



Xerox<sup>®</sup> WorkCentre<sup>®</sup> 7970/7970i  
Color Multifunction Printer  
2016 Xerox<sup>®</sup> ConnectKey<sup>®</sup> Technology  
User Guide



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# Safety




# 1

This chapter includes:

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- [Notices and Safety](#) ..... 13
- [Electrical Safety](#) ..... 15
- [Operational Safety](#) ..... 17
- [Maintenance Safety](#) ..... 19
- [Printer Symbols](#) ..... 20
- [Environmental, Health, and Safety Contact Information](#) ..... 21

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.

## Warning Symbols

Symbol	Description
	<p>WARNING or CAUTION:                      Ignoring this warning could cause serious injury or even death.                      To avoid personal injury, use caution.                      To avoid property damage, use caution.</p>
	<p>WARNING:                      Hot surface on or in the printer. Use caution to avoid personal injury.</p>
	<p>WARNING:                      Moving parts. To avoid personal injury, use caution.</p>




## Notices and Safety

Carefully read the following instructions 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. Safety requirements 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.

 **WARNING:** Unauthorized alterations, which can include the addition of new functions or connection of external devices, can affect the product certification. For details, contact your Xerox representative.

### 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.

## 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

Carefully read the following instructions 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. Safety requirements 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.

 **WARNING:** Unauthorized alterations, which can include the addition of new functions or connection of external devices, can affect the product certification. For details, contact your Xerox representative.

## Electrical Supply

The electrical supply for the device must meet the requirements stated on the data plate on the rear of the device. If you are not sure that your electrical supply meets the requirements, consult your local electricity provider or a licensed electrician.

 **WARNING:** The device must be connected to a grounded electrical circuit. The device is supplied with a grounded electrical plug that fits into a grounded electrical outlet. The power cord plug only fits into a grounded electrical outlet. The power cord design is a safety feature. If you are unable to insert the power cord plug into your electrical outlet, consult your local electricity provider or a licensed electrician. Always connect the device to a properly grounded electrical outlet.

## 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.

## Power Cord Safety Information

Carefully read the following instructions before operating your printer. For details, contact your Xerox representative.



### **WARNINGS:**

- The electrical supply for the device must meet the requirements stated on the data plate on the rear of the device. If you are not sure that your electrical supply meets the requirements, consult your local electricity provider or a licensed electrician.
- Do not use an extension cord.
- Do not remove or modify the power cord.

Refer to these instructions to ensure the continued safe operation of your printer.

- 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*.

# 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 314.
- 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 319.

## 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.

## Consumables Information

- Store all supplies in accordance with the instructions given on the package or container.
- Keep all supplies away from the reach of children.
- Never throw toner, print/drum cartridges, or toner containers into an open flame.
- 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.

## Vacuum Cleaner Use for Toner Spills

Use a broom or wet cloth to wipe off spilled toner. To minimize generation of dust particles, sweep or wipe slowly. Avoid using a vacuum. If you must use a vacuum, ensure the unit is designed to contain combustible dusts. Ensure that the vacuum includes an explosion rated motor and non-conductive hose.

## 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

Your Xerox® printer and supplies are designed and tested to meet strict safety requirements. Safety requirements include safety agency evaluation and certification, and compliance with electromagnetic regulations and established environmental standards. Refer to these instructions to ensure the continued safe operation of your printer. For details, contact your Xerox representative.








- Follow all warnings and instructions marked on, or supplied with, the product, options, and supplies.
- Do not attempt any maintenance procedure that is not specifically described in the documentation supplied with your printer.
- Always exercise care when moving or relocating your printer. Contact your Xerox representative to arrange the relocation of your printer.
- Never throw toner, print/drum cartridges, or toner containers into an open flame.



## **WARNINGS:**

- Before cleaning the printer, unplug it from the electrical outlet.
- Do not use aerosol cleaners. Aerosol cleaners can cause explosions or fires when used on electromechanical equipment.
- The metallic surfaces in the fuser area are hot. To avoid personal injury, use caution.
- Do not attempt to remove paper that is jammed deeply inside the product. Switch off the product promptly and contact your local Xerox representative.
- Do not apply excessive force on the document glass.
- Do not override any electrical or mechanical interlock devices.

# Printer Symbols

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



## 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 and Canada: 1-800-ASK-XEROX (1-800-275-9376)

Europe: +44 1707 353 434

For product safety information in the United States and Canada, 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:

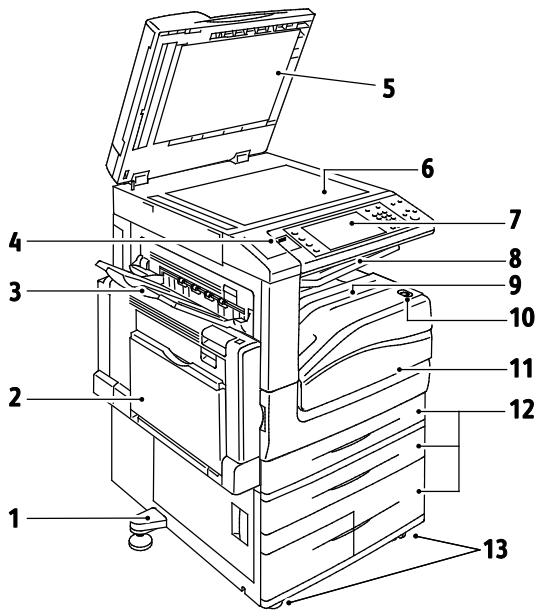
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# Parts of the Printer

This section includes:

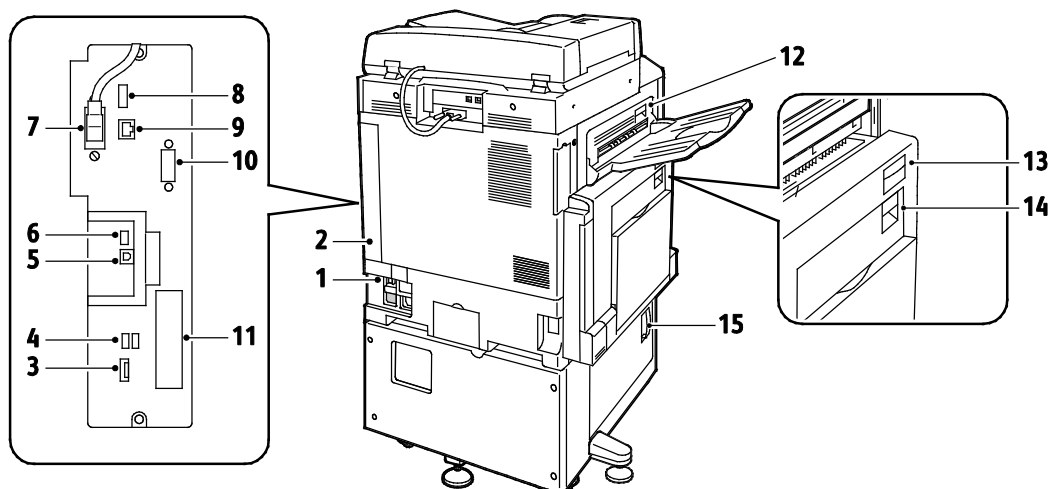
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## Left Front View



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. Trays 1-4
13. Locking Casters

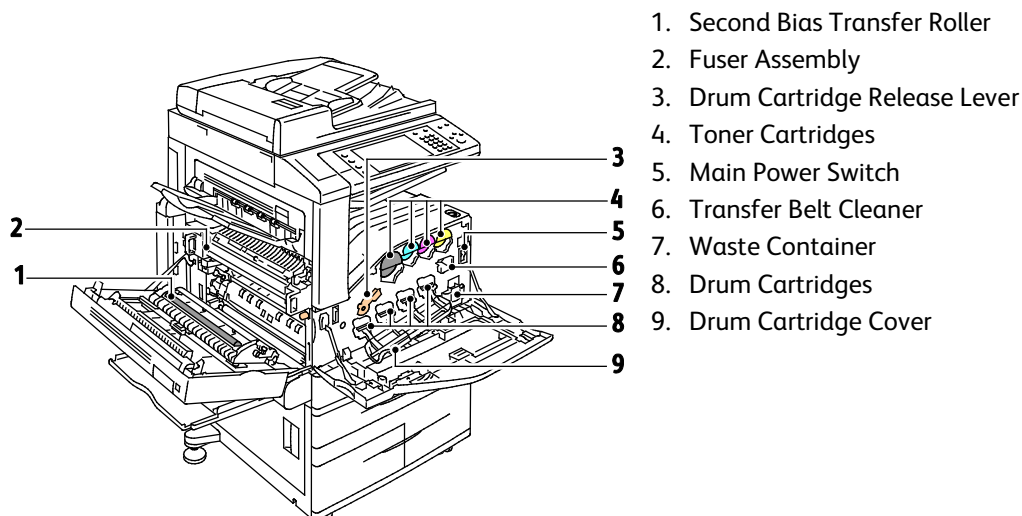
## Left Rear View



- |                                      |                                |
|--------------------------------------|--------------------------------|
| 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 |                                |

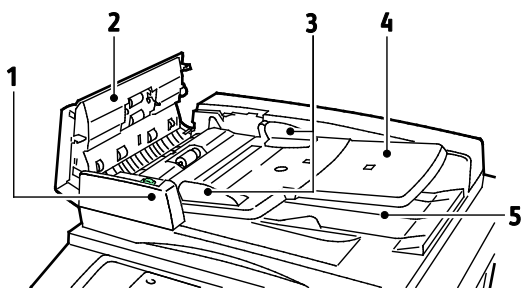
**Note:** Ensure that the rear right cover is attached. To connect an interface cable, open this cover.

## Internal Components

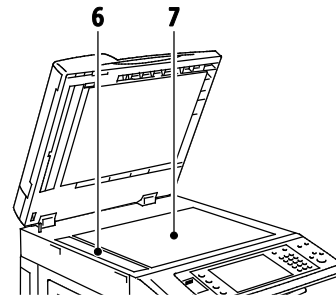


- |                                 |
|---------------------------------|
| 1. Second Bias Transfer Roller  |
| 2. Fuser Assembly               |
| 3. Drum Cartridge Release Lever |
| 4. Toner Cartridges             |
| 5. Main Power Switch            |
| 6. Transfer Belt Cleaner        |
| 7. Waste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

## Document Feeder



- 1. Confirmation Indicator
- 2. Top Cover
- 3. Document Guides
- 4. Document Feeder Tray

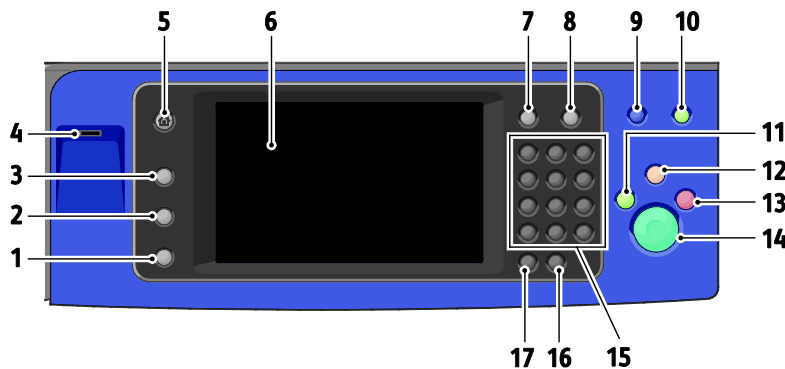


- 5. Document Output Tray
- 6. CVT Glass
- 7. Document Glass

## 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:

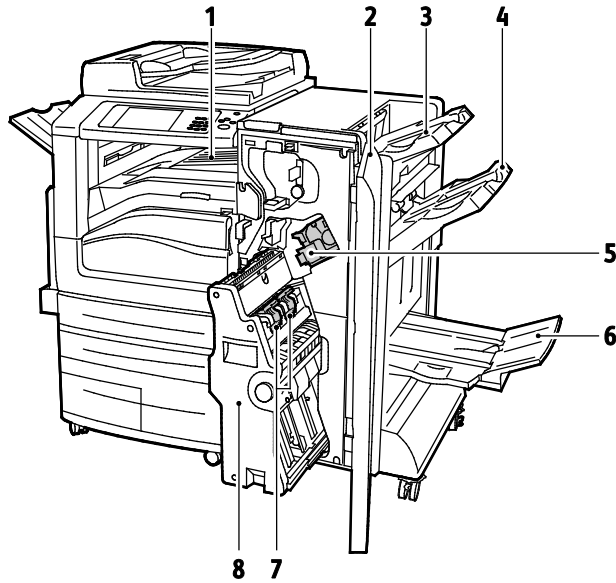
- Displays the current operating status of the printer.
- Provides access to copy, print, scan, and fax features.
- Provides access to information pages.
- Prompts you to load paper, replace supplies, and clear jams.
- Displays errors and warnings.
- Connects to a USB Flash drive for scan and print access.



Item	Name	Description
1	Machine Status Button	This button displays the status of the printer on the touch screen.
2	Job Status Button	This button displays lists of all active, secure, or completed jobs on the touch screen.
3	Services Button	This button returns to the active service from the Job Status or Machine Status screens, or to a preset service.

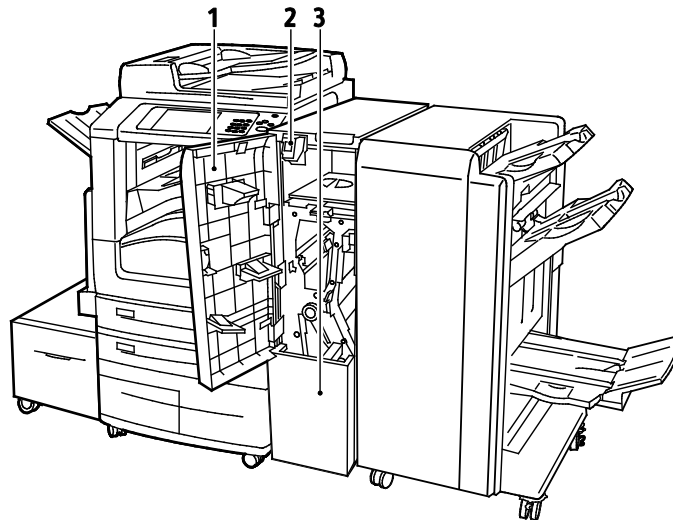
Item	Name	Description
4	USB Port	The port provides USB Flash drive connection for storage use for the Scan to USB and Print from USB functions.
5	Services Home Button	This button provides access to printer features such as copy, scan, and fax on the touch screen.
6	Touch Screen Display	The screen displays information and provides access to printer functions.
7	Log In/Out Button	This button provides access to password-protected features.
8	Help Button	This button displays information about the current selection on the touch screen.
9	Language Button	This button changes the touch screen language and keyboard settings.
10	Energy Saver Button	This button enters and exits the low-power mode.
11	Interrupt Button	This button pauses the current job to run a more urgent print, copy, or fax job.
12	Clear All Button	This button clears previous and changed settings for the current selection. To reset all features to their default settings and clear existing scans, press this button twice.
13	Stop Button	This button stops the current job temporarily. To cancel or resume your job, follow the onscreen instructions.
14	Start Button	This button starts the selected copy, scan, fax, or Print From job, such as Print from USB.
15	Alphanumeric Keypad	The keypad enters alphanumeric information.
16	C (clear) Button	This button deletes numeric values or the last digit entered using the alphanumeric keys.
17	Dial Pause Button	This button inserts a pause in a telephone number when it transmits a fax.

## Business Ready Finisher with Optional Booklet Maker



- |                              |                        |
|------------------------------|------------------------|
| 1. Horizontal Transport Unit | 5. Staple Cartridge    |
| 2. Finisher Front Cover      | 6. Booklet Maker Tray  |
| 3. Right Top Tray            | 7. Booklet Staple Unit |
| 4. Right Middle Tray         | 8. Booklet Maker Unit  |

## Business Ready Finisher with Optional C/Z Folder



1. Folder Front Cover
2. Folder Bin Release Button
3. Folder Bin



## 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 Xerox<sup>®</sup> CentreWare<sup>®</sup> 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](#)..... 31
- [Xerox® CentreWare® Internet Services](#) ..... 33
- [Finding the IP Address of the Printer](#) ..... 34
- [Automatic Data Collection](#)..... 34
- [Billing and Usage Information](#) ..... 34

For details, see the *System Administrator Guide* at [www.xerox.com/office/WC7970docs](http://www.xerox.com/office/WC7970docs).

## 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 Xerox® 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 Xerox® 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/WC7970docs](http://www.xerox.com/office/WC7970docs).

## 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 Xerox® 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 34.

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 Xerox® 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 Xerox® 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**.

## Xerox® CentreWare® Internet Services

Xerox® 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.

Xerox® 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 Xerox® CentreWare® Internet Services or the *System Administrator Guide*.

## Accessing Xerox® 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 Xerox<sup>®</sup> CentreWare<sup>®</sup> 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 234.

## Xerox ConnectKey Apps

There are several Xerox® ConnectKey® Apps available for use with your ConnectKey device. ConnectKey® Apps extend the capabilities of your ConnectKey devices.

- **Xerox QR Code:** You can use this App to link your mobile applications with ConnectKey devices. You can also use the QR Code App to access information about related Xerox® Mobile Apps.
- **Xerox @PrintByXerox:** You can use this App to print documents to ConnectKey-enabled devices using email submission from any location.
- **Xerox App Gallery 1.0:** You can use this App to access, login, browse, and download ConnectKey Apps from the Xerox App Gallery.

For more information about Xerox® ConnectKey Apps, go to [www.xerox.com/XeroxAppGallery](http://www.xerox.com/XeroxAppGallery).

### Notes:

- The ConnectKey Apps available depend on your device model and software version.
- To use ConnectKey Apps, ensure that your device is connected to the Internet.

## More Information

Resource	Location
<i>Installation Guide</i>	Packaged with the printer.
Other documentation for your printer	<ul style="list-style-type: none"> <li><a href="http://www.xerox.com/office/WC7970docs">www.xerox.com/office/WC7970docs</a></li> <li><a href="http://www.xerox.com/office/WC7970i_docs">www.xerox.com/office/WC7970i_docs</a></li> </ul>
Recommended Media List	United States: <a href="http://www.xerox.com/rmlna">www.xerox.com/rmlna</a> European Union: <a href="http://www.xerox.com/rmleu">www.xerox.com/rmleu</a>
Technical support information for your printer; including online technical support, Online Support Assistant, and driver downloads.	<ul style="list-style-type: none"> <li><a href="http://www.xerox.com/office/WC7970support">www.xerox.com/office/WC7970support</a></li> <li><a href="http://www.xerox.com/office/WC7970i_support">www.xerox.com/office/WC7970i_support</a></li> </ul>
Information about menus or error messages	Press the control panel Help (?) button.
Information pages	To print from the control panel, press <b>Machine Status &gt; Machine Information &gt; Information Pages</b> . To print from Xerox® CentreWare® Internet Services, click <b>Status &gt; Information Pages</b> .
Xerox® CentreWare® Internet Services documentation	In Xerox® CentreWare® Internet Services, click <b>Help</b> .
Order supplies for your printer	<ul style="list-style-type: none"> <li><a href="http://www.xerox.com/office/WC7970supplies">www.xerox.com/office/WC7970supplies</a></li> <li><a href="http://www.xerox.com/office/WC7970i_supplies">www.xerox.com/office/WC7970i_supplies</a></li> </ul>
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>
Third party and open source software	To locate third party and open source software disclosure notices and terms and conditions, go to the product page at: <ul style="list-style-type: none"> <li><a href="http://www.xerox.com/office/WC7970support">www.xerox.com/office/WC7970support</a></li> <li><a href="http://www.xerox.com/office/WC7970i_support">www.xerox.com/office/WC7970i_support</a></li> </ul>



## 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/WC7970support](http://www.xerox.com/office/WC7970support).

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](#)..... 40
- [Modifying General Settings](#) ..... 44
- [Installing the Software](#) ..... 47

See also:

*Installation Guide* packaged with your printer.

*System Administrator Guide* at [www.xerox.com/office/WC7970docs](http://www.xerox.com/office/WC7970docs).

# 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 Xerox® 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/WC7970docs](http://www.xerox.com/office/WC7970docs).

## 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/WC7970docs](http://www.xerox.com/office/WC7970docs).

## 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 Xerox® 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/WC7970docs](http://www.xerox.com/office/WC7970docs).


## 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 176, [Selecting Server Fax Options](#) on page 187, or [Selecting Internet Fax Options](#) on page 193.

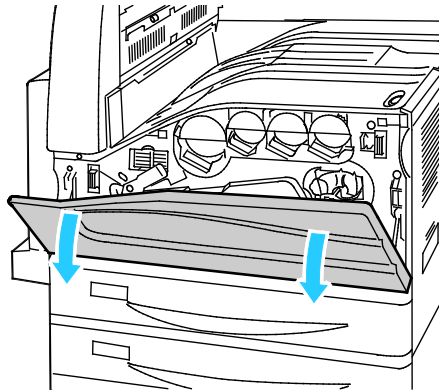
## Turning the Printer On and Off

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

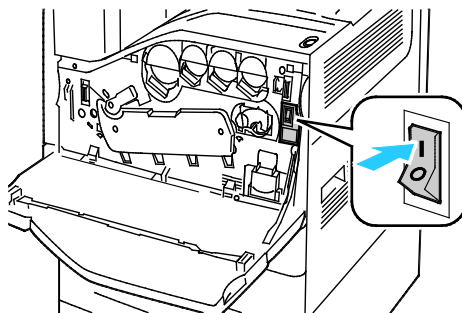
 **CAUTION:** Do not plug or unplug the power cord while the power switch is in the On position.

To turn on the printer:

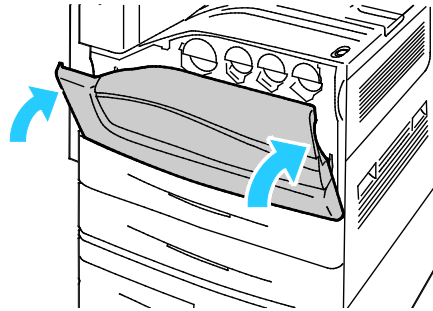
1. Open the front door.



2. Turn on the main power switch.

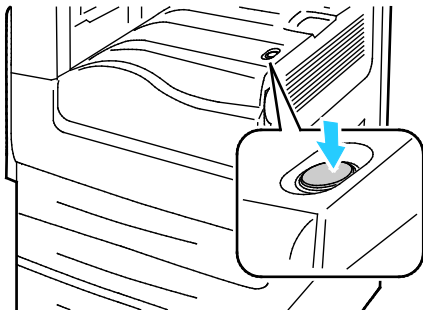


3. Close the front door.

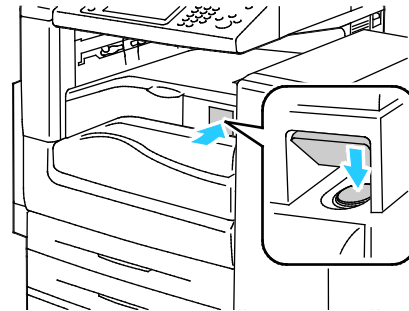


4. Press the secondary power switch.

**Note:** When the optional Business Ready finisher is installed, the secondary power switch is behind a clear plastic door.



Secondary Power Switch



Secondary Power Switch with BR Finisher

To connect a cable:

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

**Note:** When the optional Business Ready finisher 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.

To turn off the printer:

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

**Note:** When the optional Business Ready finisher 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.

## Preventing Printer Malfunction

To prevent printer malfunction or damage to the internal hard drive:

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

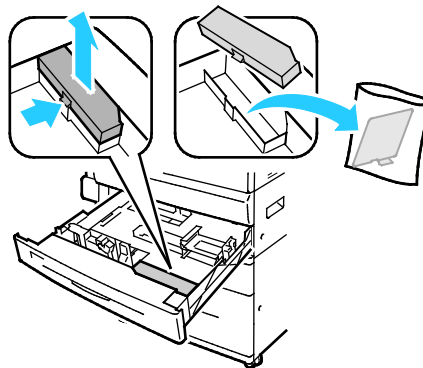
**Note:** When the optional Business Ready finisher is installed, the secondary power switch is behind a clear plastic door.

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

## 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/WC7970docs](http://www.xerox.com/office/WC7970docs).

If your printer model has a cover for the USB port on the control panel, you can install or remove the cover. You can find the installation instructions and the necessary part 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.

**Note:** If these settings do 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 33.

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:** This option specifies when the printer goes into energy-saving mode.
  - **Date and Time:** This option allows you to set the time zone, date, time, and display format.
  - **Language/Keyboard Selection:** This option allows you to set the language and keyboard layout.
  - **Custom Keyboard Button:** This option allows you to assign text to the custom key on the virtual keyboard.
3. Touch **OK**.



## 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 33.

3. On the Energy Saver screen, select an option:
  - **Intelligent Ready:** The printer wakes and sleeps based on previous usage.
  - **Job Activated:** The printer wakes when it detects activity. To change the default Low-Power and Sleep timeout periods, touch **Energy Saver Timers**.
    - To set the delay before the printer enters Low-Power mode, touch the Minutes field, then to set the number, touch the arrows.
    - To set the delay before the printer enters Sleep mode, touch the Minutes field, then to set a number, touch the arrows.
    - Touch **OK**.
  - **Scheduled:** The printer wakes and sleeps according to a schedule that you specify. To specify the schedule, touch **Scheduled Settings**.
    - Touch a day of the week in the list.
    - To allow the printer to wake when it senses activity on that day, touch **Activity**.
    - To wake the printer at a specific time, touch **Time**. To set the time that the printer wakes up on the specified day, touch **Warm Up Time**, then to select the time, touch the arrows. Touch **OK**. To specify the time that the printer sleeps on the specified day, touch **Energy Saver Time**, then to select the time, touch the arrows. Touch **OK**.
    - Touch **OK**.
4. Touch **OK**.

## 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 33.

3. To set the time zone, touch **Time Zone**, touch the **Geographic Region** drop-down list, then touch your region. Use the **Up** or **Down** arrows to navigate and select your Time Zone.

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

4. To set the date:
  - a. Touch **Date**.
  - b. Touch **Year** field, then to set a number, use the arrows.
  - c. Touch **Month** field, then to set a number, use the arrows.
  - d. Touch **Day** field, then to set a number, use the arrows.
  - e. Touch **Format**, touch the date format that you wish to use.
5. To set the time:
  - a. Touch **Time**.
  - b. To specify the 12-hour or 24-hour format, touch **Display 24 hour Clock**.
  - c. Touch the **Hours** field, then to set a number, use the arrows.
  - d. Touch the **Minutes** field, then to set a number, use the arrows.
  - e. If your printer is set to display the 12-hour clock, touch **AM** or **PM**.
6. Touch **OK**.

# Installing the Software

This section includes:

- Operating System Requirements ..... 47
- Installing Drivers and Utilities for Windows ..... 48
- Installing Print Drivers and Utilities for Macintosh OS X Versions 10.7 and Later ..... 49
- Installing Print Drivers and Utilities for UNIX and Linux Printing ..... 50
- Other Drivers ..... 52

Before you install driver software, verify that the printer is plugged in, turned on, connected correctly, and has a valid IP address. If you cannot find the IP address, see [Finding the IP Address of Your Printer](#) on page 34.

If the *Software and Documentation disc* is not available, download the latest drivers from [www.xerox.com/office/WC7970drivers](http://www.xerox.com/office/WC7970drivers).

## Operating System Requirements

- Windows XP SP3 and later, Windows Server 2003 and later
- Macintosh OS X version 10.7 and later.
- Novell Netware 6.0 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 Print Drivers and Utilities for Macintosh OS X Versions 10.7 and Later

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.
2. Open Xerox® Print Drivers 3.xx.x.dmg/.pkg as needed for your printer.
3. To run Xerox® Print Drivers 3.xx.x.dmg/.pkg, double-click the appropriate file name.
4. When prompted, click **Continue**.
5. To accept the license agreement, click **I Agree**.
6. To accept the current installation location, click **Install**, or select another location for the installation files, then click **Install**.
7. Enter your password, then click **OK**.
8. 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**.
9. To accept the print queue message, click **OK**.
10. Select or clear the **Set Printer as Default** and **Print a Test Page** check boxes.
11. Click **Continue**, then click **Close**.

**Note:** The printer is added automatically to the printer queue in Macintosh OS X versions 10.7 and later.

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

1. From the Apple menu, click **Printer Preferences > Print & Scan**.
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 **OK**, close the window, then exit System Preferences.

## Installing Print Drivers and Utilities for UNIX and Linux Printing

For details about UNIX and Linux drivers, see the *System Administrator Guide* at [www.xerox.com/office/WC7970docs](http://www.xerox.com/office/WC7970docs).

### Xerox® Print Driver Package

The Xerox® Print Driver package provides tools for you to manage printers connected in UNIX and Linux environments.

### Xerox® Print Drivers

You can use a Xerox® print driver to select printer features. All operating systems include the Office Standard print driver, which can print to a wide range of Xerox devices that share common features. You can use a Linux-based print driver to print to a specific model.

### Xerox® Printer Manager

Xerox® Printer Manager allows you to:

- Configure local and network-connected printers.
- Set up a printer on your network as well as monitor the operation of the printer once installed.
- Provide a common look and feel across the many different suppliers of UNIX and Linux operating systems.

## Installing Xerox® Print Driver Package

Before you begin:

Ensure that you have root or superuser privileges to install Xerox® Printer Manager.

**Note:** When installing drivers for a network printer, if you do not see your printer in the list, click the **IP Address or DNS Name** button. In the IP Address or DNS Name field, type the IP address of your printer, then click **Search** to locate your printer. If you do not know the IP address of the printer, see [Finding the IP Address of Your Printer](#) on page 34.

1. Download the appropriate package for your operating system.

The available files are:

- XeroxOSDPkg-AIXpowerpc-x.xx.xxx.xxxx.rpm for the IBM PowerPC family.
- XeroxOSDPkg-HPUXia64-x.xx.xxx.xxxx.depot.gz to support HP Itanium workstations.
- XeroxOSDPkg-SunOSi386-x.xx.xxx.xxxx.pkg.gz for Sun Solaris x86 systems.
- XeroxOSDPkg-SunOSsparc-x.xx.xxx.xxxx.pkg.gz for Sun Solaris SPARC systems.
- Xeroxv5Pkg-Linux686-x.xx.xxx.xxxx.rpm to support RPM-based 32-bit Linux environments.
- Xeroxv5Pkg-Linux686-x.xx.xxx.xxxx.deb to support Debian-based 32-bit Linux environments.
- Xeroxv5Pkg-Linuxx86\_64-x.xx.xxx.xxxx.rpm to support RPM-based 64-bit Linux environments.
- Xeroxv5Pkg-Linuxx86\_64-x.xx.xxx.xxxx.deb to support Debian-based 64-bit Linux environments.

2. To install the Xerox® Print Driver package, open the package with your OS package manager or use the appropriate command-line utility for your OS.

- AIX: `rpm -U XeroxOSDPkg-AIXpowerpc-x.xx.xxx.xxxx.rpm`
- HPUX: `swinstall -s XeroxOSDPkg-HPUXia64-x.xx.xxx.xxxx.depot.gz \*`
- Solaris (x86 based): `pkgadd -d XeroxOSDPkg-SunOSi386-x.xx.xxx.xxxx.pkg`
- Solaris (SPARC based): `pkgadd -d XeroxOSDPkg-SunOSsparc-x.xx.xxx.xxxx.pkg`
- Linux (RPM based 32-bit): `rpm -U Xeroxv5Pkg-Linux686-x.xx.xxx.xxxx.rpm`
- Linux (Debian based 32-bit): `dpkg -i Xeroxv5Pkg-Linux686-x.xx.xxx.xxxx.deb`
- Linux (RPM based 64-bit): `rpm -U Xeroxv5Pkg-Linuxx86_64-x.xx.xxx.xxxx.rpm`
- Linux (Debian based 64-bit): `dpkg -i Xeroxv5Pkg-Linuxx86_64-x.xx.xxx.xxxx.deb`

The package installs files into `/opt/Xerox/prtsys`.

## Launching Xerox® Printer Manager

To launch Xerox® Printer Manager from a terminal window prompt as root, type **xeroxprtmgr**, then press **Enter** or **Return**.

## Other Drivers

The following drivers are available for download at [www.xerox.com/office/WC7970drivers](http://www.xerox.com/office/WC7970drivers).

- 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:

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- Loading Paper ..... 60
- Printing on Special Paper ..... 72

# Supported Paper

This section includes:

- [Recommended Media](#) ..... 54
- [Ordering Paper](#) ..... 54
- [General Paper Loading Guidelines](#) ..... 54
- [Paper That Can Damage Your Printer](#) ..... 55
- [Paper Storage Guidelines](#) ..... 55
- [Supported Paper Types and Weights](#) ..... 56
- [Supported Standard Paper Sizes](#) ..... 57
- [Supported Paper Sizes and Weights for Automatic 2-Sided Printing](#) ..... 58
- [Supported Paper Sizes for the Envelope Tray](#) ..... 58
- [Supported Custom Paper Sizes](#) ..... 59

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/rmlna](http://www.xerox.com/rmlna) Recommended Media List (United States)
- [www.xerox.com/rmleu](http://www.xerox.com/rmleu) Recommended Media List (Europe)

## Ordering Paper

To order paper, transparencies, or other media, contact your local reseller or go to [www.xerox.com/office/WC7970supplies](http://www.xerox.com/office/WC7970supplies).

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

## Supported Standard Paper Sizes

Tray Number	European Standard Sizes	North American Standard Sizes
Printer Tray 1	A5 (148 x 210 mm) A4 (210 x 297 mm) A3 (297 x 420 mm) B5 (176 x 250 mm) B4 (250 x 353 mm) JIS B5 (182 x 257 mm) JIS B4 (257 x 364 mm)	Statement (5.5 x 8.5 in.) Executive (7.25 x 10.5 in.) Letter (8.5 x 11 in.) US Folio (8.5 x 13 in.) Legal (8.5 x 14 in.) Tabloid (11 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	A5 (148 x 210 mm) A4 (210 x 297 mm) A3 (297 x 420 mm) B5 (176 x 250 mm) B4 (250 x 353 mm) JIS B5 (182 x 257 mm) JIS B4 (257 x 364 mm) SRA3 (320 x 450 mm)	Statement (5.5 x 8.5 in.) Executive (7.25 x 10.5 in.) Letter (8.5 x 11 in.) 8.5 x 13 in. Legal (8.5 x 14 in.) Tabloid (11 x 17 in.) 12 x 18 in.
Trays 3 and 4 of the High-Capacity Tandem Tray Module Tray 6 of the High-Capacity Feeder	A4 (210 x 297 mm) JIS B5 (182 x 257 mm)	Executive (7.25 x 10.5 in.) Letter (8.5 x 11 in.)
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)	Postcard (6 x 9 in.)
A5 (148 x 210 mm)	Statement (5.5 x 8.5 in.)
A4 (210 x 297 mm)	8 x 10 in.
A4 Oversized (223 x 297 mm)	Executive (7.25 x 10.5 in.)
A3 (297 x 420 mm)	Letter
JIS B6 (128 x 182 mm)	9 x 11 in.
JIS B5 (182 x 257 mm)	US Folio (8.5 x 13 in.)
215 x 315 mm	Legal (8.5 x 14 in.)
JIS B4 (257 x 364 mm)	Tabloid (11 x 17 in.)
SRA3 (320 x 450 mm)	Tabloid Extra (12 x 18 in.)
	12 x 19 in.

In addition to standard paper sizes and weights, you can use custom paper sizes and weights for automatic 2-sided printing.



### CAUTIONS:

- Do not use transparencies, envelopes, labels, or reloaded paper for automatic 2-sided printing.
- Do not use media that does not meet the minimum size and weight requirements for automatic 2-sided printing.
- Do not use media that exceeds the maximum size and weight requirements for automatic 2-sided printing.

You can use the following custom paper sizes for automatic 2-sided printing.

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

You can use the following custom paper weights for automatic 2-sided printing.

- Minimum weight 60 g/m<sup>2</sup>
- Maximum weight 256 g/m<sup>2</sup>

## Supported Paper Sizes for the Envelope Tray

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

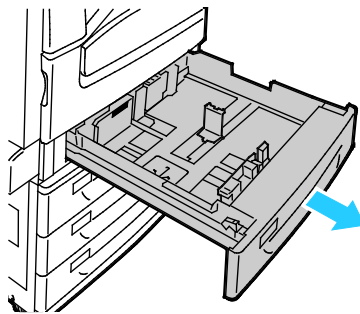
# Loading Paper

This section includes:

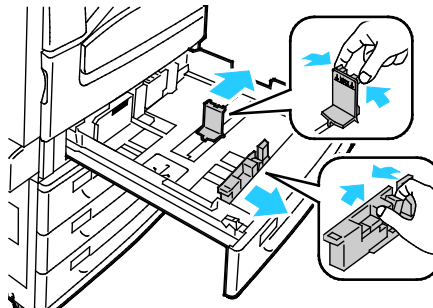
- Loading Paper in Trays 1–4..... 60
- Setting the Guide Locks in the 500-Sheet Adjustable Trays..... 63
- Loading Paper in Trays 3 and 4 of the Tandem Tray Module ..... 64
- Loading Paper in Tray 5..... 66
- Loading Paper in Tray 6 (High-Capacity Feeder)..... 68
- Configuring Tray 6 in the High-Capacity Feeder ..... 70
- Changing Paper Size, Type, and Color ..... 71
- Changing Paper Size, Type, and Color ..... 71

## Loading Paper in Trays 1–4

1. Pull out the tray until it stops.

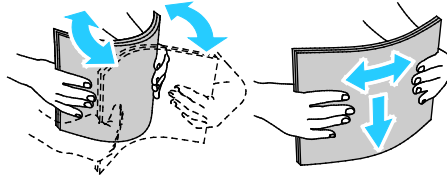


2. Ensure that the guide locks are set in the correct position for the standard or custom size paper that you are loading. For details, see [Setting the Guide Locks in the 500-Sheet Adjustable Trays](#) on page 63.
3. Remove any paper that is a different size or type.
4. To move the length and width guides out:
  - a. Pinch the guide lever on each guide.
  - b. Slide the guides outward until they stop.
  - c. Release the levers.



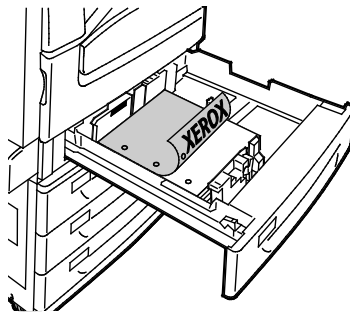


5. Flex the sheets back and forth and fan them, then align the edges of the stack on a level surface. This procedure separates any sheets that are stuck together and reduces the possibility of jams.

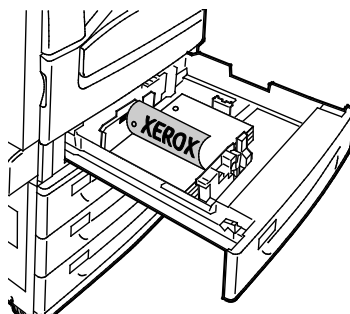


**Note:** To avoid jams and misfeeds, do not remove paper from its packaging until you are ready to use it.

6. Load paper in the main tray. Do one of the following:
- Load labels face up with the top edge toward the front of the tray.
  - For clear or non-stripe transparencies, load face up.
  - For striped transparencies, load with the stripe down on the right trailing edge.
  - 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.

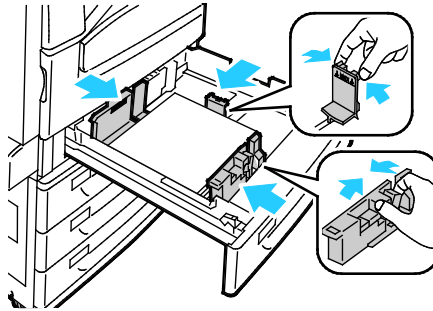


- For short-edge feed, insert letterhead and pre-printed paper face down with the top edge to the left. Load hole punched paper with the holes toward the rear of the printer.
- Load labels face up with the top edge to the right.

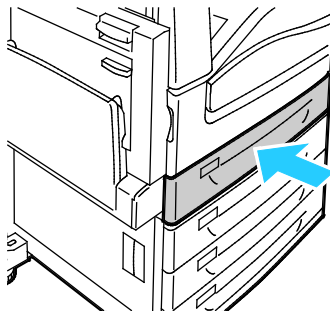


**Note:** Do not load paper above the maximum fill line. Overfilling the tray can cause the printer to jam.

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 Settings**. Configure the desired tray settings, for details see [Configuring Tray Settings](#) on page 71.

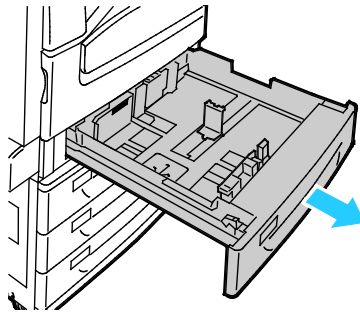
**Note:** If this feature does not appear, log in as a system administrator. For details, see [Logging In as the System Administrator at the Control Panel](#) on page 33.

## 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.

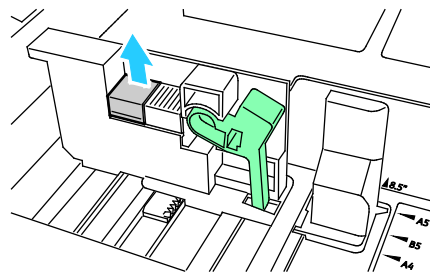
To move the guide locks from the standard to the custom paper size position:

1. Pull out the tray until it stops.

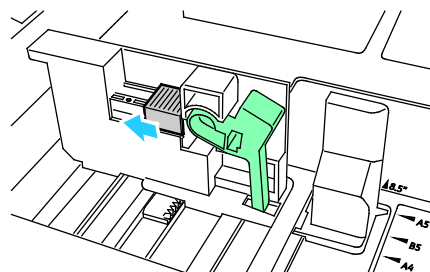


**Note:** For best results, remove any paper from the tray, pinch the guide levers, and slide the guides inward.

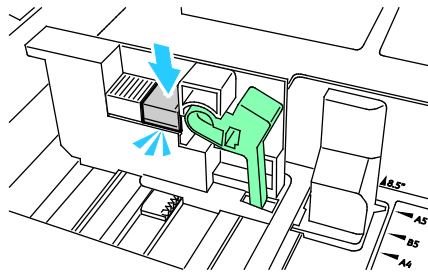
2. Pry up the retainer with your fingertip, pulling the lower edge toward you.



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.

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

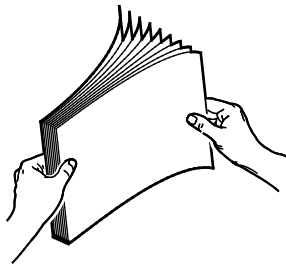
The tandem tray module holds larger amounts of paper for fewer printing interruptions. It contains three trays. Tray 2 holds paper sizes up to SRA3/12 x 18 in. Trays 3 and 4 hold A4/letter size paper only.

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

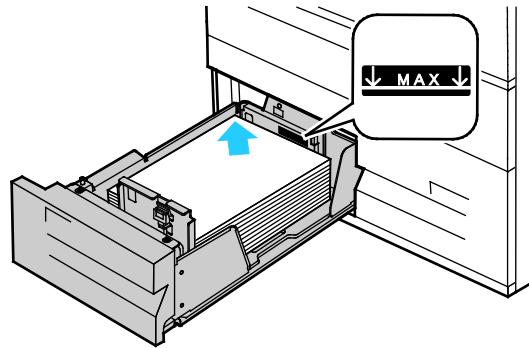
To load tray 2, see Loading Paper in Trays 1-4.

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.

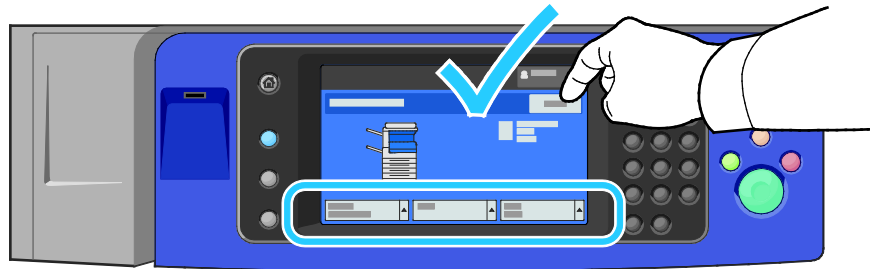
**Note:** To avoid paper jams and misfeeds, do not remove paper from its packaging until necessary.



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

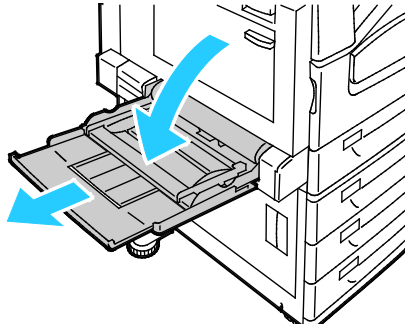


4. Adjust the guides so that they touch the edges of the stack.
5. Close the tray.
6. Verify the size, type, and color of the paper. Change the selection for any incorrect setting.
7. On the printer touch screen, touch **Confirm**.

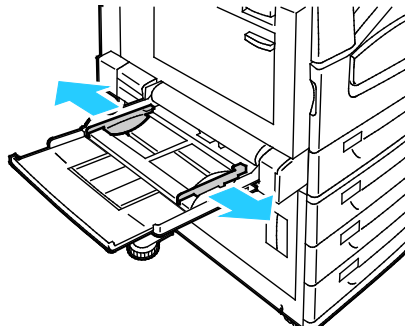


## Loading Paper in Tray 5

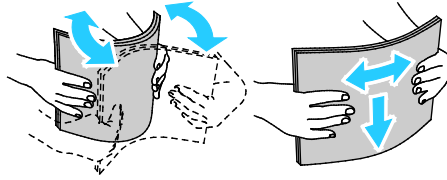
1. Open tray 5, then pull out the extension tray for larger sizes. If already opened, remove any paper that is a different size or type.



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

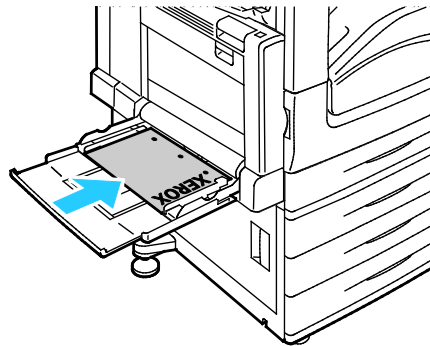


3. Flex the sheets back and forth and fan them, then align the edges of the stack on a level surface. This procedure separates any sheets that are stuck together and reduces the possibility of jams.

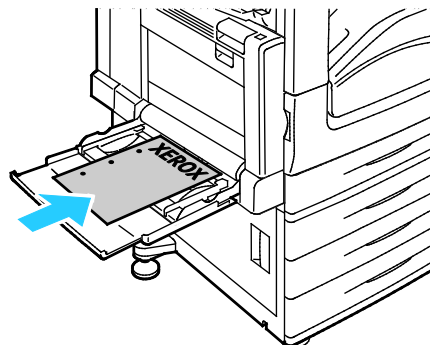


**Note:** To avoid jams and misfeeds, do not remove paper from its packaging until you are ready to use it.

4. Load the paper in the tray. Do one of the following:
  - For long-edge feed, insert letterhead and pre-printed paper face up with the top edge toward the front of the tray. Load hole punched paper with the holes to the right.
  - Load labels face down with the top edge toward the front of the tray.
  - For clear or stripe-less transparencies, load face down with the long edge leading into the printer. For striped transparencies, load face up with the non-stripe edge leading into the printer.

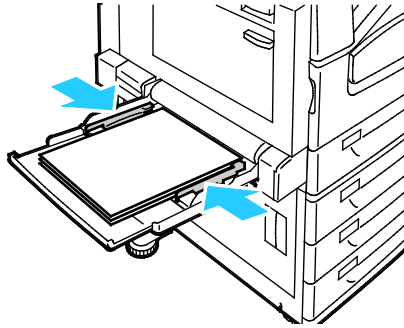


- For short-edge feed, insert letterhead and pre-printed paper face up with the top edge leading into the printer.
- Load hole punched paper with the holes toward the rear of the printer.
- Load labels face down with the top edge to the left.



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

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

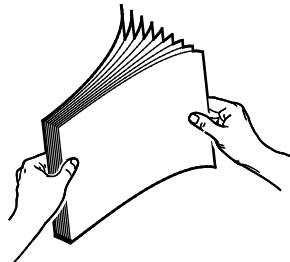


6. Do one of the following:
  - To confirm the paper size, type, and color when a tray is set to Fully Adjustable, touch **Confirm**.
  - To select a new paper size, touch **Size**. To select a new paper type, touch **Type**. To select a new paper color, touch **Color**. When finished, touch **Confirm**.

### 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.

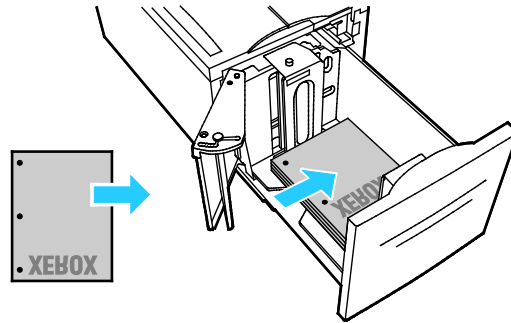




4. Load the paper against the right side of the tray.

For 1-sided printing:

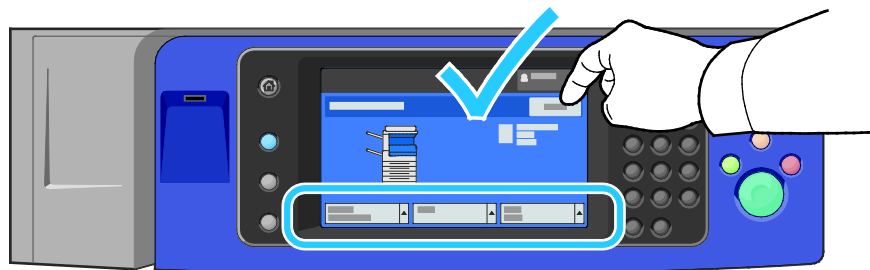
- Place the print side face down.
- Place pre-punched paper with the holes toward the left side of the tray.
- Place letterhead or the top of the page toward the front of the tray.



**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**.

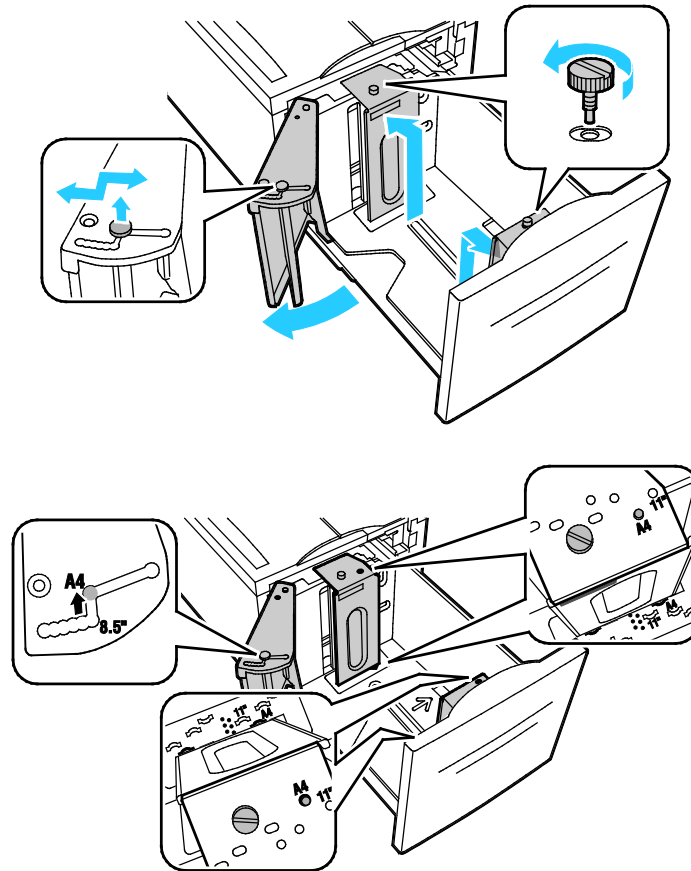


## Configuring Tray 6 in the High-Capacity Feeder

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 54.

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.



## Changing Paper Size, Type, and Color

When trays are set to Adjustable mode, you can change paper settings each time that you load the tray. When you close the tray, the control panel prompts you to set the paper size, type, and color of paper loaded.

When a paper tray is set to Dedicated mode, the control panel prompts you to load a specific paper size, type and color. If you move the guides to load a different paper size, the control panel displays an error message.

To configure the tray settings for Fully Adjustable or Dedicated trays see [Configuring Tray Settings](#) on page 71.

To set the paper size, type, or color for an adjustable tray:

1. Open the paper tray, then load the desired paper.
2. Close the tray. A message appears on the control panel.
3. 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**.

## Changing Paper Size, Type, and Color

You can set paper trays to Adjustable or Dedicated mode. When trays are set to Adjustable mode, you can change paper settings each time that you load the tray. When a paper tray is set to Dedicated mode, the control panel prompts you to load a specific paper size, type, and color. You can use the Tray Settings option to configure or change the paper tray settings.

To configure the tray settings:

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 Settings**, then select a tray.
  - To set the Mode, touch **Fully Adjustable** or **Dedicated**. If you select Dedicated, to specify the paper settings for a dedicated tray, touch **Edit**, then set the paper **Size**, **Type**, and **Color**. Touch **OK**.
  - To configure the printer to select the tray automatically, for Auto Selection, touch **Enabled**.
  - To set the priority for each tray, touch the number field. To enter a number, use the alphanumeric keypad, or touch **Plus (+)** or **Minus (-)**. The printer uses paper from the Priority 1 tray first. If that tray is empty, the printer uses paper from the Priority 2 tray.
4. Touch **OK**.

**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/WC7970docs](http://www.xerox.com/office/WC7970docs).

# Printing on Special Paper

This section includes:

- [Envelopes](#) ..... 72
- [Labels](#)..... 75
- [Glossy Cardstock](#) ..... 79
- [Transparencies](#) ..... 80

To order paper, transparencies, or other media, contact your local reseller or go to [www.xerox.com/office/WC7970supplies](http://www.xerox.com/office/WC7970supplies).

See also:

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

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

## Envelopes

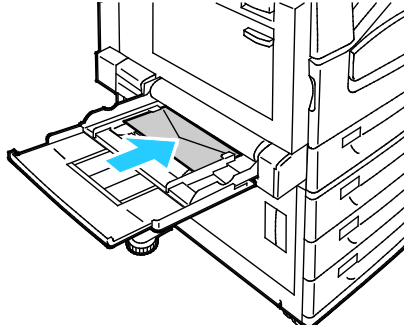
Envelopes can be printed only from tray 5, or from tray 1 if the optional envelope tray is installed.

### Guidelines for Printing Envelopes

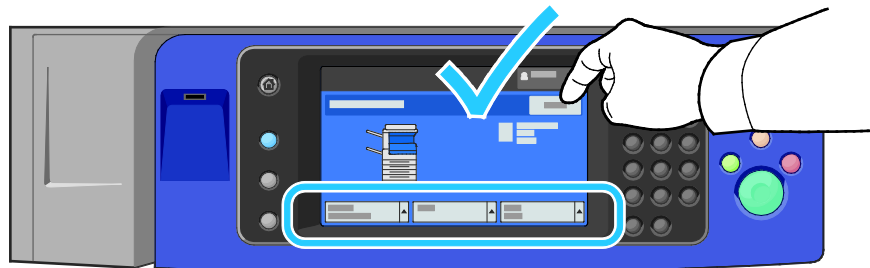
- Print quality depends on the quality and construction of the envelopes. Try another envelope brand if you do not get desired results.
- Maintain constant temperatures and relative humidity.
- Store unused envelopes in their packaging to avoid excess moisture and dryness which can affect print quality 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.

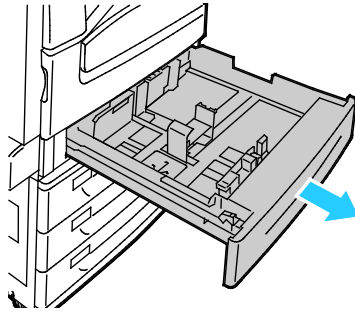


3. Center the stack, then slide the guides until they lightly touch the edges of the stack.
4. Verify the size, type, and color of the envelope. Change the selection for any incorrect setting. Select the size before the type.
5. On the printer touch screen, touch **Confirm**.



## Loading the Envelope Tray

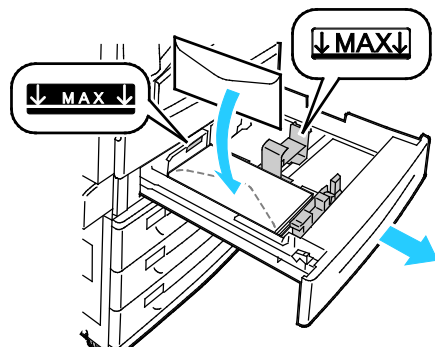
1. Pull out the envelope tray until it stops.



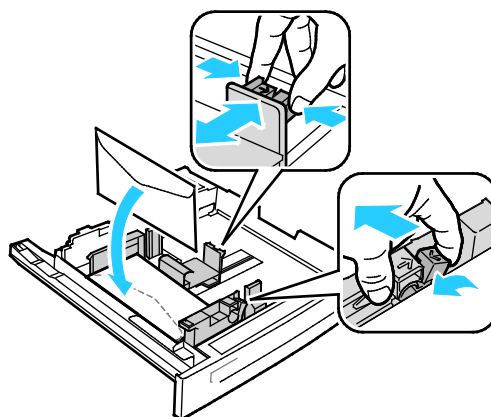
2. Load the envelopes in the envelope tray with the flaps closed, flaps down, and on the leading edge, toward the left.

### 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 71.

## Labels

You can print labels from any tray.

### Guidelines for Printing Labels

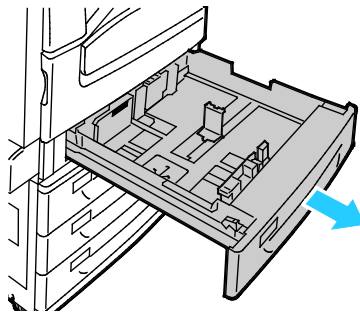
- Use labels designed for laser printing.
- Do not use vinyl labels.
- Do not feed a sheet of labels through the printer more than once.
- Do not use dry gum labels.
- Print only on one side of the sheet of labels. Use full sheet labels only.
- Store unused labels flat in their original packaging. Leave 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.
- Before loading labels, remove all other paper from the tray.



**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

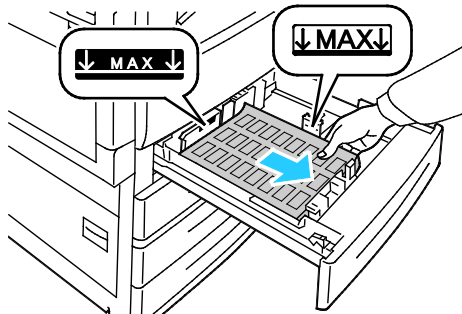
1. Pull out the tray until it stops.



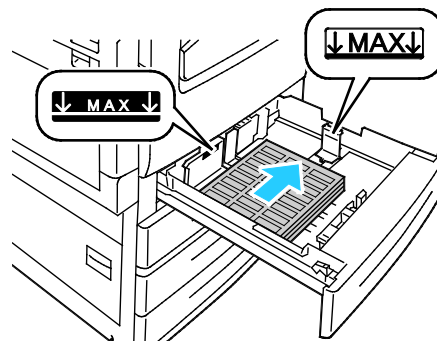
2. Ensure that the guide locks are set in the correct position for the size labels you are loading. For details, see [Setting the Guide Locks in the 500-Sheet Adjustable Trays](#) on page 63.

**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.



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

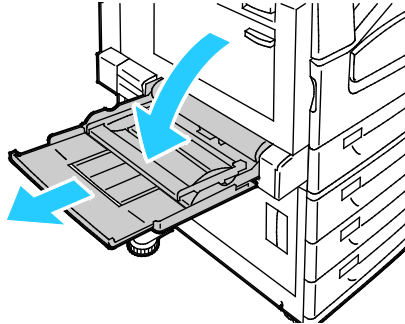


4. Close the tray. Set the paper size, type, and color at the control panel. For details, see [Changing Paper Size, Type, and Color](#) on page 71.

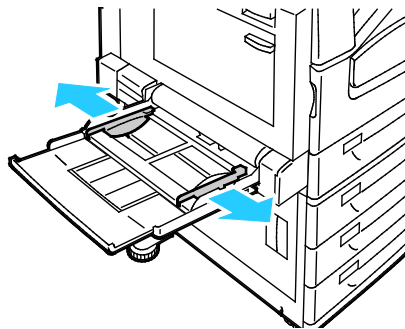


## Loading Labels in Tray 5

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

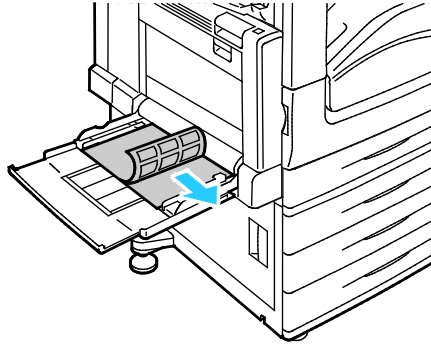


2. Move the width guides to the edges of the tray.

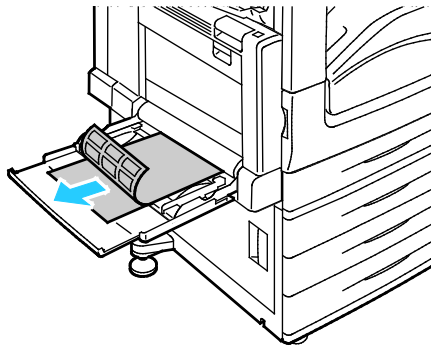


3. Load the labels in the tray. Do one of the following:

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



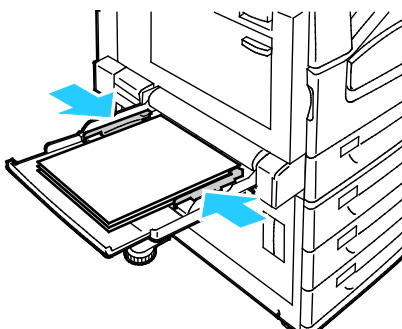
- For short-edge feed, load labels face down with the top edge to the left.



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**.

## Glossy Cardstock

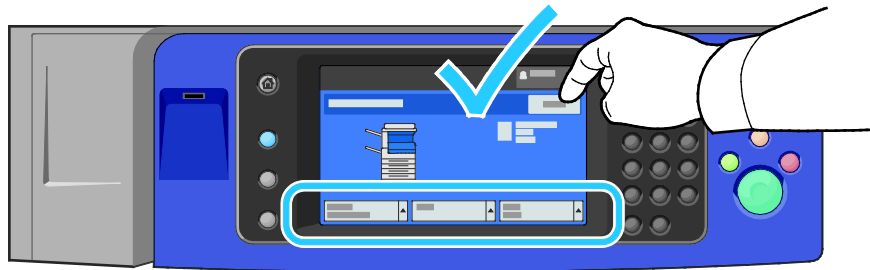
You can print Lightweight Glossy Cardstock and Glossy Cardstock from any tray. You can print Heavyweight Glossy Cardstock from tray 5 only.

### 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

- Before you load transparencies in the tray, remove all paper.
- 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 Clear or non-strip transparencies face down into Tray 5 (bypass tray) and face up into trays 1-4.
- Do not fan transparencies.
- After you load transparencies, on the printer touch screen, change the paper type to Transparency.
- In the print driver software, for paper type, select Transparency.
- For Trays 1-4, load striped transparencies with the stripe down on the trailing edge (right).
- For Tray 5, load striped transparencies with the stripe up on the trailing edge (left).

# Printing

# 5

This chapter includes:

- [Printing Overview](#) ..... 82
- [Selecting Printing Options](#) ..... 83
- [Managing Jobs](#)..... 89
- [Printing Features](#) ..... 92
- [Printing Special Job Types](#) ..... 102
- [Held Print Jobs](#)..... 108
- [Print From](#) ..... 109

## 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 47.

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.
5. Access the print driver settings by selecting **Properties** or **Preferences** for Windows, or **Xerox® 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 60

[Selecting Printing Options](#) on page 83

[Printing on Both Sides of the Paper](#) on page 92

[Printing on Special Paper](#) on page 72

# Selecting Printing Options

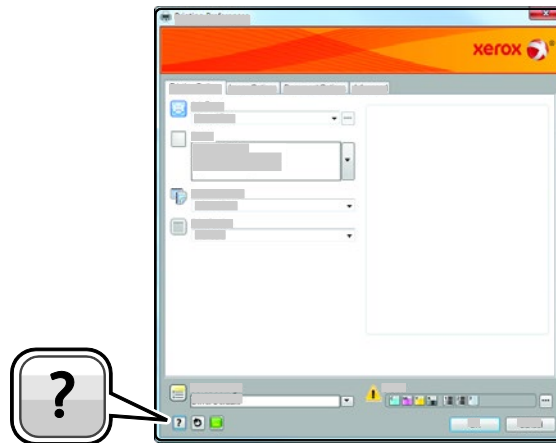
This section includes:

- [Print Driver Help](#)..... 83
- [Windows Printing Options](#) ..... 84
- [Macintosh Printing Options](#) ..... 86
- [Linux Printing Options](#)..... 87

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 SP3, click **Start > Settings > Printers and Faxes**.
  - 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 for 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:** You can use this option to have the printer determine the output destination based on the number of sets and the stapling option selected. The printer sends multiple sets or stapled sets to the finisher output tray.
  - **Center Tray:** You can use this option to select the output tray in the middle of the printer.
  - **Left Tray:** You can use this option to select the output tray on the left side of the printer.
  - **Folder Tray:** You can use this option to select the output tray for the CZ Folder.
  - **Right Top Tray:** You can use this option to select the output tray on top of the Business Ready finisher.
  - **Right Middle Tray:** You can use this option to select the output tray in the middle of the Business Ready finisher.
  - **Booklet Tray:** You can use this option to select the output tray on the bottom of the Business Ready finisher.
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.
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:** You can use this option to have the printer determine the output destination based on the number of sets and the stapling option selected. The printer sends multiple sets or stapled sets to the finisher output tray.
  - **Center Tray:** You can use this option to select the output tray in the middle of the printer.
  - **Left Tray:** You can use this option to select the output tray on the left side of the printer.
  - **Folder Tray:** You can use this option to select the output tray for the CZ Folder.
  - **Right Top Tray:** You can use this option to select the output tray on top of the Business Ready finisher.
  - **Right Middle Tray:** You can use this option to select the output tray in the middle of the Business Ready finisher.
  - **Booklet Tray:** You can use this option to select the output tray on the bottom of the Business Ready finisher.
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.

## Linux Printing Options

### Launching Xerox® Printer Manager

To launch Xerox® Printer Manager from a terminal window prompt as root, type **xeroxprtmgr**, then press **Enter** or **Return**.

### Printing from a Linux Workstation

To print from a Linux workstation:

1. Create a print queue.
2. 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**.
3. Select the target print queue.
4. Close the Print dialog box
5. In the Xerox® GUI print driver, select the available printer features.
6. Click **Print**.

The Xerox® print driver accepts job ticket settings files that select additional settings or features. You can also submit print requests through the command line using **lp/lpr**.

To create a job ticket using the Xerox® GUI print driver:

1. Open the Xerox® GUI print driver.
2. Select the desired options.
3. Click **Save As**, then store the job ticket in a public location, such as **/tmp**.

**Note:** Personally identifiable information, such as a Secure Print passcode, is not saved in the job ticket. You can specify the information on the command line.

To create a job ticket using the command line:

1. On the command line, as the root user, type **xeroxprtmgr**.
2. Select the desired options.
3. Click **Save As**, then store the job ticket in a public location, such as /tmp.

**Note:** Personally identifiable information, such as a Secure Print passcode, is not saved in the job ticket. You can specify the information on the command line.

The following commands are examples of how to print using a job ticket:

- `lp -d{Target_Queue} -oJT={Absolute_Path_To_Job_Ticket} {Path_To_Print_File}`
- `lp -dMyQueue -oJT=/tmp/DuplexedLetterhead /home/user/PrintReadyFile`
- `lp -dMyQueue -oJT=/tmp/Secure -oSecurePasscode=1234 /home/user/PrintReadyFile`

# Managing Jobs

This section includes:

- [Managing Jobs at the Control Panel](#) ..... 89
- [Managing Secure and Held Print Jobs](#) ..... 90
- [Managing Jobs in Xerox® CentreWare® Internet Services](#)..... 91

## 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 102.

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 **Interrupt** button.
2. Touch the job required.
3. Do one of the following:
  - To delete the print job, touch **Delete**.
  - To resume the print job, touch **Resume**.

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 in process 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, use the drop-down menu.
4. To see details about a job, touch the job.

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.

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 102.

To view saved jobs:

1. Press the **Services Home** button, then touch **Print From**.
2. 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 **Held Print Jobs** or **Secure Print Jobs**, then select a folder. For details, see [Secure Print](#) on page 102.

**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](#).

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 Xerox<sup>®</sup> CentreWare<sup>®</sup> 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 **Print**.
  - To release all held jobs, touch **Print All**.

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 Xerox<sup>®</sup> CentreWare<sup>®</sup> Internet Services

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

# Printing Features

This section includes:

- [Printing on Both Sides of the Paper](#) ..... 92
- [Selecting Paper Options for Printing](#)..... 93
- [Printing Multiple Pages to a Single Sheet](#)..... 93
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- [Printing Mirror Images](#)..... 100
- [Creating and Saving Custom Sizes](#)..... 101
- [Selecting Job Completion Notification for Windows](#) ..... 101

## 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 58.

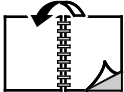



### Printing a 2-Sided Document

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.

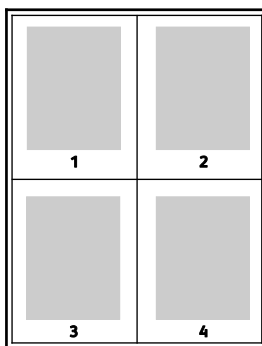
Portrait		Landscape	
			
Portrait 2-Sided Print	Portrait 2-Sided Print, Flip on Short Edge	Landscape 2-Sided Print	Landscape 2-Sided Print, Flip on Short Edge

## 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.

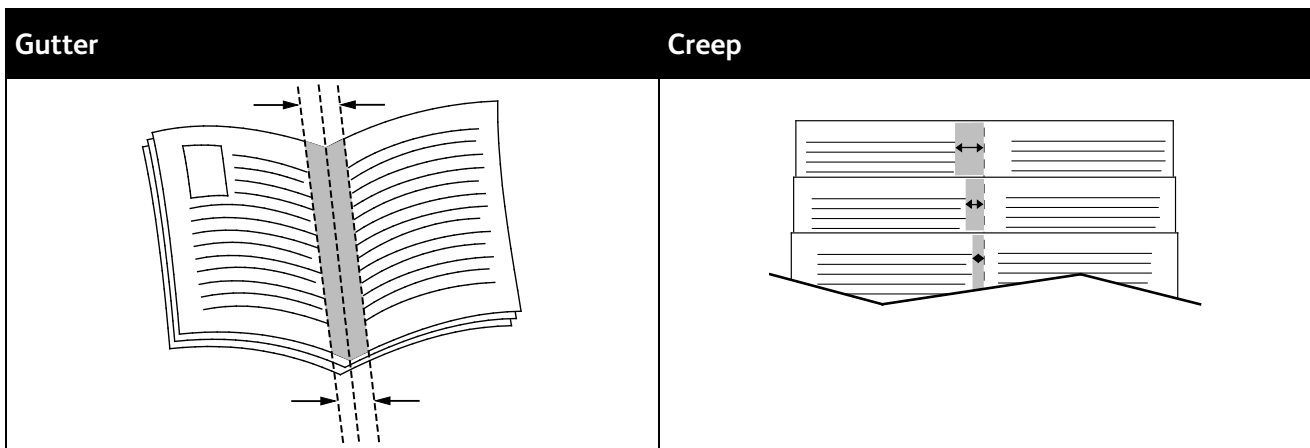


## Printing Booklets

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 shift outward in tenths of a point. Shifting compensates for the thickness of the folded paper, which can cause the page images to shift outward slightly 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 82.

The Color Correction tab provides standard color modes.

**Xerox Black and White:** This feature converts all color in the document to black and white or shades of gray.

For best printing results of mixed text, graphics, and images on a range of supported paper, set the Color Correction to Xerox Automatic Color. To control the Color Corrections and Color Adjustments, follow these guidelines.

- 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 **More Adjustments**.

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.

There are three parts to the sentence structure.

- **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 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.

## Using Special Pages

The Special Pages options control how covers, inserts, and exception pages are added to your printed document.

For details on accessing the Properties window, see [Printing Overview](#) on page 82.

### 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.
- **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**.
- **Paper:** Displays the default size, color, and type of paper selected in Use Job Settings. To specify a different paper size, color, or type, for Paper, click the arrow, then select an option.
- **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.

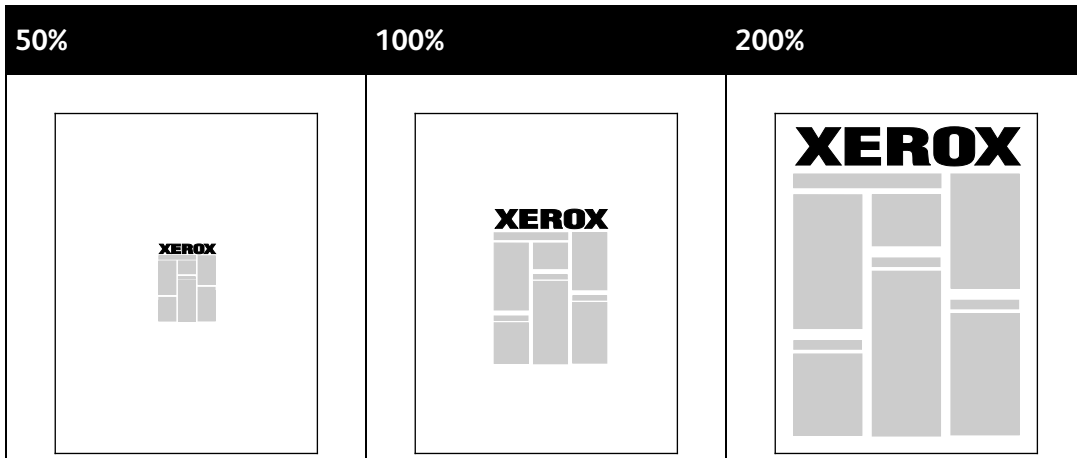
In the Add Exceptions window, you can set the characteristics of the exception pages and select the alternate paper source:

- **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.
- **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

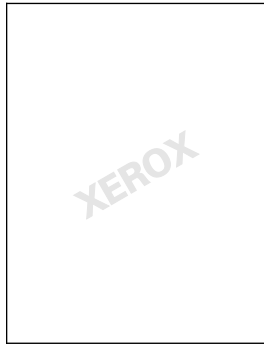
You can reduce the image to as little as 25 % of its original size or enlarge it as much as 400 % . In Windows, you can find the Scale Options in the print driver on the Printing Options tab.



1. To access Scaling Options, to the right of the Paper field, click the arrow, then select **Other Size > Advanced Paper Size**.
2. Select an option.
  - **No Scaling:** You can use this option to retain the original image size.
  - **Automatically Scale:** You can use this option to change the print from one standard paper size to another. The Original Document Size is scaled to fit on the selected output paper size shown in the Output Paper Size field.
  - **Manually Scale:** You can use this option to change the output print size by a specified percentage.

## 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:** This option prints the watermark behind the text and graphics in the document.
  - **Blend:** This option 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:** This option 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 Page 1 Only:** This option prints the watermark only on the first page of the document.
  - **Print on All Pages:** This option prints the watermark on all pages of your 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 54 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. For Paper, click the arrow, then select **Other Size > Advanced Paper Size > Output Paper Size > New**.
3. In the New Custom Paper Size window, enter the height and width of the new size.
4. To specify the units of measurement, at the bottom of the window, click the **Measurements** button, then select **Inches** or **Millimeters**.
5. To save, in the Name field, type a title for the new size, then click **OK**.

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 available on a computer printing to a network printer.

To be notified when your print job completes:

1. In the print driver, click the **Advanced** tab.
2. Click **Notification > Notify for Completed Jobs > Enabled**.
3. Click **OK**.

# Printing Special Job Types

This section includes:

- [Secure Print](#) .....102
- [Sample Set](#).....104
- [Delay Print](#) .....105
- [Saved Job](#) .....106

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 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. You can use the passcode supplied by the printer, or you can 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® 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.
  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 **Held Print Jobs** or **Secure Print Jobs**, then select a folder. For details, see [Secure Print](#) on page 102.
3. Use the keypad to enter the passcode that you assigned to the print job, then touch **OK**.
4. Touch the corresponding print job in the list, then touch **Print**.

## Deleting a Secure Print

1. At the control panel, press the **Job Status** button.
2. Touch **Held Print Jobs** or **Secure Print Jobs**, then select a folder. For details, see [Secure Print](#) on page 102.
3. Use the keypad to enter the passcode that you assigned to the print job, then touch **OK**.
4. 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.
9. 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.
10. To print the job, select it from the job list on the printer control panel.
11. Press **OK**.

### Releasing the Remaining Prints After Printing a Sample Set

1. At the control panel, touch **Job Status**.
2. Touch **Held Print Jobs** or **Active Jobs**, then select a folder.
3. Touch the corresponding print job in the list.
4. Touch **Print**.  
The remainder of the job prints, then the printer deletes the job 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

1. On the Printing Options tab, from the Job Type list, select **Delay Print**.
2. 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.

3. Click **OK**.
4. Select other desired printing options and click **OK**.
5. 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.

### 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.
8. Select options for the print job:
  - Select an option for 2-sided printing.
  - Select a print-quality mode.
  - Select an output destination.
  - 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.
9. Select another tab or click **OK**.
10. 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 the job is saved, you can print it as needed. For details, see Printing from Saved Jobs.

## 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. To print the job now and also save the job, select the **Print and Save** check box.
5. To store your job at the printer, select **Private**.
6. 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® printers. You can reset the passcode at any time from any window that contains the passcode.
7. In the Confirm Passcode field, type the passcode again.
8. Click **OK**.
9. Verify that the paper is the correct size, type, and weight. If not, change the paper settings.
10. Select options for the print job:
  - Select an option for 2-sided printing.
  - Select a print-quality mode.
  - Select an output destination.
  - 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.
11. Select another tab or click **OK**.
12. To send the job to the printer, in the Print window, select the number of copies to print, then click **OK** or **Print**.

After the job is saved, you can print it as needed. For details, see Printing from Saved Jobs.

## 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 **Held Print Jobs** or **Secure Print Jobs**, then select a folder. For details, see [Secure Print](#) on page 102.
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 **Print**.
  - To release all held jobs, touch **Print All**.



# 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/WC7970docs](http://www.xerox.com/office/WC7970docs).

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 Home** 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 Home** 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 Xerox® 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/WC7970docs](http://www.xerox.com/office/WC7970docs).

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 Xerox® CentreWare® Internet Services

You can print .pdf, .ps, .pcl, and .xps files directly from Xerox® 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 Xerox® 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 34.

2. In Xerox® CentreWare® Internet Services, click the **Print** tab.
3. To select the file from a local network or remote location, click **Browse**, select the file, then click **Open**.
4. For Printing, select the desired options for the job.
  - **Normal Print** prints a job immediately.
  - **Secure Print** prints a job after you enter your passcode at the printer control panel.
  - **Sample Set**, or Proof Print, prints one copy of a multiple-copy print job and holds the remaining copies at the printer.
  - **Save Job for Reprint** saves a print job in a folder on the print server for future printing. You can specify a job name and folder.
  - **Delay Print** prints a job at a specified time up to 24 hours from the original job submission.
5. If Accounting is enabled, enter your User ID and account information.
6. 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](#) .....114
- [Selecting Copy Settings](#).....116

## 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.

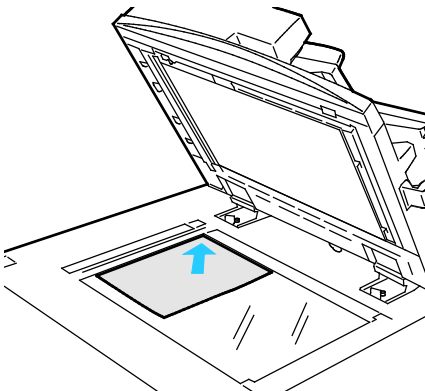
**Note:** To correct the number of copies entered using the alphanumeric keypad, press the **C** button, then re-enter the number.

5. Change the copy settings as needed. For details, see [Selecting Copy Settings](#) on page 116.
6. Press the green **Start** button.

### Notes:

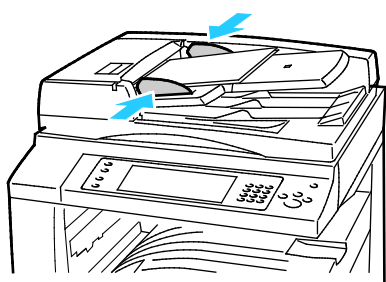
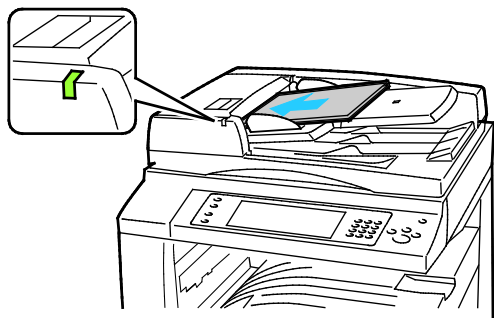
- To pause or cancel a copy job, press the red **Stop** button on the control panel.
- To interrupt a copy job, press the **Interrupt** button on the control panel.
- On the touch screen, touch **Resume Scanning** to continue the job, or **Cancel Scanning** to cancel the job completely.

## 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.

## Duplex Automatic Document Feeder



Insert originals face up, with page one on top. The duplex automatic document feeder scans both sides of 2-sided documents at the same time.

- 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.
- The automatic document feeder accommodates the following original paper weights: 38–128 g/m<sup>2</sup>.
- The automatic document feeder accommodates the following originals: 85 x 125 mm (3.3 x 4.9 in.) through 297 x 432 mm (11.7 x 17 in.).
- The automatic document feeder accommodates approximately the following quantity of paper by weight: 130 sheets of 80 g/m<sup>2</sup> paper.

# Selecting Copy Settings

This section includes:

- [Basic Settings](#) .....117
- [Image Quality Settings](#).....122
- [Layout Settings](#).....125
- [Output Format Settings](#).....128
- [ID Card Copying](#) .....137
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## Basic Settings

This section includes:

- [Selecting the Number of Copies](#)..... 117
- [Selecting Color or Black and White Copies](#)..... 118
- [Reducing or Enlarging the Image](#)..... 119
- [Selecting the Paper Tray](#) ..... 120
- [Selecting 2-Sided Copy Options](#) ..... 120
- [Selecting Collated Copies](#) ..... 120
- [Selecting Uncollated Copies](#) ..... 121
- [Stapling Copies](#) ..... 121

### Selecting the Number of Copies

You can enter up to 9999 copies using the keypad on the touch screen or the control panel.

To enter the number of copies using the control panel alphanumeric keypad:

1. Press the **Services Home** button, then touch **Copy**.
2. 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.
3. To correct the number of copies entered using the alphanumeric keypad, press the **C** button, then re-enter the number.

To enter the number of copies using the touch screen keypad:

1. Press the **Services Home** button, then touch **Copy**.
2. Touch the **Job Assembly** tab, then touch **Quantity**.
3. To enter the number of copies, use the keypad on the touch screen. To delete an incorrect entry, touch the **X** backspace key that appears in the entry field.
4. Touch **OK**. The number of copies appears in the upper right corner of the touch screen.

## 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. For Output Color, touch an option.
  - **Auto Detect:** The device 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:** Produces copies in black and white only. Colors in the original are converted to shades of gray.
  - For additional options, touch **More**.
    - **Color:** This option copies in full color output using all four printing colors, cyan, magenta, yellow, and black.
    - **Single Color:** This option copies in shades of a single color. To select a color, click the arrow, then select an option. Your color selection appears on the sample page.
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. For Reduce/Enlarge, touch an option.
  - To use the alphanumeric keypad to reduce or enlarge the percentage, touch the current value displayed, then type a value.
  - To reduce or enlarge the percentage incrementally, touch the arrows.
3. For additional options, touch **Reduce/Enlarge**.
  - a. To reduce or enlarge proportionally, touch **Proportional %**.
    - To reduce or enlarge the percentage incrementally, touch **Plus (+)** or **Minus (-)**.
    - To use the alphanumeric keypad to reduce or enlarge the percentage, touch the current value displayed, then type a value.
    - **Preset**: This option allows you to select from a list of preset values. For additional options, touch **More**.
    - **Auto %**: This option allows the device automatically to select the best ratio to reduce or enlarge the original to fit onto the selected paper size.

**Note:** If Paper Supply is set to **Auto Paper Select**, the Paper Conflict screen appears. Select the desired paper tray, then touch **OK**.

- To center the image on the page, select the **Auto Center** check box.
- b. To reduce or enlarge the width and length of the image by different percentages, touch **Independent %**.
    - **Width (X)**: This option allows you to reduce or enlarge the width of the image incrementally using the alphanumeric keypad or the **Plus (+)** and **Minus (-)** buttons.
    - **Length (Y)**: This option allows you to reduce or enlarge the length of the image incrementally using the alphanumeric keypad or the **Plus (+)** and **Minus (-)** buttons.
    - **Preset (Y / X)**: This option allows you to select from a list of preset values. For additional options, touch **More**.
    - **100 / 100%**: This option keeps your output image the same size as your original image.
    - **Auto Independent %**: The device selects a separate reduction or enlargement percentage automatically for the width and the length of the image to make it fit onto the selected paper size. The image is not reduced or enlarged proportionally.

**Note:** If Paper Supply is set to **Auto Paper Select**, the Paper Conflict screen appears. Select the desired paper tray, then touch **OK**.

- To center the image on the page, select the **Auto Center** check box.
4. 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. For Paper Supply, touch the desired tray.
3. If the desired tray is not listed, touch **More**.
4. Touch the desired tray, then 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. For Collation, touch **Collated**.  
If your printer has a finisher, for Finishing, touch **Advanced**. Touch **Collated**.
3. Touch **OK**.

## 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**.
2. For Collation, touch **Uncollated**.  
If your printer has a finisher, for Finishing, touch **Advanced**. 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. For Finishing, touch a staple option.
3. For additional options, touch **Advanced**.
  - a. Touch a Staple 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. Touch **OK**.
  - 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](#) ..... 122
- [Adjusting Brightness and Sharpness](#) ..... 122
- [Adjusting Saturation](#)..... 123
- [Automatically Suppressing Background Variation](#)..... 123
- [Adjusting the Contrast](#)..... 123
- [Selecting Color Effects](#) ..... 124
- [Adjusting the Color Balance](#) ..... 124

### 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 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 **Copy**.
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**.

## Adjusting Saturation

Adjusting the saturation makes the image colors more vivid or pastel.

To adjust the image:

1. Press the **Services Home** button, then touch **Copy**.
2. Touch the **Image Quality** tab, then touch **Saturation**.
3. Adjust the sliders 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 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:

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- [Specifying the Size of the Original](#) ..... 125
- [Selecting Book Copying](#) ..... 126
- [Shifting the Image](#) ..... 126
- [Erasing the Edges of Copies](#) ..... 127
- [Inverting the Image](#) ..... 127

### 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:** This option allows the printer to determine the size of the original.
  - **Preset Scan Area:** This option specifies the area to scan when it matches a standard paper size. In the scrolling list, touch the desired paper size.
  - **Custom Scan Area:** You can specify the height and width of the area to scan.
  - **Mixed Size Originals:** You can 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:

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- [Including Covers](#).....129
- [Specifying Chapter Start Pagination](#).....130
- [Adding Inserts](#).....131
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### 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 it prints 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**.
 

**Note:** If Paper Supply is set to **Auto Paper Select**, the Paper Conflict screen appears. Select the desired paper tray, then touch **OK**.
4. To specify 2-sided originals:
  - a. Touch **Original Input**.
  - b. Touch **2-Sided Originals** or **2-Sided, Rotate Side 2**.
5. To select a paper tray:
  - a. Touch **Paper Supply**.
  - b. Touch the desired tray.
  - c. Touch **OK**.
6. If your printer has a finisher installed, for Fold and Staple, select options.
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.

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. For Paper Supply, touch the tray that contains the paper for the body pages of the job.
3. Touch the **Output Format** tab, then touch **Special Pages**.
4. On the Special Pages screen, touch **Covers**.

**Note:** If Paper Supply is set to **Auto Paper Select**, the Paper Conflict screen appears. Select the desired paper tray, then touch **OK**.

5. For Covers Options, select an option:
  - **Front & Back Same:** This option includes front and back covers from the same tray.
  - **Front & Back Different:** This option includes a front and a back cover from different trays.
  - **Front Only:** This option includes a front cover only.
  - **Back Only:** This option includes a back cover only.
6. To specify printing options for the front or back covers, for Printing Options, touch the arrow, then select an option.
  - **Blank Cover:** This option inserts a blank cover.
  - **Print on Side 1 Only:** This option prints on the front side of the cover only. To rotate the image on side 2 by 180 degrees, touch **Rotate Side 2**.
  - **Print on Side 2 Only:** This option prints on the back side of the cover only. To rotate the image on side 2 by 180 degrees, touch **Rotate Side 2**.
  - **Print on Both Sides:** This option prints on both sides of the cover.
7. For Paper Supply, touch the desired tray. Touch **OK**.
8. Touch **OK**. The options that you select appear on the Special Pages screen.
9. To edit or delete a special page entry, touch the entry in the list, then from the menu, touch the desired action.
10. 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. For Paper Supply, touch the tray that contains the paper for the body pages of the job.
3. Touch the **Output Format** tab, then touch **Special Pages > Chapter Starts**.  
**Note:** If Paper Supply is set to **Auto Paper Select**, the Paper Conflict screen appears. Select the desired paper tray, then touch **OK**.
4. On the Chapter Starts screen, touch **Page Number**, then use the alphanumeric keypad to enter the page number.
5. For Start Chapter, select an option:
  - **On Right Page:** This option specifies the front side of the paper.
  - **On Left Page:** This option 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. To set other pages, repeat the three previous steps.
8. Touch **Close**. The options that you select appear on the Special Pages screen.
9. To edit or delete a special page entry, touch the entry in the list, then from the menu, touch the desired action.
10. 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:** Ensure that the paper used for the inserts is the same width as the paper used in the rest of the document. If you select Booklet Creation, inserts are not allowed.

To add inserts:

1. Press the **Services Home** button, then touch **Copy**.
2. For Paper Supply, touch the tray that contains the paper for the body pages of the job.
3. Touch the **Output Format** tab, then touch **Special Pages > Inserts**.  
If Paper Supply is set to **Auto Paper Select**, the Paper Conflict screen appears. Select the desired paper tray, then touch **OK**.
4. To specify the number of sheets to insert, for **Insert Quantity**, touch the arrows.
5. Touch **Insert After Page**, then to enter a page number, use the alphanumeric keypad.
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**.
8. The insert appears in the list on the Inserts screen.
9. To add additional inserts, repeat the four previous steps.
10. Touch **Close**. The options that you select appear on the Special Pages screen.
11. To edit or delete a special page entry, touch the entry in the list, then from the menu, touch the desired action.
12. Touch **OK**.

## Specifying Exception Pages

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

### Notes:

- If Booklet Creation is enabled, you cannot select this feature.
- If Paper Supply is set to **Auto Paper Select**, the Paper Conflict screen appears.

To specify the exception pages:

1. Press the **Services Home** button, then touch **Copy**.
2. For Paper Supply, touch the tray that contains the paper for the body pages of the job.
3. Touch the **Output Format** tab, then touch **Special Pages > Exceptions**.  
**Note:** If Paper Supply is set to **Auto Paper Select**, the Paper Conflict screen appears. Select the desired paper tray, then touch **OK**.
4. On the Exceptions screen, touch the beginning **Page Number** field. To enter the starting number value for the range of exception pages, use the alphanumeric keypad.
5. Touch the ending **Page Number** field, then to enter the ending value range for the exception pages, use the alphanumeric keypad.  
**Note:** To specify a single page as an exception, enter that page number as the start and end of the range.
6. To specify the paper to use for the exception pages:
  - a. Touch **Paper Supply**.
  - b. Touch the tray that contains paper to use for the exception pages.
  - c. Touch **OK**.
7. Touch **Add**. The exception pages appear on the Exception screen.
8. Touch **Close**. The options that you select appear on the Special Pages screen.
9. To edit or delete a special page entry, touch the entry in the list, then from the menu, touch the desired action.
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:

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.

### Notes:

- If Booklet Creation is enabled, you cannot select this feature.
- To use this feature, ensure that transparencies are loaded and available for selection.
- If Paper Supply is set to **Auto Paper Select**, the Paper Conflict screen appears.

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. For Separator Supply, touch the tray that contains the paper to use for the separators. If the tray that contains the separator paper does not appear, touch **More**, touch the desired tray, then touch **OK**.
4. For Transparency Supply, touch the tray that contains the transparencies. If the tray that contains the transparencies does not appear, 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.

**Note:** If Booklet Creation is enabled, you cannot select this feature.

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**.

**Note:** If Paper Supply is set to **Auto Paper Select**, the Paper Conflict screen appears. Select the desired paper tray, then touch **OK**.

3. Touch the number of original pages for each side of the paper. To specify a different number:
  - a. Touch **Specify Rows & Columns**.
  - b. To change the number of rows, for Rows, touch the arrows, then select the desired number.
  - c. To change the number of columns, for Columns, touch the arrows, then select the desired number.
  - d. To rotate the pages, for **Rotate Background**, select the check box.

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

4. Touch **Original Orientation**, then **Portrait** or **Landscape**.
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.

**Note:** If Booklet Creation is enabled, you cannot select this feature.

To repeat an image on a sheet of paper:

1. Press the **Services Home** button, then touch **Copy**.
2. Touch the **Output Format** tab, then touch **Page Layout > Repeat Image**.

**Note:** If Paper Supply is set to **Auto Paper Select**, the Paper Conflict screen appears. Select the desired paper tray, then touch **OK**.

3. Specify how many times the image repeats on the page:
  - To repeat the image **2 Times**, **4 Times**, or **6 Times** on the page, select a preset option.
  - **Specify Rows & Columns:** This option 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 Background** check box.
  - **Auto Repeat:** This option allows the printer to determine the maximum number of images that can fit on the paper size that is currently selected.
4. Touch **Original Orientation**, then from the menu, select the orientation option desired. The sample page shows the image layout.
5. Touch **OK**.

## ID Card Copying

This section includes:

- Copying an ID Card..... 137
- Selecting Color or Black and White Copies..... 138
- Reducing or Enlarging the Image..... 138
- Selecting the Paper Tray ..... 139
- Specifying the Original Type ..... 139
- Lightening or Darkening ID Card Copies ..... 139
- Automatically Suppressing Background Variation..... 140

### 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. To enter the number of copies, use the keypad on the touch screen or the control panel.
3. For Common Features, touch **Edit**.
  - a. Verify the output color, paper supply, and reduce/enlarge settings.
  - b. Change the settings as needed.
  - c. Touch **OK**.
4. For Front Side Features, touch **Edit**.
  - a. Verify the original type, lighten/darken, and background suppression settings for side 1.
  - b. Change the settings as needed.
  - c. Touch **OK**.
5. Lift the document cover.
6. Place the ID card, or a document smaller than half the selected paper supply size, in the upper left corner of the document glass.
7. Press the green **Start** button, or touch **Scan Front** on the touch screen.  
The document scans and the **Scan Back** button appears on the touch screen.
8. Lift the document cover.
9. Turn over the document and position it in the upper left corner of the document glass.
10. For Back Side Features, touch **Edit**.
  - a. Verify the original type, lighten/darken, and background suppression settings for side 2.
  - b. Change the settings as needed.
  - c. Touch **OK**.
11. Press the green **Start** button, or touch **Scan Back** on the touch screen.
12. 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. For Common Features, touch **Edit**.
3. For Output Color, touch an option.
  - **Auto Detect**: The device 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**: Produces copies in black and white only. Colors in the original are converted to shades of gray.
4. 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 **ID Card Copy**.
2. For Common Features, touch **Edit**.
3. For Reduce/Enlarge, touch an option.
  - To use the alphanumeric keypad to reduce or enlarge the percentage, touch the current value displayed, then type a value.
  - To reduce or enlarge the percentage incrementally, touch **Plus (+)** or **Minus (-)**.
  - To select a preset image size, touch a button. For additional options, touch **More**.
4. For additional options, touch **More**.
  - a. To reduce or enlarge proportionally, touch **Proportional %**.
    - To reduce or enlarge the percentage incrementally, touch **Plus (+)** or **Minus (-)**.
    - To use the alphanumeric keypad to reduce or enlarge the percentage, touch the current value displayed, then type a value.
    - **Preset**: This option allows you to select from a list of preset values. For additional options, touch **More**.
  - b. To reduce or enlarge the width and length of the image by different percentages, touch **Independent %**.
    - **Width (X)**: This option allows you to reduce or enlarge the width of the image incrementally using the alphanumeric keypad or the **Plus (+)** and **Minus (-)** buttons.
    - **Length (Y)**: This option allows you to reduce or enlarge the length of the image incrementally using the alphanumeric keypad or the **Plus (+)** and **Minus (-)** buttons.
    - **Preset (Y / X)**: This option allows you to select from a list of preset values.
  - c. Touch **OK**.
5. Touch **OK**.

## Selecting the Paper Tray

Select a paper tray loaded with the desired paper to make copies on letterhead, colored paper, special media, 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. For Common Features, touch **Edit**.
3. For Paper Supply, touch the desired tray.
4. If the desired tray is not listed, touch **More**.
5. Touch the desired tray, then touch **OK**.

## Specifying the Original Type

You can use the Original Type option to specify the type of images to scan. The device uses this information to optimize the image quality settings and produce the best quality output.

To specify the original type:

1. Press the **Services Home** button, then touch **ID Card Copy**.
2. For Front Side Features or Back Side Features, touch **Edit**.
3. For Original Type, touch the content type for the original document.
4. Touch **OK**.

## 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. For Front Side Features or Back Side Features, touch **Edit**.
3. To lighten or darken the image, for Lighten/Darken, adjust the slider up or down.
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 Background Suppression:

1. Press the **Services Home** button, then touch **ID Card Copy**.
2. For Front Side Features or Back Side Features, touch **Edit**.
3. For Background Suppression, touch **Auto Suppression**.
4. Touch **OK**.



## Advanced Copying

This section includes:

- [Building a Copy Job](#)..... 141
- [Printing a Sample Copy](#) ..... 142
- [Saving Copy Settings](#)..... 142
- [Retrieving Saved Copy Settings](#)..... 142

### 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. Touch **Options**.
  - e. Select or clear the **Display summary window between segments** check box.
  - 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. Sample or delete segments:
  - a. To print a sample of the previous segment scanned, touch **Sample Last Segment**.
  - b. To delete the previous segment scanned, touch **Delete Last Segment**.
4. 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.
5. Repeat the previous step for each remaining segment.
6. For **Quantity for Final Job**, to enter the number of copies, use the alphanumeric keypad.
7. In the corner of the Build Job screen, touch **Submit Job**.  
To cancel the job, touch **Delete All Segments**.

## Printing a Sample Copy

The Sample Copy feature allows you to print a test copy of a complex print job to inspect before you print multiple copies of the job. Once you inspect the job, you can print the or cancel the remaining copies. Sample copies do not count as part of the quantity selected. For example, if you select three copies, one sample copy prints, and the three other copies are held until you release them to print. 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 prints.
6. Print the remaining copies or delete the job.
  - To release and print the remaining copies of the job, touch **Print**.
  - If the sample copy is unsatisfactory, touch **Delete**.

## 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 142.

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:

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- [Scanning to a Folder](#) ..... 146
- [Scanning to Network File Repositories](#)..... 149
- [Scanning to Your Home Directory](#) ..... 151
- [Setting Scan Options](#) ..... 152
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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/WC7970docs](http://www.xerox.com/office/WC7970docs).

If the system administrator enables Remote Start in Xerox® 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.

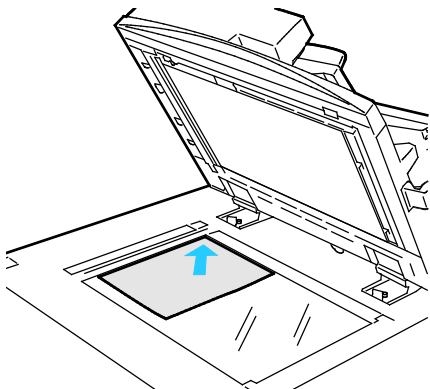
To scan an image:

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 **Change**, then for Pick a Workflow, select an option.
5. To change any of the scan settings, on the Workflow Scanning screen, select options.
6. Press the green **Start** button.

### Notes:

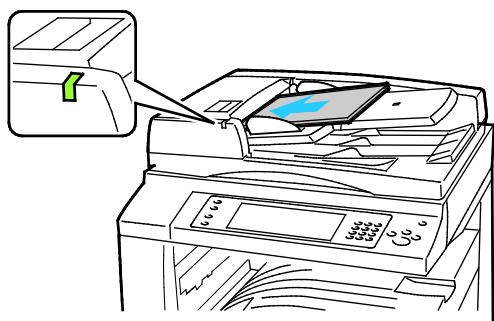
- The printer must be connected to a network to retrieve a scan file remotely.
- For details, see the Help in Xerox® CentreWare® Internet Services.
- Print, copy, and fax jobs can print while you are scanning original documents or downloading files from the printer hard drive.

## Document Glass



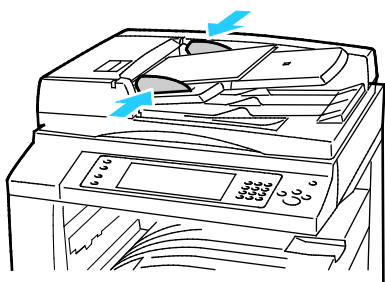
- Lift the document feeder cover and place the first page face down in the upper left corner of the document glass.
- Align the originals to the matching paper size printed on the edge of the glass.
- The document glass accepts paper sizes up to 297 x 432 mm (11.7 x 17 in.).
- The document glass automatically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

## Duplex Automatic Document Feeder



Insert originals face up, with page one on top. The duplex automatic document feeder scans both sides of 2-sided documents at the same time.

- 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.
- The automatic document feeder accommodates the following original paper weights: 38–128 g/m<sup>2</sup>.
- The automatic document feeder accommodates the following originals: 85 x 125 mm (3.3 x 4.9 in.) through 297 x 432 mm (11.7 x 17 in.).
- The automatic document feeder accommodates approximately the following quantity of paper by weight: 130 sheets of 80 g/m<sup>2</sup> paper.



# Scanning to a Folder

This section includes:

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- [Scanning to a Private Folder](#).....147
- [Creating a Private Folder](#).....147
- [Retrieving Scan Files](#) .....148

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 Xerox® 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 Xerox® CentreWare® Internet Services at your computer. Control panel selections override the settings in Xerox® 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](#).

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 **Change**.
4. From the Pick a Workflow window, select **Default Public Mailbox**.
5. To change any of the scan settings, on the Workflow Scanning screen, select options.
6. Press the green **Start** button. The Job Progress screen appears, and the original is scanned. The printer stores the original on the hard drive.
7. To move the file to your computer, use Xerox® CentreWare® Internet Services. For details, see [Retrieving Scan Files](#) on page 148.

## Scanning to a Private Folder

The system administrator creates private folders on the printer. Private folders can require a password. You can use Xerox® CentreWare® Internet Services to create your own private folders. For details, see *Creating a Private Folder*.

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 **Change**.
4. From the Pick a Workflow screen, select a private folder.
5. On the Mailbox Password screen, touch **Enter Mailbox Password**, then to enter the password, use the touch screen keyboard.
6. Touch **OK**.
7. 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, 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 34.

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/WC7970docs](http://www.xerox.com/office/WC7970docs).

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 Xerox® CentreWare® Internet Services and on the printer touch screen under Pick a Workflow. The contents are stored on the printer hard drive.

## Retrieving Scan Files

To retrieve your scanned images, use Xerox® 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 34.

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](#) ..... 149
- [Adding a Scan Destination](#)..... 150

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 Xerox® 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 **Change**.
4. From the Pick a Workflow screen, select the template that the system administrator created. The template defines the scan settings as well as the destination of the image.
5. To change any of the scan settings, on the Workflow Scanning screen, select options. For details, see [Setting Scan Options](#) on page 152.
6. 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 32.

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 **Change**.
4. From the Pick a Workflow screen, select the template that the system administrator created.
5. To change any of the scan settings, on the Workflow Scanning screen, select options.
6. For more options, touch the **Advanced Settings** tab. For details, see [Selecting Advanced Settings](#).
7. Press the green **Start** button.

# Setting Scan Options

This section includes:

- [Changing the Basic Scan Settings](#) .....152
- [Selecting Advanced Settings](#) .....153
- [Selecting Layout Adjustments](#) .....155
- [Selecting Filing Options](#) .....156
- [Building a Scan Job](#) .....157

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. To specify 1 or 2-sided scanning:
  - a. Touch **2-Sided Scanning**, then select an option:
    - **1-Sided**: This option scans only one side of the original image and produces 1-sided output files.
    - **2-Sided**: This option scans both sides of the original image.
    - **2-Sided, Rotate Side 2**: This option scans both sides of the original image, rotating the second side.
  - b. Touch **OK**.
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 enter a filename and select a basic file format:
  - a. Touch **File**, then type a name for the scan file.
  - b. To select a format, for file format, touch the down arrow, then select an option
  - c. Touch **OK**.

5. To customize the file format:
  - a. On the **File** screen, for file format, touch the down arrow, then touch **Custom**.
 

**Note:** You can customize options for PDF, PDF Archival, XPS, or TIFF only.
  - b. On the File Format screen, select a file format, then select an option.
    - **Multi-page:** This option creates a multi-page document from the scanned images.
    - **1 File Per Page:** This option creates a separate file for each page scanned.
  - c. For Searchable, for PDF, PDF Archival, or XPS, select an option:
    - **No:** This option creates an unsearchable image of the scanned document.
    - **Yes:** This option creates a searchable document of the scanned pages. If you select **Yes**, select the language for the search from the menu.
6. Touch **OK**.

## Selecting Advanced Settings

Advanced settings allow you to control image options, image enhancements, and scan resolution.

To select advanced settings:

1. Press the **Services Home** button, then touch **Workflow Scanning**.
2. Touch the **Advanced Settings** tab.
3. To specify the output color:
  - a. 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 white only.
    - **Grayscale:** Detects and scans various shades of gray.
    - **Color:** Scans in full color.
  - b. Touch **OK**.
4. To specify the original type:
  - a. Touch **Original Type**, then select an option:
    - **Photo & Text:** Optimizes the scan for originals containing both text and graphic images.
    - **Photo:** Optimizes the scan for originals containing images only.
    - **Text:** Optimizes the scan for originals containing text only.
    - **Map:** Optimizes the scan for maps and detailed graphical information.
    - **Newspaper/Magazine:** Optimizes the scan for printed magazines and newspapers.

**Note:** The photo and text options allow you to specify the type of original, such as printed, photocopied, photograph, inkjet, or solid ink.
  - b. Touch **OK**.

5. To suppress background variation:
  - a. Touch **Image Enhancement**.
  - b. For Background Suppression, touch **Auto Suppression**.
  - c. Touch **OK**.
6. 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**: This option 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 does not change the contrast.
  - c. Touch **OK**.
7. To adjust brightness and sharpness:
  - 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.
  - c. Touch **OK**.
8. To adjust saturation:
  - a. Touch **Saturation**.
  - b. On the Saturation screen, adjust the sliders to make the image more vivid or more pastel.
  - c. Touch **OK**.
9. To set the resolution:
  - a. Touch **Resolution**.
  - b. On the Resolution screen, select a resolution from 72 dpi through 600 dpi.
  - c. Touch **OK**.

## 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 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**: This option specifies different amounts to erase from the edges. To specify the amount to erase from each edge, use the arrows.
  - 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**: This option allows the printer to determine the size of the original.
    - **Preset Scan Area**: This option specifies the area to scan when it matches a standard paper size. In the scrolling list, touch the desired paper size.
    - **Custom Scan Area**: You can specify the height and width of the area to scan. To specify the area, touch the **Height-Y** and **Width-X** arrows.
    - **Mixed Size Originals** allows you to scan standard-size originals of varying sizes.
  - c. Touch **OK**.
5. To manage how the scanner treats blank pages:
  - a. Touch **Blank Page Management**.
  - b. Select an option:
    - **Include Blank Pages**: This option includes scanned pages that are blank.
    - **Remove Blank Pages**: This option omits scanned pages that are blank.
  - c. Touch **OK**.

## Selecting Filing Options

Filing options allow you to update templates, add file destinations, set how the printer handles a file if a file name exists, and options for the quality and size of a file.

To select filing options:

1. Press the **Services Home** button, then touch **Workflow Scanning**.
2. Touch the **Filing Options** tab.
3. To retrieve new templates and remove outdated ones:
  - a. Touch **Update Templates > Update Now**.
  - b. To confirm the update, touch **Update Now**.  
The updated Pick a workflow screen appears.
4. From the Pick a Workflow screen, select a workflow.
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/WC7970docs](http://www.xerox.com/office/WC7970docs).

6. To select the action to take if a file already exists:
    - a. Touch **If File Already Exists**. Select an option.
    - b. Touch **OK**.
  7. To set the quality and file size:
    - a. Touch **Quality/File Size**.
    - b. To select a setting, use the slider. The settings range from Highest Compression/Smallest File Size to Lowest Compression/Largest File Size.
- Touch **OK**.



## 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 summary window between segments** check box.
  - b. Select or clear the **Turn Build Job Off after Job is Submitted** check box.
  - c. Touch **OK**.
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. Program and scan all segments, then touch **Submit 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. Press the **Services Home** button, then touch **Workflow Scanning**.
3. Touch **Change**.
4. From the Pick a Workflow window, select **USB**.
5. 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**. The USB workflow is selected automatically.
6. To change any of the scan settings, on the Workflow Scanning screen, select options.
7. Press the green **Start** button.  
The Job Progress screen appears, and the original is scanned. The file is stored on your USB Flash drive.
8. Remove your USB Flash drive from the printer.

# Scanning to an Email Address

This section includes:

- [Sending a Scanned Image to an Email Address .....](#)160
- [Setting Email Options.....](#)161

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

## Sending a Scanned Image to an Email Address

Before you scan to email, configure the email SMTP and From Field properties. At least one email address must exist in the address book. If email properties are not properly configured, the Email icon appears grayed out on the touch screen. For details, see the *System Administrator Guide* for your printer model.

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 **Enter Recipient**.
4. Use the touch screen keyboard to type an email address.
  - a. Touch **Add**.
  - b. To add additional recipients, touch **Add Recipient**, then **Enter Recipient**.
  - c. Use the touch screen keyboard to type an email address.
  - d. Touch **Add**.
  - e. To organize the recipients, touch one of the recipients on the list, then from the menu, select **To:**, **Cc:** or **Bcc:**.
5. To enter an email address from favorites:
  - a. Press the **Services Home** button, then touch **Email**.
  - b. Touch **Favorites**.
  - c. Touch the desired names, then from the menu, select **To:**, **Cc:** or **Bcc:**.
  - d. Touch **OK**.
6. To enter an email address from the Device Address Book:
  - a. Press the **Services Home** button, then touch **Email**.
  - b. Touch **Device Address Book**.
  - c. Select the required Email contacts list from the menu.
  - d. Touch **Search**, then use the touch screen keyboard to type part of the name.
  - e. Touch **Search**.
  - f. Touch the desired names, then from the menu, select **To** or **Cc** or **Bcc:**.
  - g. Touch **OK**.
7. 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**.
8. To change any of the scan to Email settings, use options on the Email, Advanced Settings, Layout Adjustment, and Job Assembly tabs.
9. Press the green **Start** button.

## Setting Email Options

You can use the Email Options tab to configure the email settings.

To change any of the scan to Email settings, use options on the Email, Advanced Settings, Layout Adjustment, and Job Assembly tabs. For details, see [Setting Scan Options](#) on page 152.

## Changing the Attachment Name and Format

To change the attachment name and format:

1. Touch **Attachment**, then type a name for the file.
2. Touch the file format menu, then select an option. To specify custom options, touch **Custom**. For details, see [Changing Attachment Format Options](#).
3. Touch **OK**.

## Changing the Attachment Format Options

To change the attachment format options:

1. Touch **Attachment**.
2. Touch the file format menu, select **Custom**.
3. On the File Format screen, under Format, select an option.
4. Under File Options, for PDF, PDF Archival, XPS, or TIFF, select an option:
  - **Multi-page**: This option creates a multi-page document from the scanned images.
  - **1 File Per Page**: This option creates a separate file for each page scanned.
5. Under Password Protect, for PDF only, select an option:
  - **No**: Disables password protection for the file.
  - **Yes**: Enables password protection. Touch **Enter Password**, then to enter a password, use the touch screen keyboard.
6. Touch **OK**.
7. For Searchable, for PDF, PDF Archival, or XPS, select an option:
  - **No**: This option creates an unsearchable image of the scanned document.
  - **Yes**: This option creates a searchable document of the scanned pages. If you select **Yes**, select the language for the search from the menu.
8. Touch **OK**.
9. Touch **OK**.

## Changing the From Address

To change the From address:

1. Touch the **Email Options** tab.
2. Touch **From**.
3. To change the From address using the entered Email address or Favorites:
  - Touch **Enter From Address**, then use the touch screen keyboard to enter an Email address.
  - Touch **Favorites**, then select the desired names from the list.
4. Touch **OK**.
5. Change the From address using the device address book:
  - a. Touch **Device Address Book**.
  - b. Select the required contacts list from the menu.
  - c. Touch **Search**, then use the touch screen keyboard to type part of the name.
  - d. Touch **Search**.
  - e. Select the desired name from the list, then touch **Add**.
6. Touch **OK**.

## Changing the Reply To Address

To change the Reply To address:

1. Touch the **Email Options** tab.
2. Touch **Reply To**.
3. To change the Reply To address using the entered Email address or Favorites:
  - Touch **Enter Reply To Address**, then use the touch screen keyboard to enter an Email address.
  - Touch **Favorites**, then select the desired names from the list.
4. Touch **OK**.
5. Change the Reply To address using the device address book:
  - a. Touch **Device Address Book**.
  - b. Select the required contacts list from the menu.
  - c. Touch **Search**, then use the touch screen keyboard to type part of the name.
  - d. Touch **Search**.
  - e. Select the desired name from the list, then touch **Add**.
6. Touch **OK**.

## Changing the Message

To change the message:

1. Touch the **Email Options** tab.
2. Touch **Message**.
3. Type the message to include with the images using the touch screen keyboard.
4. Touch **OK**.

## Setting the Quality and File Size

To set the quality and file size:

1. Touch the **Email Options** tab.
2. Touch **Quality/File Size**.
3. To select a setting, use the slider. The settings range from Highest Compression/Smallest File Size to Lowest Compression/Largest File Size.
4. Touch **OK**.

## Setting Encryption

Encryption helps ensure that email messages cannot be read by anyone other than the intended recipient.

**Note:** 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/WC7970docs](http://www.xerox.com/office/WC7970docs).

To set encryption:

1. Touch the **Email Options** tab.
2. Touch **Encryption**.
3. For Encryption, touch **On** or **Off**.
4. Touch **OK**.

# Scanning to a Destination

This section includes:

- [Sending a Scanned Image to a Destination.....](#)164

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. To select a destination from favorites:
  - a. Touch **Favorites**.
  - b. Select the desired contacts from the list.
  - c. Touch **OK**.
4. To select a destination from the device address book:
  - Touch **Device Address Book**.
  - a. On the Device Address Book screen, select the required contacts list from the menu.
  - b. Touch **Search**, then use the touch screen keyboard to type part of the name.
  - c. Touch **Search**.
  - d. Select the desired contact from the list, then touch **Add to Recipients**.
  - e. Touch **OK**.



5. To change any of the scan settings, use options on the Scan To screen. For details, see [Setting Scan Options](#) on page 152.
6. To select the action to take if a file already exists:
  - a. Touch the **Filing Options** tab.
  - b. Touch **If File Already Exists**. Select an option.
  - c. Touch **OK**.
7. To set the quality and file size:
  - a. Touch the **Filing Options** tab.
  - b. Touch **Quality/File Size**.
  - c. To select a setting, use the slider. The settings range from Highest Compression/Smallest File Size to Lowest Compression/Largest File Size.
  - d. Touch **OK**.
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:

- [Configuring the Printer for Faxing](#).....168
- [Basic Faxing](#) .....169
- [Sending an Embedded Fax](#) .....171
- [Sending a Server Fax](#) .....184
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- [Sending a LAN Fax](#) .....200
- [Using the Address Book](#).....202

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/WC7970docs](http://www.xerox.com/office/WC7970docs).

## Configuring the Printer for Faxing

Before you use the fax, you must configure the Fax Settings to make it compatible with your local connection and regulations. The Fax Settings include optional features you can use to configure the printer for faxing.

**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.

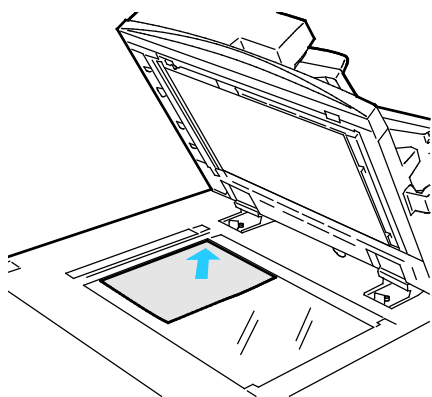
For details, see the *System Administrator Guide* at [www.xerox.com/office/WC7970docs](http://www.xerox.com/office/WC7970docs).

## Basic Faxing

You can send a fax in one of four ways:

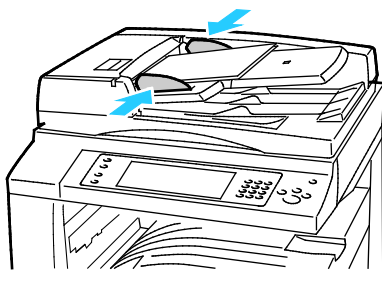
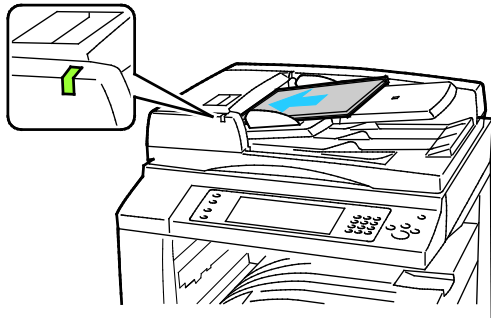
- **Fax/Embedded Fax:** This option scans the document, then sends it directly to a fax machine. For details, see [Sending an Embedded Fax](#) on page 171.
- **Server Fax :** This option scans the document, then sends it to a fax server, which transmits the document to a fax machine. For details, see [Sending a Server Fax](#) on page 184.
- **Internet Fax :** This option scans the document, then emails it to a recipient. For details, see [Sending an Internet Fax](#) on page 190.
- **LAN Fax :** This option sends the current print job as a fax. For details, see [Sending a LAN Fax](#) on page 200.

### 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.

## Duplex Automatic Document Feeder



Insert originals face up, with page one on top. The duplex automatic document feeder scans both sides of 2-sided documents at the same time.

- 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.
- The automatic document feeder accommodates the following original paper weights: 38–128 g/m<sup>2</sup>.
- The automatic document feeder accommodates the following originals: 85 x 125 mm (3.3 x 4.9 in.) through 297 x 432 mm (11.7 x 17 in.).
- The automatic document feeder accommodates approximately the following quantity of paper by weight: 130 sheets of 80 g/m<sup>2</sup> paper.

## Sending an Embedded Fax

When you send a fax from the printer control panel, the document is scanned and transmitted to a fax machine using a dedicated telephone line. To use the embedded fax feature, ensure that your printer has access to a functioning telephone line with a telephone number assigned to it.

To send 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 enter recipient details, touch an option or touch **Skip**.
  - Touch **Enter Recipient**.
    - To enter the number, use the alphanumeric keypad. To add special dialing characters, at the point of insertion during number entry, touch the desired character.
    - Touch **Add**.
    - To add additional recipients, touch **Add Recipient**, then **Enter Recipient**. To enter the number, use the alphanumeric keypad, then touch **Add**.

**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.

- Touch **Device Address Book**.
    - Touch the down arrow, then from the menu select **Fax Contacts**, **Fax Groups**, **Fax Favorites**, or **All Contacts**.
    - Touch the desired contact, then select **Add to Recipients**.
    - To remove a contact from the list, touch the contact, then touch **Remove**.
    - Add additional contacts as needed, then touch **OK**.
  - Touch **Favorites**. Touch one or more favorites, then touch **OK**.
4. Touch **2-Sided Scanning**, select an option, then touch **OK**.
  5. Touch **Original Type**, select an option, then touch **OK**.
  6. Touch **Resolution**, select an option, then touch **OK**.
  7. Touch **Original Size**, select an option, then touch **OK**.
  8. Select more options as needed. For details, see [Selecting Fax Options](#) on page 176.
  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.

## Basic Fax Settings

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- [Specifying the Original Type](#) .....172
- [Setting the Resolution](#).....173
- [Specifying the Size of the Original](#).....173
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### Selecting 2-Sided Scanning Options

You can use the 2-Sided Scanning options to set the device to scan one or both sides of an original.

To set 2-sided scanning:

1. Press the **Services Home** button, then touch **Fax**.
2. To enter recipient details, touch an option or touch **Skip**.
3. Touch **2-Sided Scanning**.
4. Touch an option.
  - **1-Sided**: This option scans only one side of the original image and produces 1-sided output files.
  - **2-Sided**: This option scans both sides of the original image.
  - **2-Sided, Rotate Side 2**: This option scans both sides of the original image, rotating the second side.
5. Touch **OK**.

### Specifying the Original Type

You can use the Original Type option to specify the type of images to scan. The device uses this information to optimize the image quality settings and produce the best quality output.

To specify the original type:

1. Press the **Services Home** button, then touch **Fax**.
2. To enter recipient details, touch an option or touch **Skip**.
3. Touch **Original Type**.
4. On the Original Type screen, touch the content type of the original document.
5. Touch **OK**.



## Setting the Resolution

Resolution determines the quality of graphic images. Image resolution is measured in dots per inch (dpi). A 600-dpi setting renders images using 600 dots (pixels) for every inch of the image. A higher resolution produces better print quality.

To adjust the resolution:

1. Press the **Services Home** button, then touch **Fax**.
2. To enter recipient details, touch an option or touch **Skip**.
3. Touch **Resolution**.
4. On the Resolution screen, touch the desired resolution.
  - **Standard:** Used for machine-generated text.
  - **Fine:** Used for line drawings, smaller text, and hand-written text.
  - **Superfine:** Used for finer text, drawings, and lower-resolution images.
5. 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. To enter recipient details, touch an option or touch **Skip**.
3. Touch **Original Size**.
4. On the Original Size screen, select an option:
  - **Auto Detect:** This option allows the printer to determine the size of the original.
  - **Preset Scan Area:** This option specifies the area to scan when it matches a standard paper size. In the scrolling list, touch the desired paper size.
  - **Custom Scan Area:** You can specify the height and width of the area to scan.
  - **Mixed Size Originals:** You can 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.
5. 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. To enter recipient details, touch an option or touch **Skip**.
3. Touch the **Image Quality** tab, then touch **Image Enhancement**.
4. For Background Suppression, touch **Auto Suppression**.
5. 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. To enter recipient details, touch an option or touch **Skip**.
3. Touch the **Image Quality** tab, then touch **Image Enhancement**.
4. On the Image Enhancement screen, select an option.
  - **Manual Contrast:** This option allows you to adjust the contrast manually.
  - **Auto Contrast:** This option enables the printer to set the contrast automatically.
5. Touch **OK**.

## 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. To enter recipient details, touch an option or touch **Skip**.
3. Touch the **Image Quality** tab, then touch **Image Options**.
4. On the Image Options screen, adjust the sliders as needed.
  - **Lighten/Darken:** Lightens or darkens the image.
  - **Sharpness:** Sharpens or softens the image.
5. 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. To enter recipient details, touch an option or touch **Skip**.
3. Touch the **Layout Adjustment** tab, then touch **Reduce/Split**.
4. Touch an option.
  - **Reduce to Fit**: This option shrinks large documents to fit on smaller paper.
  - **Split Across Pages**: This option continues a single image across several pages.
5. 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. To enter recipient details, touch an option or touch **Skip**.
3. Touch the **Layout Adjustment** tab, then touch **Book Faxing**.
4. Touch an option.
  - **Off**: This 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.
5. To set the amount to erase, touch the **Binding Edge Erase** arrows as needed.
6. Touch **OK**.

## Selecting Fax Options

This section includes:

- [Printing a Confirmation Report](#) ..... 176
- [Selecting the Starting Rate](#) ..... 177
- [Adding a Cover Sheet](#)..... 177
- [Sending Header Text](#)..... 178
- [Sending a Delayed Fax](#) ..... 178
- [Storing a Fax in a Local Mailbox](#) ..... 179
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### 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. To enter recipient details, touch an option or touch **Skip**.
3. Touch the **Fax Options** tab, then touch **Confirmation Report**.
4. To generate a report for all fax jobs, touch **Print Confirmation**.
5. 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. To enter recipient details, touch an option or touch **Skip**.
3. Touch the **Fax Options** tab, then touch **Starting Rate**.
4. Touch an option.
5. 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.

## Adding a Cover Sheet

You can use the Cover Sheet option to add an introduction page to the beginning of your fax. You can add a short comment to the cover sheet, as well as To and From details.

To include a cover sheet:

1. Press the **Services Home** button, then touch **Fax**.
2. To enter recipient details, touch an option or touch **Skip**.
3. Touch the **Fax Options** tab, then touch **Cover Sheet > On**.
4. Touch the **To** field, use the touch screen keyboard to type the name of the recipient, then touch **OK**.
5. Touch the **From** field, use the touch screen keyboard to type the name of the sender, then touch **OK**.
6. To add a comment, do one of the following:
  - Touch an existing comment.
  - Touch an **<Available>** comment, touch the **Edit** icon, use the touch screen keyboard to type the text, then touch **OK**.

### Notes:

- To delete an existing comment, touch the comment, then touch **X**. To confirm the action, touch **Delete**.
  - To edit an existing comment, touch the comment, then touch the **Edit** icon. To change the comment, use the touch screen keyboard, then touch **OK**.
7. Touch **OK**.

## 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/WC7970docs](http://www.xerox.com/office/WC7970docs).

To include the fax header text:

1. Press the **Services Home** button, then touch **Fax**.
2. To enter recipient details, touch an option or touch **Skip**.
3. Touch the **Fax Options** tab, then touch **Send Header Text**.
4. Touch an option.
5. 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 you use this 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. To enter recipient details, touch an option or touch **Skip**.
3. Touch the **Fax Options** tab, then touch **Delay Send**.
4. Touch **Delay Send**.
  - 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**.
5. Touch **OK**.

The fax is scanned and saved, then sent at the specified time.

## 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/WC7970docs](http://www.xerox.com/office/WC7970docs).

To store a fax in a local mailbox:

1. Press the **Services Home** button, then touch **Fax**.
2. Touch **Mailboxes**.  
**Note:** If the Fax tab is selected, touch **Add Recipients**, then touch **Mailboxes**.
3. Touch **Store To Mailbox**.
4. Touch **Local Mailbox**.
5. Touch a mailbox from the list.
6. If a passcode is required, touch the **Mailbox Passcode** field, then to enter the four-digit mailbox passcode, use the keypad. Touch **OK**.
7. Touch **OK**.  
The mailbox appears as the recipient of the fax.
8. To select a different mailbox, touch the recipient field, then touch **Remove** or **Edit**.
9. Select additional options as needed.
10. Touch **Start**. The originals are scanned and stored in the mailbox.

## Storing a Fax in a Remote Mailbox

To store a fax in a remote mailbox:

1. Press the **Services Home** button, then touch **Fax**.
2. Touch **Mailboxes**.  
**Note:** If the Fax tab is selected, touch **Add Recipients**, then touch **Mailboxes**.
3. Touch **Store To Mailbox**.
4. Touch **Remote Mailbox**.
5. Touch **Enter Remote Fax Number**, then to enter the fax number of the remote device, use the keypad. Touch **OK**.
6. Touch the **Mailbox Number** field, then to enter the mailbox number, use the alphanumeric keypad.
7. Touch the **Mailbox Passcode** field, then, if needed, to enter the four-digit mailbox passcode, use the alphanumeric keypad.
8. Touch **OK**.  
The mailbox appears as the recipient of the fax. To select a different mailbox, touch the recipient field, then touch **Remove** or **Edit**.
9. Select additional options as needed.
10. Touch **Start**. The originals are scanned and stored in the remote mailbox.

## 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*.

To print local mailbox documents:

1. Press the **Services Home** button, then touch **Fax**.
2. Touch **Mailboxes**.  
**Note:** If the Fax tab is selected, touch **Add Recipients**, then touch **Mailboxes**.
3. Touch **Print From Mailbox**.
4. Touch **Local Mailbox**.
5. Touch a mailbox from the list.
6. If a passcode is required, touch the **Mailbox Passcode** field, then to enter the four-digit mailbox passcode, use the keypad. Touch **OK**.
7. Touch **Print**. The documents in the mailbox print.
8. To delete the contents of the mailbox after the device finishes printing, touch **Empty Mailbox**. To confirm, touch **Empty Mailbox**.
9. Touch **Close**.

## Printing Remote Mailbox Documents

To print remote mailbox documents:

1. Press the **Services Home** button, then touch **Fax**.
2. Touch **Mailboxes**.  
**Note:** If the Fax tab is selected, touch **Add Recipients**, then touch **Mailboxes**.
3. Touch **Print From Mailbox**.
4. Touch **Remote Mailbox**.
5. Touch **Enter Remote Fax Number**, then to enter the fax number of the remote device, use the keypad. Touch **OK**.
6. Touch the **Mailbox Number** field, then use the alphanumeric keypad to enter the mailbox number.
7. Touch the **Mailbox Passcode** field, then use the alphanumeric keypad to enter the four-digit mailbox passcode.
8. Touch **Print**. The documents in the remote mailbox print.
9. Touch **Close**.



## Deleting Local Mailbox Documents

To delete local mailbox documents:

1. Press the **Services Home** button, then touch **Fax**.
2. Touch **Mailboxes**.
3. If the Fax tab is selected, touch **Add Recipients**, then touch **Mailboxes**.
4. Touch **Store To Mailbox**.
5. Touch **Local Mailbox**.
6. Touch a mailbox from the list.
7. If a passcode is required, touch the Mailbox Passcode field, then to enter the four-digit mailbox passcode, use the keypad. Touch **OK**.
8. To delete the contents of the mailbox after the device finishes printing, touch **Empty Mailbox**. To confirm, touch **Empty Mailbox**.

## Storing a Fax for Polling

Fax Polling allows you to store a fax document on the printer and make it available for other fax machines to poll. You can also retrieve faxes stored on other fax machines. To use this feature, both the polling printer and the remote printer must have the Fax Polling feature. You can store faxes for polling as Non-Secure or Secure. When you select Secure Storage, you create a list of remote device fax numbers that are allowed to access secure faxes.

To store a fax:

1. Touch **Polling**.
  - Note:** If the Fax tab is selected, touch **Add Recipients**, then touch **Polling**.
2. Touch **Store Polling Files**.
3. To store a Non-Secure fax for polling.
  - a. Touch **Non-Secure Storage**.
  - b. Touch **OK**.
  - c. To confirm, touch **Update Setting**.
4. To store a Secure fax for polling.
  - a. Touch **Secure Storage**.
  - b. Touch **Enter a Fax Number**, then to enter the fax number for the remote device, use the keypad. Touch **OK**.
  - c. Touch **OK**.
  - d. Touch the **+** button. The fax number is added to the access list.
  - e. Continue to enter fax numbers for all of the remote devices that require access.
  - f. Touch **OK**.
  - g. To confirm, touch **Update Setting**.
5. Select additional options as needed.
6. Touch **Start**. The originals are scanned and stored for polling.

## Printing Faxes Stored for Polling

Fax Polling allows you to store a fax document on the printer and make it available for other fax machines to poll. You can also retrieve faxes stored on other fax machines. To use this feature, both the polling printer and the remote printer must have the Fax Polling feature. If you use Remote Fax Polling to poll a remote device, you can retrieve faxes immediately. You can use the Delay Poll option to retrieve faxes later at a specified time. The printer can poll more than one remote device at a time.

To print faxes stored for polling:

1. Press the **Services Home** button, then touch **Fax**.
2. Touch **Polling**.

**Note:** If the Fax tab is selected, touch **Add Recipients**, then touch **Polling**.

3. Touch **Print From Polling Device**.
4. To print faxes that are stored for polling on the local device:
  - a. Touch **Local Fax Polling**.
  - b. Touch **Print**.
  - c. To delete stored faxes after they print, touch **Empty Fax Polling**. To confirm, touch **Empty Fax Mailbox**.

The local faxes that are stored for polling print.

5. To print faxes that are stored for polling on a remote device:
  - a. Touch **Remote Fax Polling**.
  - b. Touch **Enter Fax Number**, then to enter the fax number of the remote device, use the keypad. Touch **OK**.
  - c. To add a number to the list, touch the **+** button. Enter additional fax numbers as needed.
  - d. To edit the list of fax numbers, touch a number in the list, then touch **Remove** or **Edit**.
  - e. To set a specific time to poll the remote device, touch **Delay Poll**.
    - Touch **Delay Polling**.
    - 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**.
    - Touch **OK**.
  - f. Touch **Print**.

The faxes that are stored on the remote device for polling print.

6. Touch **Close**.

## Deleting Faxes Stored for Polling

To delete faxes that are stored for polling:

1. Press the **Services Home** button, then touch **Fax**.
2. Touch **Polling**.

**Note:** If the Fax tab is selected, touch **Add Recipients**, then touch **Polling**.

3. Touch **Store Polling Files**.
4. Touch an option.
5. Touch **Empty Fax Polling**. To confirm, touch **Empty Fax Polling** again.
6. Touch **OK**.

## Building a Fax Job

For details, see [Building a Fax Job](#) on page 199.

## 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. Press the **Services Home** button, then touch **Server Fax**.
2. To enter recipient details, touch an option or touch **Skip**.
  - Touch **Enter Recipient**.
    - To enter the number, use the alphanumeric keypad. To add special dialing characters, at the point of insertion during number entry, touch the desired character.
    - Touch **Add**.
    - To add additional recipients, touch **Add Recipient**, then **Enter Recipient**.
    - To enter the number, use the alphanumeric keypad, then touch **Add**.
- 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.
- Touch **Fax Directory**.
  - Touch the desired contact, then select **Add to Recipients**.
  - To remove a contact from the list, touch the contact, then touch **Remove**.
  - Add additional contacts as needed, then touch **OK**.
3. Touch **2-Sided Scanning**, select an option, then touch **OK**.
4. Touch **Original Orientation**, select an option, then touch **OK**.
5. Touch **Resolution**, select an option, then touch **OK**.
6. Touch **Original Size**, select an option, then touch **OK**.
7. Select more options as needed. For details, see [Selecting Server Fax Options](#) on page 187.
8. Press the green **Start** button. The printer scans the pages and transmits the document when all pages have been scanned.

## Basic Server Fax Settings

This section includes:

- [Selecting 2-Sided Scanning Options](#).....185
- [Specifying the Orientation of the Original](#).....185
- [Setting the Resolution](#).....186
- [Specifying the Size of the Original](#).....186

### Selecting 2-Sided Scanning Options

You can use the 2-Sided Scanning options to set the device to scan one or both sides of an original.

To set 2-sided scanning:

1. Press the **Services Home** button, then touch **Server Fax**.
2. To enter recipient details, touch an option or touch **Skip**.
3. Touch **2-Sided Scanning**.
4. Touch an option.
  - **1-Sided**: This option scans only one side of the original image and produces 1-sided output files.
  - **2-Sided**: This option scans both sides of the original image.
  - **2-Sided, Rotate Side 2**: This option scans both sides of the original image, rotating the second side.
5. Touch **OK**.

### Specifying the Orientation of the Original

You can use the Original Orientation option to specify the layout of the originals that you scan. The printer uses the information to determine if images require rotation to produce the desired output

To specify orientation:

1. Press the **Services Home** button, then touch **Server Fax**.
2. To enter recipient details, touch an option or touch **Skip**.
3. Touch **Original Orientation**.
4. 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 use the document glass, place the original in the same orientation face down as it was face up.

5. Touch **OK**.

## Setting the Resolution

Resolution determines how fine or grainy graphic images appear. Image resolution is measured in dots per inch (dpi).

To adjust the resolution:

1. Press the **Services Home** button, then touch **Server Fax**.
2. To enter recipient details, touch an option or touch **Skip**.
3. Touch **Resolution**.
4. On the Resolution screen, touch the desired resolution.
  - **Standard:** Used for machine-generated text.
  - **Fine:** Used for line drawings, smaller text, and hand-written text.
5. 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. To enter recipient details, touch an option or touch **Skip**.
3. Touch **Original Size**.
4. On the Original Size screen, select an option:
  - **Auto Detect:** This option allows the printer to determine the size of the original.
  - **Preset Scan Area:** This option specifies the area to scan when it matches a standard paper size. In the scrolling list, touch the desired paper size.
  - **Custom Scan Area:** You can specify the height and width of the area to scan.
  - **Mixed Size Originals:** You can 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.
5. Touch **OK**.

## Selecting Server Fax Options

This section includes:

- [Adjusting Brightness](#) ..... 187
- [Automatically Suppressing Background Variation](#) ..... 187
- [Adjusting the Contrast](#) ..... 188
- [Specifying the Original Type](#) ..... 188
- [Sending a Delayed Fax](#) ..... 189
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### Adjusting Brightness

You can lighten or darken the image.

To adjust the image:

1. Press the **Services Home** button, then touch **Server Fax**.
2. To enter recipient details, touch an option or touch **Skip**.
3. Touch the **Image Quality** tab, then touch **Lighten/Darken**.
4. Adjust the **Lighten/Darken** slider as needed.
5. 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. To enter recipient details, touch an option or touch **Skip**.
3. Touch the **Image Quality** tab, then touch **Image Enhancement**.
4. For Background Suppression, touch **Auto Suppression**.
5. 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. To enter recipient details, touch an option or touch **Skip**.
3. Touch the **Image Quality** tab, then touch **Image Enhancement**.
4. On the Image Enhancement screen, select an option:
  - **Manual Contrast:** This option allows you to adjust the contrast manually.
  - **Auto Contrast:** This option enables the printer to set the contrast automatically.
5. Touch **OK**.

## Specifying the Original Type

The printer optimizes the image quality of the output based on the type of images in the original document.

To specify the original type:

1. Press the **Services Home** button, then touch **Server Fax**.
2. To enter recipient details, touch an option or touch **Skip**.
3. Touch the **Image Quality** tab, then touch **Original Type**.
4. Touch the content type of the original document.
5. 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 you use this 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. To enter recipient details, touch an option or touch **Skip**.
3. Touch the **Fax Options** tab, then touch **Delay Send**.
4. Touch **Delay Send**.
  - 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**.
5. Touch **OK**.

The fax is scanned and saved, then sent at the specified time.

## Building a Fax Job

For details, see [Building a Fax Job](#) on page 199.

## 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. Press the **Services Home** button, then touch **Internet Fax**.
3. To enter recipient details, touch an option or touch **Skip**.
  - Touch **Enter Recipient**.
    - To enter an email address, use the touchscreen keyboard, then touch **Add**.
    - To add additional recipients, touch **Add Recipient**, then **Enter Recipient**. To enter an email address, use the touchscreen keyboard, then touch **Add**.
    - To organize recipients, touch one of the recipients in the list, then from the menu, select **To** or **Cc**.
  - Touch **Device Address Book**.
    - Touch **Search**, then to type part of the name, use the touchscreen keyboard.
    - Touch **Search**.
    - Touch the desired contact, then from menu, select **To** or **Cc**.
    - Touch **OK**.
4. Touch **2-Sided Scanning**, select an option, then touch **OK**.
5. Touch **Original Type**, select an option, then touch **OK**.
6. Touch **Attachment**, select an option, then touch **OK**.
7. Touch **Subject**, then use the touch screen keyboard to type the desired text. Touch **OK**.
 

**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.
8. Adjust the Internet fax options as needed.
9. Press the green **Start** button.
10. The printer scans the pages, then after all pages are scanned, it sends the document as an email attachment in **.pdf** or **.tif** file format.

## Basic Internet Fax Settings

This section includes:

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- [Specifying the Orientation of the Original](#).....191
- [Specifying the Attachment Format](#) .....192

### Selecting 2-Sided Scanning Options

You can use the 2-Sided Scanning options to set the device to scan one or both sides of an original.

To set 2-sided scanning:

1. Press the **Services Home** button, then touch **Internet Fax**.
2. To enter recipient details, touch an option or touch **Skip**.
3. Touch **2-Sided Scanning**.
4. Touch an option.
  - **1-Sided**: This option scans only one side of the original image and produces 1-sided output files.
  - **2-Sided**: This option scans both sides of the original image.
  - **2-Sided, Rotate Side 2**: This option scans both sides of the original image, rotating the second side.
5. Touch **OK**.

### Specifying the Orientation of the Original

You can use the Original Orientation option to specify the layout of the originals that you scan. The printer uses the information to determine if images require rotation to produce the desired output

To specify orientation:

1. Press the **Services Home** button, then touch **Internet Fax**.
2. To enter recipient details, touch an option or touch **Skip**.
3. Touch **Original Orientation**.
4. 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 use the document glass, place the original in the same orientation face down as it was face up.

5. Touch **OK**.

## Specifying the Attachment Format

You can use the Attachment option to specify the file format of the scanned images that you send as an attachment.

To specify the attachment format:

1. Press the **Services Home** button, then touch **Internet Fax**.
2. To enter recipient details, touch an option or touch **Skip**.
3. Touch **Attachment**.
4. On the Attachment screen, touch the desired attachment format.
  - **PDF**: This option produces a Portable Document Format (.pdf).
  - **PDF Archival**: This option produces a Portable Document Format (.pdf) with embedded fonts.
  - **TIFF**: This option produces a Tagged Image File Format (.tif)
5. Touch **OK**.

## Selecting Internet Fax Options

This section includes:

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- [Specifying the Original Type](#) .....194
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- [Adjusting the Contrast](#).....194
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### Selecting Color or Black and White Output

If the original document contains color, you can create output in full color, grayscale, or in black and white.

To select the output color:

1. Press the **Services Home** button, then touch **Internet Fax**.
2. To enter recipient details, touch an option or touch **Skip**.
3. Touch the **Advanced Settings** tab.
4. Touch **Output Color**, then select an option:
  - **Auto Detect:** This option 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:** This option scans in black and white only.
  - **Grayscale:** Detects and scans various shades of gray.
  - **Color:** Scans in full color.
5. Touch **OK**.

## Specifying the Original Type

You can use the Original Type option to specify the type of images to scan. The device uses this information to optimize the image quality settings and produce the best quality output.

To specify the original type:

1. Press the **Services Home** button, then touch **Internet Fax**.
2. To enter recipient details, touch an option or touch **Skip**.
3. Touch the **Advanced Settings** tab.
4. Touch **Original Type**.
5. On the Original Type screen, select the appropriate settings:
  - Touch the content type of the original document.
  - If known, select how the original was produced.
6. 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 **Internet Fax**.
2. To enter recipient details, touch an option or touch **Skip**.
3. Touch the **Advanced Settings** tab, then touch **Image Enhancement**.
4. For Background Suppression, touch **Auto Suppression**.
5. 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 **Internet Fax**.
2. To enter recipient details, touch an option or touch **Skip**.
3. Touch the **Advanced Settings** tab, then touch **Image Enhancement**.
4. On the Image Enhancement screen, select an option:
  - **Manual Contrast:** This option allows you to adjust the contrast manually.
  - **Auto Contrast:** This option enables the printer to set the contrast automatically.
5. Touch **OK**.

## 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 **Internet Fax**.
2. To enter recipient details, touch an option or touch **Skip**.
3. Touch the **Advanced Settings** tab, then touch **Image Options**.
4. On the Image Options screen, adjust the sliders as needed:
  - **Lighten/Darken**: Lightens or darkens the image.
  - **Sharpness**: Sharpens or softens the image.
5. Touch **OK**.

## Adjusting Saturation

Adjusting the saturation makes the image colors more vivid or pastel.

To adjust the image:

1. Press the **Services Home** button, then touch **Internet Fax**.
2. To enter recipient details, touch an option or touch **Skip**.
3. Touch the **Advanced Settings** tab, then touch **Saturation**.
4. Adjust the sliders as needed.
5. Touch **OK**.

## Setting the Resolution

Resolution determines the quality of graphic images. Image resolution is measured in dots per inch (dpi). A 600-dpi setting renders images using 600 dots (pixels) for every inch of the image. A higher resolution produces better print quality.

To adjust the resolution:

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

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

## 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 **Internet Fax**.
2. To enter recipient details, touch an option or touch **Skip**.
3. Touch the **Layout Adjustment** tab, then touch **Original Size**.
4. On the Original Size screen, select an option:
  - **Auto Detect**: This option allows the printer to determine the size of the original.
  - **Preset Scan Area**: This option specifies the area to scan when it matches a standard paper size. In the scrolling list, touch the desired paper size.
  - **Custom Scan Area**: You can specify the height and width of the area to scan.
  - **Mixed Size Originals**: You can 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.
5. Touch **OK**.



## 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. Press the **Services Home** button, then touch **Internet Fax**.
2. To enter recipient details, touch an option or touch **Skip**.
3. Touch the **Internet Fax Options** tab, then touch **Quality/File Size**.
4. On the Quality/File Size screen, use the slider to select a setting. The settings range from Highest Compression/Smallest File Size to Lowest Compression/Largest File Size.
5. Touch **OK**.

## Adding a Message

You can use the Message option to add a brief message to the file you want to send.

To add a message:

1. Press the **Services Home** button, then touch **Internet Fax**.
2. To enter recipient details, touch an option or touch **Skip**.
3. Touch the **Internet Fax Options** tab, then touch **Message**.
4. Type a message using the touch screen keyboard.
5. Touch **OK**.

## Specifying a Reply To Address

You can use the Reply To option to include an email address that you want the recipient to reply to. This option is useful if you want the recipient to reply to your email address rather than to the device email address.

To set the Reply To address:

1. Press the **Services Home** button, then touch **Internet Fax**.
2. To enter recipient details, touch an option or touch **Skip**.
3. Touch the **Internet Fax Options** tab, then touch **Reply To**.
4. Enter the details using one or more of the available options.
  - **Enter Reply To Address:** This option allows you to enter an email address manually. Use the touch screen keyboard to type an email address, then touch **OK**.
  - **Device Address Book:** This option allows you to select an entry from your address book. Touch the desired name then 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. Press the **Services Home** button, then touch **Internet Fax**.
2. To enter recipient details, touch an option or touch **Skip**.
3. Touch the **Internet Fax Options** tab, then touch **Acknowledgment Report**.
4. Touch **Print Report**.
5. Touch **OK**.

## Building a Fax Job

For details, see [Building a Fax Job](#) on page 199.

## 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. Enter the details using one or more of the available options.

- **Enter Recipient:** This option allows you to enter recipient details manually.

**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:** You can use this option to access and select contacts that are designated as favorites in your address book.
- **Device Address Book:** This option allows you to select contacts from your address book and add them to your recipients list.

3. Touch the **Job Assembly** tab, then touch **Build Job > On**.

4. Touch **Options**.

- a. Select or clear the **Display Summary window between segments** check box.
- b. Select or clear the **Turn Build Job Off after Job is Submitted** check box.
- c. Touch **OK**.

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 are programmed and scanned, touch **Submit Job**.

The Job Progress screen appears, and the individual segments are sent as a single job.

9. On the Job Progress screen, to view a summary of the job, touch **Details**.

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

## 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. You can select confirmation sheets, send speed, fax resolution, send time, and fax dialing options.

### Notes:

- If you select the Fax job type, 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 Printing Options tab, from the Job Type list, select **Fax**.
4. To add recipients, click **Recipients**, then select an option.  
Do one or more of the following:
  - Click the **Add From Phonebook** button. In the Add From Phonebook window, click the arrow, then select a phonebook from the list. Select names from the upper list or to search for a recipient, type a name, then click the search icon. To add a name to the Fax Recipients list, select the name, then click the down arrow to move it to the bottom list. When you are finished, click **OK**. To add additional names, repeat this procedure.
  - Click the **Add Recipient** button, type the recipient name and fax number, add other information, then click **OK**. Add new recipients as needed.
5. To include a cover sheet, click **Cover Sheet**, then from the Cover Sheet Options list, select **Print a Cover Sheet**. On the Cover Sheet information tab, type notes that you want to appear on the cover sheet.
6. To include a watermark on the cover sheet, click the **Image** tab, then for Watermark, select **Custom**.
  - To include a text watermark, from the menu, select **Text**. 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. Click **OK**.
  - To include a picture watermark, from the menu, select **Picture**. 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. Click the folder icon, navigate to the file location, then select the desired picture file. To include the file, click **Open**. Click **OK**.

7. In the Cover Sheet Notes window, type notes to appear on the cover sheet.
8. On the Options tab, select the options for this fax.
  - For Confirmation, select an option:
    - **Disabled:** No confirmation notification occurs.
    - **Send to Printer:** This option instructs the printer to print a confirmation sheet. A fax confirmation notifies you that the fax was sent successfully. The confirmation shows the names and fax numbers of the recipients.
    - **Send to Email:** Instructs the printer to send the confirmation sheet to the email address that you specify. Enter a valid email address.
  - **Send Speed:** This option selects the appropriate fax transmission rate in kilobits per second (kbps) or bits per second (bps). If you live in an area where the phone lines do not support high-speed fax/data transmission, select a lower transmission rate. A lower transmission rate reduces the chance of transmission errors.
  - **Fax Resolution:** Fax Resolution affects the amount of detail that is reproduced during the fax transmission. Higher resolution fax transmissions consume more memory and take longer to send. Select an option.
    - **Standard:** Used for machine-generated text.
    - **Fine:** Used for line drawings, smaller text, and hand-written text.
    - **Superfine:** Used for finer text, drawings, and lower-resolution images.
  - **Send Time:** Select the time to send the fax. You can delay the send for up to 24 hours.
  - **Dialing Prefix:** To dial an outside line, select **Dialing Prefix**. Type the dialing prefix in the field.
  - **Credit Card:** To use a credit card, debit card, or calling card to charge for faxes, select **Credit Card**. Type the card number in the field.
9. Click **OK**.
10. In the Printer Properties window, click **OK**.
11. In the Print window, click **OK** or **Print**.

# Using the Address Book

This section includes:

- [Adding an Individual Entry to the Device Address Book](#) .....202
- [Editing an Individual Address Book Entry](#).....202
- [Editing or Deleting Favorites in the Device Address Book](#).....203

## Adding an Individual Entry to the Device Address Book

The Device Address Book can contain up to 5000 contacts. If the Create New Contact button is unavailable, the address book has reached its capacity.

Before you can use this feature, the system administrator must enable users to view and manage the Device Address Book.

To add a recipient to the Device Address Book:

1. Press the **Services Home** button, then touch **Email, Fax, or Internet Fax**.
2. Touch **Device Address Book**.
3. Touch **Create New Contact**.
4. Touch each of the fields required, then to enter information, use the touch screen keyboard. Touch **OK**.
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.
  - c. At the Additional Contact Information page, touch **OK**.
6. To mark any entered contact information as a favorite, touch the star icon.
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, Fax, or Internet Fax**.
2. Touch **Device Address Book**.
3. Touch the contact name.
4. Touch **Details**.
5. Touch the field that requires, then to edit the entry, use the touch screen keyboard. Touch **OK**.
6. To change the display name for the contact, touch the **i** button, edit the information in the fields, then touch **OK**.
7. To mark any entered contact information as a favorite, touch the star icon.
8. 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 **Email, Fax, or Internet Fax**.
2. Touch **Device Address Book**.
3. Touch the desired entry, using the scroll arrows as needed.
4. Touch **Details**.
5. To mark any entered contact information as a favorite, touch the star icon.
6. To delete a favorite, to the right of the appropriate field touch the star icon.
7. Touch **OK**.










# Maintenance

# 9

This chapter includes:

- [General Precautions](#) .....206
- [Cleaning the Printer](#) .....207
- [Routine Maintenance](#).....214
- [Billing and Usage Information](#) .....234
- [Ordering Supplies](#) .....235
- [Moving the Printer](#) .....237

## 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 pressurized spray cleaners increases 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

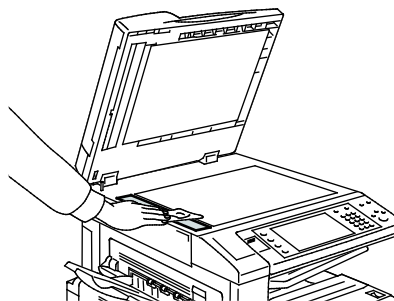
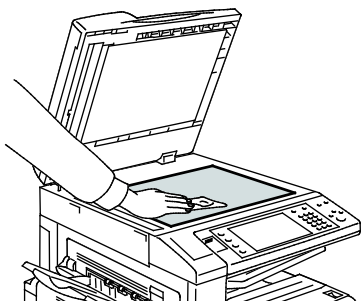
This section includes:

- [Cleaning the Document Glass and Document Cover](#) .....207
- [Cleaning the Document Feed Rollers](#) .....208
- [Cleaning the Second-Side Scanning Lens Assembly](#).....209
- [Cleaning the Printer Exterior](#).....211
- [Cleaning the Printer Interior](#).....212

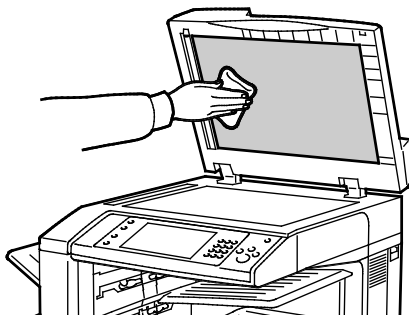
## Cleaning the Document Glass and Document Cover

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.



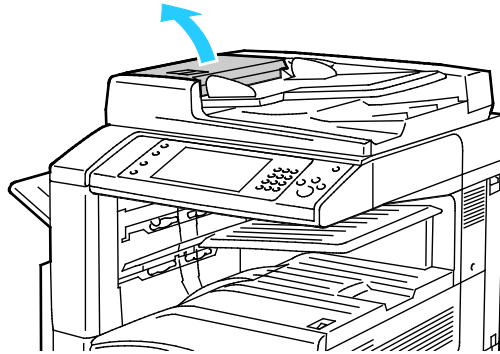
2. Use a lint-free cloth and Xerox® Cleaning Fluid to clean the underside of the document cover and the document feeder.




## Cleaning the Document Feed Rollers

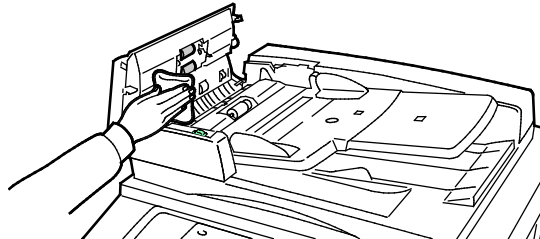
Dirt on the document feed rollers can cause paper jams or deteriorate print quality. For best performance, clean the document feed rollers once a month.

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.



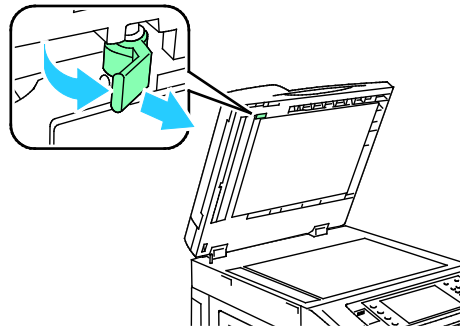
## Cleaning the Second-Side Scanning Lens Assembly

The second-side scanning lens assembly allows you to make 2-sided scans and copies with a single pass of the original. The assembly is on the left side of the document cover and includes a mirrored glass strip, a metal strip, a white-plastic strip, and rollers.

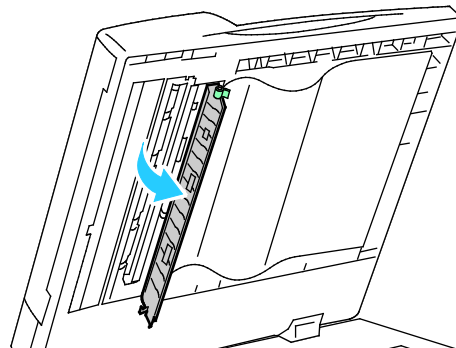
**Note:** Xerox recommends that you clean all parts of the second-side scanning lens assembly regularly.

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.

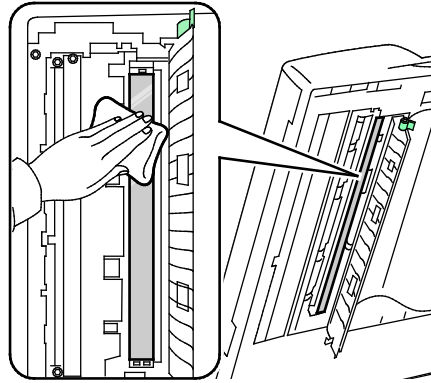


2. To separate the left end of the document cover from the lens assembly, continue to lower the lever.

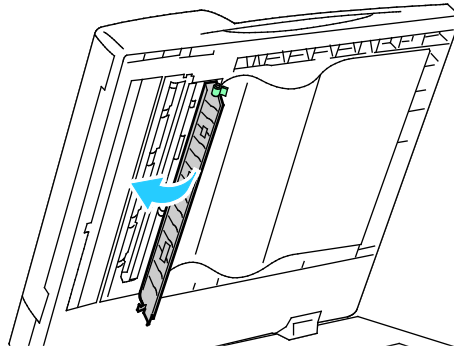


3. Using a soft cloth moistened with water, wipe the mirrored glass, metal strip, both sides of the white-plastic strip, and the rollers. If dirt is difficult to remove, moisten a soft cloth with a small amount of neutral detergent. Then wipe them dry with a soft cloth.

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



4. 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.

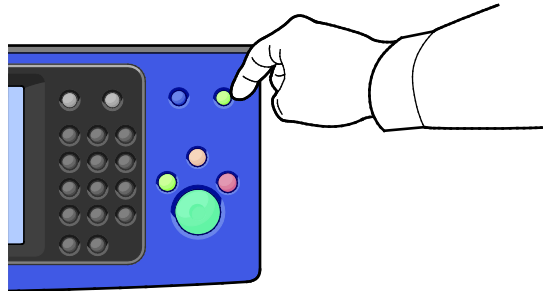


## Cleaning the Printer Exterior

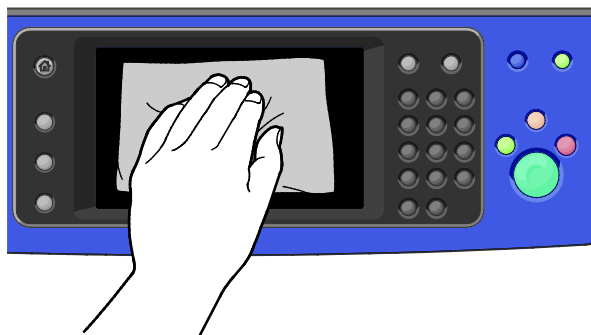
Regular cleaning keeps the touch screen and control panel free from dust and dirt.

To clean the printer exterior:

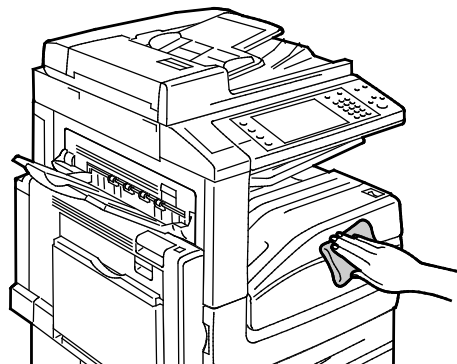
1. To avoid activating buttons and menus, press the **Energy Saver** button.



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.



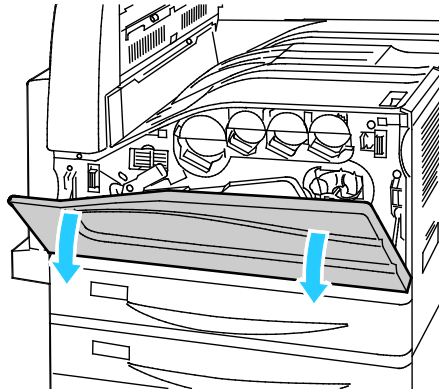
## Cleaning the Printer Interior

### Cleaning the Printhead Lenses

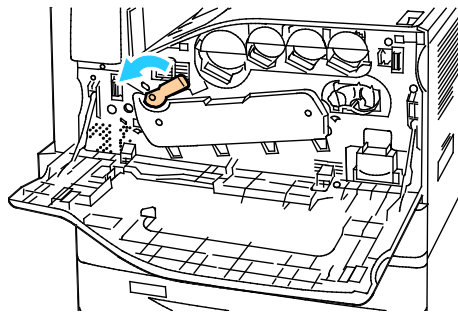
The printer is constructed with four printhead lenses. Clean all lenses as described in the following procedure.

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

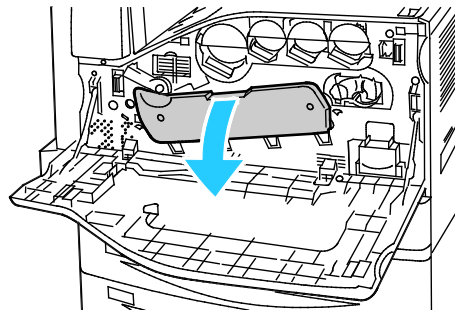
1. Open the front cover of the printer.



2. Turn the belt tension lever to the left.



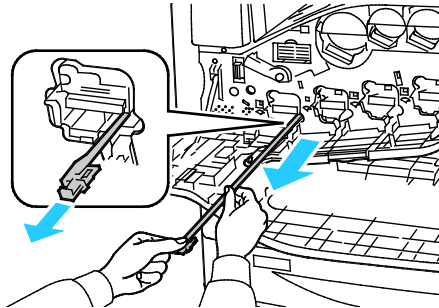
3. Pull the drum cartridge cover down until it clicks into the open position.



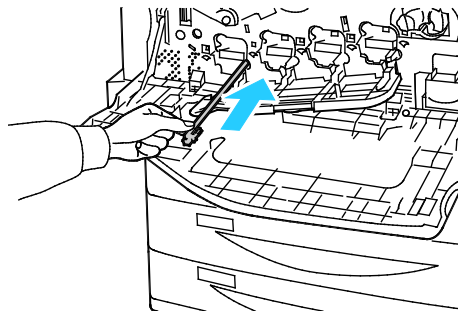


- Each of the four printheads has its own cleaning tool. Slowly pull the LED printhead cleaner out until the three dots are visible.

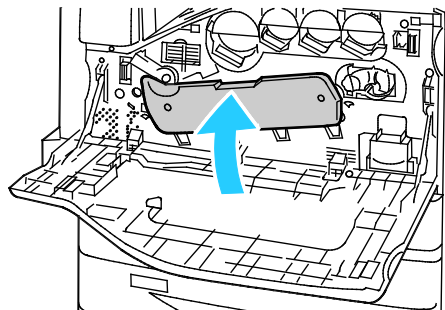
**Note:** The LED printhead cleaner does not detach from the printer.



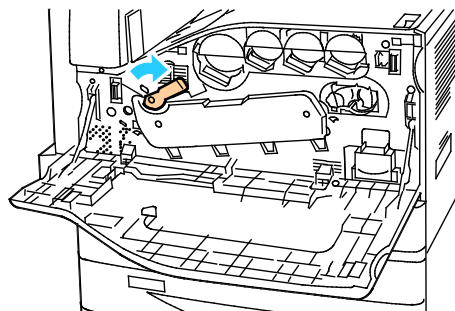
- Slowly push the LED printhead cleaner back into the printhead until it stops.



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



- Turn the belt tension lever to the right to return it to the locked position.



Close the printer front cover.

# Routine Maintenance

This section includes:

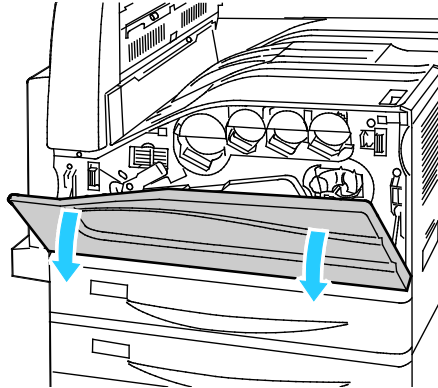
- Replacing the Toner Cartridges .....215
- Replacing the Waste Toner Container .....217
- Replacing the Drum Cartridges.....219
- Replacing the Transfer Belt Cleaner .....222
- Replacing the Second Bias Transfer Roller .....225
- Resetting Supply Life Counters.....227
- Replacing Staple Cartridges.....228
- Emptying the Hole Punch Waste Container .....232

## Replacing the Toner Cartridges

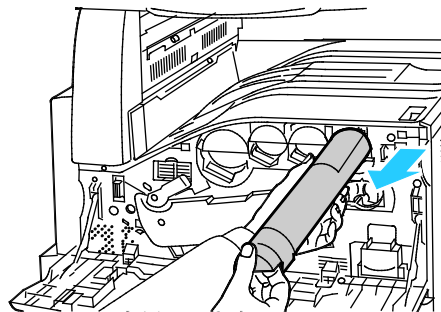
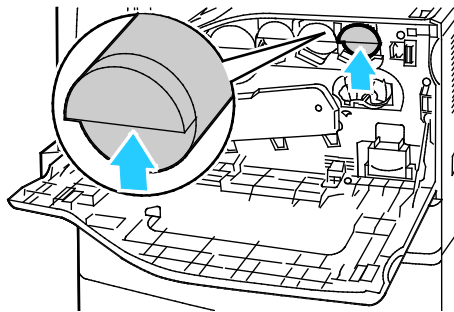
A message appears on the control panel when a toner cartridge must be replaced.

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

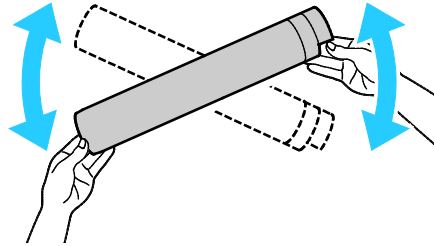
1. Open the front cover of the printer.



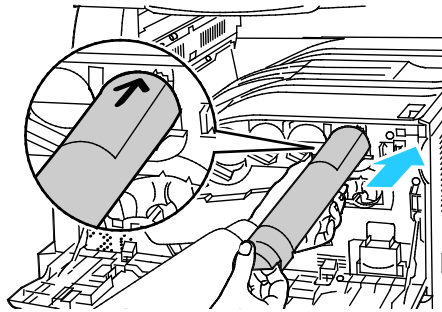
2. Place your fingers under the lip of the toner cartridge, then pull the toner cartridge straight out of the printer.



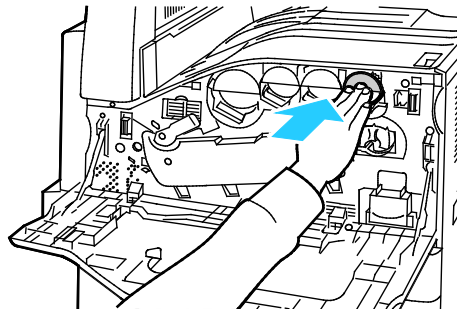
3. Remove the new toner cartridge from the packaging. Tilt the cartridge up and down, then left and right 10 times.



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.

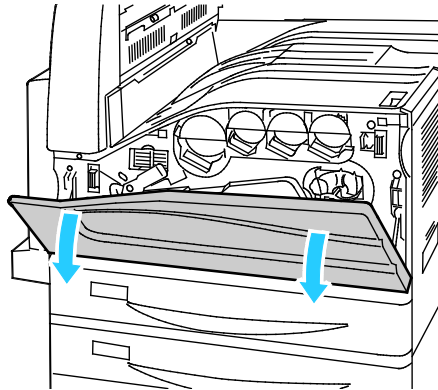
## Replacing the Waste Toner Container

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

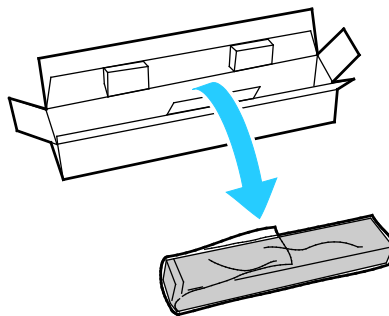
When replacing the waste toner container, clean the printhead lenses. For details, see [Cleaning the Printhead Lenses](#).

-  **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.

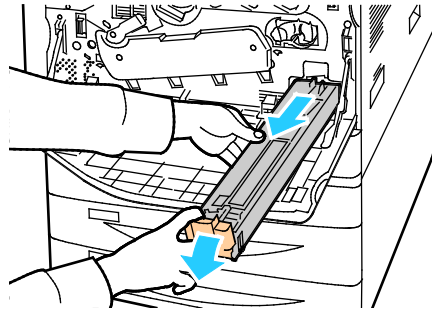
1. Open the front cover of the printer.



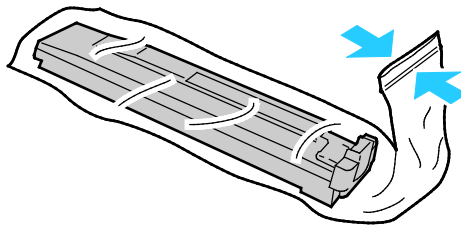
2. Remove the new waste toner container from the packaging. Retain the packaging.



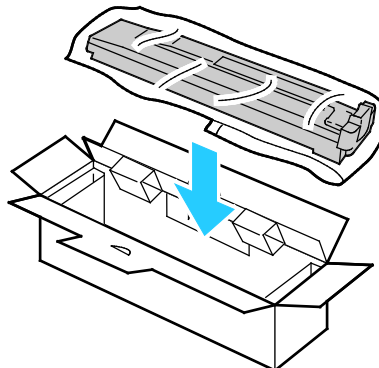
3. Pull the used waste toner container out slowly while supporting it with your other hand.



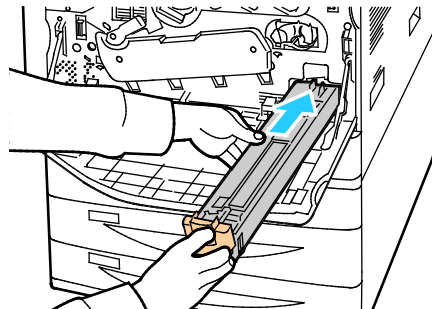
4. Place the used waste toner container in the plastic bag, then seal it firmly using the zipper.



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.



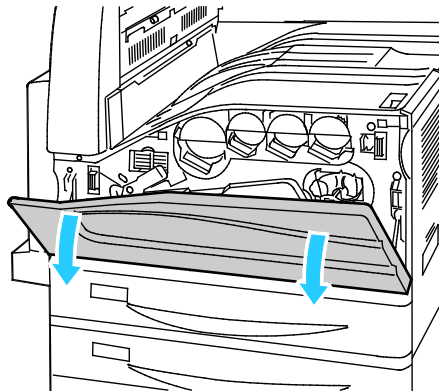
7. Clean the printhead lenses. For details, see [Cleaning the Printhead Lenses](#).
8. Close the front cover.

## Replacing the Drum Cartridges


When a drum cartridge requires replacement, a message appears on the control panel.

 **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.

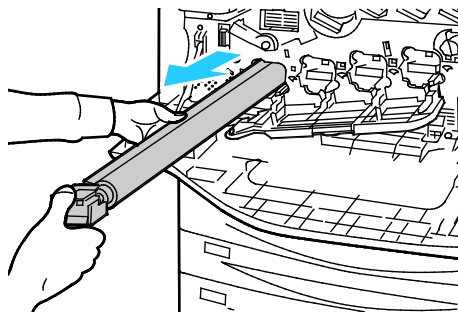
1. Open the front cover of the printer.



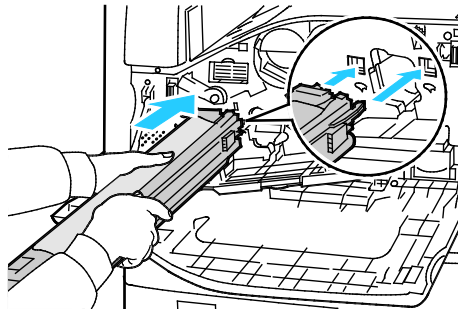
2. Grip the orange handle of the drum cartridge as shown, then pull the drum cartridge straight out of the printer. Place the used drum cartridge in the plastic bag and place in the box.

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

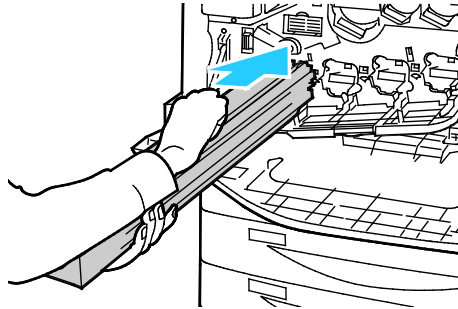
**Note:** If you want to return used supplies for recycling, follow the instructions included with the new supplies. If the instructions or shipping label are not available, for more information, go to [www.xerox.com/gwa](http://www.xerox.com/gwa) for more information.



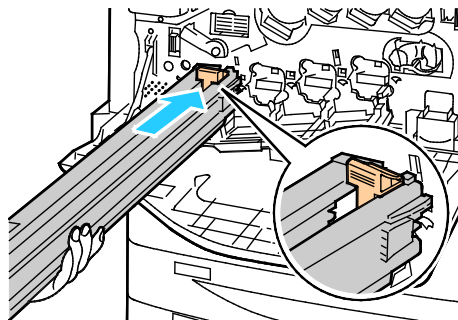
3. Remove the packing material from the end of the new drum cartridge.
4. Rest the new cartridge, along with its black plastic protective shield, in the cartridge slot. Make sure to load the cartridge in the direction of the arrow on the top of the shield.



5. With the guides inserted in the slot, to remove the black paper sheet, pull it in the direction shown.
6. Remove the tape from the top of the cartridge shield.
7. Hold the shield, then use the orange handle to push the cartridge into the printer.

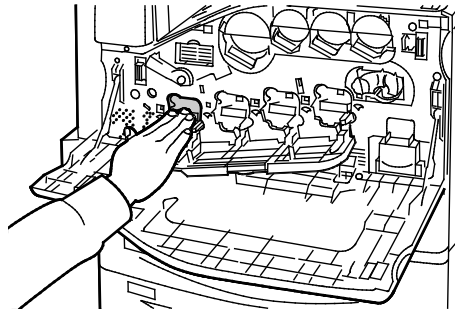


8. Continue to push the orange handle until it stops.

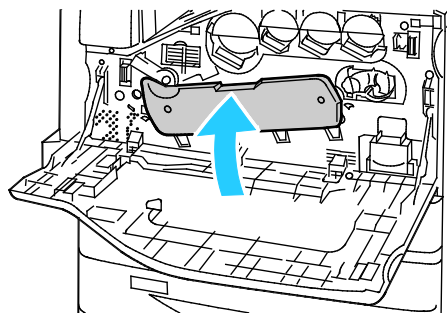




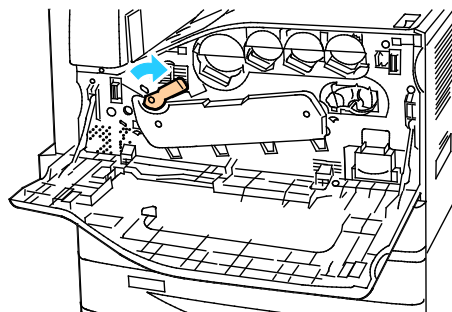
9. Carefully remove the protective shield.
10. Push the drum cartridge until it stops.



11. Close the drum cartridge cover.




12. To return the belt tension lever to the locked position, turn it to the right.



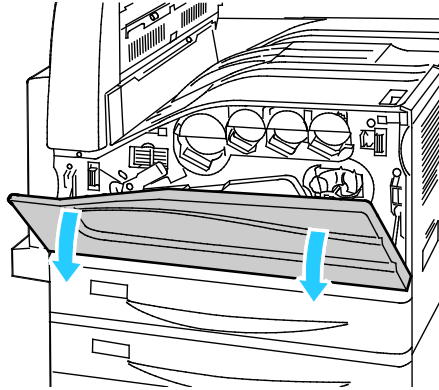
13. Close the printer front cover.
14. Dispose of the protective shield and tape as normal office waste.

## Replacing the Transfer Belt Cleaner

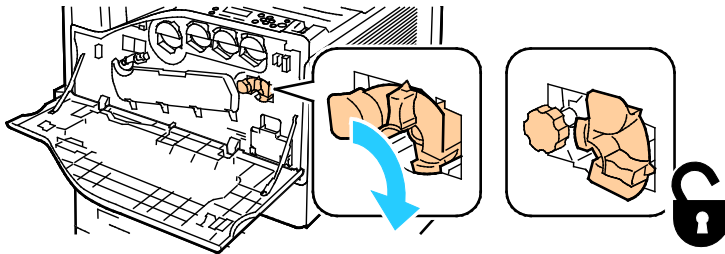
A message appears on the control panel when the transfer belt cleaner must be replaced.

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

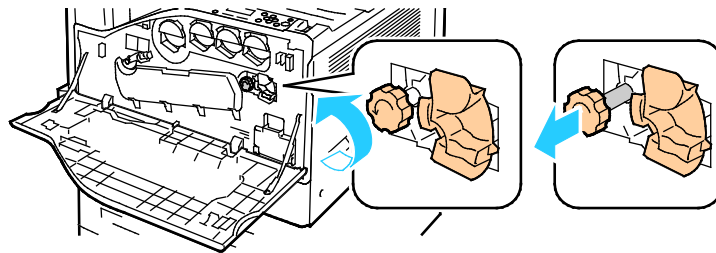
1. Open the front cover of the printer.




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

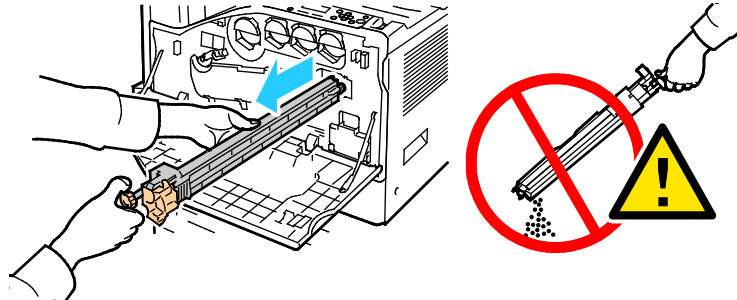


3. Turn the orange knob counterclockwise until it releases.

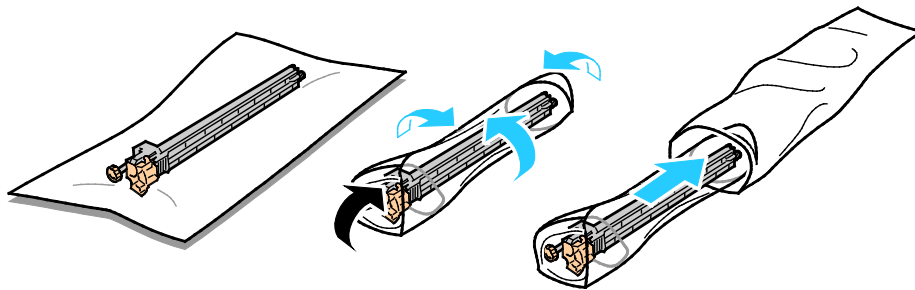


- Pull the transfer belt cleaner straight out of the printer.


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

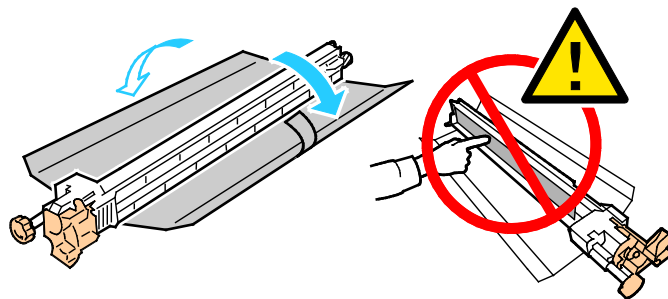


- Remove the new transfer belt cleaner from the packaging. Retain the packaging.
- Place the used transfer belt cleaner in the plastic bag.

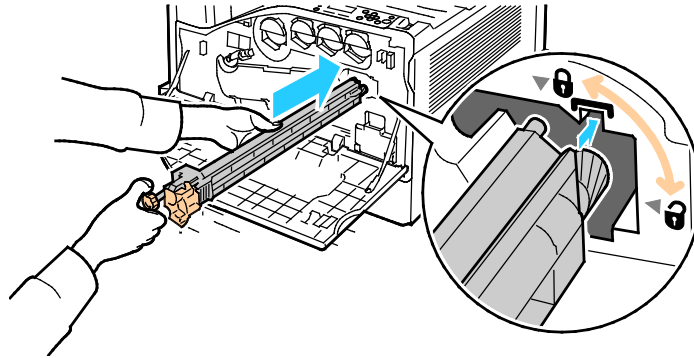


- Remove the protective cover from the new transfer belt cleaner.

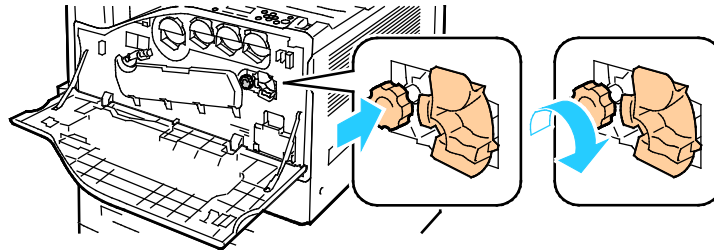
 **CAUTION:** Do not touch the surface of the transfer belt cleaner. Doing so could deteriorate image quality.



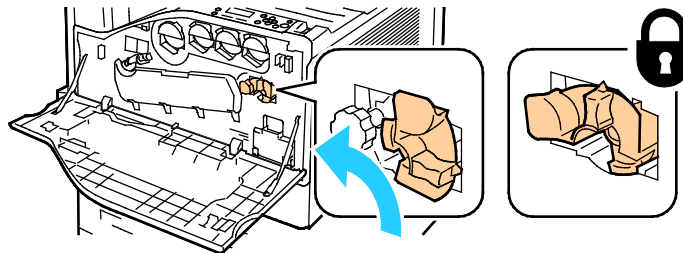
- Support the new transfer belt cleaner with your left hand and slide it straight into the opening until it stops.



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



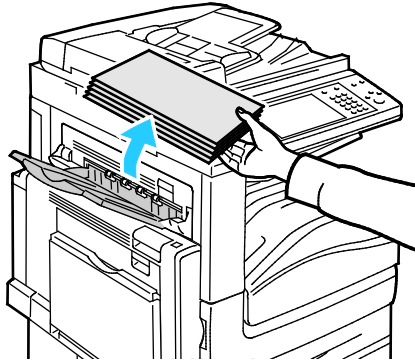
- Turn the orange lever to the left to lock the belt cleaner.



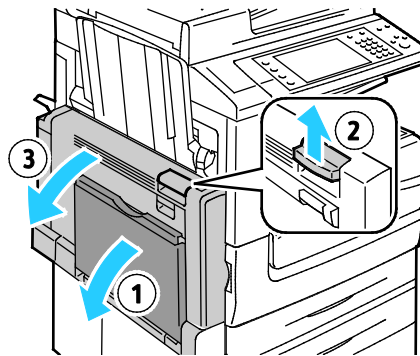
- Close the printer front cover.


## 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.

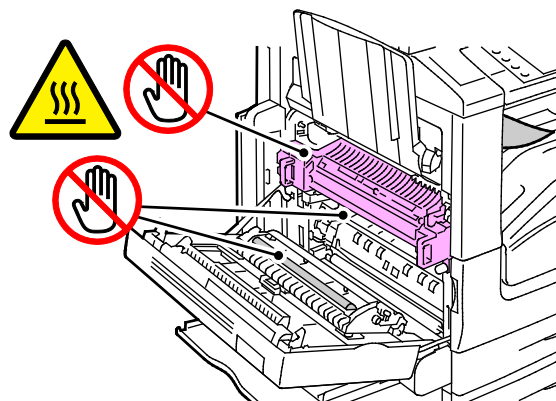


2. Open tray 5 (bypass) as shown (1).
3. While lifting up the release lever (2), open the top left cover A as shown (3).

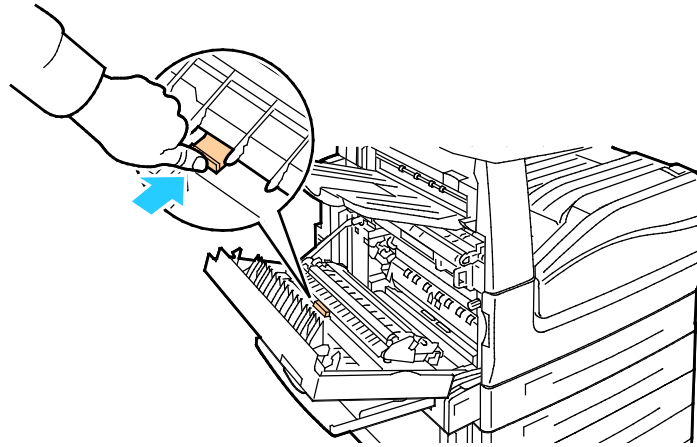


 **WARNING:** The area around the fuser can be hot. Use caution to avoid injury.

 **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.

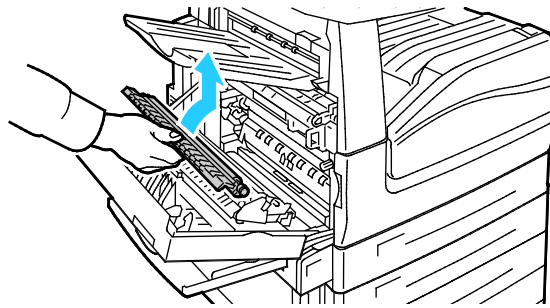


4. Remove the new transfer roller from the packaging. Retain the packaging.
5. Push the orange lever in the direction shown.

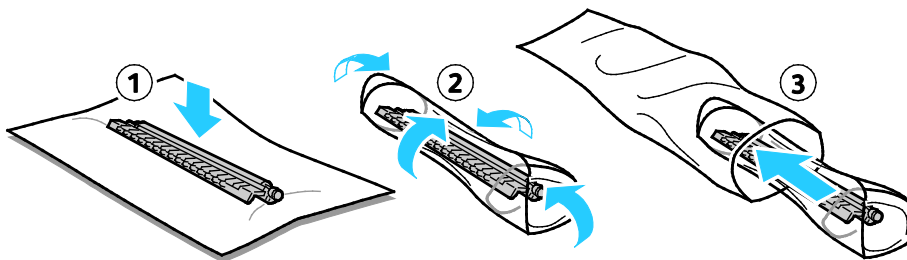


6. Lift the used transfer roller out of the printer.

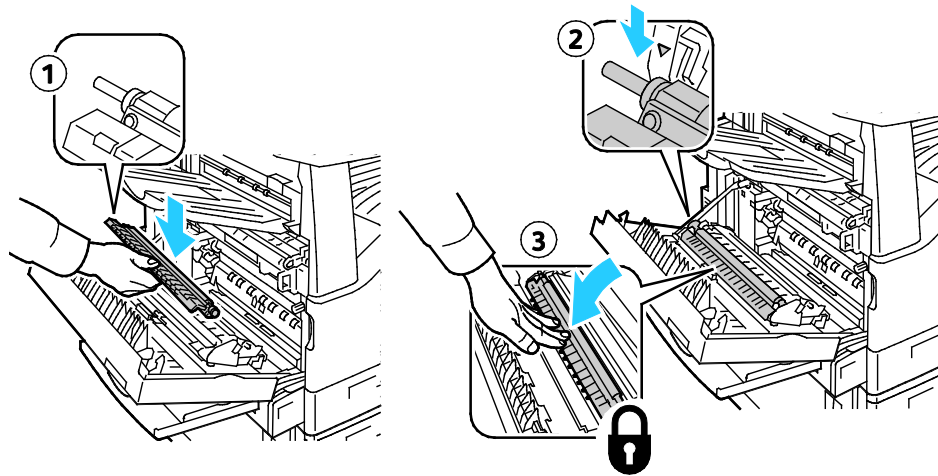
**Note:** Do not touch any toner adhering to the transfer roller.



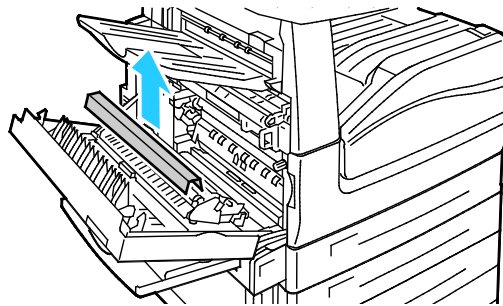
7. Place the used transfer roller in the plastic bag.



- 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.

- Press the **Log In/Out** button, enter the system administrator login information, then press **Enter**. For details, see the *System Administrator Guide* at [www.xerox.com/office/WC7970docs](http://www.xerox.com/office/WC7970docs).
- On the control panel, press **Machine Status**.
- Touch the **Tools** tab, then touch **Troubleshooting**.
- Touch **Resets**.
- Touch **Supply Counter Reset**.
- Touch the desired supply item, then touch **Reset Counter**.
- On the confirmation screen, touch **Reset**.
- Touch **Close**.
- Press the **Log In/Out** button, then touch **Logout**.

## Replacing Staple Cartridges

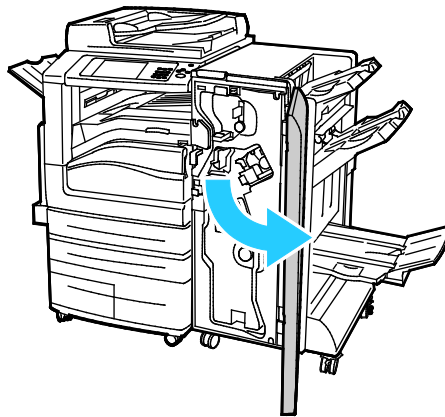
This section includes:

- [Replacing Staples in the Main Stapler of the Business Ready Finisher .....228](#)
- [Replacing Staples in the Booklet Maker of the Business Ready Finisher .....230](#)

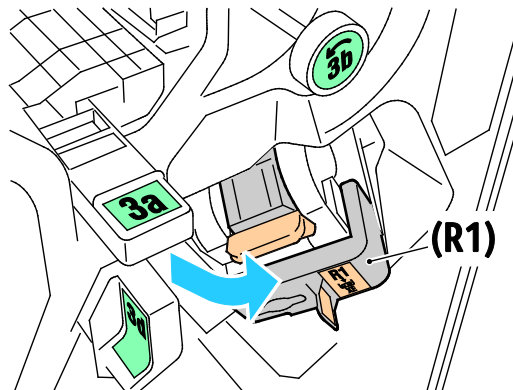
A message appears on the control panel when a staple cartridge is empty.

### Replacing Staples in the Main Stapler of the Business Ready Finisher

1. Open the front door of the Business Ready finisher.

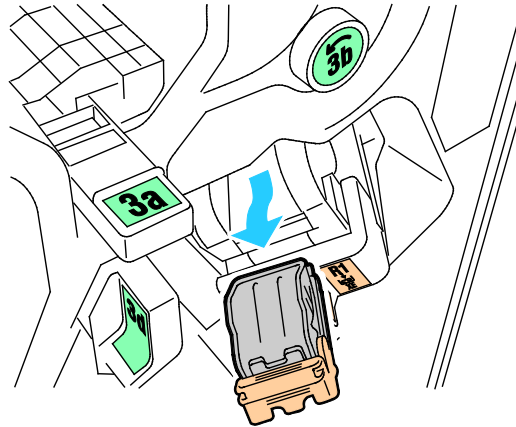


2. Hold the stapler assembly by the orange lever R1 and push it to the right.

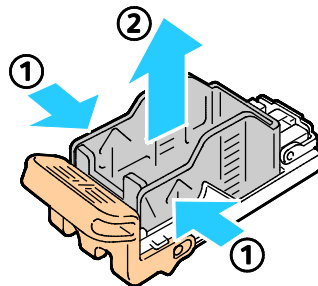




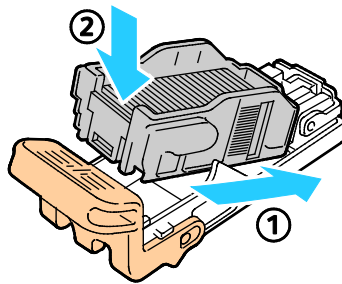
3. Grip the staple cartridge by the orange handle and pull it firmly toward you to remove it.



4. Pinch both sides of the staple case (1) and remove the staple case from the cartridge (2).

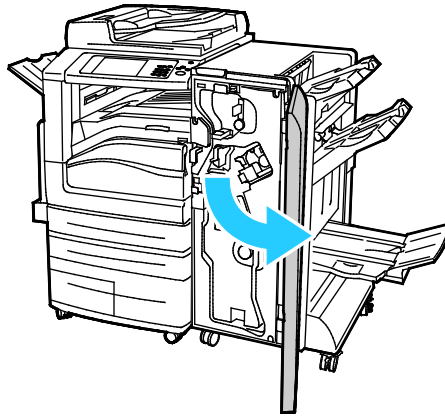


5. Insert the front side of the new staple case into the staple cartridge (1), then push the rear side into the cartridge (2).

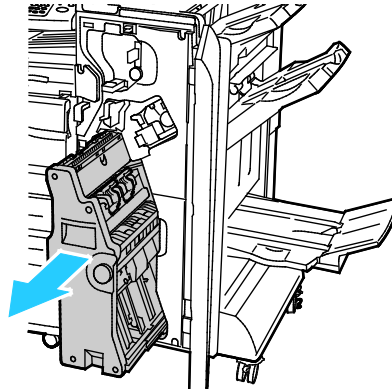


## Replacing Staples in the Booklet Maker of the Business Ready Finisher

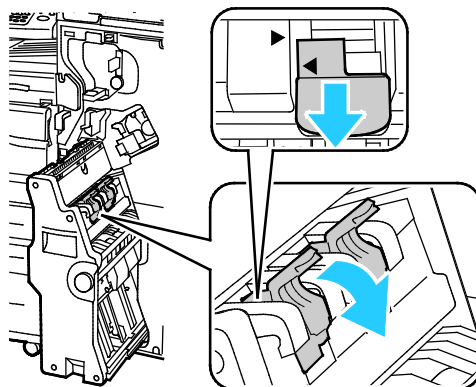
1. Open the front door of the Business Ready finisher.



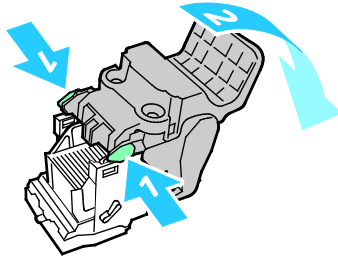
2. Grasp the booklet maker handle and pull the unit toward you until the staple cartridges appear on the top edge of the device.



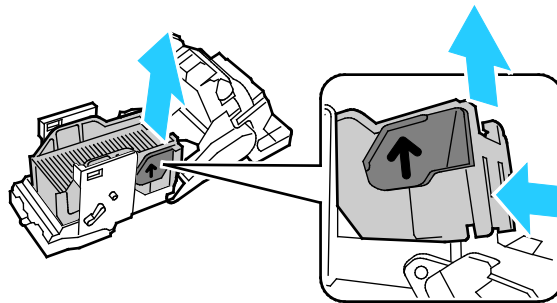
3. To remove the staple cartridge from the booklet maker, push down on the staple cartridge handle, as shown, then pull the cartridge out and up.



4. Turn the staple cartridge over.
5. To permit the staple cartridge handle to open out and away from the staple case, press in the green tabs, then pull back the handle.



6. To remove the staple case, press the rear of the case as shown.



7. Replace the staple case, then return the staple cartridge to the booklet maker.

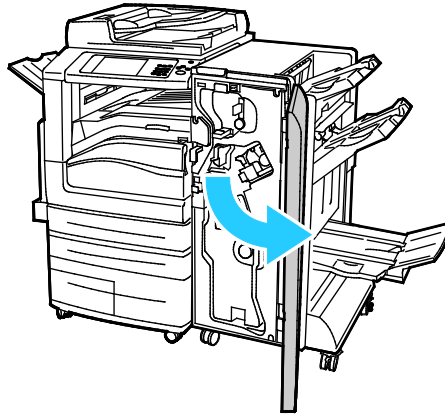
## Emptying the Hole Punch Waste Container

A message appears on the control panel when the hole punch waste container is full.

### Emptying the Hole Punch Waste Container in the Business Ready Finisher

 **WARNING:** Do not perform this procedure while the printer is copying or printing.

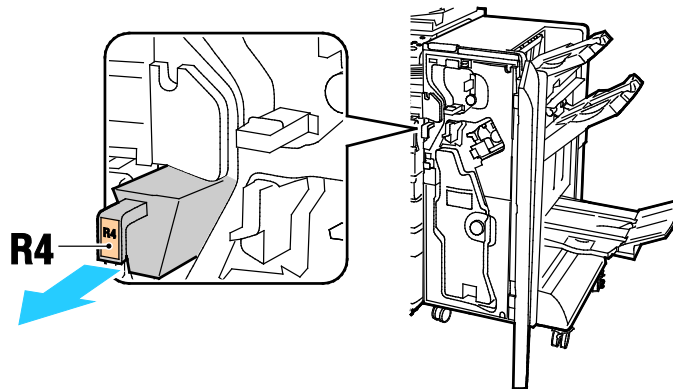
1. Open the front door of the Business Ready finisher.



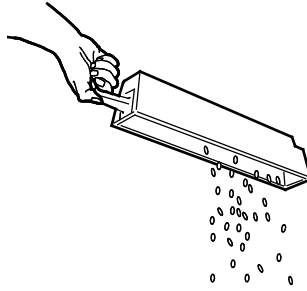
2. Remove the hole punch waste container from its slot near the top left of the finisher.

#### Notes:

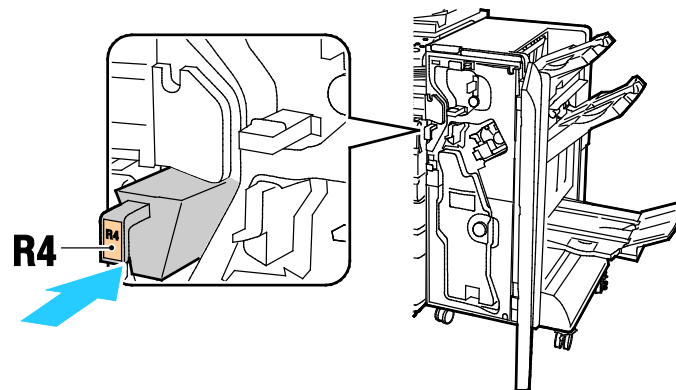
- When you remove the hole punch waste container, wait 10 seconds before you reinsert it into the printer. The hole punch counter resets after 10 seconds.
- If you remove the hole punch waste container before the device instructs you to, empty the container before you reinsert it into the finisher.



3. Empty the container.



4. Insert the container all the way into the finisher.



5. Close the front door of the Business Ready finisher.

## 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 .....	235
• Consumables .....	235
• Routine Maintenance Items .....	235
• Other Supplies .....	236
• When to Order Supplies .....	236
• Viewing Printer Supply Status .....	236
• Recycling Supplies.....	236

## 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:

- Cyan, Magenta, Yellow, and Black Drum Cartridges
- Waste Container
- Second Bias Transfer Roller
- Transfer Belt Cleaner

**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 items:

- Staple cartridge for the Business Ready finisher
- Staple cartridge for the Business Ready Booklet Maker finisher
- Staple refills for the Business Ready finisher
- Staple refills for the Business Ready Booklet Maker finisher

## 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/WC7970supplies](http://www.xerox.com/office/WC7970supplies).



**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 press the secondary power switch. 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.
- 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.....240
- Jams .....246
- Print-Quality Problems .....292
- Copy and Scan Problems.....300
- Fax Problems.....301
- Getting Help.....305

# General Troubleshooting

This section includes:

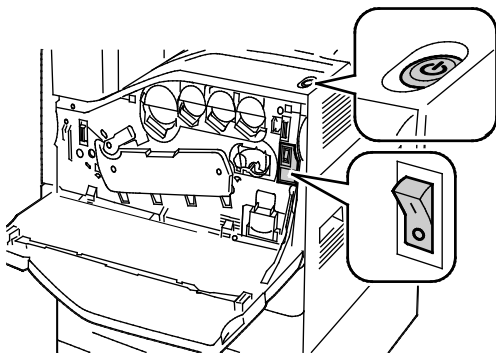
- [Printer Has Two Power Switches](#) ..... 240
- [Restarting the Printer](#) ..... 241
- [Printer Does Not Turn On](#)..... 241
- [Printer Resets or Turns Off Frequently](#) ..... 242
- [Printing Takes Too Long](#)..... 242
- [Document Fails to Print](#)..... 243
- [Document Prints from Wrong Tray](#)..... 244
- [Printer is Making Unusual Noises](#)..... 244
- [Automatic 2-Sided Printing Problems](#) ..... 244
- [Date and Time Are Incorrect](#)..... 245
- [Scanner Errors](#)..... 245

This section contains procedures to help you locate and resolve problems. Resolve some problems by simply restarting the printer.

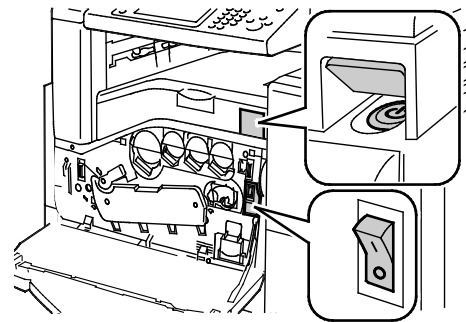
## Printer Has Two Power Switches

The 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, located on the top of the printer, controls power to the printer electronic components, and when turned off, initiates a software-controlled shutdown. The preferred method to turn on and off the printer is to use the secondary power switch.

To operate the printer, turn on both switches. First turn on the main power switch, then press the secondary power switch.



Power Switches



Power Switches with Business Ready Finisher

## Restarting the Printer


1. Locate the two power switches. The main power switch is located behind the front door. The secondary power switch is located on top of the printer.
2. Press the secondary power switch. A message appears on the control panel that warns you that the printer is turning off.
 

**Note:** When the optional Business Ready finisher is installed, the secondary power switch is behind a clear plastic door.
3. If the printer turns off, press the secondary power switch again to restart the printer.
4. If the printer does not turn off after two minutes, open the front door, then turn off the main power switch.
5. To restart the printer, turn on the main power switch, then press the secondary power switch on top of the printer.
6. Close the front door.

If restarting the printer does not resolve the issue, 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 Electrical Specifications.

 **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> .
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 306.

## 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.	<p>To view the Job Status for a failed print on the touch screen:</p> <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.	<p>To view the Job Status for a failed print on the touch screen:</p> <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 33.</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 244.

## 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 58.
Incorrect setting.	On the print driver Printing Options tab, select <b>2-sided Printing</b> .



## Date and Time Are Incorrect

Probable Causes	Solutions
The Date and Time Setup is set to Manual (NTP Disabled).	To change the Date and Time to Automatic, enable NTP in Xerox <sup>®</sup> CentreWare <sup>®</sup> Internet Services. For details, see the <i>System Administrator Guide</i> at <a href="http://www.xerox.com/office/WC7970docs">www.xerox.com/office/WC7970docs</a> .
The time zone, date, or time is set incorrectly.	Set the time zone, date, and time manually. For details, see <a href="#">Setting the Date and Time at the Control Panel</a> on page 46.

## Scanner Errors

Probable Causes	Solutions
Scanner is not communicating.	Turn off the printer, and check the scanner cable. Wait two minutes and turn the printer on again. If the problem is not resolved, contact your Xerox <sup>®</sup> service representative.

# Jams

This section includes:

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- [Clearing Jams in the Business Ready Finisher.....261](#)
- [Clearing Jams in the CZ Folder .....273](#)
- [Minimizing Paper Jams .....283](#)
- [Troubleshooting Paper Jams .....284](#)
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## Clearing Paper Jams

This section includes:

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- Clearing Jams at Tray 5 (Bypass Tray) .....249
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- Clearing Jams at Door D .....256
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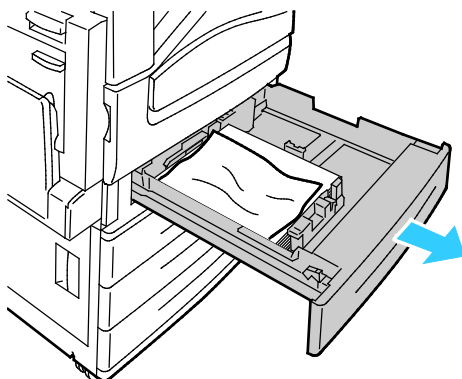
To avoid damage, always remove jammed paper carefully without tearing it. Try to remove the paper in the same direction it normally moves through the printer. Even a small piece of paper left in the printer can cause a jam. Do not reload paper that has jammed.

**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.

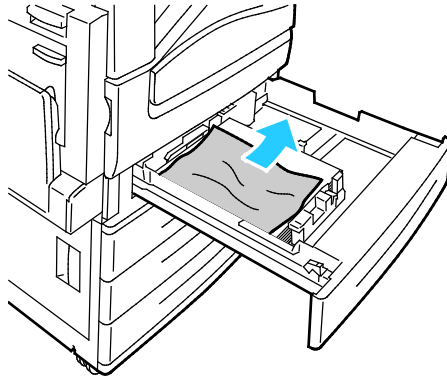
 **WARNING:** If you accidentally get toner on your clothes, lightly dust them off as best as you can. If some toner remains on your clothes, use cool water, not hot, to rinse off the toner. If toner gets on your skin, wash it off with cool water and a mild soap. If you get toner in your eyes, wash it out immediately with cool water and consult a doctor.

### Clearing Jams at Trays 1–4

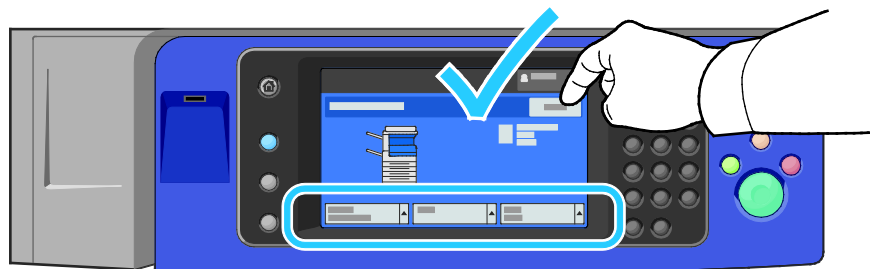
1. Before removing the tray from the printer, look at the jam message on the control panel. If another jam is shown, clear that jam inside the printer first.
2. Pull the tray out toward you until it stops.



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.

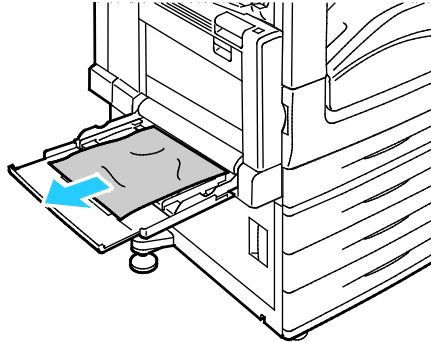


5. Reload the tray with undamaged paper, then push the tray in until it stops. Paper Settings - Tray X appears on the control panel.
6. Verify the size, type, and color of the paper. Change the selection for any incorrect setting.
7. On the printer touch screen, touch **Confirm**.

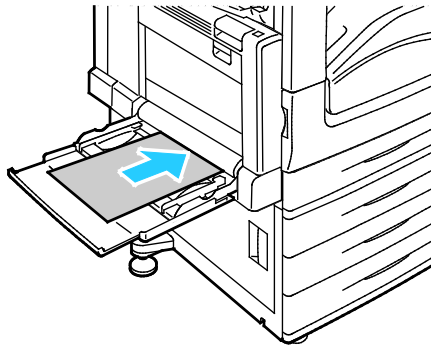


## Clearing Jams at Tray 5 (Bypass Tray)

1. Remove the jammed paper from the tray. Make sure the paper feed entrance where the tray connects to the printer is clear.

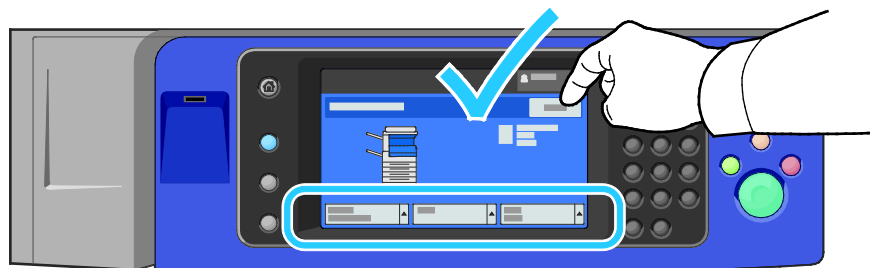


2. If the paper is torn, check inside the printer for torn pieces of paper.
3. Fan the paper you removed and make sure that all four corners are neatly aligned.
4. Insert the paper into tray 5 with the printing side face down. The leading edge of the paper should lightly touch the paper feed entrance.



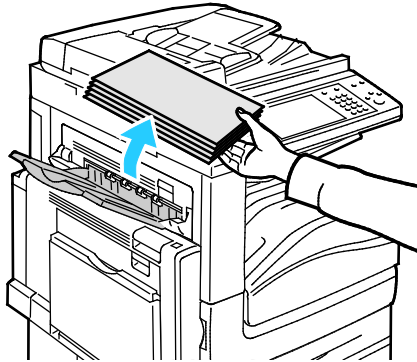
Paper Settings - Tray 5 (Bypass) appears on the control panel.

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**.

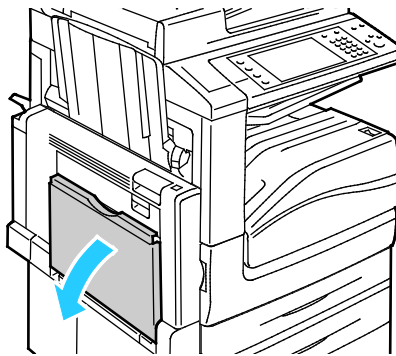


## Clearing Jams at Door A

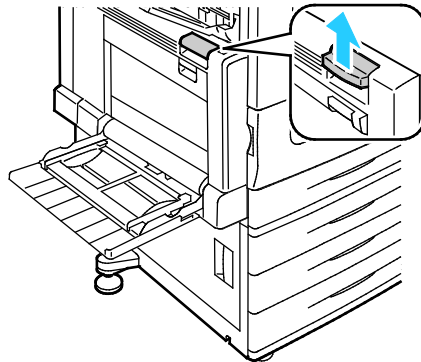
1. Remove paper from the left tray, then fold up the tray.



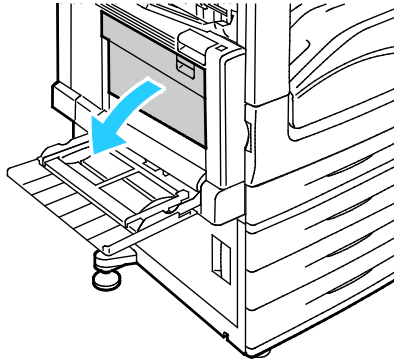
2. Open Tray 5 as shown.





3. Lift release lever 2.

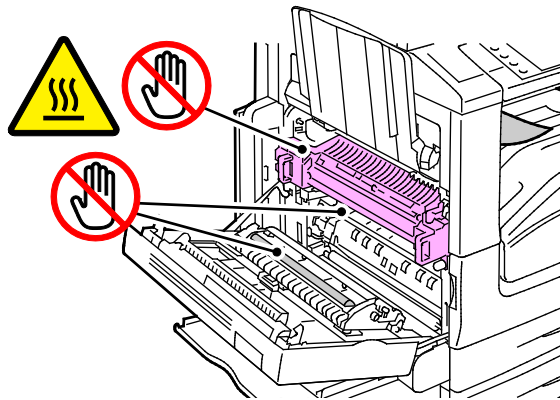


4. Open door A as shown.

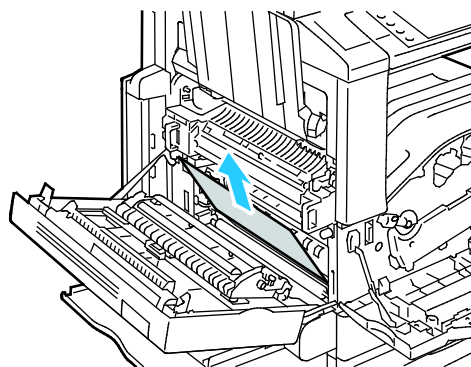


 **WARNING:** The area around the fuser can be hot. Use caution to avoid injury.

 **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.

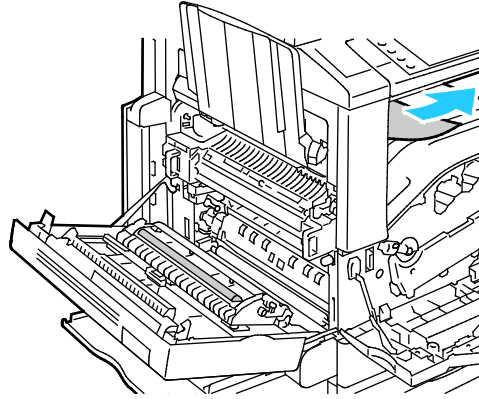


5. Remove the jammed paper.

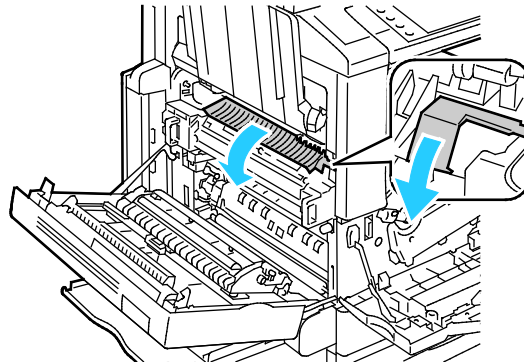


6. If the paper is jammed at the exit to the center output tray, pull the paper in the direction shown.

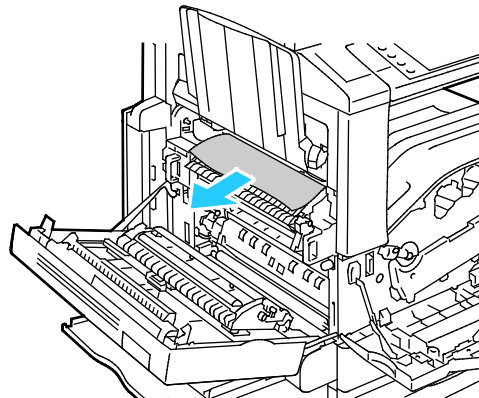
**Note:** Toner can adhere to the transfer roller. The toner that does adhere to the transfer roller does not affect print quality.



7. If paper is jammed in the fuser, to open the fuser exit gate, pull the green lever A1.



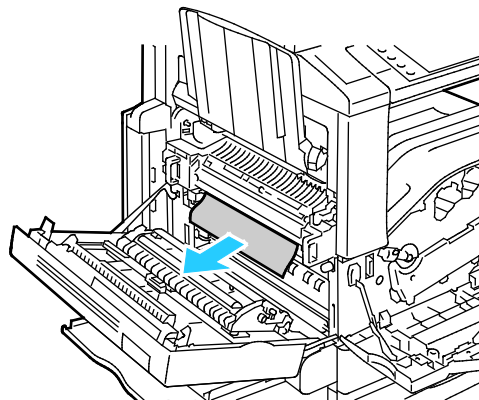
8. Remove the paper as shown.



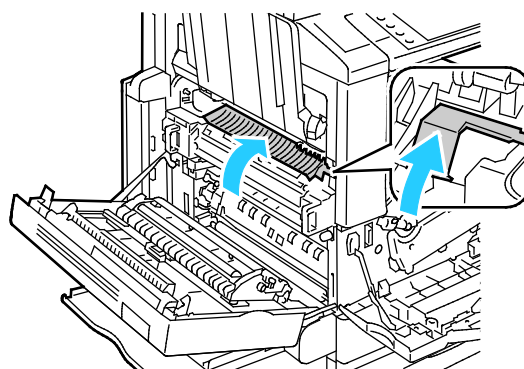
**Note:** If the paper is torn, remove all torn pieces from the printer.



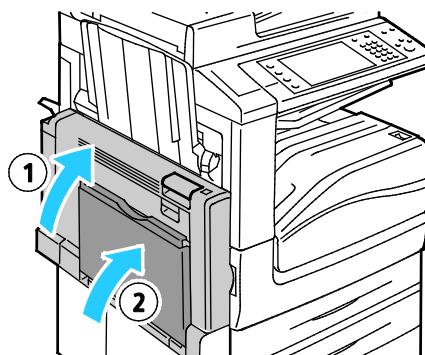
- If the paper is jammed at the bottom entry of the fuser, remove it as shown.



- Return the green lever A1 to its locked position.

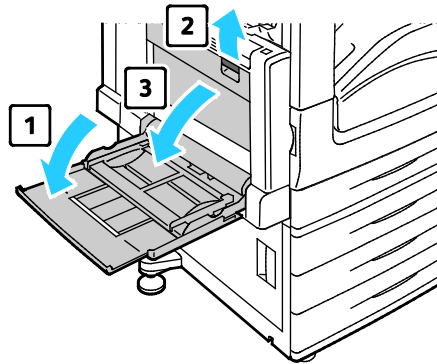


- Close door A, then close tray 5.



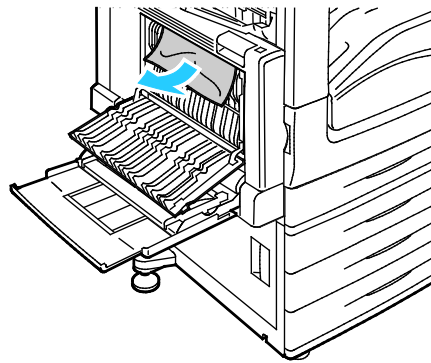
## Clearing Jams at Door B

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.

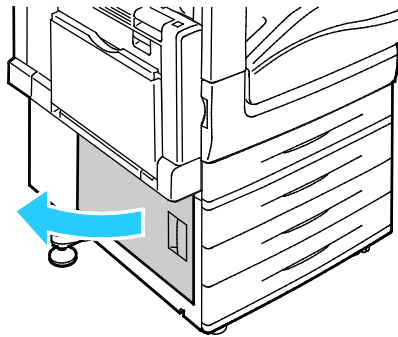
**Note:** If the paper is torn, remove all torn pieces from the printer.



4. Close door B, then close tray 5.

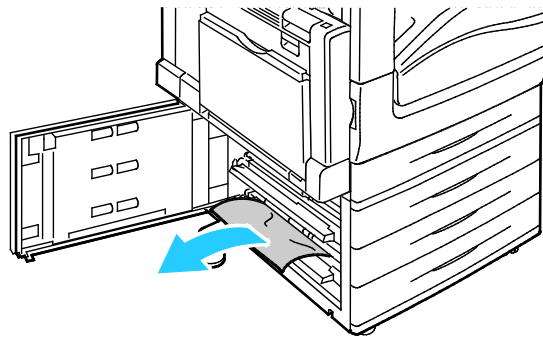
## Clearing Jams at Door C

1. Pull the release lever and open door C.



2. Remove the jammed paper as shown.

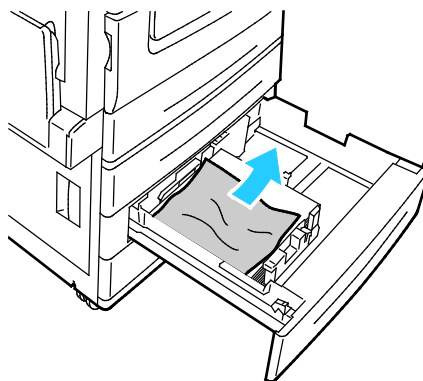
**Note:** If the paper is torn, remove all torn pieces from the printer.



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 250.

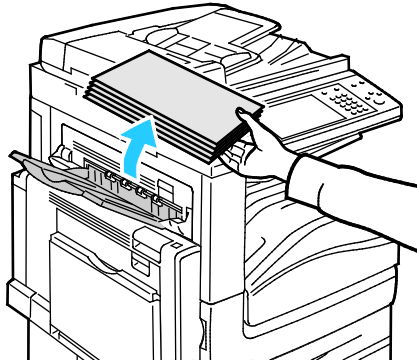
4. For paper jammed in the tray feed roller, open the tray and remove the paper.



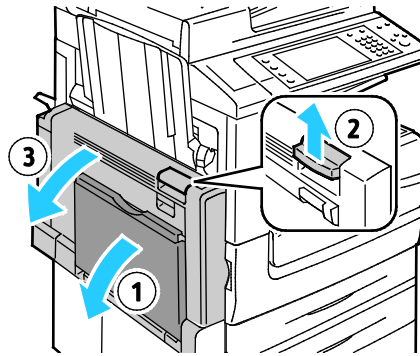
5. Close door C.


## Clearing Jams at Door D


1. Remove paper from the left tray, then fold up the tray.

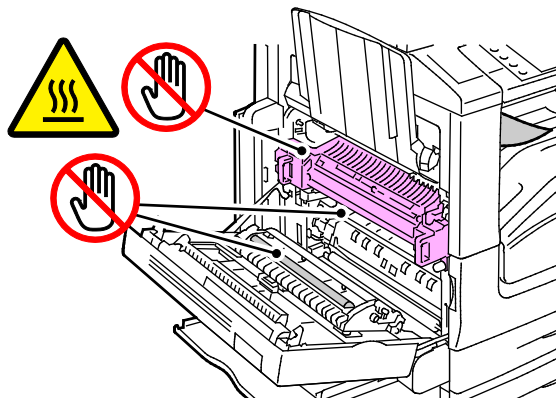


2. Open tray 5 as shown (1).
3. While lifting the release lever (2), open the top left cover A as shown (3).

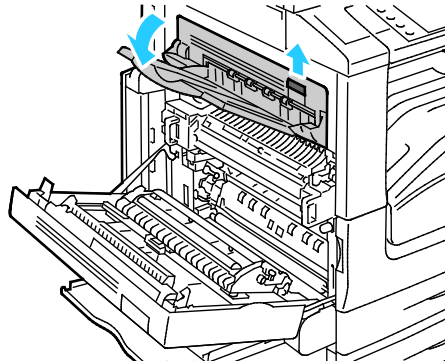


 **WARNING:** The area around the fuser can be hot. Use caution to avoid injury.

 **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.

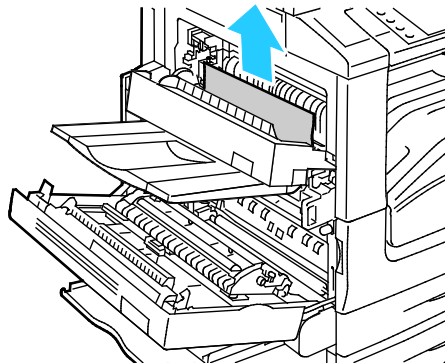


4. Open the left tray as shown.
5. Lift the lever up to open door D.



6. Remove the jammed paper as shown.

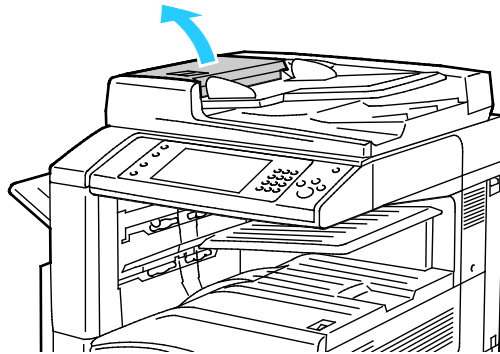
**Note:** If the paper is torn, remove all torn pieces from the printer.



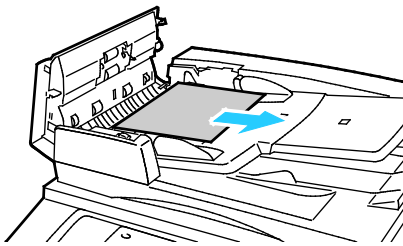
7. Close door D.
8. Close door A, then close tray 5.

## Clearing Jams in the Document Feeder

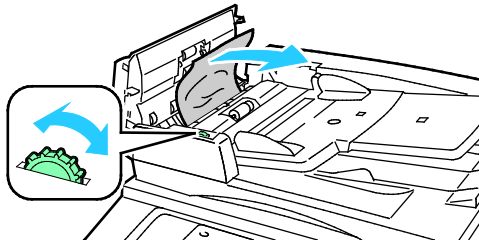
1. Lift the lever and open the top cover of the document feeder as shown.



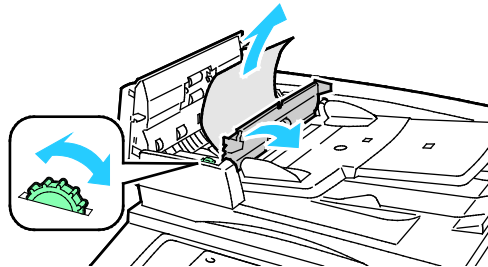
2. If the original is not caught in the entry to the document feeder, pull it straight out in the direction shown.



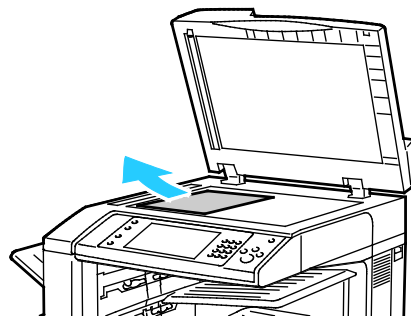
3. If the message on the control panel instructs you to turn the green wheel, turn it in the direction shown. Turning the green wheel moves the original out of the feeder.



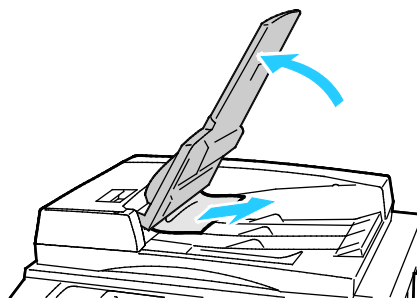
4. If the message instructs you to open the inner cover, lift the lever with the green tab to open the inner cover.
5. Turn the green wheel in the direction shown to move the original out of the feeder. Carefully remove the jammed original.



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.



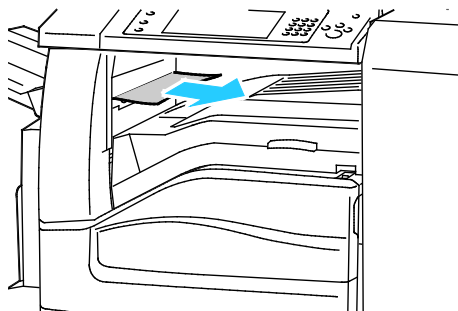
## Clearing Jams in the Business Ready Finisher

This section includes:

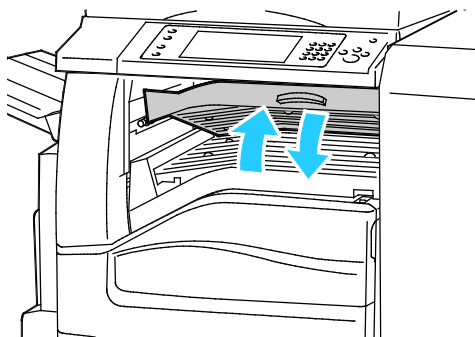
- Clearing Jams in the Center Tray.....261
- Clearing Jams in the Finisher Transport.....262
- Clearing Jams at 3a in the Finisher.....263
- Clearing Jams at 3c in the Finisher.....265
- Clearing Jams at 3d in the Finisher.....267
- Clearing Jams at 4 in the Finisher.....269
- Clearing Jams in the Booklet Tray.....271

### 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.

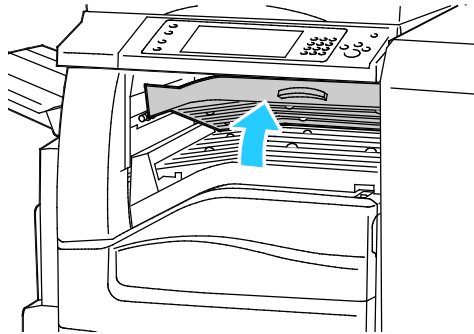


2. Open, then close, the finisher transport cover.



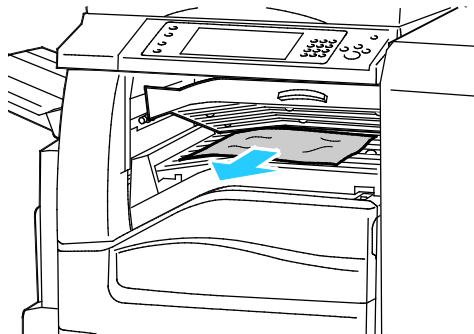
## Clearing Jams in the Finisher Transport

1. Open the finisher transport cover.



2. Remove the jammed paper.

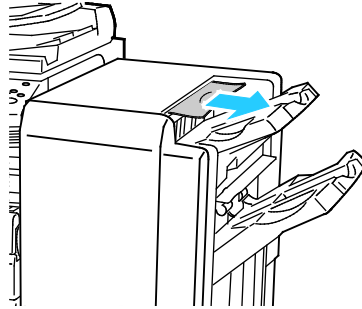
**Note:** If the paper is torn, remove all torn pieces from the finisher.



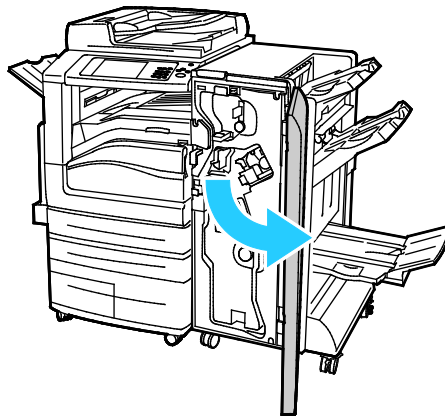
3. Close the finisher transport cover.

## Clearing Jams at 3a in the Finisher

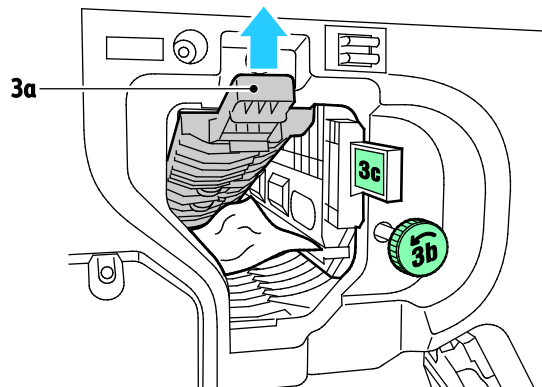
1. If the paper is visible at the output tray exit, remove the paper by pulling it in the direction shown.



2. Open the front door of the Business Ready finisher.

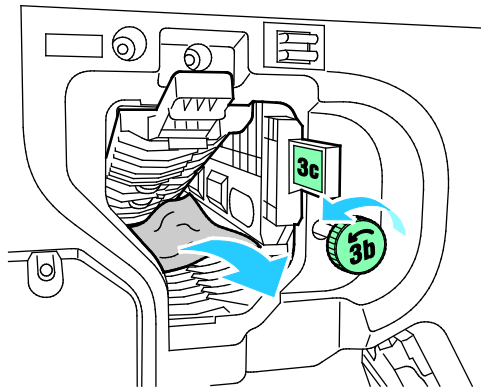


3. Lift green handle 3a.

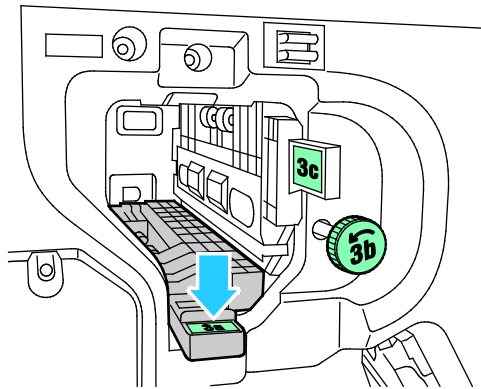


- Carefully remove the paper.

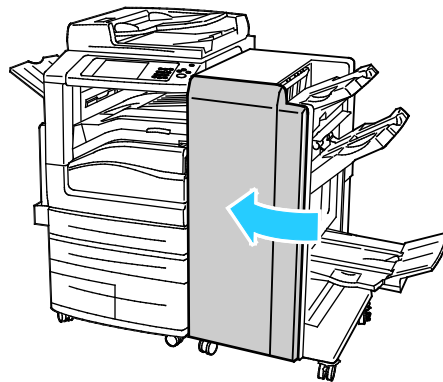
**Note:** If the paper is torn, remove all torn pieces from the finisher.



- Return green handle 3a to its original position.

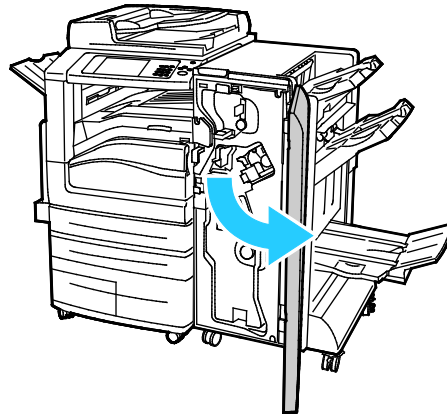


- Close the front door of the Business Ready finisher.

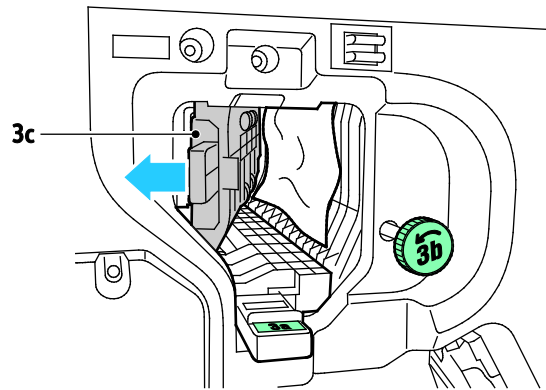


## Clearing Jams at 3c in the Finisher

1. Open the front door of the Business Ready finisher.



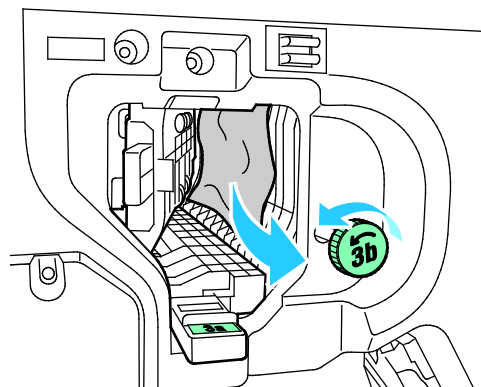
2. Move green lever 3c to the left.



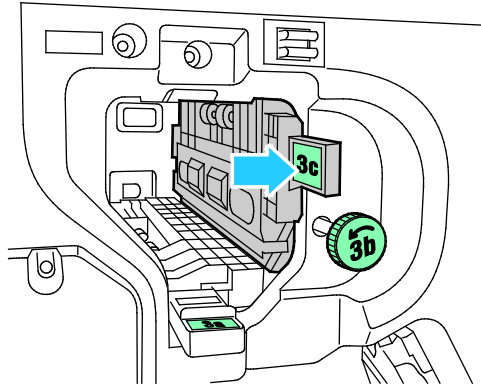
3. Carefully remove the paper.

### Notes:

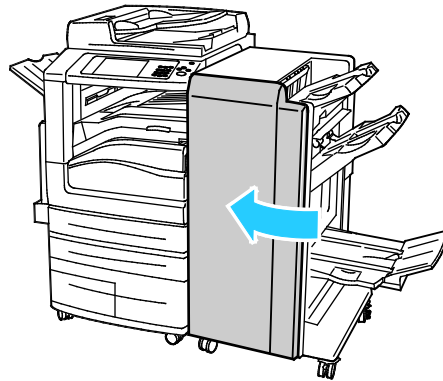
- If the paper is torn, remove all torn pieces from the finisher.
- If the paper is inaccessible, or if the control panel prompts you, to release the paper, turn green knob 3b in the direction shown.



- Return green lever 3c to its original position.

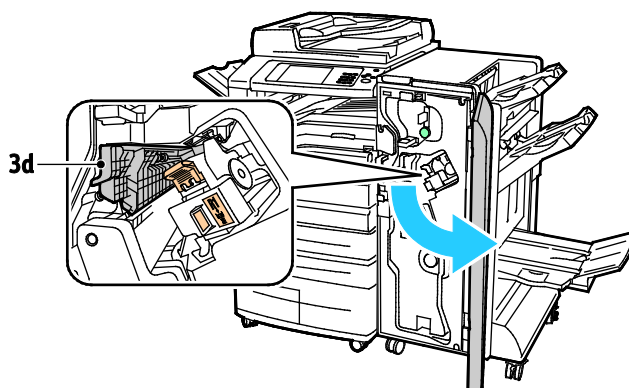


- Close the front door of the Business Ready finisher.

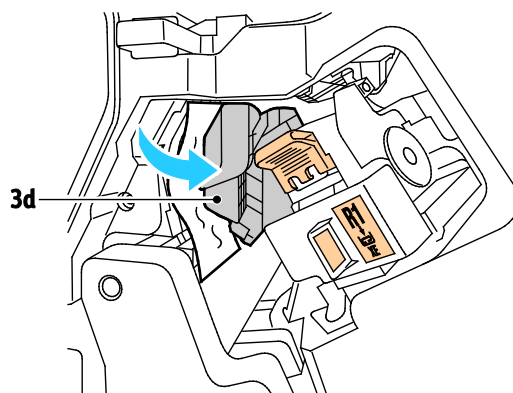


## Clearing Jams at 3d in the Finisher

1. Open the front door of the finisher, then locate green lever 3d.

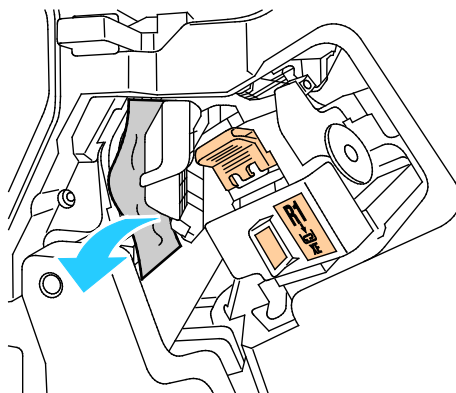


2. Move green lever 3d to the right.

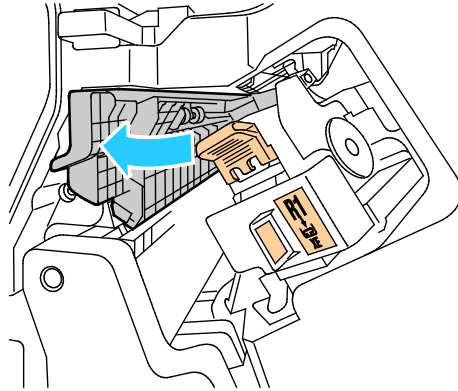


3. Carefully remove the paper.

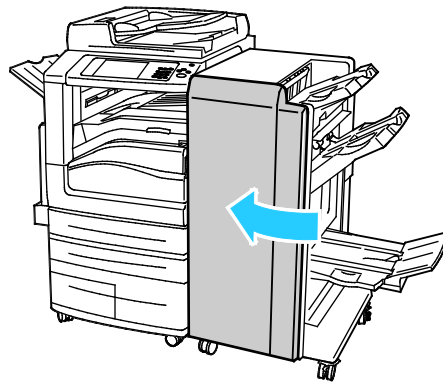
**Note:** If the paper is torn, remove all torn pieces from the finisher.



- Return green lever 3d to its original position.



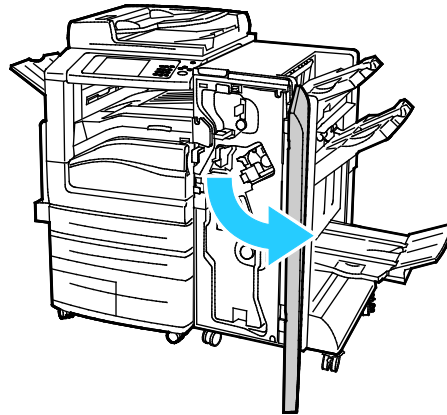
- Close the front door of the Business Ready finisher.



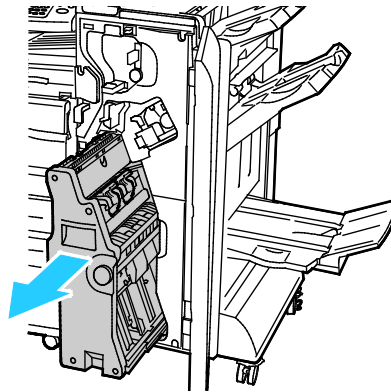


## Clearing Jams at 4 in the Finisher

1. Open the front door of the Business Ready finisher.

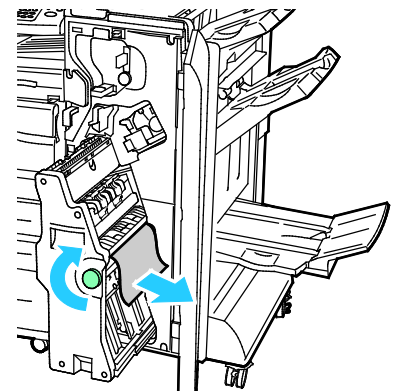
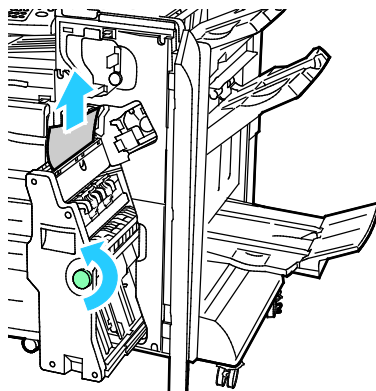


2. Using the green handle, pull out unit 4 until it stops.

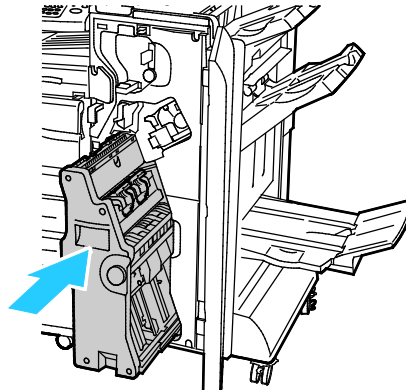


3. To remove the jammed paper, turn green knob 4 in either direction as shown.

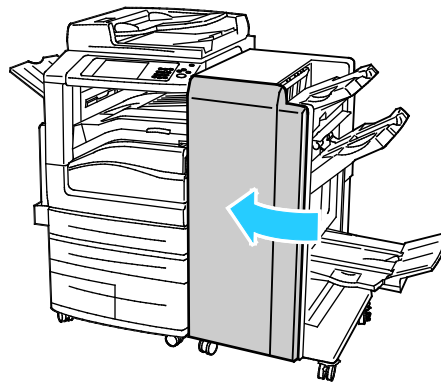
**Note:** If the paper is torn, remove all torn pieces from the finisher.



- Return unit 4 to its original position.

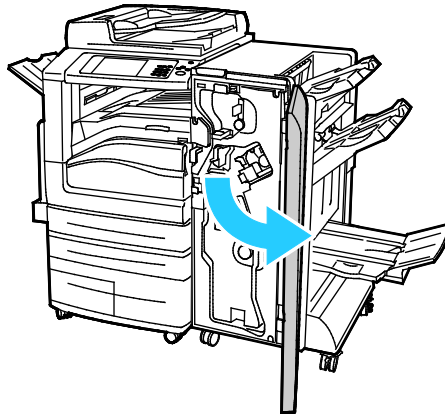


- Close the front door of the Business Ready finisher.

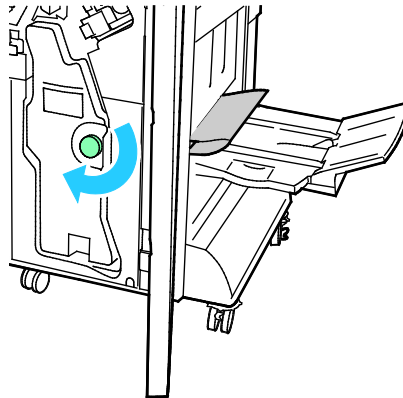


## Clearing Jams in the Booklet Tray

1. Open the front door of the Business Ready finisher.

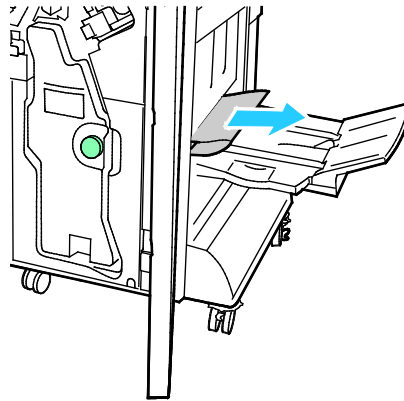


2. To release the jammed paper, turn green knob 4 in the direction shown.

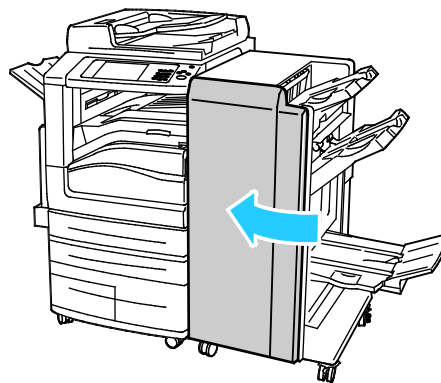


3. To remove the paper, pull it in the direction shown.

**Note:** If the paper is torn, remove all torn pieces from the finisher.



4. Close the front door of the Business Ready finisher.



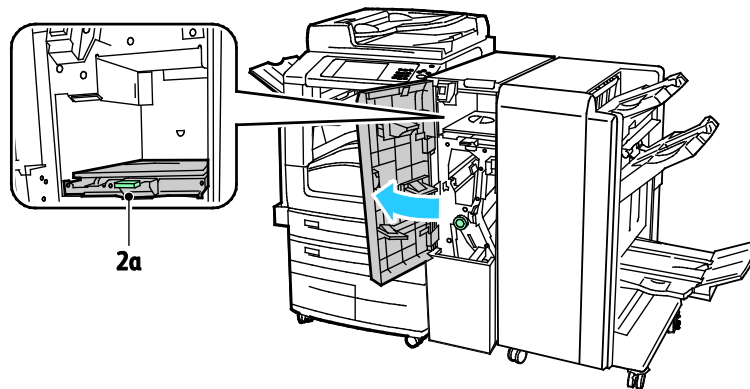
## Clearing Jams in the CZ Folder

This section includes:

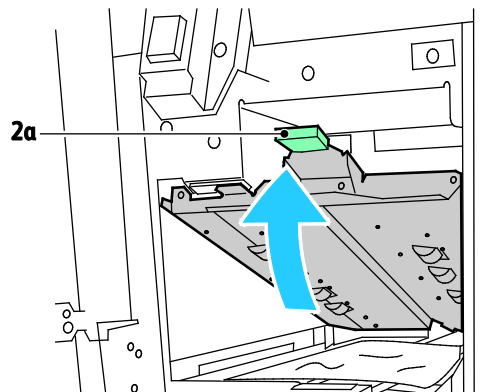
- Clearing Jams at 2a in the CZ Folder.....273
- Clearing Jams at 2b in the CZ Folder.....275
- Clearing Jams at 2e in the CZ Folder.....277
- Clearing Jams at 2f in the CZ Folder .....279
- Clearing Jams at 2g in the CZ Folder.....281

### Clearing Jams at 2a in the CZ Folder

1. Open the front door of the CZ folder.

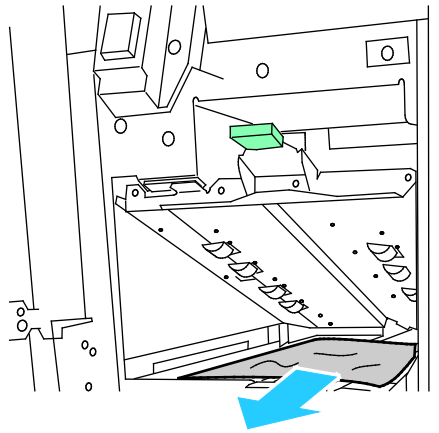


2. Lift green handle 2a up.

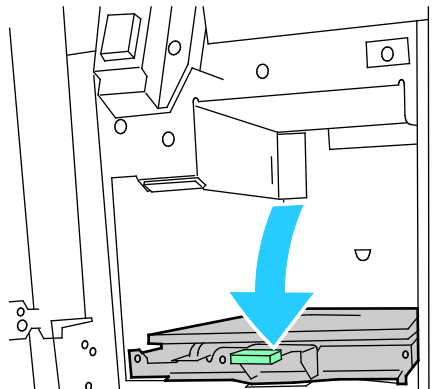


- Carefully remove the paper.

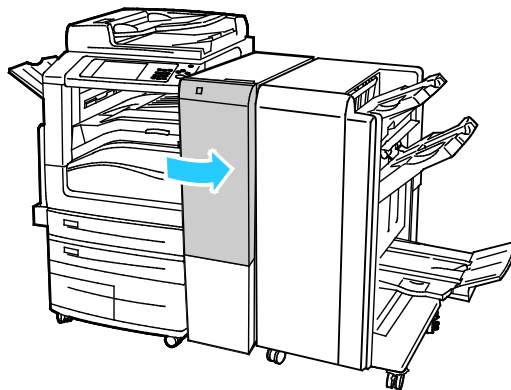
**Note:** If the paper is torn, remove all torn pieces from the folder.



- Return green handle 2a to its original position.

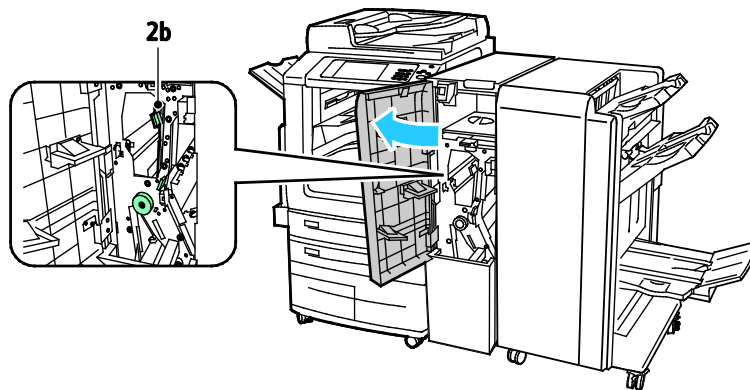


- Close the front door of the CZ folder.

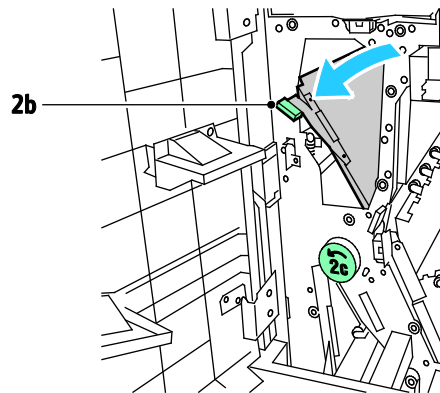


## Clearing Jams at 2b in the CZ Folder

1. Open the front door of the CZ folder.

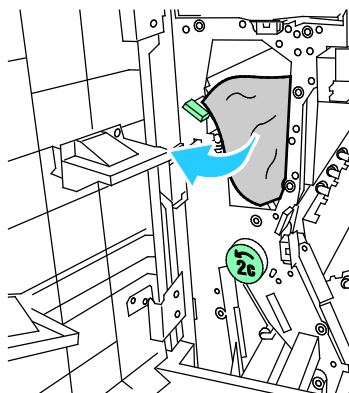


2. Move green lever 2b to the left.

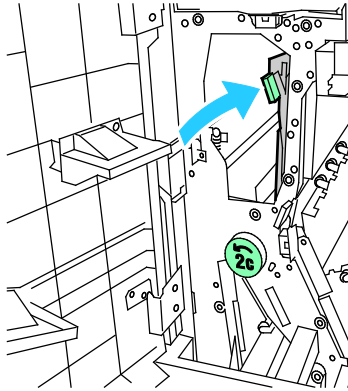


3. Carefully remove the paper.

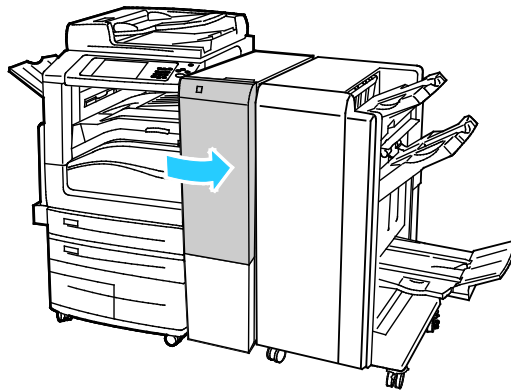
**Note:** If the paper is torn, remove all torn pieces from the folder.



- Return lever 2b to its original position.



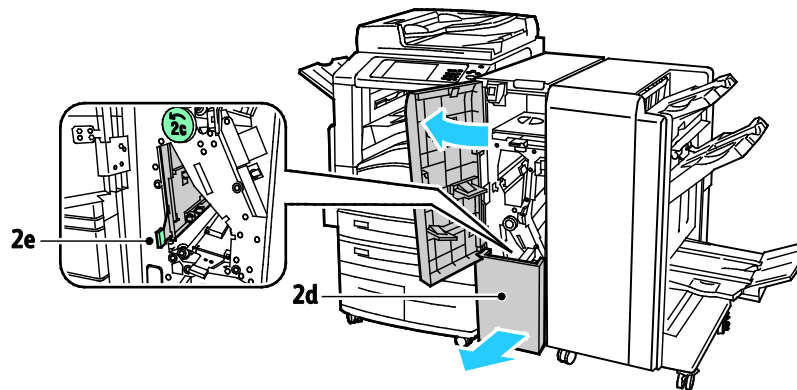
- Close the front door of the CZ folder.



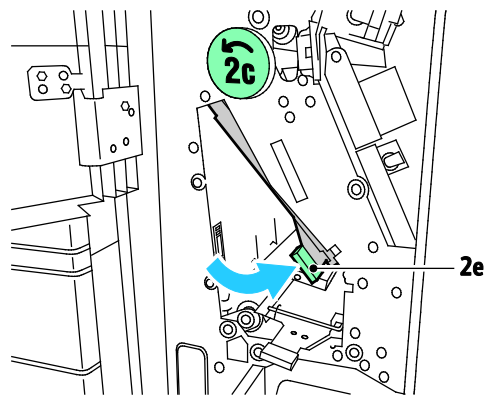


## Clearing Jams at 2e in the CZ Folder

1. To access lever 2e, open the front door of the CZ folder, then open the Folder tray 2d.

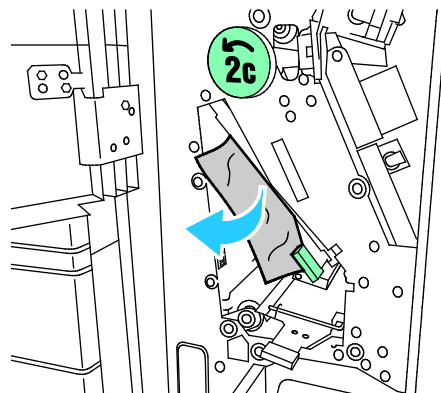


2. Move green lever 2e to the right.

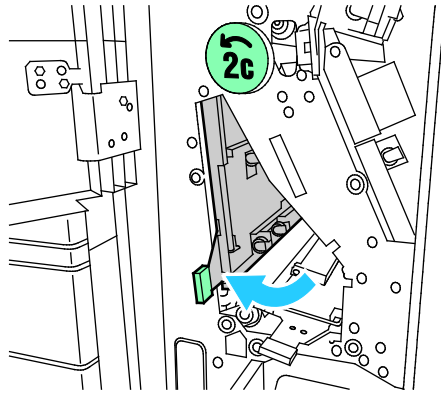


3. Carefully remove the paper.

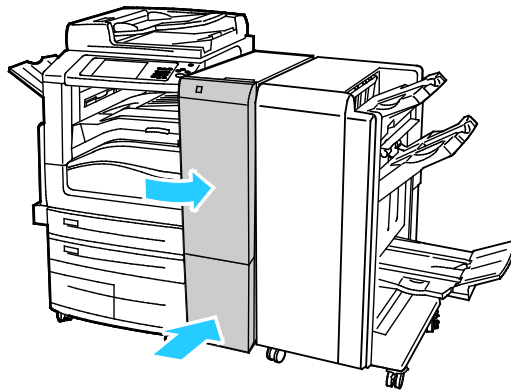
**Note:** If the paper is torn, remove all torn pieces from the folder.



- Return green lever 2e to its original position.

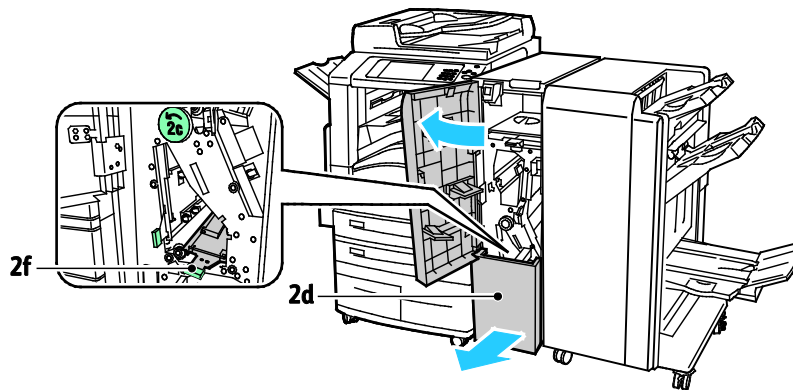


- Close the Folder tray, then close the front door of the CZ folder.

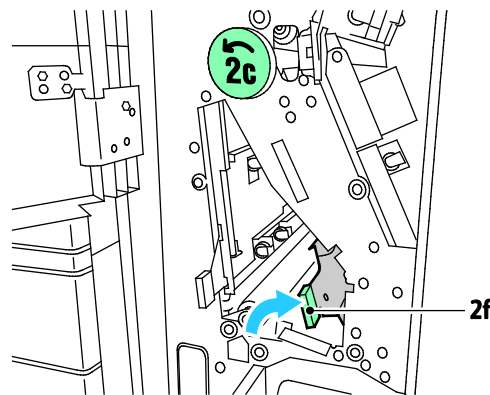


## Clearing Jams at 2f in the CZ Folder

1. To access lever 2f, open the front door of the CZ folder, then open the Folder tray 2d.

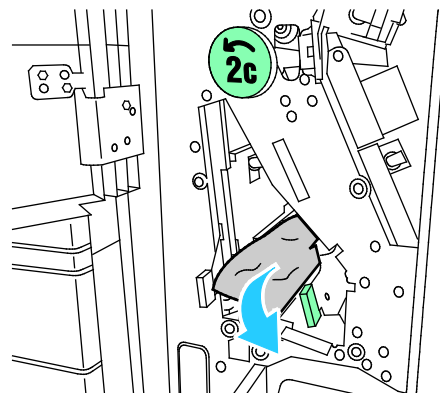


2. Move green lever 2f to the right.

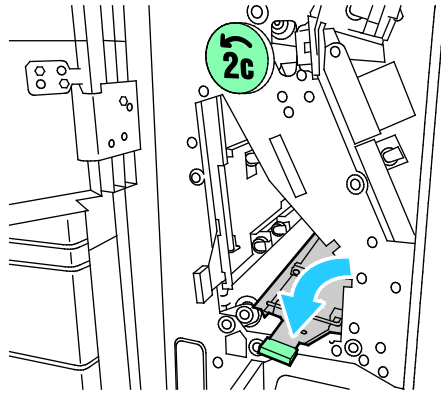


3. Carefully remove the paper.

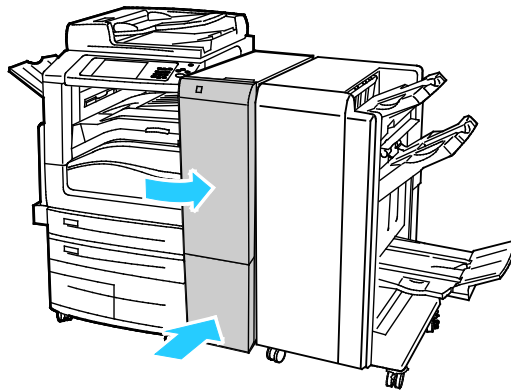
**Note:** If the paper is torn, remove all torn pieces from the folder.



- Return green lever 2f to its original position.

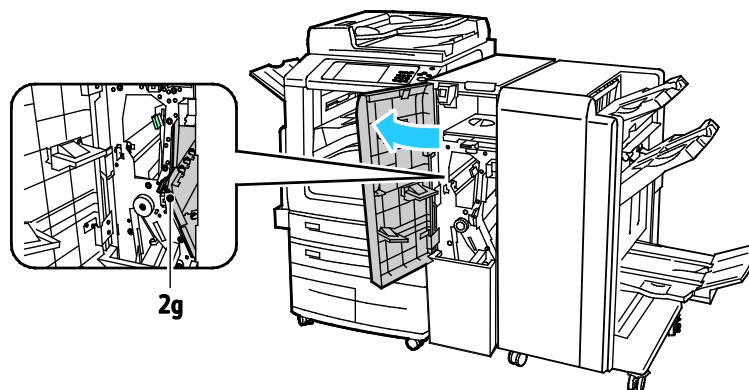


- Close the Folder tray, then close the front door of the CZ folder.

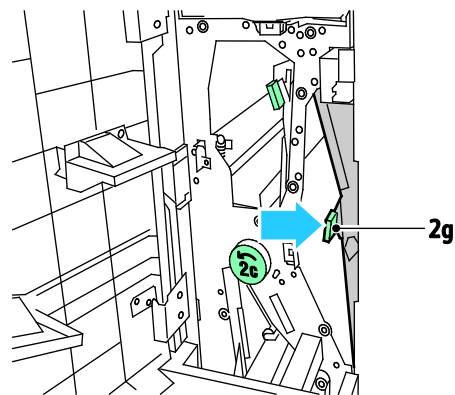


## Clearing Jams at 2g in the CZ Folder

1. Open the front door of the CZ folder.

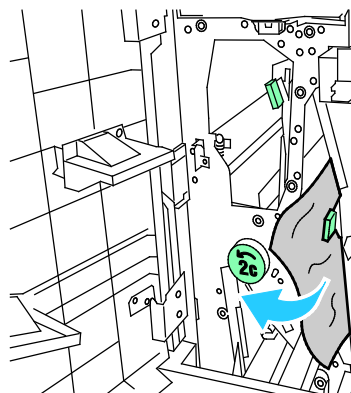


2. Move green lever 2g to the right.

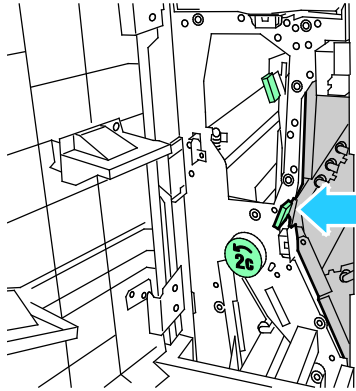


3. Carefully remove the paper.

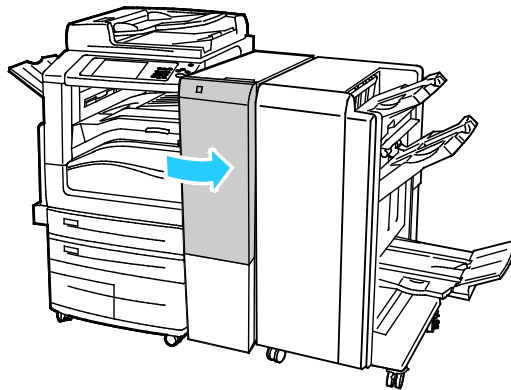
**Note:** If the paper is torn, remove all torn pieces from the folder.



- Return green lever 2g to its original position.



- Close the front door of the CZ folder.



## 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 54.
- 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 54.

## Troubleshooting Paper Jams

This section includes:

- [Multiple Sheets Pulled Together](#) .....284
- [Jams in the Document Feeder](#) .....284
- [Paper Misfeeds and Paper Size Jams](#) .....285
- [Label and Envelope Misfeeds](#) .....285
- [Paper Jam Message Stays On](#) .....286
- [Jams During Automatic 2-Sided Printing](#).....286

### Multiple Sheets Pulled Together

Probable Causes	Solutions
The paper tray is too full.	Remove some of the paper. Do not load paper past 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 54.
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 54.
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 54.

## Label and Envelope Misfeeds

Probable Causes	Solutions
The label sheet is facing the wrong way in the tray.	<p>Load label sheets according to the instructions from the manufacturer.</p> <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.	<p>To load envelopes in tray 5:</p> <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 58.
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 54.
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 54.
Tray is loaded with mixed paper.	Load the tray with only one type and size of paper.

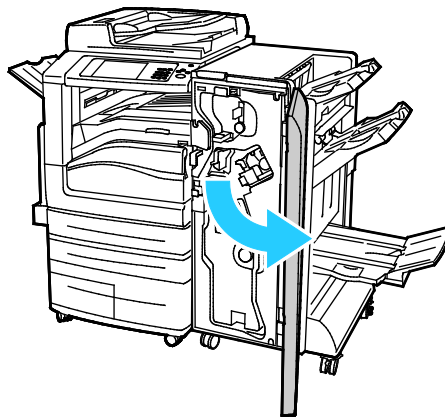
## Clearing Staple Jams

This section includes:

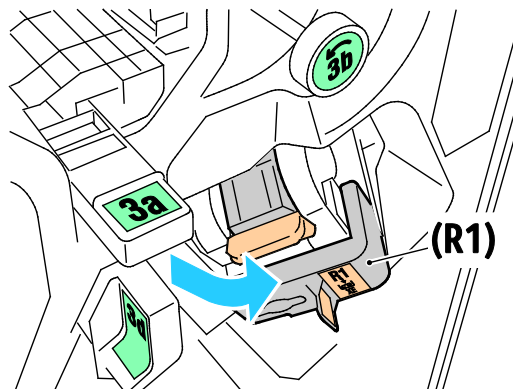
- Clearing Main Staple Jams in the Business Ready Finisher .....287
- Clearing Staple Jams in the Business Ready Finisher Booklet Maker.....289

### Clearing Main Staple Jams in the Business Ready Finisher

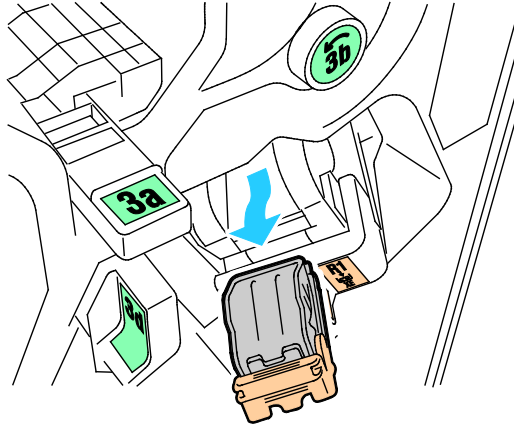
1. Open the front door of the Business Ready finisher.



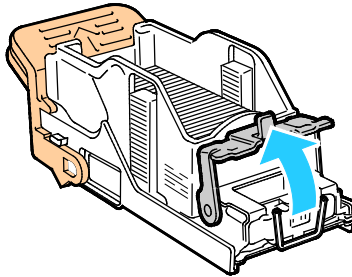
2. Hold the stapler assembly by the orange lever R1 and push it to the right.



3. Grip the staple cartridge by the orange handle and pull it firmly toward you to remove it.

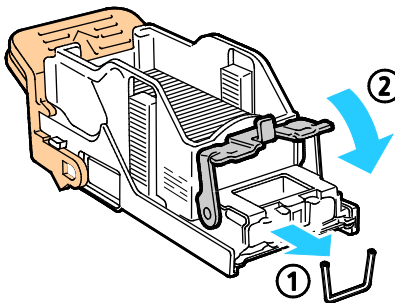


4. Pull the staple cartridge clamp firmly in the direction shown to open it.

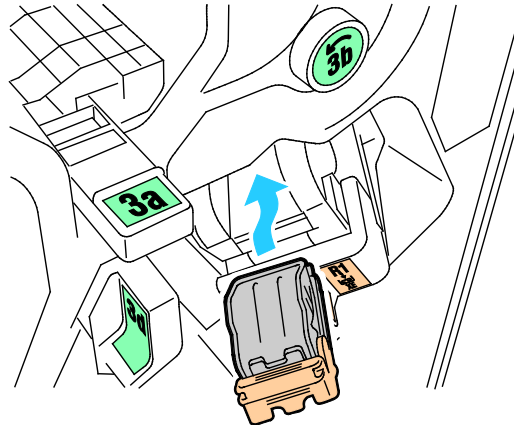


5. Remove the jammed staples (1), then push the clamp in the direction shown until it snaps into the locked position (2).

 **WARNING:** The points of the jammed staples are sharp. Remove the jammed staples carefully.



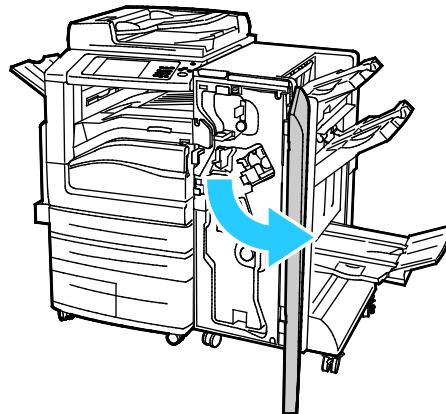
- Return the staple cartridge assembly to its original position.



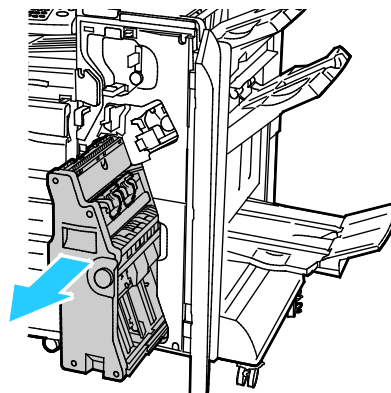
- Close the finisher front door.

### Clearing Staple Jams in the Business Ready Finisher Booklet Maker

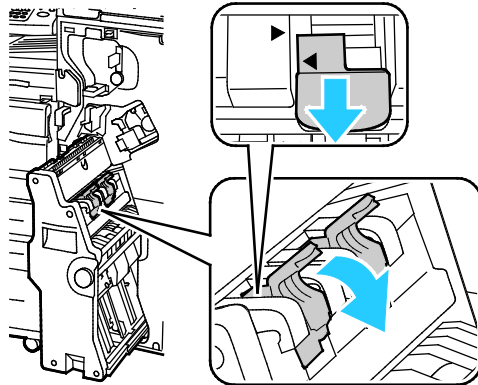
- Open the front door of the Business Ready finisher.



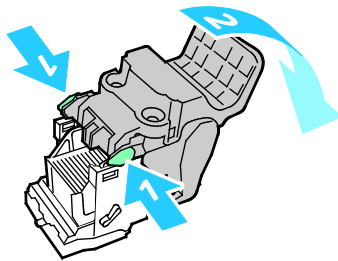
- Grasp the booklet maker handle and pull the unit toward you until the staple cartridges appear on the top edge of the device.



3. To remove the staple cartridge from the booklet maker, push down on the staple cartridge handle, as shown, then pull the cartridge out and up.

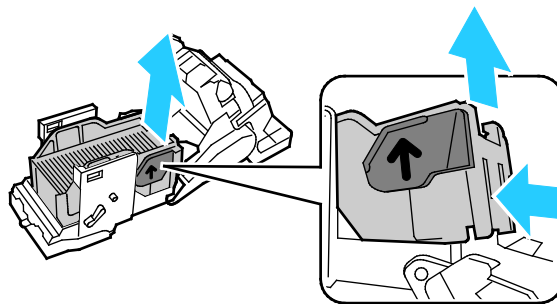


4. Turn the staple cartridge over.
5. To permit the staple cartridge handle to open out and away from the staple case, press in the green tabs, then pull back the handle.



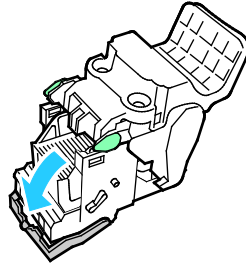
**Note:** If you do not see the staple jam, remove the staple case.

6. To remove the staple case, press the rear of the case as shown.

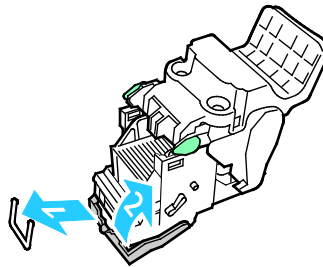


**Note:** If you can see the staple jam, open the staple cartridge clamp.

- To open to the staple cartridge, pull it firmly in the direction shown.



 **WARNING:** The points of the jammed staples are sharp. Remove the jammed staples carefully.



- Remove the jammed staples, then push the clamp in the direction shown until it snaps into the locked position.
- Return the staple cartridge to the booklet maker, then return the booklet maker to its original position.

## Clearing Hole Punch Jams

### Clearing Hole Punch Jams in the Finisher


If the printer stops printing and reports a hole punch jam, empty the hole punch waste container. For more information, see [Emptying the Hole Punch Waste Container](#) on page 232.

# Print-Quality Problems

This section includes:

- [Controlling Print Quality](#) .....292
- [Troubleshooting Print-Quality Problems](#) .....295

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/WC7970support](http://www.xerox.com/office/WC7970support).

 **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 319.



## 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 54.
- 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 55.

## 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 83. 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 54.

## 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](#).....295
- [Eliminating the Paper or Media as the Problem](#).....295
- [Isolating the Problem to the Printer or to the Application](#).....296
- [Troubleshooting Print-Quality Problems in the Application, Print Driver, or Print Server](#) .....296
- [Troubleshooting Print-Quality Problems in the Printer](#) .....297
- [Performing the Print Calibration Procedure](#).....297
- [Print-Quality Problems and Solutions](#).....298

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/WC7970support](http://www.xerox.com/office/WC7970support).



**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.

**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 295.
  - 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 296.
3. If the pages still had print-quality issues, or did not print, see [Troubleshooting Print-Quality Problems in the Printer](#) on page 297.

## 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.
2. If the document has the same print-quality problem, it is probably a print driver or print server problem. Check the print driver used for the print job.
  - a. Navigate to the list of printers on your computer:
    - For Windows XP SP3, click **Start > Settings > Printers and Faxes**.
    - 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 83.
  - Set the Print-Quality mode to Standard or Enhanced.
  - Set the Color Correction to Xerox<sup>®</sup> Automatic Color.
4. If the problem persists, delete then reinstall the print driver.
5. If the document printed without a print-quality problem, the application is probably the cause. Restart your printer, restart the application, then print the document again. For more information, see [Restarting the Printer](#).
6. If the problem still persists, ensure that you are not printing through a print server. If the problem persists, for online support information, go to [www.xerox.com/office/WC7970support](http://www.xerox.com/office/WC7970support).

## 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 295.
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/WC7970support](http://www.xerox.com/office/WC7970support).

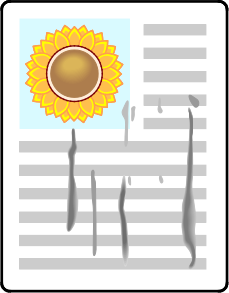
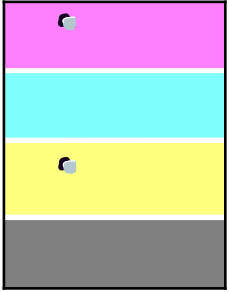
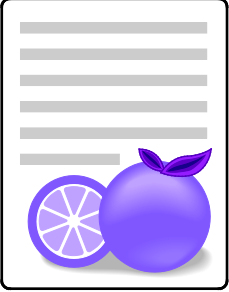
### Performing the Print Calibration Procedure

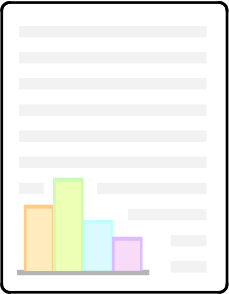
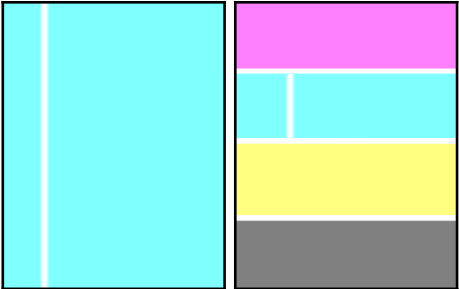
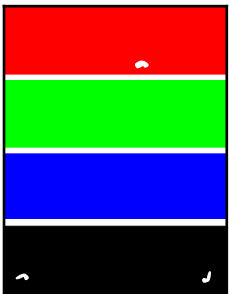
1. At the printer control panel, press the **Machine Status** button, then touch the **Tools** tab.
2. Touch **Troubleshooting > Calibration > Print Calibration > Next**.
3. Follow the onscreen instructions to run the Print Calibration procedure.

## 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 54.</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>.</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 54.</li> <li>2. Perform the Calibrate Paper Type procedure. For details, see <a href="#">Optimizing Printer Performance</a> on page 43.</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/WC7970support](http://www.xerox.com/office/WC7970support).



# Fax Problems

This section includes:

- [Problems Sending Faxes](#).....301
- [Problems Receiving Faxes](#).....303
- [Printing Fax Reports](#).....304

**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](#).

## 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.
	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.

Symptoms	Probable Causes	Solutions
The fax received by the recipient is blank.	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>
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/WC7970support](http://www.xerox.com/office/WC7970support).

## 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/WC7970support](http://www.xerox.com/office/WC7970support).

## Printing Fax Reports

You can print the following fax reports from the printer control panel:

- Activity Report
- Protocol Report
- Fax Address Book Report
- Options Report
- Pending Jobs Report

To print a fax report:

1. At the printer control panel, press the **Machine Status** button, then touch the **Tools** tab.
2. Touch **Service Settings > Fax Service**.
3. Touch **Print Fax Reports**.
4. Touch the desired report, then touch **Print**.
5. Touch **Close**.

**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 33.

# Getting Help

This section includes:

- [Control Panel Messages](#) ..... 305
- [Using the Integrated Troubleshooting Tools](#)..... 306
- [More Information](#) ..... 309

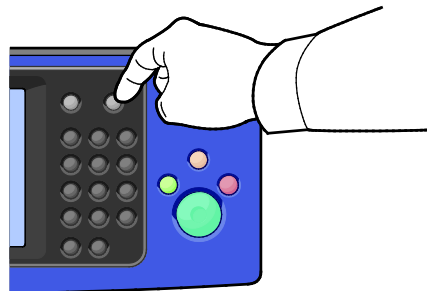
Xerox provides several automatic diagnostic utilities to help you maintain productivity and print quality.

## 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 more information about error or status messages on the control panel, touch the **Help** button.



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

To troubleshoot print-quality problems and paper jams, you can use several integrated tools such as Information pages and Xerox<sup>®</sup> CentreWare<sup>®</sup> Internet Services.

### 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 Xerox<sup>®</sup> CentreWare<sup>®</sup> 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**.

**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 33.

3. Determine the tray with the lowest priority value. If it is the tray that you want to use, no further action is required.
4. Touch the specific tray that you want the printer to use.
5. For Priority, touch the number. To set the value lower, touch the minus button, or use the alphanumeric keypad on the control panel to type a lower value.

**Note:** Tray priority values are from 1 through 99, with 1 as the highest priority and 99 as the lowest priority.

6. Touch **OK**.
7. To return to the Tools tab, touch **Close**, or, to return to the main screen touch **Services Home**.

## Setting Rights to Access the Configuration Report and Information Pages

1. At the printer control panel, press the **Machine Status** button, then touch the **Tools** tab.
2. Touch **Device Settings > Configuration / Information Pages**.

**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 33.

3. To restrict users from printing the Configuration Report and Information Pages, touch **System Administrator Only**. To allow all users access, touch **All Users**.
4. To print the Configuration Report at power on, touch **Yes**. To disable the setting, touch **No**.
5. Touch **OK**.

## Printing the Configuration Report

The Configuration Report prints each time the printer is turned on.

To print 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**.

To disable printing the configuration report at power on:

1. At the printer control panel, press the **Machine Status** button.
2. Touch the **Tools** tab, then touch **Device Settings > Configuration/Information Pages**.
3. For **Print Configuration at Power On**, touch **No**.
4. Touch **OK**.

## 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**.

## Xerox® CentreWare® Internet Services

Xerox® 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.

Xerox® 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 Xerox® CentreWare® Internet Services or the *System Administrator Guide*.



## More Information

Resource	Location
<i>Installation Guide</i>	Packaged with the printer.
Other documentation for your printer	<ul style="list-style-type: none"> <li><a href="http://www.xerox.com/office/WC7970docs">www.xerox.com/office/WC7970docs</a></li> <li><a href="http://www.xerox.com/office/WC7970i_docs">www.xerox.com/office/WC7970i_docs</a></li> </ul>
Recommended Media List	United States: <a href="http://www.xerox.com/rmlna">www.xerox.com/rmlna</a> European Union: <a href="http://www.xerox.com/rmleu">www.xerox.com/rmleu</a>
Technical support information for your printer; including online technical support, Online Support Assistant, and driver downloads.	<ul style="list-style-type: none"> <li><a href="http://www.xerox.com/office/WC7970support">www.xerox.com/office/WC7970support</a></li> <li><a href="http://www.xerox.com/office/WC7970i_support">www.xerox.com/office/WC7970i_support</a></li> </ul>
Information about menus or error messages	Press the control panel Help (?) button.
Information pages	To print from the control panel, press <b>Machine Status &gt; Machine Information &gt; Information Pages</b> . To print from Xerox® CentreWare® Internet Services, click <b>Status &gt; Information Pages</b> .
Xerox® CentreWare® Internet Services documentation	In Xerox® CentreWare® Internet Services, click <b>Help</b> .
Order supplies for your printer	<ul style="list-style-type: none"> <li><a href="http://www.xerox.com/office/WC7970supplies">www.xerox.com/office/WC7970supplies</a></li> <li><a href="http://www.xerox.com/office/WC7970i_supplies">www.xerox.com/office/WC7970i_supplies</a></li> </ul>
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>
Third party and open source software	To locate third party and open source software disclosure notices and terms and conditions, go to the product page at: <ul style="list-style-type: none"> <li><a href="http://www.xerox.com/office/WC7970support">www.xerox.com/office/WC7970support</a></li> <li><a href="http://www.xerox.com/office/WC7970i_support">www.xerox.com/office/WC7970i_support</a></li> </ul>



# Specifications



This appendix includes:

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- [Physical Specifications](#) .....314
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- [Electrical Specifications](#) .....320
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# Printer Configurations and Options

## Standard Features

The printer provides the following features:

- Copy, print, email, scan, Internet fax, and server fax
- Scan to USB and Print from USB mass storage devices
- Copy speed of up to 70 ppm for color or black and white on A4 (210 x 297 mm) or Letter (8.5 x 11 in.) paper.
- 1200 x 2400 dpi HiQ LED imaging and copying quality
- Copy document sizes up to A3/11 x 17 in.
- Print document size, with short-edge feed, up to SRA3/12 x 19 in.
- Automatic 2-sided printing
- Single-pass duplex automatic document feeder
- Color touch screen control panel
- Trays 1–2 with 520-sheet capacities
- Tray 5 with 100-sheet capacity
- High Capacity Tandem Tray with 2000 A4/Letter sheet capacity
- 2 GB memory plus 1 GB page memory
- Internal 250 GB hard drive
- Ethernet 10/100/1000Base-TX
- Universal Serial Bus (USB 2.0)
- Adobe PostScript and PCL fonts and support
- Remote driver installation
- Bonjour, SSDP, and SAP device discovery
- Job-based accounting
- Secure Print
- McAfee data security
- Xerox Extensible Interface Platform
- Earth Smart features
- Xerox® CentreWare® Internet Services
- Xerox® CentreWare® Web
- Email Alerts
- Automated supplies replenishment
- Proactive supplies management
- Support for AirPrint
- Wi-Fi Direct

## Options and Upgrades

- Business Ready finisher with 2/3 or 2/4 hole punch
- Business Ready Booklet Maker finisher with 2/3 or 2/4 hole punch
- CZ folder
- Swedish Hole Punch
- Envelope tray
- 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
- Unicode print
- McAfee enhanced security features
- Network accounting
- 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: 640 mm (25.2 in.)
- Depth: 699 mm (27.5 in.)
- Height: 1149.2 mm (45.2 in.)
- Weight: 151.9 Kg (334.2 lb.)

## Configuration with Business Ready Finisher and Booklet Maker

- Width: 1302 mm (51.3 in.)
- Depth: 699 mm (27.5 in.)
- Height: 1149.2 mm (45.2 in.)
- Weight: 195.6 Kg (430.4 lb.)

## Configuration with Business Ready Finisher and Booklet Maker

- Width: 1431.4 mm (56.4 in.)
- Depth: 699 mm (27.5 in.)
- Height: 1149.2 mm (45.2 in.)
- Weight: 212.3 Kg (467.1 lb.)

## Configuration with Business Ready Finisher, Booklet Maker, and CZ Folder

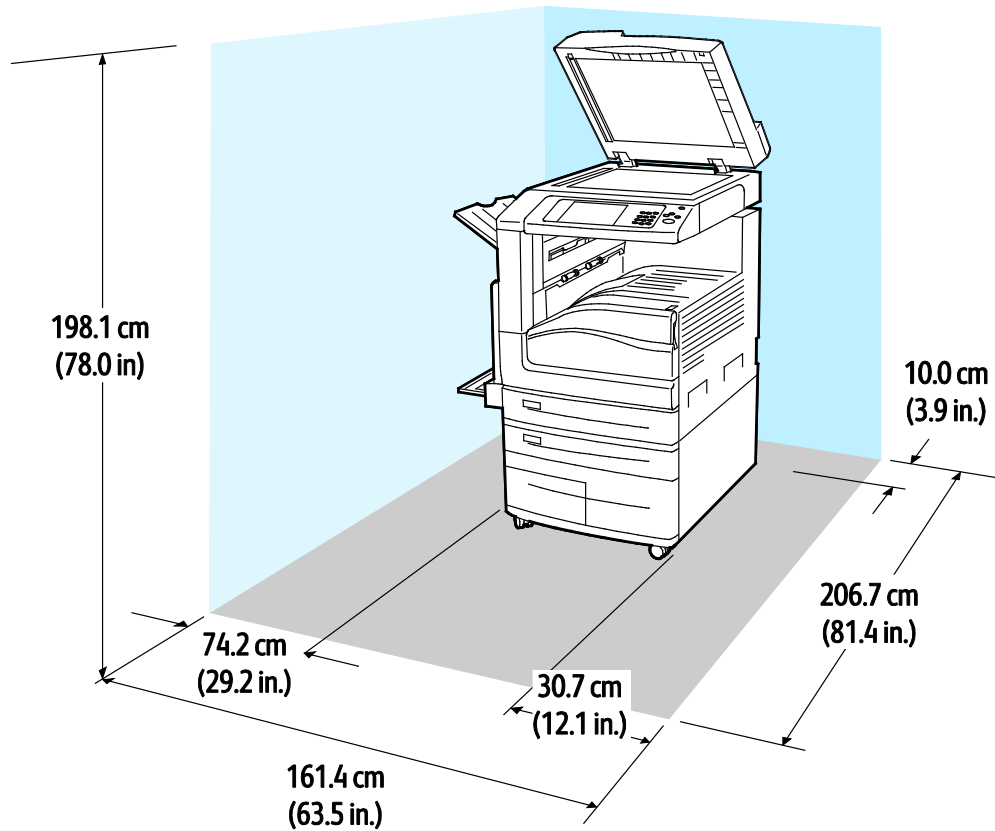
- Width: 1664.2 mm (65.5 in.)
- Depth: 726 mm (28.6 in.)
- Height: 1149.2 mm (45.2 in.)
- Weight: 264.4 Kg (581.7 lb.)

## Configuration with Business Ready Finisher, Booklet Maker, CZ Folder, and High-Capacity Feeder

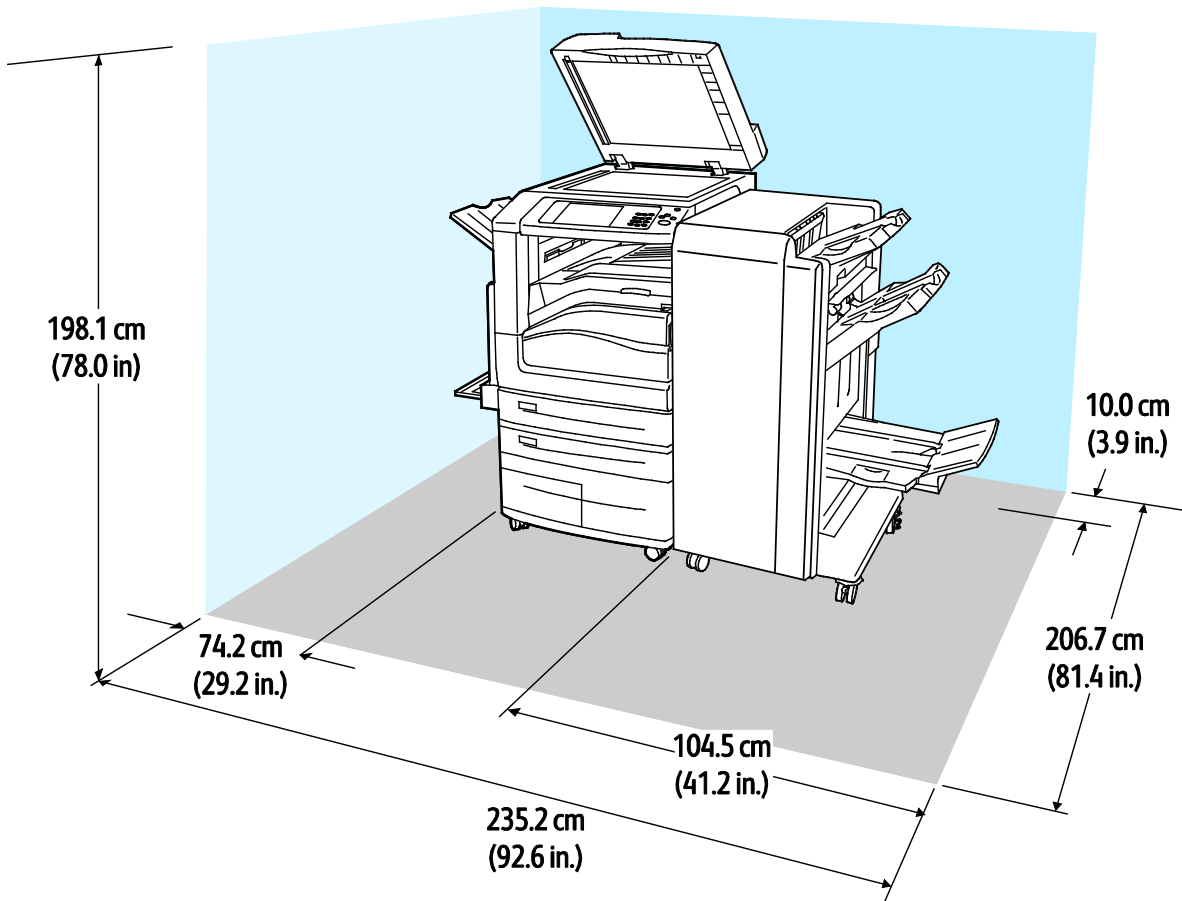
- Width: 1978.2 mm (77.9 in.)
- Depth: 726 mm (28.6 in.)
- Height: 1149.2 mm (45.2 in.)
- Weight: 297.5 Kg (654.5 lb.)

## Clearance Requirements

### Clearance Requirements for Base Configuration

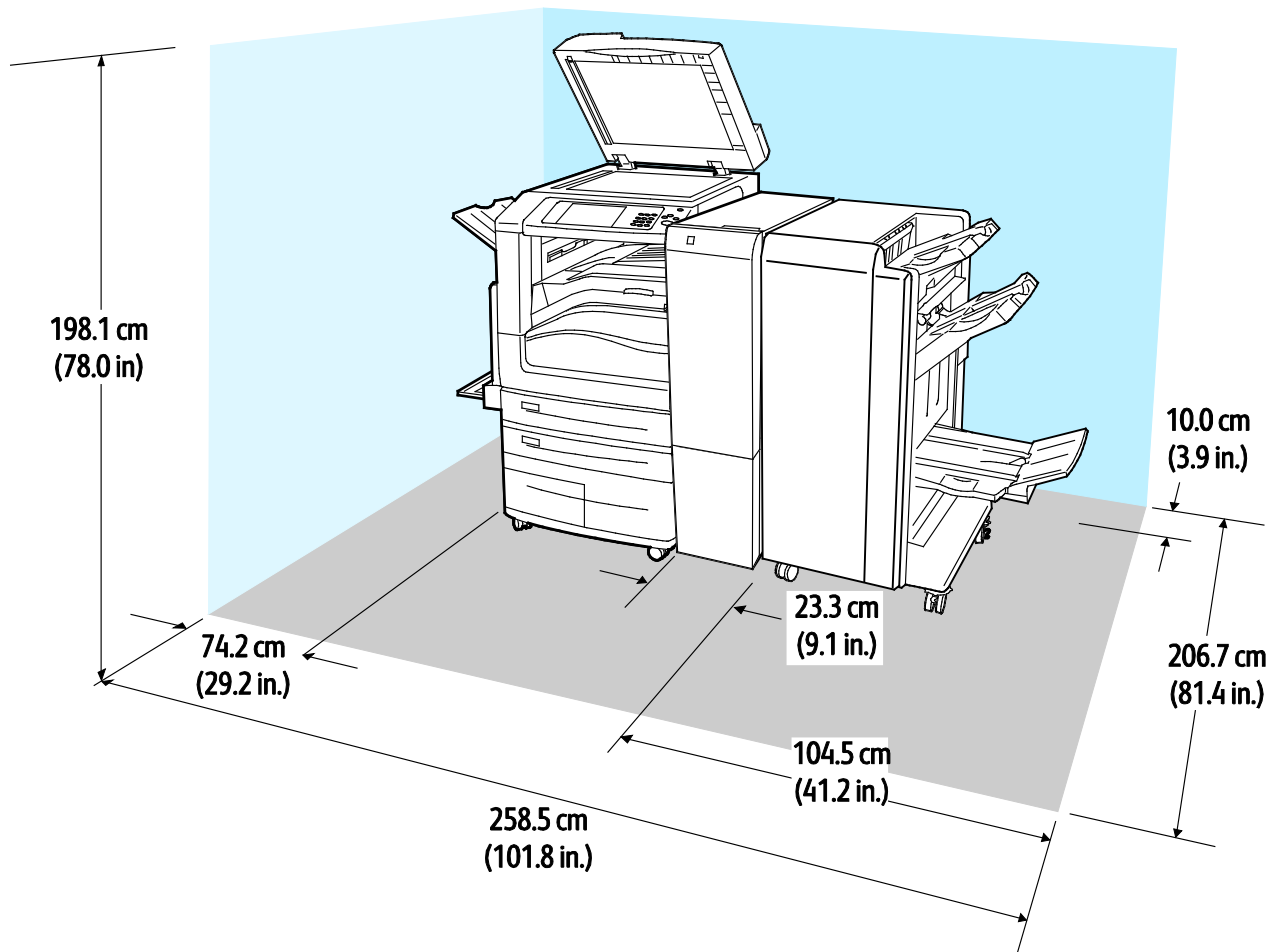


### Clearance Requirements for Configuration with Business Ready Finisher and Booklet Maker

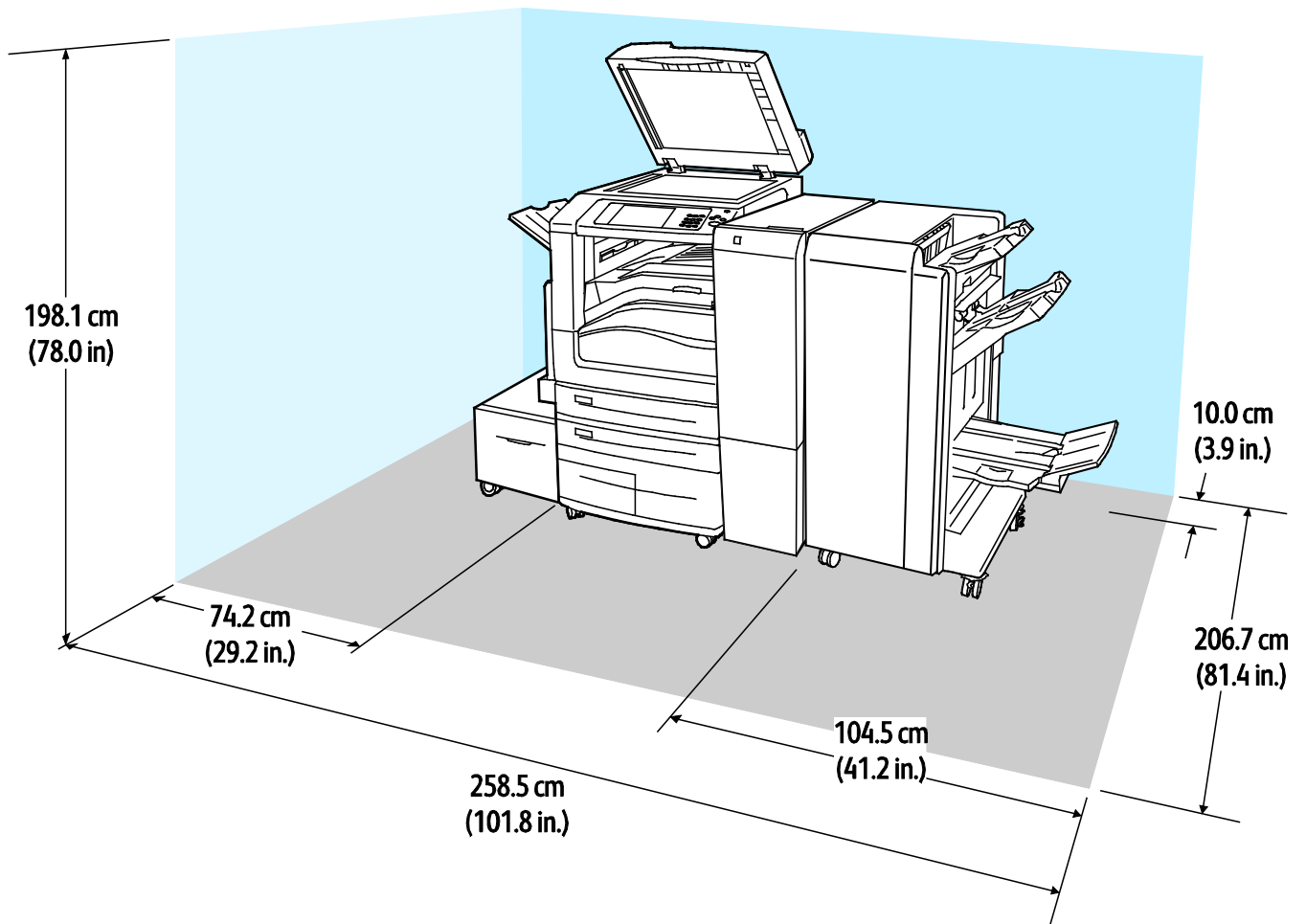




### Clearance Requirements for Configuration with Business Ready Finisher, Booklet Maker, and CZ Folder



### Clearance Requirements for Configuration with Business Ready Finisher, Booklet Maker, CZ Folder, and High-Capacity Feeder



# Environmental Specifications

## Temperature

Operating: 10–28°C (50–83°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
110–127 VAC +/-10 %	50 Hz +/- 3 Hz 60 Hz +/- 3 Hz	16 A
220–240 VAC +/-10 %	50 Hz +/- 3 Hz 60 Hz +/- 3 Hz	10 A

# Performance Specifications

## Printing Resolution

Maximum Resolution: 1200 x 2400 dpi

## Print Speed

Xerox reports speeds for continuous printing using long-edge feed on A4 (210 x 297 mm, 8.27 x 11.69 in.) or Letter (216 x 279 mm, 8.5 x 11 in.) Bond 60–105 g/m<sup>2</sup> (18–28 lb.) paper from any tray except for tray 5.

Several factors affect print speed:

- Paper orientation: For faster print speeds, you can load paper long-edge feed.
- Paper size: Letter (8.5 x 11 in.) and A4 (210 x 297 mm) sizes share the fastest print speed.
- Paper weight: Lightweight prints faster than heavier paper, such as Cardstock and Labels.
- Paper type: Plain prints faster than Glossy.

You can achieve maximum print speed when you print on Plain, Letter/A4 paper, using long-edge feed.

The slowest print speed is approximately 13 ppm when you print from tray 5 using 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 and Canada: 1-800-ASK-XEROX (1-800-275-9376)

Europe: +44 1707 353 434

For product safety information in the United States and Canada, 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 ..... 324
- Copy Regulations ..... 330
- Fax Regulations ..... 333
- Safety Certification ..... 338
- Material Safety Data Sheets ..... 339

## 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 the equipment is not installed and used in accordance with these instructions, it can cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference. Users are required to correct the interference at their 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.

 **WARNING:** 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.



## Certifications in Europe



The CE mark applied to this equipment symbolizes a declaration of conformity by Xerox with the following applicable Directives of the European Union as of the dates indicated:

- December 12, 2006 Council Directive 2006/95/EC as amended. This is a directive on the approximation of the laws of the member states related to low voltage equipment.
- December 15, 2004 Council Directive 2004/108/EC as amended. This directive is an approximation of the laws of the member states related to electromagnetic compatibility.
- A full declaration of conformity, defining the relevant directives and referenced standards, can be obtained from your authorized local dealer.



### **WARNINGS:**

- Changes or modifications to this equipment not specifically approved by the Xerox Corporation may void the user's authority to operate this equipment.
- External radiation from Industrial, Scientific, and Medical (ISM) equipment can interfere with the operation of this Xerox device. If external radiation from ISM equipment interferes with this device, contact your Xerox representative for assistance.
- This is a class A product. In a domestic environment, this product can cause radio frequency interference, in which case the user can be required to take adequate measures.
- Shielded cables must be used with this equipment to maintain compliance with Council Directive 2004/108/EC.

## European Union Lot 4 Imaging Equipment Agreement Environmental Information

### Environmental Information Providing Environmental Solutions and Reducing Cost

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)

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.

## Power Consumption and Energy Saver 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, the device switches to Ready mode. In this mode, the device can print again immediately. If the device is not used for an interval of time, the device switches to Energy Saver mode. In Energy Saver mode, only essential functions remain active, which permits reduced product power consumption.

The product takes slightly longer to produce the first print after it exits Energy Saver mode than it takes in Ready mode. This delay is the result of the system waking up from Energy Saver mode and is typical of most imaging products on the market.

Before you turn off Energy Saver mode or set a long activation time, consider the increase in product power consumption.

To learn more about Xerox participation in sustainability initiatives, go to:  
[www.xerox.com/about-xerox/environment/enus.html](http://www.xerox.com/about-xerox/environment/enus.html).

## Default Energy Saver Settings for Product

This product is ENERGY STAR<sup>®</sup> qualified under the ENERGY STAR Program Requirements for Imaging Equipment. The transition time from Standby to Energy Saver mode, which can be up to 30 minutes, is set to a default value of 2 minutes. The transition time from Energy Saver mode to Sleep, which can be up to 30 minutes, is set to a default value of 0 minutes. The transition time from Standby to Sleep for this printer can be up to 60 minutes.

To configure Energy Saver settings, see Setting Energy Saver Mode.

## Germany

### Germany - Blue Angel



RAL, the German Institute for Quality Assurance and Labeling, has awarded this device the Blue Angel Environmental Label. This label distinguishes it as a device that satisfies Blue Angel criteria for environmental acceptability in terms of device design, manufacture, and operation. For more information, go to: [www.blauer-engel.de](http://www.blauer-engel.de).

### 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.”

## Eurasian Economic Community Certification



Russia, Belarus, and Kazakhstan are working to establish a common customs union, the Eurasian Economic Community, or EurAsEC. The Eurasian Economic Community members anticipate sharing a common regulatory scheme and common EurAsEC certification mark, the EAC Mark.

## 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 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.

- 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.

## Canada CS-03 Issue 9

This product has been tested to and is compliant with CS-03 issue 9.

## European Union

### Radio Equipment and Telecommunications Terminal Equipment Directive

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

This device has been designed to work with the national public switched telephone networks and compatible PBX devices of the following countries:

Pan-European Analog PSTN and Compatible PBX Certifications		
Austria	Greece	Netherlands
Belgium	Hungary	Norway
Bulgaria	Iceland	Poland
Cyprus	Ireland	Portugal
Czech Republic	Italy	Romania
Denmark	Latvia	Slovakia
Estonia	Liechtenstein	Slovenia
Finland	Lithuania	Spain
France	Luxembourg	Sweden
Germany	Malta	United Kingdom

This product has been tested to and is compliant with TBR21 OR ES 103 021-1/2/3 or ES 203 021-1/2/3 technical specifications for terminal equipment for use on analog-switched telephone networks in the European Economic Area.

If you have problems with your product, contact your local Xerox representative. This product can be configured to be compatible with other country networks. Before reconnecting the device to a network in another country, contact your Xerox representative for assistance.

#### Notes:

- Although this product can use either loop disconnect (pulse) or DTMF tone signaling, Xerox recommends that you use DTMF signaling. DTMF signaling provides reliable and faster call setup.
- Modification of this product, or connection to external control software or control apparatus not authorized by Xerox, invalidates 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.

## South Africa

This modem must be used in conjunction with an approved surge protection device.

## Safety Certification

This device is certified by the following Agencies using the following safety standards.

Agency	Standard
Underwriters Laboratories Inc. (US/Canada)	UL60950-1 (2007) 2nd Edition CSA 22.2 No. 60950-1-07 2nd Edition
Underwriters Laboratories Inc. (Europe)	IEC60950-1:2005 (2nd Edition) +A1:2009 EN60950-1:2006 (2nd Edition) +A11:2009 +A1:2010 +A12:2011 (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



This wheeled bin symbol may be used in combination with a chemical symbol. Use of this symbol 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.