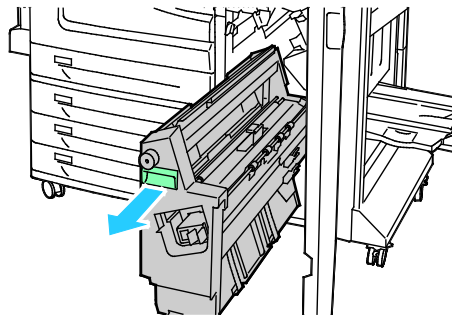
4. Return lever 3 to its original position.
5. Close the front door of the finisher.

## Clearing Jams at 4a in the Finisher

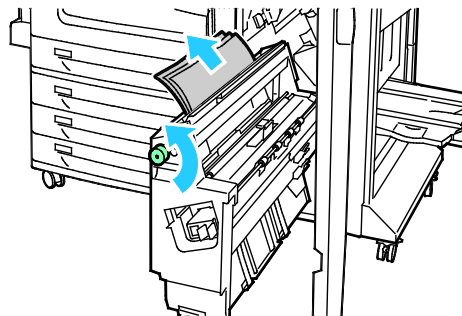
1. Open the front door of the finisher.



2. Using the green handle, pull out unit 4 until it stops.



3. Turn green knob 4a in the direction shown to release the jammed paper.



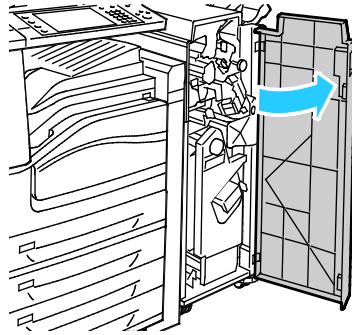
4. Carefully remove the paper as shown.

**Note:** If the paper is torn, remove all torn pieces from the finisher.

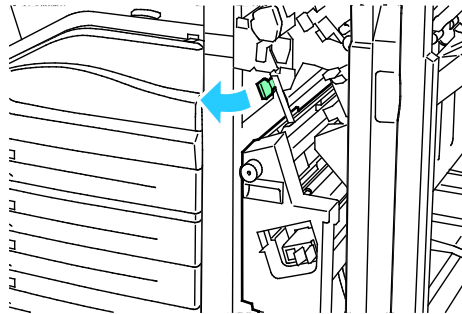
5. Return unit 4 to its original position.
6. Close the front door of the finisher.

## Clearing Jams at 4b in the Finisher

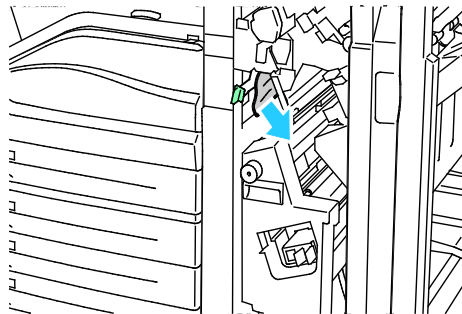
1. Open the front door of the finisher.



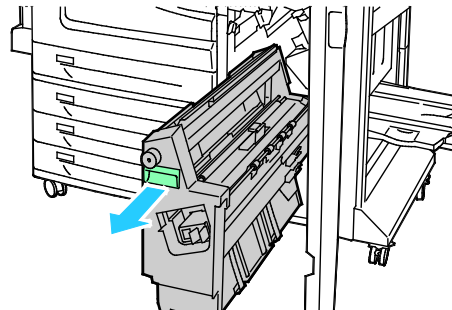
2. Move green lever 4b to the left.



3. If paper is visible, remove the jammed paper by pulling in the direction shown.

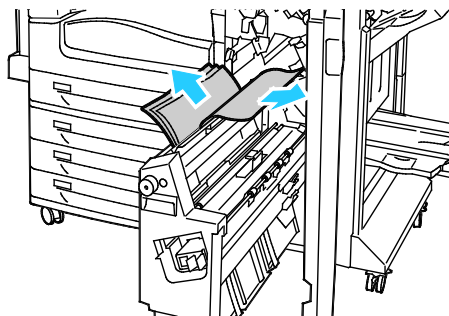


4. Using the green handle, pull out unit 4 until it stops.



5. Turn green knob 4a in the direction shown to release the jammed paper.
6. Carefully remove the paper from the upper left side and from inside the unit.

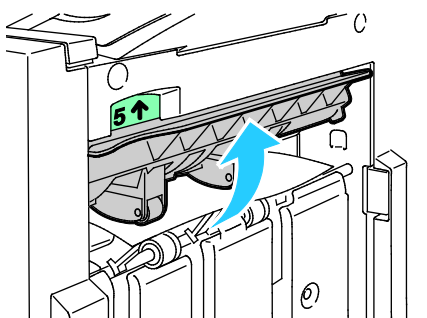
**Note:** If the paper is torn, remove all torn pieces from the finisher.



7. Return unit 4 to its original position.
8. Return lever 4b to its original position.
9. Close the front door of the finisher.

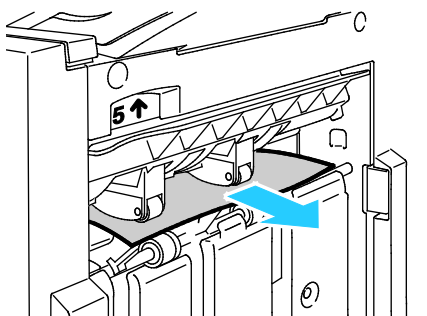
### Clearing Jams at 5 in the Finisher

1. Open finisher exit door 5 by lifting up at green label 5.



2. Remove the paper by pulling it in the direction shown.

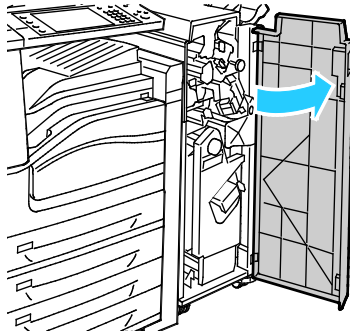
**Note:** If the paper is torn, remove all torn pieces from the finisher.



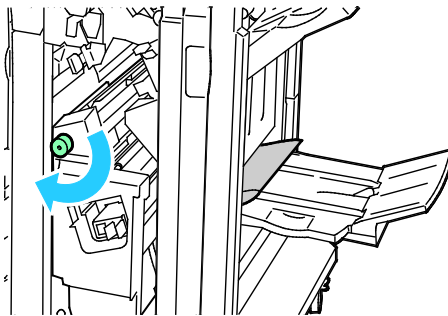
3. Return exit cover 5 to its original position.

## Clearing Jams in the Booklet Tray

1. Open the front door of the finisher.

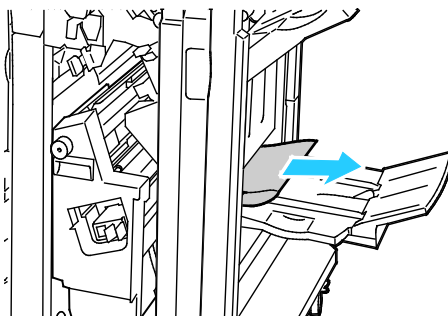


2. Turn green knob 4a in the direction shown to release the jammed paper.



3. Remove the jammed paper by pulling in the direction shown.

**Note:** If the paper is torn, remove all torn pieces from the finisher.



4. Close the front door of the finisher.



## Minimizing Paper Jams

The printer is designed to function with minimal paper jams using Xerox supported paper. Other paper types can cause jams. If supported paper is jamming frequently in one area, clean that area of the paper path. To avoid damage, always remove jammed paper carefully without tearing it. Try to remove the paper in the same direction it normally moves through the printer. Even a small piece of paper left in the printer can cause a jam. Do not reload paper that has jammed.

The following can cause paper jams:

- Selecting the incorrect paper type in the print driver.
- Using damaged paper.
- Using unsupported paper.
- Loading paper incorrectly.
- Overfilling the tray.
- Adjusting the paper guides improperly.

Most jams can be prevented by following a simple set of rules:

- Use only supported paper. For details, see [Supported Paper](#) on page 48.
- Follow proper paper handling and loading techniques.
- Always use clean, undamaged paper.
- Avoid paper that is curled, torn, moist, creased, or folded.
- To separate the sheets before loading into the tray, fan the paper.
- Observe the paper tray fill line; never overfill the tray.
- Remove transparencies from the output tray immediately after printing.
- Adjust the paper guides in all trays after inserting the paper. A guide that is not properly adjusted can cause poor print quality, misfeeds, skewed prints, and printer damage.
- After loading the trays, select the correct paper type and size on the control panel.
- When printing, select the correct type and size in the print driver.
- Store paper in a dry location.
- Use only Xerox paper and transparencies designed for the printer.

Avoid the following:

- Polyester coated paper that is designed specially for inkjet printers.
- Highly glossy or coated paper.
- Paper that is folded, wrinkled, or excessively curled.
- Fanning transparencies before loading in the paper tray.
- Loading more than one type, size, or weight of paper in a tray at the same time.
- Loading hole punched paper or paper with folded corners or staples in the document feeder.
- Overfilling the paper trays.
- Allowing the output tray to overfill.
- Allowing the output tray to fill with more than a few transparencies.

Refer to the control panel Paper and Media Information Pages for information on supported paper, or see [Supported Paper](#) on page 48.

## Troubleshooting Paper Jams

This section includes:

- [Multiple Sheets Pulled Together](#)..... 242
- [Jams in the Document Feeder](#)..... 242
- [Paper Misfeeds and Paper Size Jams](#) ..... 243
- [Label and Envelope Misfeeds](#) ..... 243
- [Paper Jam Message Stays On](#)..... 243
- [Jams During Automatic 2-Sided Printing](#)..... 244

### Multiple Sheets Pulled Together

Probable Causes	Solutions
The paper tray is too full.	Remove some of the paper. Do not load paper past the fill line.
The edges of the paper are not even.	Remove the paper, align the edges, and then reload it.
The paper is moist from humidity.	Remove the paper from the tray, and replace it with new, dry paper.
Too much static electricity is present.	<ul style="list-style-type: none"> <li>• Try a new ream of paper.</li> <li>• Do not fan transparencies before loading in tray.</li> </ul>
Using unsupported paper.	Use only Xerox-approved paper. For details, see <a href="#">Supported Paper</a> on page 48.
Humidity is too high for coated paper.	Feed paper one sheet at a time.

### Jams in the Document Feeder

Probable Causes	Solutions
Unsupported paper of the wrong size, thickness, or type.	Use only Xerox-approved paper. For details, see <a href="#">Supported Paper</a> on page 48.
Originals are torn, previously stapled, bent, or folded.	Ensure that the originals are not torn, bent, or folded. If previously stapled, remove all staples and separate the sheets by fanning them.
The documents loaded in the document feeder exceed the maximum capacity allowed.	Place fewer documents in the document feeder.
Improperly adjusted document feeder guides.	Adjust the paper guides to fit snugly against the paper loaded in the document feeder.

## Paper Misfeeds and Paper Size Jams

Probable Causes	Solutions
The paper is not correctly positioned in the tray.	<ul style="list-style-type: none"> <li>Remove the misfed paper and reposition it properly in the tray.</li> <li>Adjust the paper guides in the tray to match the size of the paper.</li> </ul>
The paper tray is too full.	Remove some of the paper. Do not load paper past the fill line.
The paper guides are not correctly adjusted to the paper size.	<ol style="list-style-type: none"> <li>Remove the paper.</li> <li>Adjust the paper guides in the tray to match the size of the paper.</li> <li>Replace the paper.</li> </ol>
The tray contains warped or wrinkled paper.	Remove the paper, smooth it out, and reload it. If it still misfeeds, do not use that paper.
The paper is moist from humidity.	Remove the moist paper and replace it with new, dry paper.
Using paper of the wrong size, thickness, or type.	Use only Xerox approved paper. For details, see <a href="#">Supported Paper</a> on page 48.

## Label and Envelope Misfeeds

Probable Causes	Solutions
The label sheet is facing the wrong way in the tray.	Load label sheets according to the instructions from the manufacturer. <ul style="list-style-type: none"> <li>Load labels face up in trays 1–4.</li> <li>Load labels face down in tray 5.</li> </ul>
Envelopes are loaded in the wrong tray.	Use tray 5 to print envelopes.
Envelopes are loaded incorrectly in tray 5.	To load envelopes in tray 5: <ul style="list-style-type: none"> <li>Load envelopes long-edge feed, flap-side up, flaps closed, with the flaps leading into the printer.</li> <li>Load C4 and custom-size envelopes longer than 320 mm (12.6 in.) short-edge feed, with the flaps closed, flap-side up. The flaps are toward the back or leading into the printer. For custom-size envelopes, define a custom size on the control panel.</li> </ul>
Envelopes are loaded incorrectly in the envelope tray.	Load envelopes in the optional envelope tray with the flaps closed, flap-side down, and the long edge toward the left.

## Paper Jam Message Stays On

Probable Causes	Solutions
Some paper remains jammed in the printer.	Recheck the media path and make sure that you have removed all of the jammed paper.
One of the printer doors is open.	Check the doors on the printer. Close any door that is open.

**Note:** Check for, and remove, torn pieces of paper in the paper path.

## Jams During Automatic 2-Sided Printing


Probable Causes	Solutions
Using paper of the wrong size, thickness, or type.	Use paper of the correct size, thickness, or type. For details, see <a href="#">Supported Paper Sizes and Weights for Automatic 2-Sided Printing</a> on page 51.
Paper type is set incorrectly in the print driver.	Ensure that the paper type is set correctly in the driver and that the paper is loaded in the correct tray. For details, see <a href="#">Supported Paper</a> on page 48.
Paper is loaded in the wrong tray.	The paper must be loaded in the correct tray. For details, see <a href="#">Supported Paper</a> on page 48.
Tray is loaded with mixed paper.	Load the tray with only one type and size of paper.

## Clearing Staple Jams

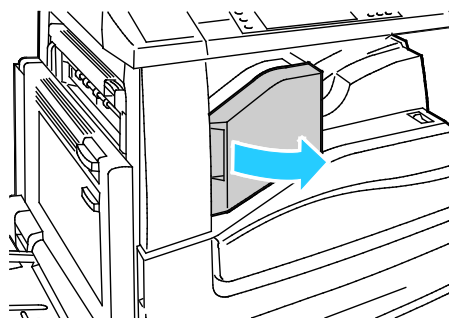
This section includes:

- [Clearing Staple Jams in the Integrated Finisher](#) ..... 245
- [Clearing Staple Jams in Office Finisher LX](#)..... 247
- [Clearing Booklet Staple Jams in the Office Finisher LX](#) ..... 249
- [Clearing Main Staple Jams in the Professional Finisher](#) ..... 250
- [Clearing Booklet Staple Jams in the Professional Finisher](#) ..... 252

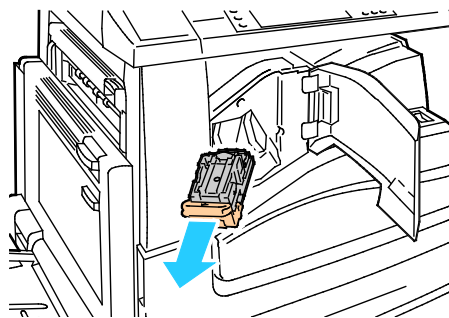
### Clearing Staple Jams in the Integrated Finisher

 **WARNING:** Do not perform this procedure while the printer is copying or printing.

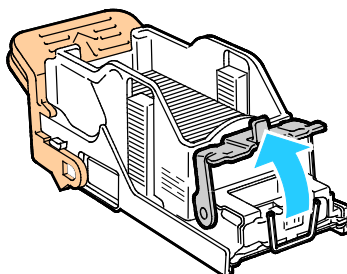
1. Open the finisher door as shown.



2. Grip the staple cartridge by the orange handle and pull it firmly toward you to remove it.



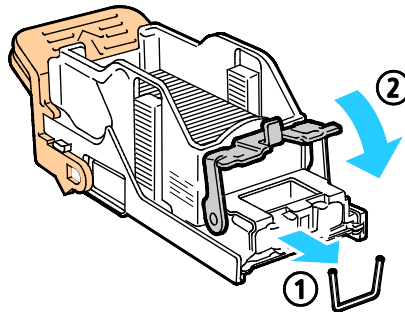
3. Remove any loose staples or other debris from inside the finisher.
4. Pull the staple cartridge clamp firmly in the direction shown to open it.



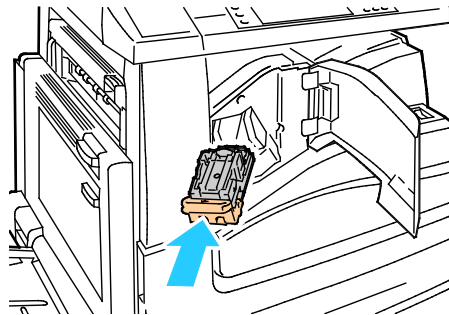
## Troubleshooting

- Remove the jammed staples (1), then push the clamp in the direction shown until it snaps into the locked position (2).

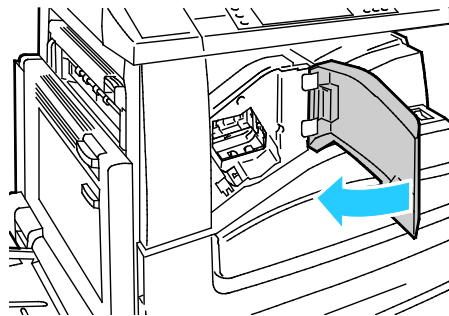
 **WARNING:** The points of the jammed staples are sharp. Remove the jammed staples carefully.



- To insert the staple cartridge into the integrated finisher, grip the cartridge by the orange handle and insert it into the stapler until it clicks.



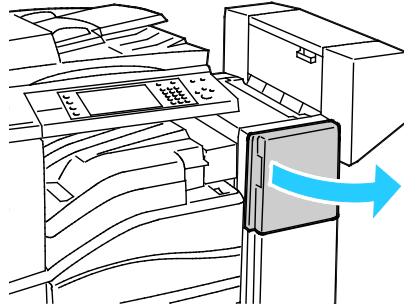
- Close the finisher front cover.



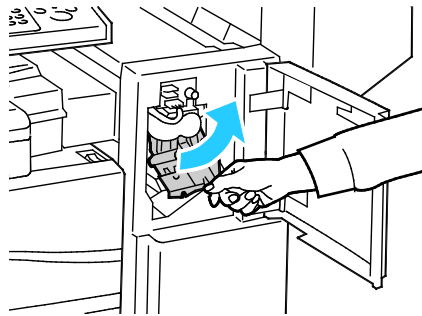
## Clearing Staple Jams in Office Finisher LX

 **WARNING:** Do not perform this procedure while the printer is copying or printing.

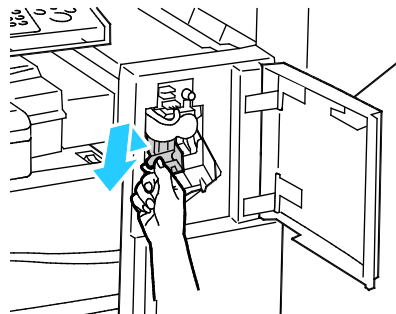
1. Open the finisher door as shown.



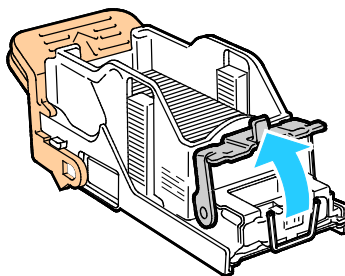
2. Reach into the finisher cabinet and pull the stapler toward you until it stops.
3. Push the stapler to the right as shown.



4. Grip the staple cartridge by the orange handle and pull it firmly toward you to remove it.



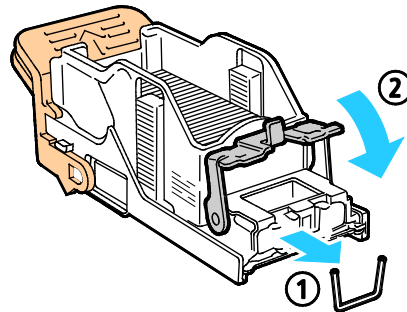
5. Remove any loose staples or other debris from inside the finisher.
6. Pull the staple cartridge clamp firmly in the direction shown to open it.



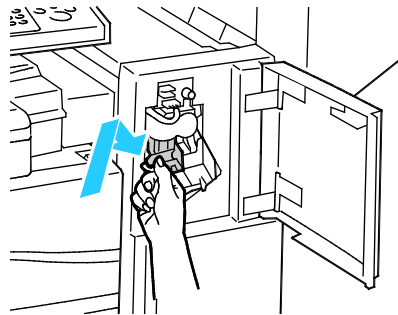
## Troubleshooting

7. Remove the jammed staples (1), then push the clamp in the direction shown until it snaps into the locked position (2).

 **WARNING:** The points of the jammed staples are sharp. Remove the jammed staples carefully.



8. Grip the staple cartridge by the orange handle and insert it into the stapler until it clicks to lock in place.



9. Close the finisher front door.

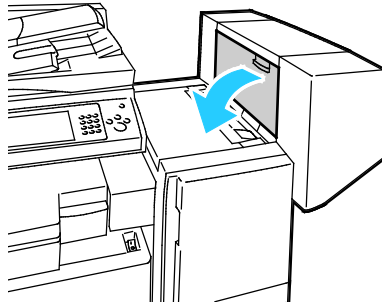


## Clearing Booklet Staple Jams in the Office Finisher LX

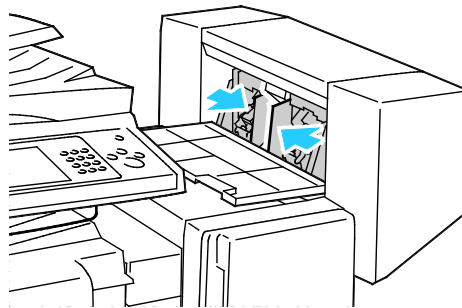
The stapler in the booklet maker uses two staple cartridges labeled R2 and R3. Booklet stapling requires that both staple cartridges be free of jammed staples.

 **WARNING:** Do not perform this procedure while the printer is copying or printing.

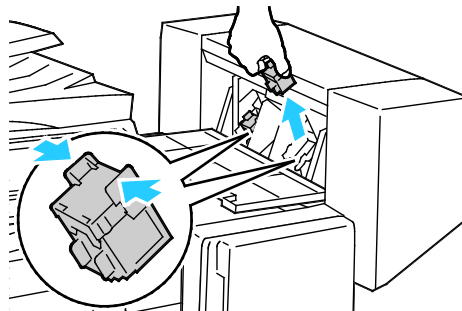
1. Open the finisher side cover.



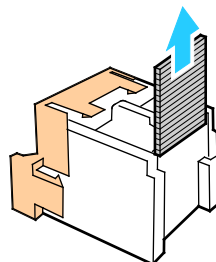
2. If the staple cartridges are not visible, grip the vertical panels at the left and right of the opening and slide them to the center.



3. Hold the tabs on both sides of the staple cartridge and pull the cartridge out of the finisher.

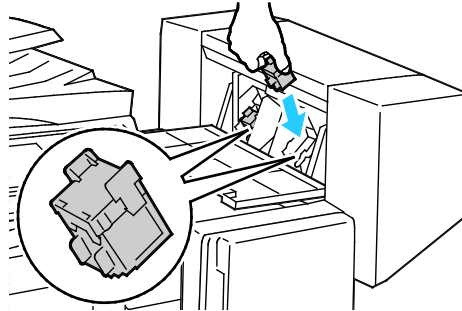


4. Remove the jammed staples by pulling them in the direction shown.



5. Hold the tabs on both sides of the new staple cartridge and insert it into the original position in the finisher.

**Note:** If you have trouble inserting the cartridge, make sure the staples are positioned correctly in the cartridge.



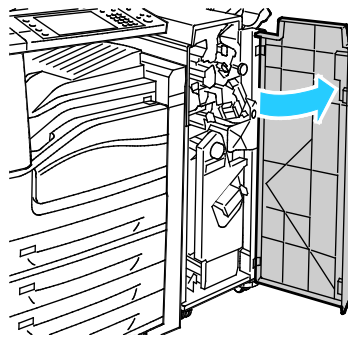
**Note:** The booklet maker uses two staple cartridges. Booklet stapling requires that both staple cartridges contain staples.

6. Starting at Step 2, repeat the procedure for the other staple cartridge.
7. Close the side cover of the finisher.

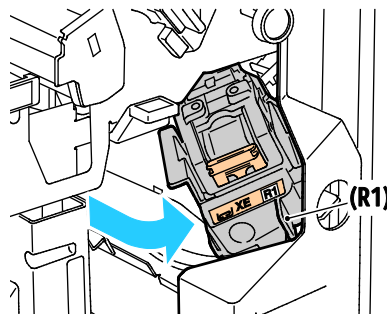
## Clearing Main Staple Jams in the Professional Finisher

**⚠ WARNING:** Do not perform this procedure while the printer is copying or printing.

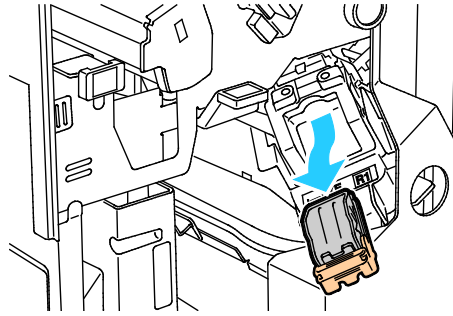
1. Open the front door of the finisher.



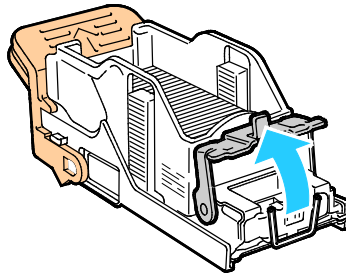
2. Hold the staple cartridge unit by orange lever R1 and push it to the right.



3. Grip the staple cartridge by the orange tabs and pull it firmly toward you to remove it. Check inside the finisher for any loose staples and remove them.

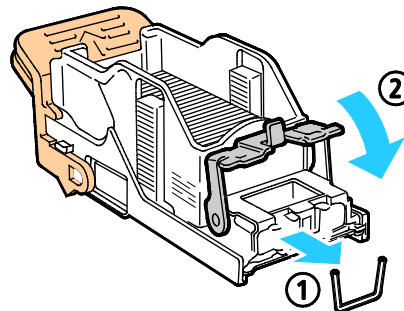


4. Pull the staple cartridge clamp firmly in the direction shown to open it.

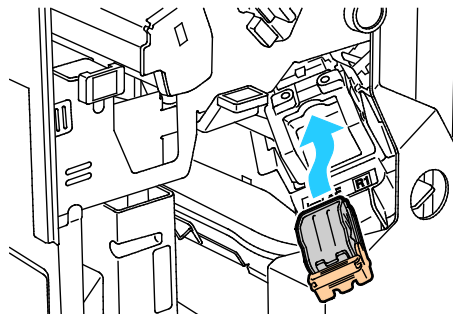


5. Remove the jammed staples (1), then push the clamp in the direction shown until it snaps into the locked position (2).

 **WARNING:** The points of the jammed staples are sharp. Remove the jammed staples carefully.



6. Grip the staple cartridge by the orange tabs and insert it into the staple cartridge unit until it clicks.



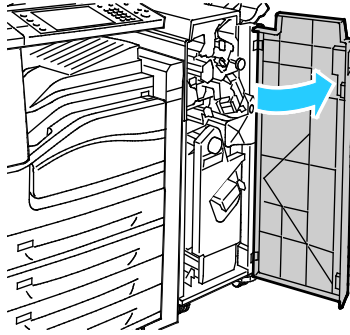
7. Close the finisher front door.

## Clearing Booklet Staple Jams in the Professional Finisher

The stapler in the booklet maker uses two staple cartridges labeled R2 and R3. Booklet stapling requires that both staple cartridges be free of jammed staples.

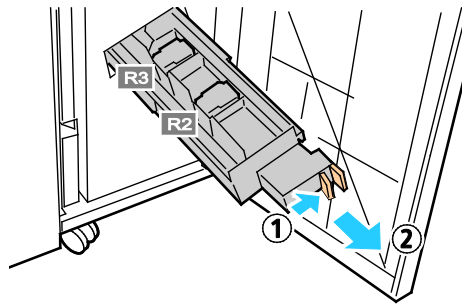
 **WARNING:** Do not perform this procedure while the printer is copying or printing.

1. Open the front door of the finisher.

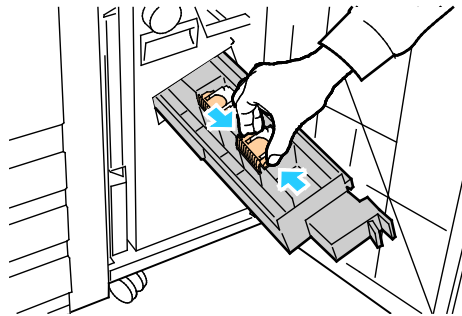


2. While squeezing orange levers R2 and R3 together (1), pull the staple cartridge unit out of the finisher until it stops (2).

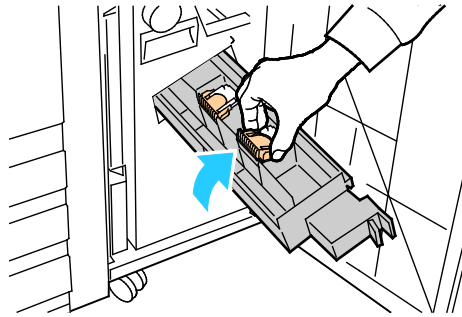
**Note:** The staple cartridge unit does not detach from the finisher.



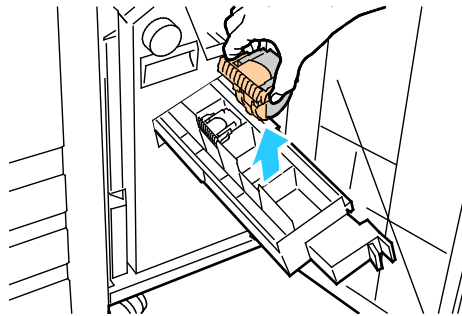
3. Grip the orange tabs on both sides of the staple cartridge.



4. While gripping the orange tabs of the staple cartridge, rotate it in the direction shown.

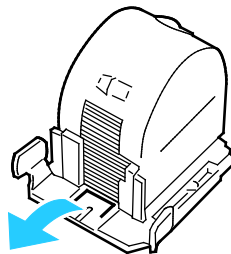


5. Lift the staple cartridge out of the staple cartridge unit.

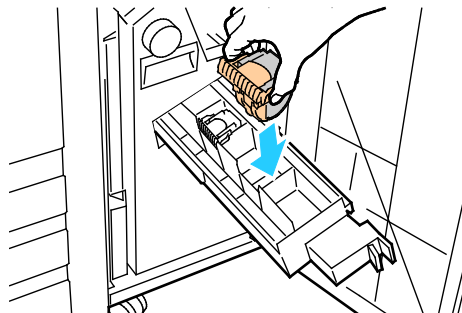


6. Remove the jammed staples by pulling them in the direction shown.

 **WARNING:** The points of the jammed staples are sharp. Remove the jammed staples carefully.

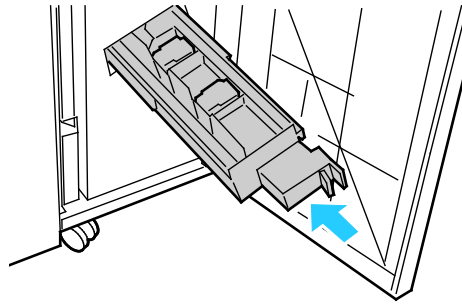


7. Push the staple cartridge into the staple cartridge unit.



## Troubleshooting

8. If you find no jammed staples, repeat the preceding steps for the other staple cartridge.
9. Return the staple cartridge unit to its original position.



10. Close the finisher front door.

## Clearing Hole Punch Jams

### Clearing Hole Punch Jams in Office Finisher LX

If the printer stops printing and reports a hole punch jam, empty the hole punch waste container. For details, see [Emptying the Hole Punch Waste Container](#) on page 200.

After emptying the hole punch waste container, locate and remove any paper jams.

### Clearing Hole Punch Jams in the Professional Finisher

If the printer stops printing and reports a hole punch jam, empty the hole punch waste container. For details, see [Emptying the Hole Punch Waste Container](#) on page 200.

After emptying the hole punch waste container, locate and remove any paper jams.

# Print-Quality Problems

This section includes:

- [Controlling Print Quality](#)..... 255
- [Troubleshooting Print-Quality Problems](#)..... 258

Your printer is designed to produce consistently high-quality prints. If you observe print-quality problems, use the information in this section to troubleshoot the problem. For more information, go to [www.xerox.com/office/WC780Xsupport](http://www.xerox.com/office/WC780Xsupport).



**CAUTION:** The Xerox Warranty, Service Agreement, or Xerox Total Satisfaction Guarantee does not cover damage caused by using unsupported paper or specialty media. The Xerox Total Satisfaction Guarantee is available in the United States and Canada. Coverage could vary outside these areas. Please contact your local representative for details.

## Notes:

- To enhance print quality, the toner/print/drum cartridges for many models of equipment are designed to cease functioning at a predetermined point.
- Grayscale images printed with the composite black setting increment the color pages counter, because color consumables are used. Composite black is the default setting on most printers.

## Controlling Print Quality

Various factors can affect the quality of the output of your printer. For consistent and optimum print quality, use paper designed for your printer, and correctly set the Print-Quality Mode and Color Adjustments. Follow the guidelines in this section to maintain optimum print quality from your printer.

Temperature and humidity affect the quality of the printed output. For details, see [Environmental Specifications](#) on page 280.

## Paper and Media

Your printer is designed to use various paper and other media types. Follow the guidelines in this section for the best print quality and to avoid jams:

- Use only Xerox approved paper. For details, see [Supported Paper](#) on page 48.
- Use only dry, undamaged paper.



**CAUTION:** Some paper and other media types can cause poor output quality, increased paper jams, or damage your printer. Do not use the following:

- Rough or porous paper
  - Inkjet paper
  - Non-laser glossy or coated paper
  - Paper that has been photocopied
  - Paper that has been folded or wrinkled
  - Paper with cutouts or perforations
  - Stapled paper
  - Envelopes with windows, metal clasps, side seams, or adhesives with release strips
  - Padded envelopes
  - Plastic media
- Ensure the paper type selected in your print driver matches the paper type on which you are printing.
  - If you have the same size paper loaded in more than one tray, ensure that the proper tray is selected in the print driver.
  - Store your paper and other media properly for optimum print quality. For details, see [Paper Storage Guidelines](#) on page 49.

## Print-Quality Modes

Select the correct print-quality setting for your print job from the print driver. For instructions on setting the print quality, see [Selecting Printing Options](#) on page 73. To control the print quality:

- Use the print-quality settings in the print driver to control print quality. If the print quality is not suitable, adjust the print-quality setting to an higher level.
- Use only Xerox approved paper. For details, see [Supported Paper](#) on page 48.



## Color Corrections and Color Adjustments

Set the Color Correction to Xerox Automatic Color for best printing results of mixed text, graphics, and images on a range of supported paper. For instructions on setting the Color Correction, see Using Color Corrections. Follow these guidelines to control the Color Corrections and Color Adjustments:

- For best results on most paper, ensure that the Color Correction in the print driver is set to **Xerox Automatic Color**.
- To produce more vivid results, select a mode of Color Correction. For example, when printing graphics in which the sky does not look blue enough, for a more vibrant blue sky, select **Vivid Color**.
- To match the color output to another output device, select a custom Color Correction.
- To apply different Color Corrections to Text and Graphics, and Images, select **Custom Automatic Color**. This feature provides custom color corrections using color systems such as RGB Color, CMYK Color, Spot Color, or CIE Color.
- To adjust particular characteristics of the printed color, such as Lightness, Contrast, Saturation, and Color Casts, select **Color Adjustments**.

## Troubleshooting Print-Quality Problems

This section includes:

- [Printing the Troubleshooting Print-Quality Pages](#) ..... 258
- [Eliminating the Paper or Media as the Problem](#) ..... 258
- [Isolating the Problem to the Printer or to the Application](#)..... 259
- [Troubleshooting Print-Quality Problems in the Application, Print Driver, or Print Server](#) ..... 259
- [Troubleshooting Print-Quality Problems in the Printer](#) ..... 260
- [Performing the Print Calibration Procedure](#) ..... 260
- [Print-Quality Problems and Solutions](#)..... 260

Your printer is designed to produce consistently high-quality prints. If you observe print-quality problems, use the information in this section to troubleshoot the problem. For more information, go to [www.xerox.com/office/WC780Xsupport](http://www.xerox.com/office/WC780Xsupport).



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**Note:** To enhance the print quality, toner/print/drum cartridges for many models of equipment are designed to cease functioning at a predetermined point.

### Printing the Troubleshooting Print-Quality Pages

1. To print procedures on resolving print-quality problems, at the printer control panel, press the **Machine Status** button.
2. Touch the **Machine Information** tab.
3. Touch **Information Pages**.
4. Touch **Troubleshooting Print Quality Page**, then touch **Print**.
5. Compare your print-quality problems to the examples on the pages.

### Eliminating the Paper or Media as the Problem

Damaged or unsupported paper or media can cause print-quality problems even when the printer, application, and print driver are working perfectly. Use the following guidelines to eliminate the paper as the source of the print-quality problem:

- Make sure that the printer supports the paper or media.
- Make sure that the printer is loaded with undamaged, dry paper.
- If the condition of the paper or media is in doubt, replace it with new paper or media.
- Make sure that you have the proper tray selected in the print driver and from the control panel.
- Make sure that you have the correct paper type selected in the print driver and in the control panel of the printer.

## Isolating the Problem to the Printer or to the Application

When you are sure that the paper is supported and in good condition, use the following steps to isolate the problem:

1. From the control panel of the printer, print the pages for Diagnosing Print Quality. For details, see [Printing the Troubleshooting Print Quality Pages](#) on page 258.
  - If the pages printed properly, the printer is working properly and the print-quality problem is an application, print driver, or print server problem.
  - If the pages still have print-quality problems, the problem is in the printer.
2. If the pages printed properly, see [Troubleshooting Print-Quality Problems in the Application, Print Driver, or Print Server](#) on page 259.
3. If the pages still had print-quality issues, or did not print, see [Troubleshooting Print-Quality Problems in the Printer](#) on page 260.

## Troubleshooting Print-Quality Problems in the Application, Print Driver, or Print Server

If the printer is printing properly from the control panel but you still have print-quality problems, the application, print driver, or print server could be the cause.

To isolate the problem:

1. Print a similar document from another application and look for the same print-quality problems.
  - If the document still has the same print-quality problems, it is probably a print driver or print server problem. If the problem persists, go to step 2.
  - If the document printed without print-quality problems, the application is probably the cause. Restart your printer, restart the application, and print the document again. If the problem persists, go to step 5. For details, see [Restarting the Printer](#) on page 211.
2. Check the print driver used for the print job.
  - a. Navigate to the list of printers on your computer:
    - For Windows XP SP1 and later, click **Start > Settings > Printers and Faxes**.
    - For Windows Vista, click **Start > Control Panel > Hardware and Sound > Printers**.
    - For Windows Server 2003 and later, click **Start > Settings > Printers**.
    - For Windows 7, click **Start > Devices and Printers**.
  - b. Right-click on the name of the printer.
  - c. From the drop-down list, select **Properties**.
    - Ensure that the model name in the middle of the driver matches the model name of the printer.
    - If the names do not match, install the proper print driver for the printer.
3. If the print driver is correct, to set the Print Quality Mode and Color Correction, see [Selecting Printing Options](#) on page 73.
  - Set the Print Quality Mode to Standard or Enhanced.
  - Set the Color Correction to Xerox Automatic Color.

4. If the problem persists, delete then reinstall the print driver.
5. If the problem still persists, ensure that you are not printing through a print server.

Try printing directly to the printer. If the problem persists, for online support information, go to [www.xerox.com/office/WC780Xsupport](http://www.xerox.com/office/WC780Xsupport).

## Troubleshooting Print-Quality Problems in the Printer

If you have print-quality problems when printing a Demo Page or the Configuration Report from the control panel, the problem is in the printer.

To find the source of the problem:

1. At the control panel, print the Troubleshooting Print-Quality Pages. For details, see [Printing the Troubleshooting Print Quality Pages](#) on page 258.
2. If the prints are too light to see print details, verify the following:
  - The printer is loaded with undamaged, dry supported paper.
  - The toner levels of one or more of the toner cartridges is not too low.
3. If the pages are printed with a solid color, one or more of the drum cartridges could be defective. Correct the problem before continuing.
4. If the colors of the pages do not match your expectations, run the control panel Print Calibration.
5. Compare the print-quality problems in your document to each of the examples in the Troubleshooting Print-Quality Pages.

If you find a match in the Troubleshooting Print-Quality Pages, look in the Solutions column for the action to take to resolve the problem.

If the problem persists, for online support information, go to [www.xerox.com/office/WC780Xsupport](http://www.xerox.com/office/WC780Xsupport).

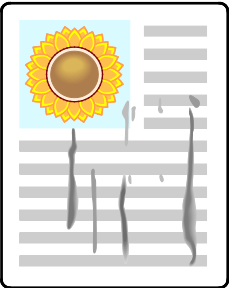
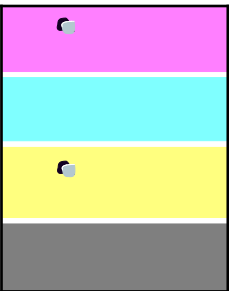
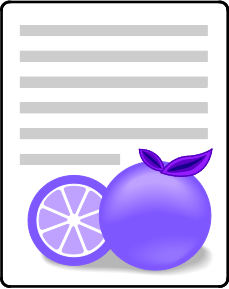
## Performing the Print Calibration Procedure

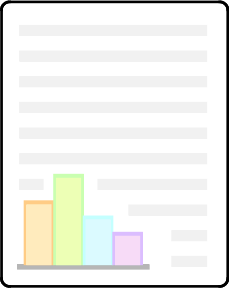
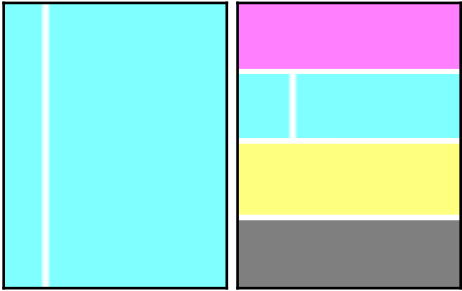
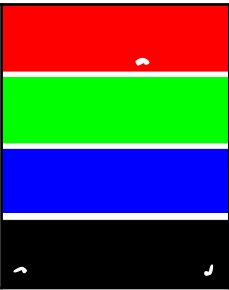
1. At the printer control panel, press the **Machine Status** button, then touch the **Tools** tab.
2. Touch **Troubleshooting > Calibration > Print Calibration > Next**.
3. Follow the onscreen instructions to run the Print Calibration procedure.

## Print-Quality Problems and Solutions

Use the following table to find solutions to print-quality problems.

**Note:** To print procedures on resolving print-quality problems, at the printer control panel, press the **Machine Status** button. Then touch **Machine Information > Information Pages > Troubleshooting Print Quality Page > Print**.

Problem	Solution
<p>Smears, Smudges, and Streaks Dark or light marks appear on your output.</p> 	<p>Run a print job consisting of several blank pages through the printer to remove toner accumulated on the fuser. If the problem persists, print the test pages to help determine which component is causing the image-quality problem.</p> <ul style="list-style-type: none"> <li>• If the defect occurs in one color only, replace the corresponding imaging unit.</li> <li>• If the defect occurs in all colors and is visible on all the test pages, replace the fuser.</li> </ul>
<p>Repeating Spots or Lines Spot or lines appear at regular intervals on the prints.</p> 	<ol style="list-style-type: none"> <li>1. To identify the part of the printer that is causing the problem, print the Repeating Defects page. At the control panel, press <b>Machine Status</b>, then touch <b>Tools &gt; Troubleshooting &gt; Support Pages &gt; Repeating Defects Page &gt; Print</b>.</li> <li>2. To identify the part responsible for the repeating spots or lines, follow the instructions on the Repeating Defects page.</li> <li>3. To correct the problem, replace the printer part identified on the Repeating Defects page.</li> </ol>
<p>Colors Look Wrong Colors are off or look drastically wrong.</p> 	<ol style="list-style-type: none"> <li>1. Verify that the printer is on a solid, level, and flat surface.</li> <li>2. Perform the Calibrate Color procedure. At the control panel, press <b>Machine Status</b>, then touch <b>Tools &gt; Troubleshooting &gt; Calibration &gt; Print Calibration &gt; Next</b>, then follow the instructions.</li> </ol>

Problem	Solution
<p>Colors Too Light or Too Dark The print or color density is too light, missing, or the background is foggy.</p> 	<ol style="list-style-type: none"> <li>1. Verify that the paper you are using is the correct type for the printer and is loaded properly. For details, see <a href="#">Supported Paper</a> on page 48.</li> <li>2. Verify that the paper loaded in the tray matches the paper type selected at the control panel and in the print driver.</li> <li>3. To print procedures on resolving print-quality problems, at the control panel, press <b>Machine Status</b>. Then touch <b>Machine Information &gt; Information Pages &gt; Troubleshooting Print Quality Page &gt; Print</b>. If the Color Reference page looks correct, the printer is printing properly. Your application or incorrect settings in the print driver can be causing the print-quality problems.</li> <li>4. If the Color Reference page did not print correctly, perform the Calibrate Color procedure. At the control panel, press <b>Machine Status</b>, then touch <b>Tools &gt; Troubleshooting &gt; Calibration &gt; Print Calibration &gt; Next</b>, then follow the onscreen instructions.</li> </ol>
<p>Vertical White Lines or Streaks - One Color Lines or streaks appear in one color of your output.</p> 	<ol style="list-style-type: none"> <li>1. Print the test pages to identify the affected color.</li> <li>2. To clean the printhead lenses for the affected color, pull out the cleaning rod until it stops, then move it all the way in. Repeat three more times. Then repeat this procedure for each affected color. For details, see <a href="#">Cleaning the Printhead Lenses</a> on page 176.</li> </ol> <p><b>Note:</b> To print procedures on resolving print-quality problems, at the control panel, press <b>Machine Status</b>. Then touch <b>Machine Information &gt; Information Pages &gt; Troubleshooting Print Quality Page &gt; Print</b>.</p>
<p>Toner Missing or Easy to Rub Off Toner appears to be missing from the print or is easy to rub off.</p> 	<ol style="list-style-type: none"> <li>1. Verify that the paper you are using is the correct type for the printer and is loaded properly. For details, see <a href="#">Supported Paper</a> on page 48.</li> <li>2. Perform the Calibrate Paper Type procedure. For details, see <a href="#">Optimizing Printer Performance</a> on page 39.</li> <li>3. At the control panel, select a heavier paper.</li> </ol> <p><b>Notes:</b> Papers from lightest to heaviest are:</p> <ul style="list-style-type: none"> <li>• For uncoated paper: Plain, Lightweight Cardstock, Cardstock, and Heavyweight Cardstock</li> <li>• For coated paper: Lightweight Glossy Cardstock, Glossy Cardstock, and Heavyweight Glossy Cardstock.</li> </ul>

# Copy and Scan Problems

If the copy or scan quality is poor, refer to the following table.

Symptoms	Solutions
Lines or streaks only present in copies made from the document feeder.	There is debris on the document glass. When scanning, the paper from the document feeder passes over the debris creating lines or streaks. Clean all glass surfaces with a lint-free cloth.
Spots present in copies taken from the document glass.	There is debris on the document glass. When scanning, the debris creates a spot on the image. Clean all glass surfaces with a lint-free cloth.
The reverse side of the original is showing on the copy or scan.	Turn on Background Suppression.
Image is too light or too dark.	<ul style="list-style-type: none"> <li>• Copy: Use the Image Quality settings to lighten, darken, or adjust contrast.</li> <li>• Scan: Use the Advanced Settings Tab to lighten, darken, or adjust contrast.</li> </ul>
Colors are inaccurate.	<ul style="list-style-type: none"> <li>• Copy: Use the Image Quality settings to adjust color balance.</li> <li>• Scan: Confirm the correct Original Type is set.</li> </ul>

If the problem persists, for online support information, go to [www.xerox.com/office/WC780Xsupport](http://www.xerox.com/office/WC780Xsupport).

# Fax Problems

This section includes:

- [Problems Sending Faxes](#) ..... 264
- [Problems Receiving Faxes](#) ..... 266

**Note:** If you cannot send and receive faxes, ensure that you are connected to an approved analog telephone line. The fax cannot send or receive when connected directly to a digital telephone line without the use of an analog filter. It can also require you to set the fax starting rate to Forced (4800 bps). For details, see [Selecting the Starting Rate](#) on page 148.

## Problems Sending Faxes

Symptoms	Probable Causes	Solutions
The document is not feeding properly through the document feeder.	The document is too thick, too thin, or too small.	Use the document glass.
The document is scanned at an angle.	The document feeder width guides are not adjusted to fit the width of the document.	Adjust the document feeder width guides so that they fit against the document.
The fax received by the recipient is blurry.	The document is positioned incorrectly.	Position the document correctly.
	The document glass is dirty.	Clean the document glass.
	The text in the document is too light.	Adjust the resolution. Adjust the contrast.
	There is a problem with the telephone connection.	Verify that the telephone line is working, then send the fax again.
The fax received by the recipient is blank.	There is a problem with one of the fax machines.	Make a copy to verify that the printer can make clean copies and prints. If the copy prints correctly, have the recipient verify that their fax machine is operating correctly.
	The document was loaded incorrectly.	<ul style="list-style-type: none"> <li>• If using the document feeder, place the original document face up.</li> <li>• If using the document glass, place the original document face down.</li> </ul>



Symptoms	Probable Causes	Solutions
Fax was not transmitted.	The fax number is wrong.	Verify the fax number.
	The telephone line is connected incorrectly.	Verify the telephone line connection. If the telephone line is disconnected, connect it.
	There is a problem with the fax machine of the recipient.	Contact the recipient.
	The fax feature is not installed or is not enabled.	Ensure that the fax feature is installed and enabled.
	Server fax is enabled.	Ensure that server fax is disabled.
	An access number is required to connect to an outside line.	If the printer is connected to a PBX system, it could be necessary to enter a number to access the outside telephone line.
	The fax number needs a pause between the prefix for an outside line and the telephone number.	To insert a pause, press the <b>Dial Pause</b> button. A comma (,) appears in the corresponding location.

If the problem persists, for online support information, go to [www.xerox.com/office/WC780Xsupport](http://www.xerox.com/office/WC780Xsupport).

## Problems Receiving Faxes

Symptoms	Probable Causes	Solutions
The fax received by the recipient is blank.	There is a problem with the telephone connection or with the fax machine of the sender.	Verify that the printer can make clean copies. If it can, have the sender fax the document again.
	The sender loaded the pages incorrectly.	Contact the sender.
The printer answers the call but does not print the fax.	The memory is full.	To increase available memory, delete stored jobs and wait for the existing jobs to complete.
The received fax size is reduced in size.	The paper supply in the printer does not match the document size sent.	Confirm the original size of the documents, then load the appropriate paper size in the printer.
Faxes are not received automatically.	The printer is set to receive faxes manually.	Set the printer to receive faxes automatically.
	The memory is full.	If the printer is out of paper, faxes and print jobs can deplete the printer of memory. Load paper and print the jobs stored in the memory.
	The telephone line is connected incorrectly.	Verify the telephone line connection. If the telephone line is disconnected, connect it.
	There is a problem with the fax machine of the sender.	Make a copy to verify that the printer can make clean copies and prints. If the copy prints correctly, have the recipient verify that their fax machine is operating correctly.

If the problem persists, for online support information, go to [www.xerox.com/office/WC780Xsupport](http://www.xerox.com/office/WC780Xsupport).

# Getting Help

This section includes:

- [Control Panel Messages](#) ..... 267
- [Using the Integrated Troubleshooting Tools](#)..... 268
- [More Information](#) ..... 271

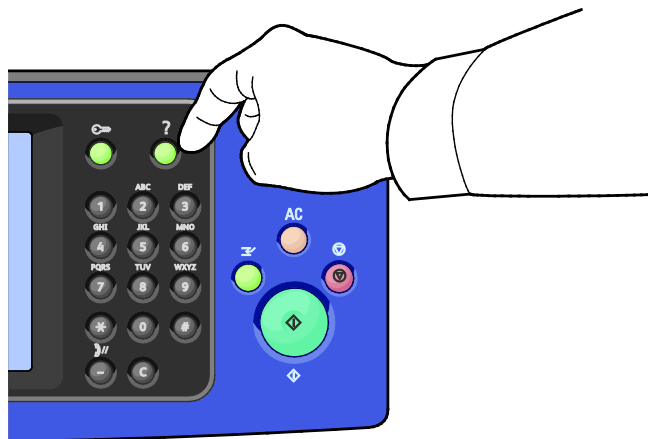
Xerox provides several automatic diagnostic utilities to help you maintain productivity and print quality.

## Control Panel Messages

The printer control panel provides information and troubleshooting help. When a fault or alert condition occurs, the control panel displays a message informing you of the problem. In many cases, the control panel also displays an animated graphic showing the location of the problem, such as the location of a paper jam. For many status and alert messages, the control panel Help button provides additional information.

### Control Panel Help

To view additional information about error or status messages on the control panel, touch the **Help** button.



Most of the control panel menu items also have associated help text that describes the menu item.

## Viewing Fault and Alert Messages on the Control Panel

When a fault or alert condition occurs, a message appears on the control panel to inform you of the problem. Alert messages inform you about printer conditions, such as low supplies or open doors, that require your attention. Fault messages warn you about printer conditions that prevent the printer from printing or degrade printing performance. If more than one condition occurs, only one appears on the control panel.

To view a complete list of active fault and alert messages:

1. At the printer control panel, press the **Machine Status** button.
2. Touch the **Active Messages** tab.
3. Touch the **Down** arrow and select **Faults, Alerts**, or **Faults & Alerts**.
4. To view details, touch a fault or alert.

## Viewing the Fault History on the Control Panel

When faults occur, they are logged in to a fault history file by date, time, and fault code. Use this list to identify trends and resolve problems.

To view the fault history:

1. At the printer control panel, press the **Machine Status** button.
2. Touch the **Active Messages** tab.
3. Touch **Fault History**.  
The screen displays the number, date, time, and image count for each fault code.

## Using the Integrated Troubleshooting Tools

You can use several integrated tools, such as Information pages and CentreWare Internet Services, to troubleshoot print-quality problems and jams.

### Printing Information Pages

1. At the printer control panel, press the **Machine Status** button.
2. On the Machine Information tab, touch **Information Pages**, then touch the desired information page.
3. Touch **Print**.

**Note:** Information pages can also be printed from CentreWare Internet Services.

## Specifying the Source Tray for Printing Information Pages

1. At the printer control panel, press the **Machine Status** button, then touch the **Tools** tab.
2. Touch **Device Settings > Paper Management > Tray Settings**.
3. Determine the tray with the lowest priority value. If it is the tray you want to use, no further action is required.
4. Touch the specific tray you want the printer to use, then touch **Change Settings**.
5. Touch the number under Priority, then use the alphanumeric keypad on the control panel to enter a lower value than any other tray.

**Note:** Tray priority values are from 1 through 99, with 1 being the highest priority and 99 the lowest.

6. To confirm the setting, touch **Save**.
7. To return to the Tools tab, touch **Close**, or, to return to the main screen touch **Services Home**.

## Printing the Configuration Report

1. At the printer control panel, press the **Machine Status** button.
2. On the Machine Information tab, touch **Information Pages > Configuration Report > Print**.
3. After the report prints, touch **Close**.

**Note:** By default, the Configuration Report prints each time the printer is turned on. To turn off this setting, press **Machine Status**, then touch **Tools > Device Settings > Configuration/Information Pages**. Under **Print Configuration at power on?**, touch **No**, then **Save**.

## Viewing Billing and Usage Information

1. At the printer control panel, press the **Machine Status** button.
2. To view basic impression counts, touch the **Billing Information** tab:
  - **Black impressions** are the number of pages printed with no color specified.
  - **Color impressions** are the number of pages printed that specify color.
  - **Total impressions** are the total number of color impressions plus black impressions.

**Note:** A page is one side of a sheet of paper that can be printed on one or two sides. A sheet printed on two sides counts as two impressions.

3. To view detailed usage information, touch **Usage Counters**.

## Locating the Serial Number on the Control Panel

1. At the printer control panel, press the **Machine Status** button.
2. To see the model, serial number, and software version, touch the **Machine Information** tab.

## Viewing Printer Supply Status

1. At the control panel, press **Machine Status**, then touch the **Supplies** tab.
2. To view details about a toner cartridge, including the part number for reordering, touch **Black, Cyan, Magenta, or Yellow**.
3. To return to the Supplies tab, touch **Close**.
4. For details about other supply items, touch **Other Supplies**. Then touch an item to display additional details.
5. To return to the Other Supplies screen, touch **Close**.
6. To return to the Supplies tab, touch **Close**.
7. To print the Supplies Usage page, touch **Print Supplies Report**.
8. To return to the main screen, touch **Services Home**.

## CentreWare Internet Services

CentreWare Internet Services is the administration and configuration software installed on the embedded Web server in the printer. It allows you to configure and administer the printer from a Web browser.

CentreWare Internet Services requires:

- A TCP/IP connection between the printer and the network in Windows, Macintosh, UNIX, or Linux environments.
- TCP/IP and HTTP enabled in the printer.
- A network-connected computer with a Web browser that supports JavaScript.

For details, see the Help in CentreWare Internet Services or the *System Administrator Guide*.

## More Information

You can obtain more information about your printer from these sources:

Resource	Location
<i>Installation Guide</i>	Packaged with the printer.
Other documentation for your printer	<a href="http://www.xerox.com/office/WC780Xdocs">www.xerox.com/office/WC780Xdocs</a> .
<i>Recommended Media List</i>	United States: <a href="http://www.xerox.com/paper">www.xerox.com/paper</a> . European Union: <a href="http://www.xerox.com/europaper">www.xerox.com/europaper</a> .
Technical support information for your printer; including online technical support, Online Support Assistant, and driver downloads.	<a href="http://www.xerox.com/office/WC780Xsupport">www.xerox.com/office/WC780Xsupport</a>
Information about menus or error messages	Press the control panel Help (?) button.
Information Pages	Print from the control panel, or from CentreWare Internet Services, click <b>Status &gt; Information Pages</b> .
CentreWare Internet Services documentation	In CentreWare Internet Services, click <b>Help</b> .
Order supplies for your printer	<a href="http://www.xerox.com/office/WC780Xsupplies">www.xerox.com/office/WC780Xsupplies</a> .
A resource for tools and information, including interactive tutorials, printing templates, helpful tips, and customized features to meet your individual needs.	<a href="http://www.xerox.com/office/businessresourcecenter">www.xerox.com/office/businessresourcecenter</a> .
Local sales and support center	<a href="http://www.xerox.com/office/worldcontacts">www.xerox.com/office/worldcontacts</a> .
Printer registration	<a href="http://www.xerox.com/office/register">www.xerox.com/office/register</a> .
Xerox <sup>®</sup> Direct online store	<a href="http://www.direct.xerox.com/">www.direct.xerox.com/</a>





# Specifications



This appendix includes:

- [Printer Configurations and Options](#) ..... 274
- [Physical Specifications](#)..... 276
- [Environmental Specifications](#) ..... 280
- [Electrical Specifications](#)..... 281
- [Performance Specifications](#)..... 282
- [Environmental, Health, and Safety Contact Information](#) ..... 283

# Printer Configurations and Options

## Standard Features

The WorkCentre 7800 Series Multifunction Printer provides the following features:

- Copy, print, scan, Internet fax, and server fax
- Scan to USB and Print from USB mass storage devices
- Maximum copy speed of up to 50 pages per minute (ppm) for color and up to 55 ppm black and white copying on letter size plain paper (speed dependent on configuration)
- 1200 x 2400 dpi LED imaging and copy quality
- Copy document sizes up to A3/11 x 17 in.
- Print document size up to SRA3/12 x 18 in.
- Automatic 2-sided printing
- Duplex automatic document feeder with 110-sheet capacity
- Color touch screen control panel
- Tray 5 with 50-sheet capacity
- Must choose one of the following paper tray options:
  - 3-Tray module with standard SRA3/12 x 18 in. support
  - 1-Tray Module with standard SRA3/12 x 18 in. support
  - High-Capacity Tandem Tray with standard SRA3/12 x 18 in. support, 2000 A4/Letter sheets
- Bypass tray with 100-sheet capacity
- 2 GB memory plus 1 GB page memory
- Internal 160 GB hard drive
- Ethernet 10/100/1000Base-TX
- Universal Serial Bus (USB 2.0)
- Adobe PostScript and PCL support
- PostScript and PCL fonts
- Remote driver installation
- Bonjour, SSDP, and SAP device discovery
- Job-based accounting
- Secure Print
- Data security
- Xerox Extensible Interface Platform (EIP)
- Earth Smart features
- CentreWare Internet Services
- Xerox® CentreWare® Web
- Email alerts
- Automated supplies replenishment
- Proactive supplies management

## Available Configurations

Model	1-Sided/2-Sided Print Speed in ppm
WorkCentre 7830 Multifunction Printer	30 color/30 black and white
WorkCentre 7835 Multifunction Printer	35 color/35 black and white
WorkCentre 7845 Multifunction Printer	45 color/45 black and white
WorkCentre 7855 Multifunction Printer	50 color/55 black and white

## Options and Upgrades

- Integrated Office Finisher
- Office Finisher LX
- Hole punch for Office Finisher LX
- Booklet maker for Office Finisher LX
- Professional Finisher
- Envelope tray
- 3-Tray module with standard SRA3/12 x 18 in. support
- 1-Tray Module with standard SRA3/12 x 18 in. support
- High-Capacity Tandem Tray with standard SRA3/12 x 18 in. support, 2000 A4/Letter sheets
- 2000-Sheet high-capacity feeder
- Standard work surface
- One line and dual line fax kits
- Embedded PDL support for XPS
- Xerox Secure Access Unified ID System
- FreeFlow SMARTsend
- Convenience stapler
- Xerox<sup>®</sup> Common Access Card Enablement Kit
- Xerox<sup>®</sup> Copier Assistant
- Wireless network adapter
- Foreign device interface
- EFI Workflow
- Unicode print
- McAfee enhanced security features
- Network accounting
- Xerox Secure Access Unified ID System
- Scan to PC Desktop
- Scanning software solutions. For details, go to [www.xerox.com/office/software-solutions](http://www.xerox.com/office/software-solutions).

# Physical Specifications

## Base Configuration

- Width: 1063.8 mm (41.8 in.)
- Depth: 699 mm (27.5in.)
- Height: 1149mm (45.2 in.)
- Weight: 131.7 Kg (290.3 lb.) with 3-tray module

## Configuration with Integrated Finisher

- Width: 1129 mm (44.4 in.)
- Depth: 699 mm (27.5in.)
- Height: 1149mm (45.2 in.)
- Weight: 143.7 Kg (316 lb.) with 3-tray module

## Configuration with Office Finisher LX and Booklet Maker

- Width: 1666 mm (65.6 in.)
- Depth: 685 mm (27 in.), 695 mm (27.4 in.) with booklet maker
- Height: 1149 mm (45.2 in.)
- Weight: 168.9 Kg (372.4 lb.) with 3-tray module

## Configuration with Professional Finisher

- Width: 1922 mm (75.7 in.)
- Depth: 699 mm (27.5in.)
- Height: 1149mm (45.2 in.)
- Weight: 221.7 Kg (488.8 lb.) with 3-tray module

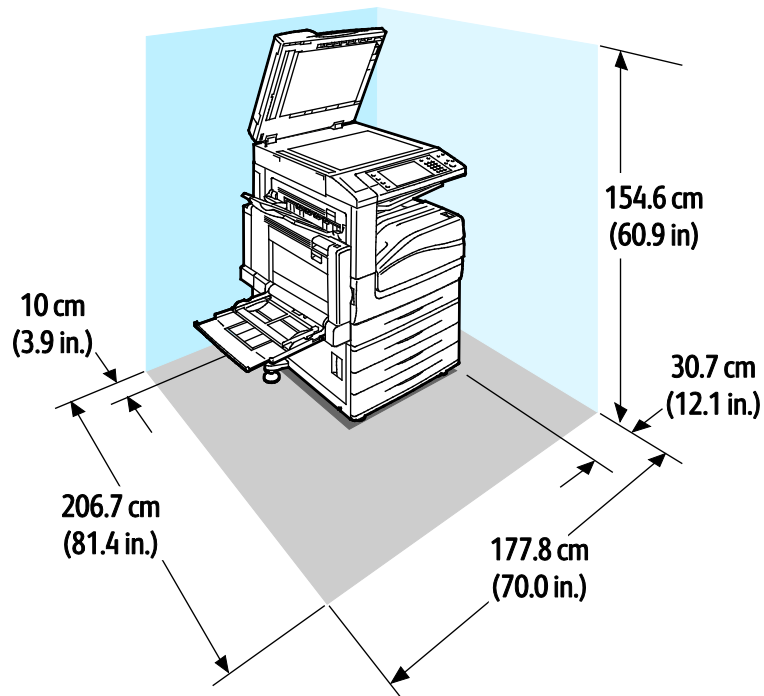
## Configuration with Professional Finisher and High-Capacity Feeder

- Width: 1922 mm (75.7 in.)
- Depth: 699 mm (27.5in.)
- Height: 1149mm (45.2 in.)
- Weight: 250.7 Kg (552.7 lb.) with 3-tray module

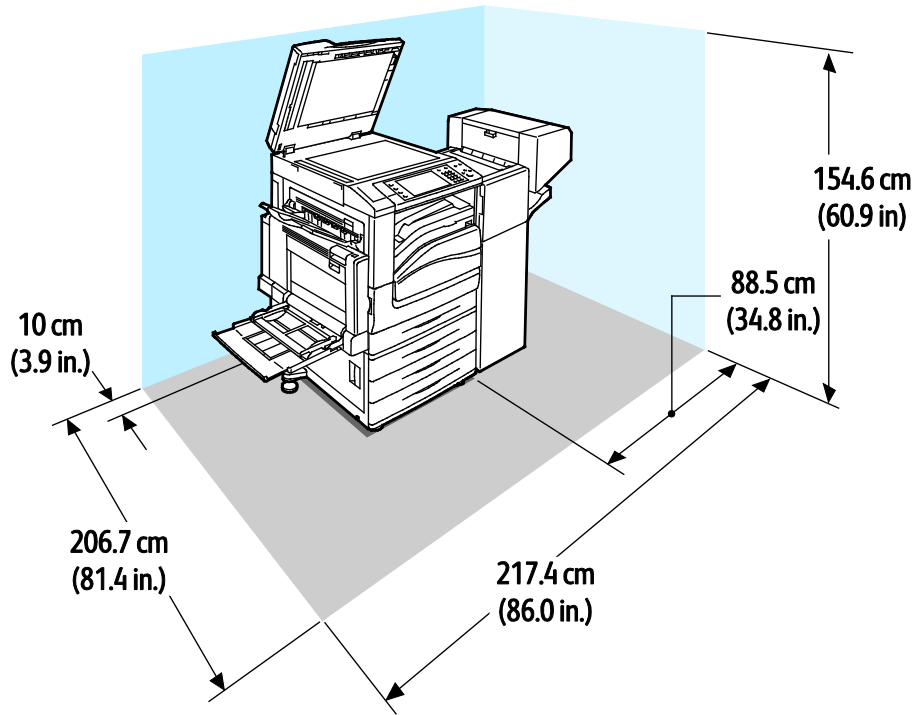
## Clearance Requirements

### Clearance Requirements for Base Configuration

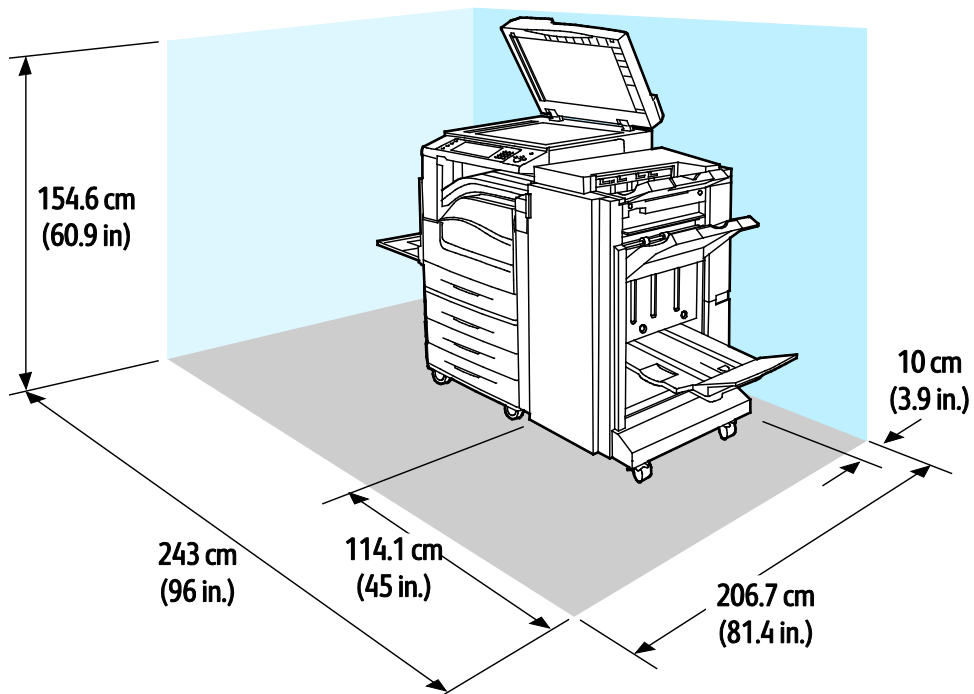
**Note:** The clearance requirements do not change with the addition of the optional Integrated Finisher.



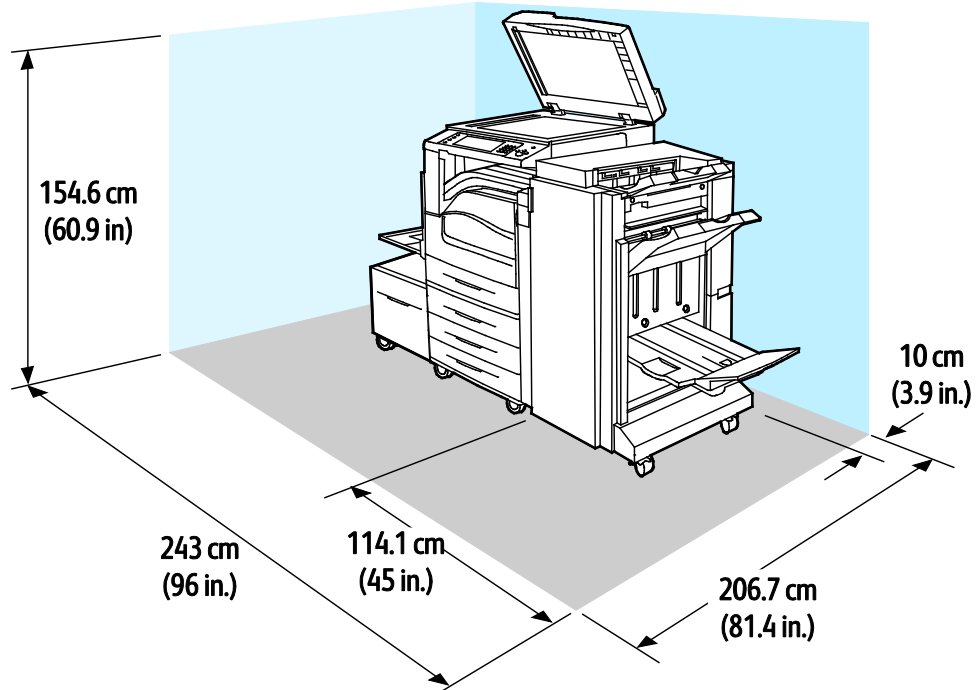
### Clearance Requirements for Configuration with Office Finisher LX and Booklet Maker



### Clearance Requirements for Configuration with Professional Finisher



## Printer Clearance Requirements for Configuration with Professional Finisher and High-Capacity Feeder



# Environmental Specifications

## Temperature

- Operating: 10–32°C (50–90°F)
- Optimum print quality: 15–28°C (59–82°F)

## Relative Humidity

Operating: 15 % to 85 % (non-condensing)

## Elevation

For optimum performance, use the printer at elevations below 2500 m (8200 ft.).



# Electrical Specifications

Power Supply Voltage	Frequency	Current Required	Power Consumption (full system)
110–127 VAC +/-10%	50 Hz +/- 3 Hz 60 Hz +/- 3 Hz	13.2 A	1584 VA @ 120 V (Max)
220–240 VAC +/-10%	50 Hz +/- 3 Hz 60 Hz +/- 3 Hz	8 A	1920 VA @ 240 V (Max) 1760 VA @ 220 V (Max)

## ENERGY STAR Qualified Product

The WorkCentre 7800 Series Multifunction Printer is ENERGY STAR<sup>®</sup> qualified under the ENERGY STAR Program Requirements for Imaging Equipment.

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



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

Xerox<sup>®</sup> ENERGY STAR equipment is preset at the factory to switch to Energy Saver Mode after two minutes from the last copy or print. For details, see [Setting Energy Saver Mode](#) on page 40.

# Performance Specifications

## Printing Resolution

Maximum Resolution: 1200 x 2400 dpi

## Print Speed

Print speeds are provided for continuous printing long-edge feed (LEF) on A4 (210 x 297 mm, 8.27 x 11.69 in.) or Letter (216 x 279 mm, 8.5 x 11 in.) Bond 64–105 g/m<sup>2</sup> (18–28 lb.) paper from any tray except tray 5.

Printer Model	Color	Black and White
WorkCentre 7830 Multifunction Printer	30 ppm	30 ppm
WorkCentre 7835 Multifunction Printer	35 ppm	35 ppm
WorkCentre 7845 Multifunction Printer	45 ppm	45 ppm
WorkCentre 7855 Multifunction Printer	50 ppm	55 ppm

Several factors affect print speed:

- Paper orientation. For faster print speeds, load paper long-edge feed. Loading paper short-edge feed reduces print speeds.
- Paper size. Letter (8.5 x 11 in.) and A4 (210 x 297 mm) sizes share the fastest print speed. Larger sizes reduce print speeds.
- Paper weight. Lightweight prints faster than heavier paper, such as Cardstock and Labels.
- Paper type. Plain prints faster than Glossy.

The maximum print speed is achieved when printing on Plain, Letter/A4 paper, oriented long-edge feed.

The slowest print speed is approximately 7 ppm when printing from tray 5 on large size, Heavyweight Glossy Cardstock.

# Environmental, Health, and Safety Contact Information

For more information on Environment, Health, and Safety in relation to this Xerox product and supplies, contact the following customer help lines:

United States: 1-800 828-6571  
Canada: 1-800 828-6571  
Europe: +44 1707 353 434

For product safety information in the United States, go to [www.xerox.com/environment](http://www.xerox.com/environment).

For product safety information in Europe, go to [www.xerox.com/environment\\_europe](http://www.xerox.com/environment_europe).



# Regulatory Information

# B

This appendix includes:

- [Basic Regulations](#) ..... 286
- [Copy Regulations](#) ..... 290
- [Fax Regulations](#) ..... 293
- [Product Safety Certification](#)..... 297
- [Material Safety Data Sheets](#)..... 298

# Basic Regulations

Xerox has tested this printer to electromagnetic emission and immunity standards. These standards are designed to mitigate interference caused or received by this printer in a typical office environment.

## United States FCC Regulations

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy. If it is not installed and used in accordance with these instructions, it 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/her own expense.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications to this equipment not approved by Xerox can void the authority of the user to operate this equipment.

**Note:** To ensure compliance with Part 15 of the FCC rules, use shielded interface cables.

## Canada

This Class A digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe A est conforme à la norme NMB-003 du Canada.

## European Union Radio Interference



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



The CE mark applied to this product symbolizes a declaration of conformity by Xerox with the following applicable Directives of the European Union as of the dates indicated:

- December 12, 2006: Low Voltage Directive 2006/95/EC
- December 15, 2004: Electromagnetic Compatibility Directive 2004/108/EC
- March 9, 1999: Radio Equipment & Telecommunications Terminal Equipment Directive 1999/5/EC

This printer, if used properly in accordance with the instructions, is not dangerous for the consumer or for the environment.

To ensure compliance with European Union regulations, use shielded interface cables.

A signed copy of the Declaration of Conformity for this printer can be obtained from Xerox.

## European Union Lot 4 Imaging Equipment Agreement Environmental Information

### Environmental Information Providing Environmental Solutions and Reducing Cost

#### Introduction

The following information has been developed to assist users and has been issued in relation to the European Union (EU) Energy Related Products Directive, specifically the Lot 4 study on Imaging Equipment. This requires manufacturers to improve environmental performance of in scope products and supports the EU action plan on energy efficiency.

In scope products are Household and Office equipment that meet the following criteria.

- Standard monochrome format products with a maximum speed less than 66 A4 images per minute
- Standard color format products with a maximum speed less than 51 A4 images per minute

## Environmental Benefits of Duplex Printing

Most Xerox products have duplex printing, also known as 2-sided printing, capability. This enables you to print on both sides of the paper automatically, and therefore helps to reduce the use of valuable resources by reducing your paper consumption. The Lot 4 Imaging Equipment agreement requires that on models greater than or equal to 40 ppm color or greater than or equal to 45 ppm monochrome the duplex function has been auto enabled, during the setup and driver installation. Some Xerox models below these speed bands may also be enabled with 2-sided printing settings defaulted on at the time of install. Continuing to use the duplex function will reduce the environmental impact of your work. However, should you require simplex/1-sided printing, you may change the print settings in the print driver.

## Paper Types

This product can be used to print on both recycled and virgin paper, approved to an environmental stewardship scheme, which complies with EN12281 or a similar quality standard. Lighter weight paper (60 g/m<sup>2</sup>), which contains less raw material and thus save resources per print, may be used in certain applications. We encourage you to check if this is suitable for your printing needs.

## ENERGY STAR

The ENERGY STAR program is a voluntary scheme to promote the development and purchase of energy efficient models, which help to reduce environmental impact. Details on the ENERGY STAR program and models qualified to ENERGY STAR can be found at the following website:

[www.energystar.gov/index.cfm?fuseaction=find\\_a\\_product.showProductGroup&pgw\\_code=IEQ](http://www.energystar.gov/index.cfm?fuseaction=find_a_product.showProductGroup&pgw_code=IEQ)

## Power Consumption and Activation Time

The amount of electricity a product consumes depends on the way the device is used. This product is designed and configured to enable you to reduce your electricity costs. After the last print it switches to Ready Mode. In this mode it can print again immediately if required. If the product is not used for a period of time, the device switches to a Power Saver Mode. In these modes, only essential functions remain active in order to enable reduced product power consumption.

Upon exiting from Power Saver Mode, the first print will take slightly longer than in Ready Mode. This delay is the result of the system "waking up" from Power Saver mode and is typical of most imaging products on the market.

If you wish to set a longer Activation Time or would like to completely deactivate the Power Save Mode, please consider that this device may then only switch to a lower energy level after a longer period of time or not at all.

To learn more about Xerox participation in sustainability initiatives, please visit our website at:

[www.xerox.com/about-xerox/environment/enus.html](http://www.xerox.com/about-xerox/environment/enus.html)

## Germany

### Blendschutz

Das Gerät ist nicht für die Benutzung im unmittelbaren Gesichtsfeld am Bildschirmarbeitsplatz vorgesehen. Um störende Reflexionen am Bildschirmarbeitsplatz zu vermeiden, darf dieses Produkt nicht im unmittelbaren Gesichtsfeld platziert werden.



## Lärmemission

Maschinenlärminformations-Verordnung 3. GPSGV: Der höchste Schalldruckpegel beträgt 70 dB(A) oder weniger gemäß EN ISO 7779.

## Importeur

Xerox GmbH  
Hellersbergstraße 2-4  
41460 Neuss  
Deutschland

## Turkey RoHS Regulation

In compliance with Article 7 (d), we hereby certify “it is in compliance with the EEE regulation.”

“EEE yönetmeliğine uygundur.”

## Regulatory Information for 2.4 GHz Wireless Network Adapter

This product contains a 2.4 GHz Wireless LAN radio transmitter module which complies with the requirements specified in FCC Part 15, Industry Canada RSS-210 and European Council Directive 99/5/EC.

Operation of this device is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

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

## Ozone Release

This printer produces ozone during normal operation. The amount of ozone produced is dependent on copy volume. Ozone is heavier than air and is not produced in amounts large enough to harm anyone. Install the printer in a well-ventilated room.

For more information in the United States and Canada, go to [www.xerox.com/environment](http://www.xerox.com/environment). In other markets, please contact your local Xerox representative or go to [www.xerox.com/environment\\_europe](http://www.xerox.com/environment_europe).

# Copy Regulations

## United States

Congress, by statute, has forbidden the reproduction of the following subjects under certain circumstances. Penalties of fine or imprisonment may be imposed on those guilty of making such reproductions.

1. Obligations or Securities of the United States Government, such as:
  - Certificates of Indebtedness.
  - National Bank Currency.
  - Coupons from Bonds.
  - Federal Reserve Bank Notes.
  - Silver Certificates.
  - Gold Certificates.
  - United States Bonds.
  - Treasury Notes.
  - Federal Reserve Notes.
  - Fractional Notes.
  - Certificates of Deposit.
  - Paper Money.
  - Bonds and Obligations of certain agencies of the government, such as FHA and so on.
  - Bonds. United States Savings Bonds may be photographed only for publicity purposes in connection with the campaign for the sale of such bonds.
  - Internal Revenue Stamps. If it is necessary to reproduce a legal document on which there is a canceled revenue stamp, this may be done provided the reproduction of the document is performed for lawful purposes.
  - Postage Stamps, canceled or uncanceled. For philatelic purposes, Postage Stamps may be photographed, provided the reproduction is in black and white and is less than 75 % or more than 150 % of the linear dimensions of the original.
  - Postal Money Orders.
  - Bills, Checks, or Drafts of money drawn by or upon authorized officers of the United States.
  - Stamps and other representatives of value, of whatever denomination, which have been or may be issued under any Act of Congress.
  - Adjusted Compensation Certificates for Veterans of the World Wars.
2. Obligations or Securities of any Foreign Government, Bank, or Corporation.
3. Copyrighted materials, unless permission of the copyright owner has been obtained or the reproduction falls within the “fair use” or library reproduction rights provisions of the copyright law. Further information of these provisions may be obtained from the Copyright Office, Library of Congress, Washington, D.C. 20559. Ask for Circular R21.
4. Certificate of Citizenship or Naturalization. Foreign Naturalization Certificates may be photographed.

5. Passports. Foreign Passports may be photographed.
6. Immigration papers.
7. Draft Registration Cards.
8. Selective Service Induction papers that bear any of the following Registrant's information:
  - Earnings or Income.
  - Court Record.
  - Physical or mental condition.
  - Dependency Status.
  - Previous military service.
  - Exception: United States military discharge certificates may be photographed.
9. Badges, Identification Cards, Passes, or Insignia carried by military personnel, or by members of the various Federal Departments, such as FBI, Treasure, and so on (unless photograph is ordered by the head of such department or bureau).

Reproducing the following is also prohibited in certain states:

- Automobile Licenses.
- Drivers' Licenses.
- Automobile Certificates of Title.

The preceding list is not all inclusive, and no liability is assumed for its completeness or accuracy. In case of doubt, consult your attorney.

For more information about these provisions contact the Copyright Office, Library of Congress, Washington, D.C. 20559. Ask for Circular R21.

## Canada

Parliament, by stature, has forbidden the reproduction of the following subjects under certain circumstances. Penalties of fine or imprisonment may be imposed on those guilty of making such reproductions.

- Current bank notes or current paper money
- Obligations or securities of a government or bank
- Exchequer bill paper or revenue paper
- The public seal of Canada or of a province, or the seal of a public body or authority in Canada, or of a court of law
- Proclamations, orders, regulations, or appointments, or notices thereof (with intent to falsely cause same to purport to have been printed by the Queens Printer for Canada, or the equivalent printer for a province)
- Marks, brands, seals, wrappers, or designs used by or on behalf of the Government of Canada or of a province, the government of a state other than Canada or a department, board, Commission, or agency established by the Government of Canada or of a province or of a government of a state other than Canada
- Impressed or adhesive stamps used for the purpose of revenue by the Government of Canada or of a province or by the government of a state other than Canada
- Documents, registers, or records kept by public officials charged with the duty of making or issuing certified copies thereof, where the copy falsely purports to be a certified copy thereof
- Copyrighted material or trademarks of any manner or kind without the consent of the copyright or trademark owner

This list is provided for your convenience and assistance, but it is not all-inclusive, and no liability is assumed for its completeness or accuracy. In case of doubt, consult your solicitor.

## Other Countries

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

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

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

# Fax Regulations

## United States

### 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 a fax machine, 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.

For instructions on programming the Fax Send Header information, refer to the section of the *System Administrator Guide* on Setting Transmission Defaults.

### 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 cover 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 connects to a compatible modular jack that is also compliant. See installation instructions for details.

You can safely connect the printer 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 (REN) is used to determine the number of devices that can be connected to a telephone line. Excessive RENs on a telephone line could 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 can be connected to a line, as determined by the RENs, contact the local Telephone Company. For products approved after July 23, 2001, the REN is part of the product identifier that has the format US:AAAEQ##TXXXX. The digits represented by ## are the REN without a decimal point (for example, 03 is a REN of 0.3). For earlier products, the REN is separately shown on the label.

To order the correct service from the local Telephone Company, you could also have to quote the codes in the following list:

- Facility Interface Code (FIC) = 02LS2
- Service Order Code (SOC) = 9.0Y



**CAUTION:** 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.

If this Xerox® equipment causes harm to the telephone network, the Telephone Company could temporarily discontinue service to the telephone line to which it is connected. If advance notice is not practical, the Telephone Company notifies you of the disconnection as soon as possible. If the Telephone Company interrupts your service, they can advise you of your right to file a complaint with the FCC if you believe that it is necessary.

The Telephone Company could change its facilities, equipment, operations, or procedures which could affect the operation of the equipment. If the Telephone Company changes something that affects the operation of the equipment, they should notify you in order for you to make necessary modifications to maintain uninterrupted service.

If you experience trouble with this Xerox® equipment, please contact the appropriate service center for repair or warranty information. Contact information is contained in the Machine Status menu on the printer and in the back of the Troubleshooting section of the *User Guide*. If the equipment is causing harm to the telephone network, the Telephone Company may request you to disconnect the equipment until the problem is resolved.

Only a Xerox Service Representative or an authorized Xerox Service provider are authorized to make repairs to the printer. 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.

Your office could have specially wired alarm equipment connected to the telephone line. Make sure that the installation of this Xerox® equipment does not disable your alarm equipment.

If you have questions about what could disable alarm equipment, consult your Telephone Company or a qualified installer.

## Canada

This product meets the applicable Industry Canada technical specifications.

A representative designated by the supplier should coordinate repairs to certified equipment. Repairs or alterations made by the user to this device, or device malfunctions, could cause the telecommunications company to request you to disconnect the equipment.

For user protection, make sure that the printer is properly grounded. The electrical ground connections of the power utility, telephone lines, and internal metallic water pipe systems, if present, must be connected together. This precaution could be vital in rural areas.



**WARNING:** Do not attempt to make such connections yourself. Contact the appropriate electric inspection authority, or electrician, to make the ground connection.

The REN assigned to each terminal device provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface could consist of any combination of devices. The only limitation to the number of devices is the requirement that the sum of the RENs of the devices does not exceed 5. For the Canadian REN value, please see the label on the equipment.

## European Union

### Radio Equipment and Telecommunications Terminal Equipment Directive

The Facsimile has been approved in accordance with the Council Decision 1999/5/EC for pan-European single terminal connection to the public switched telephone network (PSTN). However, due to differences between the individual PSTNs provided in different countries, the approval does not give an unconditional assurance of successful operation on every PSTN network terminal point.

In the event of a problem you should contact your authorized local dealer.

This product has been tested to and is compliant with ES 203 021-1, -2, -3, a specification for terminal equipment for use on analog-switched telephone networks in the European Economic Area. This product provides a user-adjustable setting of the country code. The country code should be set prior to connecting this product to the network. Refer to the customer documentation for the procedure for setting the country code.

**Note:** Although this product can use either loop disconnect (pulse) or DTMF (tone) signaling, we recommend that you set it to use DTMF signaling for more reliable and faster call setup. Modification of this product, connection to external control software, or connection to an external control apparatus not authorized by Xerox® will invalidate its certification.

## New Zealand

1. The grant of a Telepermit for any item of terminal equipment indicates only that Telecom has accepted that the item complies with minimum conditions for connection to its network. It indicates no endorsement of the product by Telecom, it does not provide any sort of warranty, and it does not imply that any Telepermitted product is compatible with all Telecom network services. Above all, it provides no assurance that any item will work correctly in all respects with another item of Telepermitted equipment of a different make or model.

The equipment may not be capable of correct operation at the higher data speeds designated. 33.6 kbps and 56 kbps connections are likely to be restricted to lower bit rates when connected to some PSTN implementations. Telecom will accept no responsibility for difficulties that arise in such circumstances.

2. Immediately disconnect this equipment should it become physically damaged, then arrange for its disposal or repair.
3. This modem shall not be used in any manner which could constitute a nuisance to other Telecom customers.
4. This device is equipped with pulse dialing, while the Telecom standard is DTMF tone dialing. There is no guarantee that Telecom lines will always continue to support pulse dialing.
5. Use of pulse dialing, when this equipment is connected to the same line as other equipment, may give rise to 'bell tinkle' or noise and cause a false answer condition. If you encounter such problems, do not contact the Telecom Faults Service.
6. DTMF tones dialing is the preferred method because it is faster than pulse (decadic) dialing and is readily available on almost all New Zealand telephone exchanges.



**WARNING:** No '111' or other calls can be made from this device during a mains power failure.

7. This equipment may not provide for the effective hand-over of a call to another device connected to the same line.
8. Some parameters required for compliance with Telecom Telepermit requirements are dependent on the equipment (computer) associated with this device. The associated equipment shall be set to operate within the following limits for compliance with Telecom Specifications:

For repeat calls to the same number:

- There shall be no more than 10 call attempts to the same number within any 30 minute period for any single manual call initiation, and
- The equipment shall go on-hook for a period of not less than 30 seconds between the end of one attempt and the beginning of the next attempt.

For automatic calls to different numbers:

The equipment shall be set to ensure that automatic calls to different numbers are spaced such that there is no less than five seconds between the end of one call attempt and the beginning of another.

9. For correct operation, total of the RNs of all devices connected to a single line at any time should not exceed five.



# Product Safety Certification

This product is certified by various NRTLs/NCBs to the following safety standards:

- UL60950-1/CSA22.2, No. 60950-1 (USA/Canada)
- IEC60950-1 (CB Scheme)

## Material Safety Data Sheets

For Material Safety Data information regarding your printer, go to:

- North America: [www.xerox.com/msds](http://www.xerox.com/msds).
- European Union: [www.xerox.com/environment\\_europe](http://www.xerox.com/environment_europe)

For the Customer Support Center phone numbers, go to [www.xerox.com/office/worldcontacts](http://www.xerox.com/office/worldcontacts).

# Recycling and Disposal



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## All Countries

If you are managing the disposal of your Xerox product, please note that the printer may contain lead, mercury, perchlorate, and other materials whose disposal may be regulated due to environmental considerations. The presence of these materials is fully consistent with global regulations applicable at the time that the product was placed on the market. For recycling and disposal information, contact your local authorities. Perchlorate Material: This product may contain one or more Perchlorate-containing devices, such as batteries. Special handling may apply, please see [www.dtsc.ca.gov/hazardouswaste/perchlorate](http://www.dtsc.ca.gov/hazardouswaste/perchlorate).

## North America

Xerox operates an equipment take-back and reuse/recycle program. Contact your Xerox representative (1-800-ASK-XEROX) to determine if this Xerox product is part of the program. For more information about Xerox environmental programs, visit [www.xerox.com/environment](http://www.xerox.com/environment), or for recycling and disposal information, contact your local authorities.

# European Union

Some equipment may be used in both a domestic/household and a professional/business application.

## Domestic/Household Environment



Application of this symbol on your equipment is confirmation that you should not dispose of the equipment in the normal household waste stream.



In accordance with European legislation, end of life electrical and electronic equipment subject to disposal must be segregated from household waste.

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

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

## Professional/Business Environment



Application of this symbol on your equipment is confirmation that you must dispose of this equipment in compliance with agreed national procedures.



In accordance with European legislation, end of life electrical and electronic equipment subject to disposal must be managed within agreed procedures.

Prior to disposal, please contact your local reseller or Xerox representative for end of life take-back information.

## Collection and Disposal of Equipment and Batteries



These symbols on the products and/or accompanying documents mean that used electrical and electronic products and batteries should not be mixed with general household waste.

For proper treatment, recovery, and recycling of old products and used batteries, please take them to applicable collection points, in accordance with your national legislation and the Directive 2002/96/EC and 2006/66/EC.

By disposing of these products and batteries correctly, you will help to save valuable resources and prevent any potential negative effects on human health and the environment which could otherwise arise from inappropriate waste handling.

For more information about collection and recycling of old products and batteries, please contact your local municipality, your waste disposal service or the point of sale where you purchased the items.

Penalties may be applicable for incorrect disposal of this waste, in accordance with national legislation.

### Business Users in the European Union

If you wish to discard electrical and electronic equipment, please contact your dealer or supplier for further information.

### Disposal Outside of the European Union

These symbols are only valid in the European Union. If you wish to discard these items, please contact your local authorities or dealer and ask for the correct method of disposal.

### Battery Symbol Note



This wheeled bin symbol may be used in combination with a chemical symbol. This establishes compliance with the requirements set out by the Directive.

### Battery Removal

Batteries should only be replaced by a MANUFACTURER-approved service facility.

## Other Countries

Please contact your local waste management authority to request disposal guidance.