



# User Guide

Guide d'utilisation

Guida dell'utente

Benutzerhandbuch

Guía del usuario

Guia do Usuário

Gebruikershandleiding

Användarhandbok

Руководство пользователя

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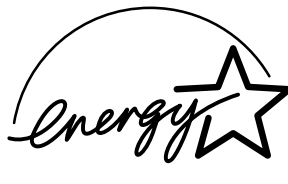
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## **A User Safety**

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# 1 Printer Features

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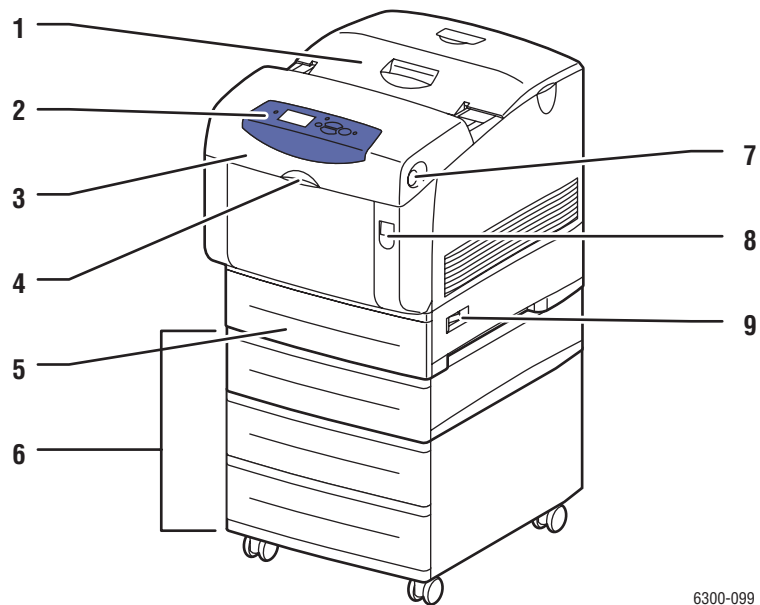
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## Printer Parts

This section includes:

- [Front-Right View](#) on page 1-2
- [Rear-Left View](#) on page 1-3
- [Inside View](#) on page 1-3

### Front-Right View

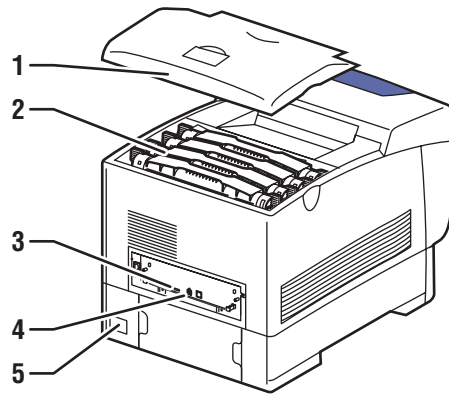


6300-099

1. Top cover
2. Control panel
3. Front Door
4. Handle to open Tray 1 (Multi-Purpose Tray)
5. Tray 2
6. Trays 3, 4, and 5
7. Button to open Front Door B
8. Latch to open Front Door A
9. Power switch



## Rear-Left View

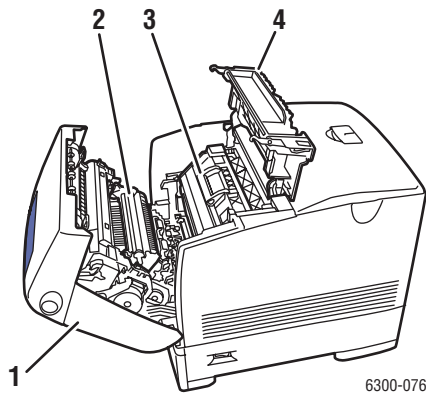


6300-053

1. Top cover
2. Toner cartridges
3. USB connection
4. Ethernet 10/100 Base-T connection
5. Power cord connection

## Inside View

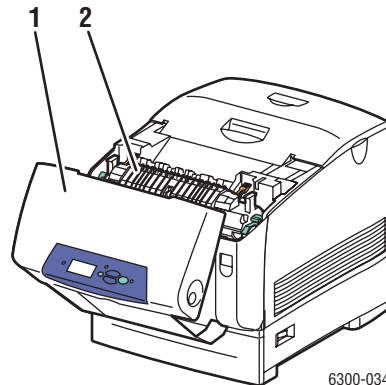
Doors A and C Open



6300-076

1. Front Door A
2. Transfer Roller
3. Imaging Unit
4. Door C

Door B Open



6300-034

1. Front Door B
2. Fuser

# Printer Configurations

This section includes:

- [Standard Features](#) on page 1-4
- [Available Configurations](#) on page 1-4
- [Options](#) on page 1-5
- [Upgrades](#) on page 1-5

## Standard Features

- Maximum print speed (pages per minute):
  - Phaser 6300N and Phaser 6300DN printers: 36 ppm black and white, 26 ppm color
  - Phaser 6350DP, Phaser 6350DT, and Phaser 6350DX printers: 36 ppm
- Maximum resolution (dpi): 2400
- Fonts: PostScript and PCL
- Trays: Tray 1 (MPT) and Tray 2
- Connection: USB

## Available Configurations

	Printer Configurations				
	6300N	6300DN	6350DP	6350DT	6350DX
Memory (MB)	256	256	256	512	512
Internal Hard Drive	No*	No*	No*	No*	Yes
Automatic 2-Sided Printing	No	Yes	Yes	Yes	Yes
10/100 Ethernet Connection	Yes	Yes	Yes	Yes	Yes

\*This option can be purchased separately for these configurations.

## **Options**

You can order additional trays, memory, and an internal hard drive if these items are not standard on your printer.

### **Additional Trays**

- 550-Sheet Feeder
- 1100-Sheet High-Capacity Feeder

Phaser 6300/6350 printers can have feeders in the following combinations:

- One 550-Sheet Feeder (Tray 3)
- One 1100-Sheet High-Capacity Feeder (Trays 3 and 4)
- One 550-Sheet Feeder (Tray 3) and one 1100-Sheet High-Capacity Feeder (Trays 4 and 5)

### **Memory**

RAM memory cards: 128 MB, 256 MB, and 512 MB (up to a total of 1 GB)

### **Internal Hard Drive**

The internal hard drive provides additional printer features:

- Secure, personal, proof, and saved print jobs
- Font storage
- Collation

## **Upgrades**

To order the Phaser 6300N to 6300DN upgrade kit, contact your local reseller or go to [www.xerox.com/office/6300\\_6350supplies](http://www.xerox.com/office/6300_6350supplies).

# Control Panel

This section includes:

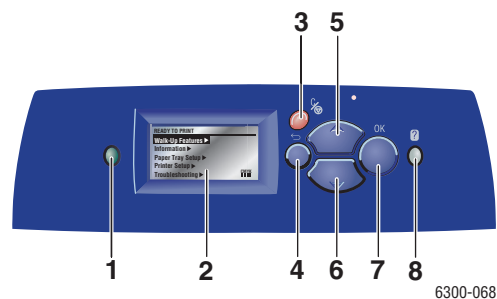
- [Control Panel Features](#) on page 1-6
- [Control Panel Layout](#) on page 1-6
- [Menu Map](#) on page 1-7
- [Information Pages](#) on page 1-7
- [Sample Pages](#) on page 1-7

## Control Panel Features

The control panel:

- Displays the printer's operating status (for example, **Printing, Ready to Print**), printer errors, and warnings.
- Prompts you to load paper, replace supplies, and clear jams.
- Enables you to access tools and information pages to help resolve problems.
- Enables you to change printer and network settings.

## Control Panel Layout



- |  |   |
|--|---|
| <p>1. <b>Status Indicator LED:</b><br/> <b>Green:</b> Printer is ready to print.<br/> <b>Yellow:</b> Warning condition, printer continues to print.<br/> <b>Red:</b> Startup sequence or error condition.<br/> <b>Blinking:</b> Printer is busy or warming up.</p> | <p>4. <b>Back</b> button<br/>Returns to the previous menu item.</p>   |
| <p>2. Graphic display indicates status messages and menus.</p>   | <p>5. <b>Up Arrow</b> button<br/>Scrolls upward through the menus.</p>  |
| <p>3. <b>Cancel</b> button<br/>Cancels the current print job.</p>  | <p>6. <b>Down Arrow</b> button<br/>Scrolls downward through the menus.</p>  |
|  | <p>7. <b>OK</b> button<br/>Accepts the setting selected.</p>  |
|  | <p>8. <b>Help (?)</b> button<br/>Displays a help message with information about the printer, such as printer status, error messages, and maintenance information.</p> |

## Menu Map

The Menu Map helps you navigate the control panel menus. To print the Menu Map:

1. On the control panel, select **Information**, and then press the **OK** button.
2. Select **Menu Map**, and then press the **OK** button to print.

**Note:** Print the Menu Map to see other information pages available for printing.

## Information Pages

Your printer comes with a set of information pages to help you obtain the best results from your printer. Access these pages from the control panel. Print the Menu Map to see where these information pages are located in the control panel menu structure.



**Note:** This print icon appears before the titles of information pages that can be printed. When the information page is highlighted on the control panel, press the **OK** button to print that page.

For example, to print the Configuration page or the Supplies Usage page to view current information about your printer, do the following:

1. On the control panel, select **Information**, and then press the **OK** button.
2. Select **Information Pages**, and then press the **OK** button.
3. Select **Configuration Page** or **Supplies Usage Page**, and then press the **OK** button to print.

**Note:** You can also print these pages from CentreWare Internet Services (IS) and from the printer driver.

## Sample Pages

Your printer comes with a set of sample pages that demonstrate different printer functions.

To print sample pages:

1. On the control panel, select **Information**, and then press the **OK** button.
2. Select **Sample Pages**, and then press the **OK** button.
3. Select the desired sample page, and then press the **OK** button to print.

## More Information

This section includes:

- [Resources](#) on page 1-8
- [Xerox Support Centre](#) on page 1-9

You can obtain information regarding your printer and its capabilities from the following sources.

## Resources

Information	Source
Setup Guide*	Packaged with printer
Quick Reference Guide*	Packaged with printer
User Guide (PDF)	<a href="http://www.xerox.com/office/6300_6350support">www.xerox.com/office/6300_6350support</a>
Advanced Features Guide (PDF)	<a href="http://www.xerox.com/office/6300_6350support">www.xerox.com/office/6300_6350support</a>
Videos	<a href="http://www.xerox.com/office/6300_6350support">www.xerox.com/office/6300_6350support</a>
Printer Management Tools	<a href="http://www.xerox.com/office/pmtools">www.xerox.com/office/pmtools</a>
infoSMART Knowledge Base	<a href="http://www.xerox.com/office/6300_6350infoSMART">www.xerox.com/office/6300_6350infoSMART</a>
PhaserSMART	<a href="http://www.phaserSMART.com">www.phaserSMART.com</a>
Technical Support	<a href="http://www.xerox.com/office/6300_6350support">www.xerox.com/office/6300_6350support</a>
Information about menu selection or error messages on the control panel	Control panel <b>Help (?)</b> button
Information pages	Control panel menu

\* Also available on the Support website.

## Xerox Support Centre

The **Xerox Support Centre** is a utility that is installed during printer driver installation. It appears on the desktop for Windows systems and is placed in the Utilities folder for Mac systems. It provides a central location for accessing the following information:

- User manuals and video tutorials
- Solutions to troubleshooting problems
- Printer and supplies status
- Supplies ordering and recycling
- Answers to frequently asked questions
- Default printer driver settings (Windows only)

To start the Xerox Support Centre utility:

1. Select one of the following options:
  - **Windows:** Double-click the **Xerox Support Centre** icon on your desktop.
  - **Macintosh:** Select the **Applications** folder, select the **Utilities** folder, and then double-click **Xerox Support Centre**.
2. Select your printer from the **Select Printer** drop-down list.



Xerox Support Centre

# 2 Network Basics

This chapter includes:

- [Overview of Network Setup and Configuration](#) on page 2-2
- [Setting Up the Network](#) on page 2-3
- [Configuring the Network Address](#) on page 2-5
- [Installing the Printer Drivers](#) on page 2-9
- [infoSMART Knowledge Base Networking Documents \(English only\)](#) on page 2-12

This chapter provides basic information about setting up and connecting to your printer.

*See also:*

*Advanced Features Guide* at [www.xerox.com/office/6300\\_6350support](http://www.xerox.com/office/6300_6350support)



## Overview of Network Setup and Configuration

To set up and configure the network:

1. Turn on the printer and the computer.
2. Connect the printer to the network using the recommended hardware and cables.
3. Configure the printer's network address, which is required to identify the printer on the network.
  - Windows operating systems: Run the Installer on the *Software and Documentation CD-ROM* to automatically set the printer's IP address if the printer is connected to an established TCP/IP network. You can also manually set the printer's IP address on the control panel.
  - Macintosh systems: Manually set the printer's network address (for TCP/IP) on the control panel.
4. Install the driver software on the computer from the *Software and Documentation CD-ROM*. For information on driver installation, see the section in this chapter for the specific operating system you are using.

# Setting Up the Network

This section includes:

- [Choosing a Connection Method](#) on page 2-3
- [Connecting via Ethernet \(Recommended\)](#) on page 2-3
- [Connecting via USB](#) on page 2-4

## Choosing a Connection Method

Connect the printer to the network via Ethernet or USB. Hardware and cabling requirements vary for the different connection methods. Cabling and hardware are generally not included with your printer and must be purchased separately.

## Connecting via Ethernet (Recommended)

Ethernet can be used for one or more computers. It supports many printers and systems on an Ethernet network. An Ethernet connection is recommended because it is faster than a USB connection. It also allows you direct access to CentreWare Internet Services (IS). CentreWare IS provides a simple interface that enables you to manage, configure, and monitor networked printers from your desktop using an embedded web server. For complete information about CentreWare IS, click the **Help** button in CentreWare IS to go to the *CentreWare IS Online Help*.

### Network Connection

Depending on your particular setup, the following hardware and cabling is required for Ethernet.

- If you are connecting to one computer, an Ethernet RJ-45 crossover cable is required.
- If you are connecting to one or more computers with a hub, an Ethernet hub and two twisted-pair (category 5/RJ-45) cables are required.
- If you are connecting to one or more computers using a cable or DSL router, a cable or DSL router and two or more twisted-pair (category 5/RJ-45) cables are required. (One cable for each device.)
- If you are connecting to one or more computers with a hub, connect the computer to the hub with one cable, and then connect the printer to the hub with the second cable. Connect to any port on the hub except the uplink port.

TCP/IP and EtherTalk are the most common protocols used with Ethernet. To print using a TCP/IP protocol, each computer and printer requires a unique IP address.

*See also:*

- [Configuring the Network Address](#) on page 2-5
- [Installing the Printer Drivers](#) on page 2-9

## **Standalone (Cable or DSL) Network Connection**

For information about setting up a cable or DSL connection for your printer, go to [www.xerox.com/office/6300\\_6350infoSMART](http://www.xerox.com/office/6300_6350infoSMART).

*See also:*

[infoSMART Knowledge Base Networking Documents \(English only\)](#) on page 2-12

## **Connecting via USB**

If you are connecting to one computer, a USB connection offers fast data speeds. However, a USB connection is not as fast as an Ethernet connection. To use USB, PC users must have Microsoft Windows 98 SE, Windows Me, Windows XP, or Windows 2000. Macintosh users must use Mac OS 9.x and higher.

### **USB Connection**

A USB connection requires a standard A/B USB cable. This cable is not included with your printer and must be purchased separately. Verify that you are using the correct USB cable for your connection.

- 1.** Connect one end of the USB cable to the printer and turn it on.
- 2.** Connect the other end of the USB cable to the computer.

*See also:*

[Configuring the Network Address](#) on page 2-5

[Installing the Printer Drivers](#) on page 2-9

## Configuring the Network Address

This section includes:

- [TCP/IP and IP Addresses](#) on page 2-5
- [Automatically Setting the Printer's IP Address](#) on page 2-5
- [Dynamic Methods of Setting the Printer's IP Address](#) on page 2-6
- [Manually Setting the Printer's IP Address](#) on page 2-8

### TCP/IP and IP Addresses

If your computer is on a large network, contact your network administrator for the appropriate TCP/IP addresses and additional configuration information.

If you are creating your own small Local Area Network or connecting the printer directly to your computer using Ethernet, follow the procedure for automatically setting the printer's Internet Protocol (IP) address.

PCs and printers primarily use TCP/IP protocols to communicate over an Ethernet network. With TCP/IP protocols, each printer and computer must have a unique IP address. It is important that the addresses are similar, but not the same; only the last digit needs to be different. For example, your printer can have the address 192.168.1.2 while your computer has the address 192.168.1.3. Another device can have the address 192.168.1.4.

Generally, Macintosh computers use either TCP/IP or the EtherTalk protocol to talk to a networked printer. For Mac OS X systems, TCP/IP is preferred. Unlike TCP/IP, however, EtherTalk does not require printers or computers to have IP addresses.

Many networks have a Dynamic Host Configuration Protocol (DHCP) server. A DHCP server automatically programs an IP address into every PC and printer on the network that is configured to use DHCP. A DHCP server is built into most cable and DSL routers. If you use a cable or DSL router, see your router's documentation for information on IP addressing.

*See also:*

[infoSMART Knowledge Base Networking Documents \(English only\)](#) on page 2-12

### Automatically Setting the Printer's IP Address

If the printer is connected to a small established TCP/IP network without a DHCP server, use the installer on the *Software and Documentation CD-ROM* to detect or assign an IP address to your printer. For further instructions, insert the *Software and Documentation CD-ROM* into your computer's CD-ROM drive. After the Installer launches, follow the prompts for installation.

**Note:** For the automatic Installer to function, the printer must be connected to an established TCP/IP network.

## Dynamic Methods of Setting the Printer's IP Address

Set the printer's IP address using any of the following methods. DHCP is enabled by default on all Phaser printers.

- DHCP
- CentreWare IS
- AutoIP

### Information Required for Manual IP Addressing

Information	Comments
Internet Protocol (IP) address of the printer	Format is <i>xxx.xxx.xxx.xxx</i> , where <i>xxx</i> represents a decimal number from 0–255.
Network Mask	If you are unsure, leave this blank; the printer chooses an appropriate mask.
Default Router/Gateway address	Router address is required to communicate with the host device from anywhere other than the local network segment.

### Enabling DHCP on the Printer

Verify that the printer DHCP protocol is enabled by setting the control panel or by using CentreWare IS. DHCP is enabled by default on all Phaser printers.

**Note:** To determine the printer's IP address, select **Printer Identification** on the control panel.

*See also:*

[Control Panel Features](#) on page 1-6

### Changing or Modifying the IP Address Using CentreWare IS

CentreWare IS provides a simple interface that enables you to manage, configure, and monitor networked printers from your desktop using an embedded web server. For complete information about CentreWare IS, click the **Help** button in CentreWare IS to go to the *CentreWare IS Online Help*.

After setting the printer's IP address, you can modify TCP/IP settings using CentreWare IS.

1. Launch your web browser.
2. Enter the printer's IP address in the browser's **Address** field (<http://xxx.xxx.xxx.xxx>).
3. Click **Properties**.
4. Select the **Protocols** folder on the left sidebar.
5. Select **TCP/IP**.
6. Enter or modify the settings, and then click **Save Changes** at the bottom of the page.

## Using Host Names with the Domain Name Service (DNS)

The printer supports DNS through an embedded DNS resolver. The DNS resolver protocol communicates with one or more DNS servers to resolve the IP address for a given host name or the host name for a given IP address.

To use an IP host name for the printer, the system administrator must configure one or more DNS servers and a local DNS domain name space database. To set up the printer for DNS, supply a maximum of two DNS name server IP addresses.

## Dynamic Domain Name Service (DDNS)

The printer supports Dynamic DNS through DHCP. You must have DHCP enabled on the printer for DDNS to function. Your network's DHCP server must also support Dynamic DNS updates through option 12 or option 81 support. See your network administrator for details.

1. Launch your web browser.
2. Enter the printer's IP address in the browser's **Address** field (<http://xxx.xxx.xxx.xxx>).
3. Select **Properties**.
4. Select the **Protocols** folder on the left sidebar.
5. Select **TCP/IP**.
6. In the BOOTP/DHCP Settings section, set the **BOOTP/DHCP** option to **ON**.
7. To enable DDNS, enter the following DDNS/WINS settings information:
  - **DDNS:** Set to **ON**.
  - **Release Host Name:** Set to **NO**.
  - **DDNS/WINS Name:** Use the default name provided by Xerox or enter another name.
  - **Primary WINS Server** (optional)
  - **Secondary WINS Server** (optional)
8. Click **Save Changes** when you are finished entering the settings.

## Manually Setting the Printer's IP Address

**Note:** Verify that your computer has a properly configured IP address for your network. Contact your network administrator for more information.

If you are on a network without a DNS server, or in an environment where the network administrator assigns printer IP addresses, you can use this method to manually set the IP address. Manually setting the IP address overrides DHCP and AutoIP. Alternatively, if you are in a small office with a single PC and use a dialup modem connection, you can manually set the IP address.

1. On the control panel, select **Printer Setup**, and then press the **OK** button.
2. Select **Connection Setup**, and then press the **OK** button.
3. Select **Network Setup**, and then press the **OK** button.
4. Select **TCP/IP Setup**, and then press the **OK** button.
5. Select **DHCP/BOOTP**, and then press the **OK** button to select **Off**.
6. Select **TCP/IP Address**, and then press the **OK** button.
7. Enter the printer's IP address, and then press the **OK** button.

## Installing the Printer Drivers

This section includes:

- [Available Drivers](#) on page 2-9
- [Windows 98 SE or Later and Windows 2000 or Later](#) on page 2-10
- [Macintosh OS X, Version 10.2 and Higher](#) on page 2-11

### Available Drivers

To access special printing options, use a Xerox printer driver.

Xerox provides drivers for a variety of page description languages and operating systems. The following printer drivers are available:

Printer Driver	Source*	Description
<b>Windows PostScript Driver</b>	CD-ROM and Web	The PostScript driver is recommended to take full advantage of your system's custom features and genuine Adobe® PostScript®. (Default printer driver)
<b>PCL Driver</b>	Web only	The Printer Command Language driver can be used for applications requiring PCL. <b>Note:</b> For Windows 2000 and Windows XP only.
<b>Xerox Walk-Up Printing Driver (Windows)</b>	Web only	This driver enables printing from a PC to any Xerox PostScript-enabled printer. This is especially helpful for mobile professionals who travel to multiple locations and need to print to different printers.
<b>Macintosh OS 9.x Driver</b>	CD-ROM and Web	This driver enables printing from a Mac OS 9.x operating system.
<b>Mac OS X (version 10.2 and higher) Driver</b>	CD-ROM and Web	This driver enables printing from a Mac OS X (version 10.2 and higher) operating system.
<b>UNIX Driver</b>	Web only	This driver enables printing from a UNIX operating system.

\* Go to [www.xerox.com/office/drivers](http://www.xerox.com/office/drivers) for the latest printer drivers.



## Windows 98 SE or Later and Windows 2000 or Later

To install the printer driver from the *Software and Documentation CD-ROM*:

1. Insert the CD-ROM into the computer's CD-ROM drive. If the installer does not launch, do the following:
  - a. Click **Start**, and then click **Run**.
  - b. In the **Run** window, type: <CD drive>\INSTALL.EXE.
2. Select your desired language from the list.
3. Select **Install Printer Driver**.
4. Select the installation method you want to use, and then follow the onscreen instructions.

See also:

[infoSMART Knowledge Base Networking Documents \(English only\)](#) on page 2-12

## Macintosh OS 9.X

### USB

A USB-connected printer does not display in the Chooser. To create a desktop USB printer:

1. Insert the *Software and Documentation CD-ROM* into the CD-ROM drive.
2. Use the **Desktop Printer Utility** to create a desktop USB printer. The utility is located in the **PhaserTools** folder that is created during the software installation.

See also:

[infoSMART Knowledge Base Networking Documents \(English only\)](#) on page 2-12  
*Advanced Features Guide* at [www.xerox.com/office/6300\\_6350support](http://www.xerox.com/office/6300_6350support)

### EtherTalk

**Note:** If you use EtherTalk, Macintosh computers do not require IP addresses.

Follow these steps to install the printer driver:

1. Open the **AppleTalk Control Panel**.
2. Verify that the **Ethernet** port is the selected network port.
3. Double-click the installer on the *Software and Documentation CD-ROM* to install the printer driver.
4. Open the **Chooser**, and then click the **LaserWriter** driver.
5. From the right column of the **Chooser**, select the printer, and then click **Create** to create the desktop printer.

## **Macintosh OS X, Version 10.2 and Higher**

To install the printer driver from the *Software and Documentation CD-ROM*:

1. Insert the CD-ROM into the CD-ROM drive.
2. Open the **Print Center** utility.

**Note:** In Macintosh OS X version 10.3 or higher, the utility is called **Printer Setup Utility**. To locate utilities on the Macintosh hard drive, open the **Applications** folder, and then open the **Utilities** folder.

3. Click the **Add** icon in the Printer List window, and then select **Rendezvous** from the drop-down menu.
4. Select the printer in the window.
5. Select **Xerox** from the list of manufacturers in the lower drop-down menu.
6. Select the appropriate printer model from the list of available devices.
7. Click the **Add** button.

*See also:*

[infoSMART Knowledge Base Networking Documents \(English only\)](#) on page 2-12

## **infoSMART Knowledge Base Networking Documents (English only)**

For more information, go to [www.xerox.com/office/6300\\_6350infoSMART](http://www.xerox.com/office/6300_6350infoSMART) to view these documents.

<b>Reference Name</b>	<b>Title</b>
R1019019389	Basic TCP/IP Tutorial and Home Networking Guidelines
R1019019367	Understanding TCP/IP Addressing and Subnetting Basics
R1019019442	Installing the Printer Driver in Windows 9x When Using a USB Connection
R1019019447	Installing the Printer Driver in Windows 2000 When Using a USB Connection
R1019019479	Installing the Printer Driver in Windows XP When Using a USB Connection
R1019019483	Installing the Printer for a USB Connection in Mac OS 9
R1019019485	Installing the Printer for a USB Connection in Mac OS X 10.3.1 (and later)

# 3 Printing Basics

This section includes:

- [Overview of Basic Steps](#) on page 3-2
- [Supported Paper and Media](#) on page 3-3
- [Loading Paper](#) on page 3-8
- [Selecting Printing Options](#) on page 3-16
- [Printing on Both Sides of the Paper](#) on page 3-20
- [Printing on Specialty Media](#) on page 3-22

*See also:*

Using paper trays video tutorials at [www.xerox.com/office/6300\\_6350support](http://www.xerox.com/office/6300_6350support)

## **Overview of Basic Steps**

To print jobs:

1. Load paper in the tray.
2. If you are prompted by the control panel, either confirm the paper type and size or change it as required.
3. From the software application, access the **Print** dialog box, and then select printing options in the printer driver.
4. Send the job to the printer from the software application's **Print** dialog box.

*See also:*

[Loading Paper](#) on page 3-8

[Selecting Printing Preferences \(Windows\)](#) on page 3-16

[Selecting Printing Options](#) on page 3-16

## Supported Paper and Media

This section includes:

- [Paper Usage Guidelines](#) on page 3-4
- [Paper That May Damage Your Printer](#) on page 3-4
- [Paper Storage Guidelines](#) on page 3-5
- [Supported Paper Sizes and Weights](#) on page 3-5

Your printer is designed to be used with a variety of paper types. Follow the guidelines in this section to ensure the best print quality and to avoid jams.

For best results, use Xerox printing media specified for your Phaser 6300/6350 printer. They are guaranteed to produce excellent results with your printer.

**Caution:** Damage caused by using unsupported paper, transparencies, and other specialty media is not covered by the Xerox warranty, service agreement, or Total Satisfaction Guarantee. The Total Satisfaction Guarantee is available in the United States and Canada. Coverage may vary outside these areas; please contact your local representative for details.

*See also:*

*Recommended Media List* at [www.xerox.com/office/6300\\_6350support](http://www.xerox.com/office/6300_6350support)

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

## **Paper Usage Guidelines**

The printer trays accommodate most sizes and types of paper, transparencies, or other specialty media. Follow these guidelines when loading paper and media in the trays:

- Use Tray 1 (MPT) for envelopes, thick card stock, and custom size paper.
- Fan paper, transparencies, or other specialty media before loading in the paper tray.
- Print envelopes, labels, and transparencies on one-side only.
- See [Printing Envelopes](#) on page 3-27 for information on how to minimize wrinkling and embossing that may occur when printing envelopes.
- Do not overload the paper trays. Do not load paper above the fill line indicated on the paper guide.
- Adjust the paper guides to fit the paper. For Trays 2–5, the paper guides click into place when they are adjusted correctly.
- Use paper or other approved media from a new package if excessive jams occur.

*See also:*

[Printing Transparencies](#) on page 3-22

[Printing Envelopes](#) on page 3-27

[Printing Labels](#) on page 3-30

[Printing Glossy Paper](#) on page 3-34

[Printing Custom Size Paper](#) on page 3-39

## **Paper That May Damage Your Printer**

Your printer is designed to use a variety of media types for print jobs. However, some media can cause poor output quality, increased paper jams, or damage to your printer.

Unacceptable media includes:

- Rough or porous media
- Plastic media other than supported transparencies
- Paper that has been folded or wrinkled
- Paper with staples
- Envelopes with windows or metal clasps
- Padded envelopes
- Non-laser glossy or coated paper
- Perforated media

## Paper Storage Guidelines

Providing good storage conditions for your paper and other media contributes to optimum print quality.

- Store paper in dark, cool, relatively dry locations. Most paper items are susceptible to damage from ultraviolet (UV) and visible light. UV radiation, which is emitted by the sun and fluorescent bulbs, is particularly damaging to paper items. The intensity and length of exposure to visible light on paper items should be reduced as much as possible.
- Maintain constant temperatures and relative humidity.
- Avoid attics, kitchens, garages, and basements for storing paper. Inside walls are drier than outside walls where moisture can collect.
- Store paper flat. Paper should be stored on pallets, cartons, shelves, or in cabinets.
- Avoid having 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 paper in the original packaging. For most commercial cut-size grades, the ream wrapper contains an inner lining that protects the paper from moisture loss or gain.
- Leave the media inside the bag until you are ready to use it; reinsert unused media in the bag and reseal it for protection. Some specialty media is packaged inside resealable plastic bags.

## Supported Paper Sizes and Weights

The following sections provide information about paper sizes and weights supported in the printer trays. For more detailed information about supported paper and other media, print the Paper Tips page:

1. On the control panel, select **Information**, and then press the **OK** button.
2. Select **Information Pages**, and then press the **OK** button.
3. Select **Paper Tips**, and then press the **OK** button to print.

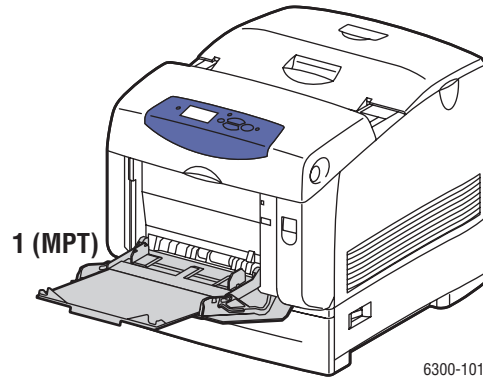
*See also:*

*Recommended Media List* at [www.xerox.com/office/6300\\_6350support](http://www.xerox.com/office/6300_6350support)

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



## Supported Paper Sizes and Weights for Tray 1 (MPT)



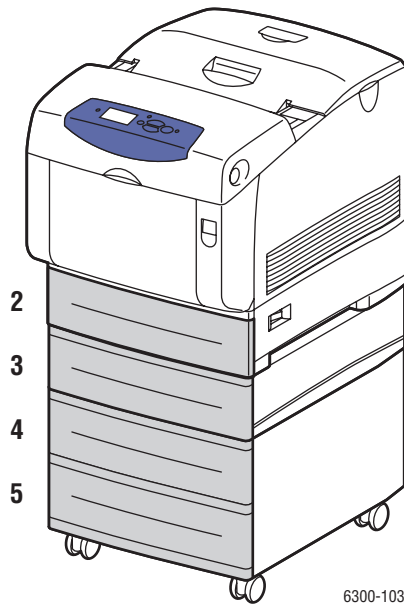
## Tray 1 (MPT)

65 – 216 g/m<sup>2</sup> (17 – 40 lb. Bond, 50 – 80 lb. Cover)**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 14.0 in.**A4** 210 x 297 mm**A5** 148 x 210 mm**A6** 105 x 148 mm**B5 JIS** 182 x 257 mm**ISO B5** 176 x 250 mm**#10 Commercial** 4.12 x 9.5 in.**Monarch** 3.87 x 7.5 in.**A7** 5.25 x 7.25 in.**DL** 110 x 220 mm**C6** 114 x 162 mm**C5** 162 x 229 mm**B5** 176 x 250 mm**Custom Sizes**

Width: 89 – 216 mm (3.5 – 8.5 in.)

Height: 140 – 900 mm (5.5 – 35.45 in.)

## Supported Paper Sizes and Weights for Trays 2-5



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### Trays 2-5

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**65 – 163 g/m<sup>2</sup> (17 – 40 lb. Bond, 50 – 60 lb. Cover)**

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<b>Executive</b>	7.25 x 10.5 in.
<b>Letter</b>	8.5 x 11 in.
<b>US Folio</b>	8.5 x 13 in.
<b>Legal</b>	8.5 x 14.0 in.
<b>A4</b>	210 x 297 mm
<b>A5</b>	148 x 210 mm
<b>B5 JIS</b>	182 x 257 mm

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## Loading Paper

This section includes:

- Loading Paper in Tray 1 (MPT) on page 3-8
- Using Manual Feed on page 3-11
- Loading Paper in Trays 2–5 on page 3-11

### Loading Paper in Tray 1 (MPT)

Use Tray 1 (MPT) for a wide range of media including:

- Plain paper, heavy plain paper, letterhead, colored paper, glossy paper, preprinted paper, and prepunched paper
- Thin and thick card stock
- Transparencies
- Envelopes
- Labels
- Specialty media including business cards, postcards, trifold brochures, and weatherproof paper

See also:

[Supported Paper Sizes and Weights for Tray 1 \(MPT\)](#) on page 3-6

*Advanced Features Guide* at [www.xerox.com/office/6300\\_6350support](http://www.xerox.com/office/6300_6350support)

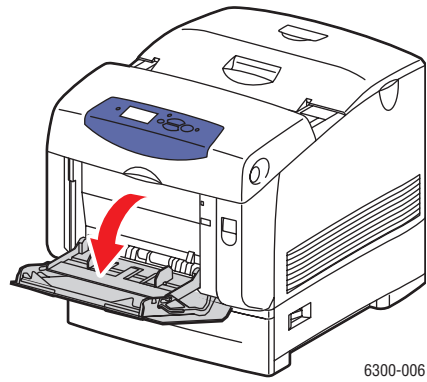
**Note:** If you change the paper in Tray 1 (MPT), select the correct paper type and size on the control panel.



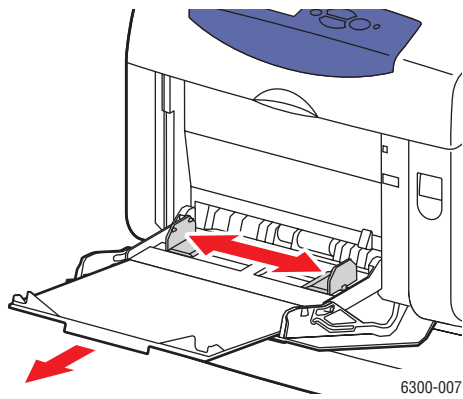
6300-045

To load paper in Tray 1 (MPT):

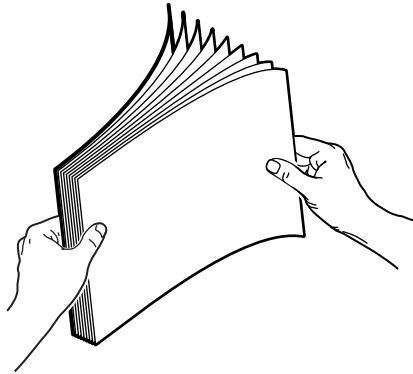
1. Open Tray 1 (MPT) by pulling out on the handle.



2. Pull out the tray extension, and open the paper guides.

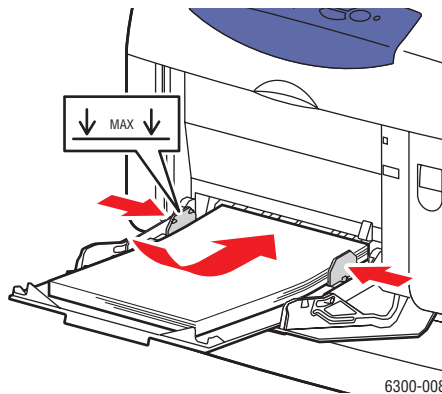


3. Fan the paper to release sheets that are stuck together.



4. Insert the paper into the tray, and adjust the paper guides to fit the paper. If you are using preprinted or prepunched paper, follow these guidelines:
  - For **single-sided printing**, place the side to be printed **facedown** with the **top** of the paper entering the printer first.
  - For **2-sided printing**, place the first side to be printed **faceup** with the **bottom** of the page entering the printer first.
  - For prepunched paper, place the paper with the holes toward the right side of the tray.

**Note:** Do not load paper above the fill line indicated on the paper guides. Overloading the paper tray may cause jams.



5. To use the current tray setup, press the **OK** button on the control panel. If you load a new type or size of paper in the tray, do the following:
  - a. Select **Change setup**, and then press the **OK** button.
  - b. Select the paper type, and then press the **OK** button.
  - c. Select the paper size, and then press the **OK** button.

## Using Manual Feed

If you are using paper, such as letterhead, and do not want others to use it by mistake, you can have the printer prompt you when it is time to load the paper for your print job.

### Windows

To select this option using Windows:

1. In the Windows printer driver, click the **Paper/Quality** tab.
2. Select **Force Printing from a Specific Tray**, and then select **Tray 1 (MPT)** from the list.
3. Select **Manual Feed**, and then click **OK** to save the driver settings.
4. Submit your print job.
5. When prompted by the control panel, remove the paper from Tray 1 (MPT).
6. Load the appropriate paper for your job into the tray, and then press the **OK** button.

### Macintosh

To select this option using Macintosh:

1. In the **Print** dialog box, select **Paper Feed** from the drop-down list.
2. Select **Manual Feed** in the **All pages from** drop-down list.
3. Submit your print job.
4. When prompted by the control panel, remove the paper from Tray 1 (MPT).
5. Load the appropriate paper for your job into the tray, and then press the **OK** button.

See also:

[Loading Paper in Tray 1 \(MPT\)](#) on page 3-8

## Loading Paper in Trays 2–5

Use Trays 2–5 for a wide range of media including:

- Plain paper, heavy plain paper, letterhead, colored paper, preprinted paper, prepunched paper, and glossy paper
- Thin card stock
- Transparencies
- Labels

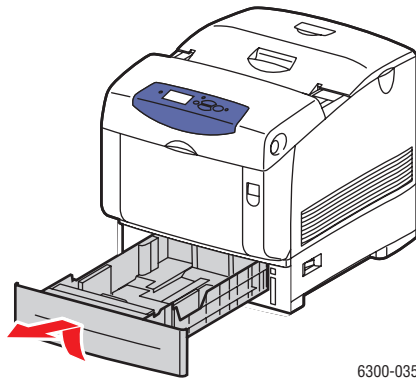
See also:

[Supported Paper Sizes and Weights for Trays 2–5](#) on page 3-7

*Advanced Features Guide* at [www.xerox.com/office/6300\\_6350support](http://www.xerox.com/office/6300_6350support)

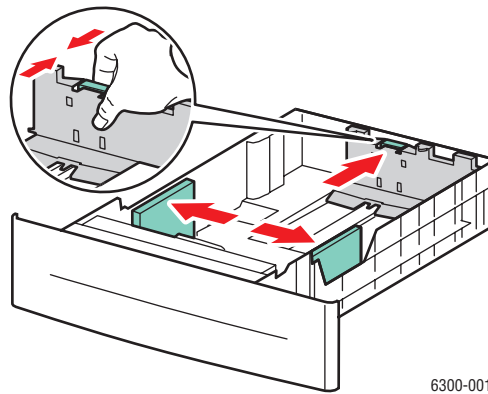
To load paper into Trays 2–5:

1. Pull out the tray.

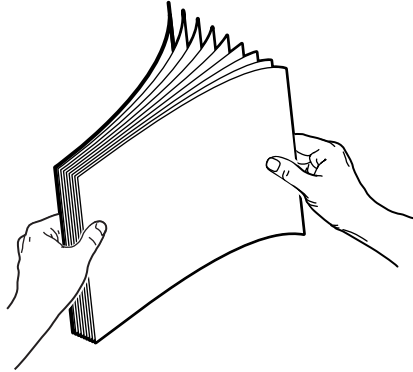


2. If necessary, open the paper guides:

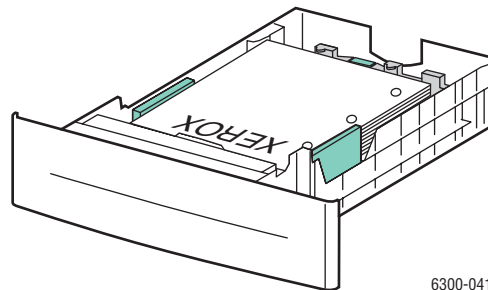
- Squeeze the green tab on the length guide, and then slide it back. The guide clicks into place.
- Slide the green side guides outward.



3. Fan the paper to release sheets that are stuck together.



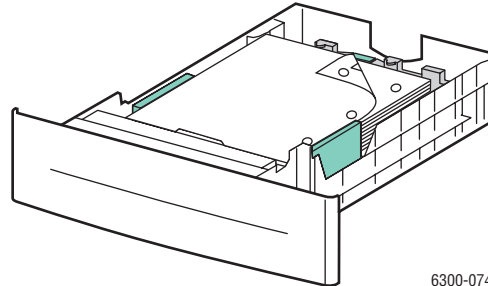
4. Insert paper into the tray. If you are using preprinted or prepunched paper, follow these guidelines:
  - For **single-sided printing**, place the side to be printed **faceup** with the **top** of the page toward the **front** of the tray.



6300-041

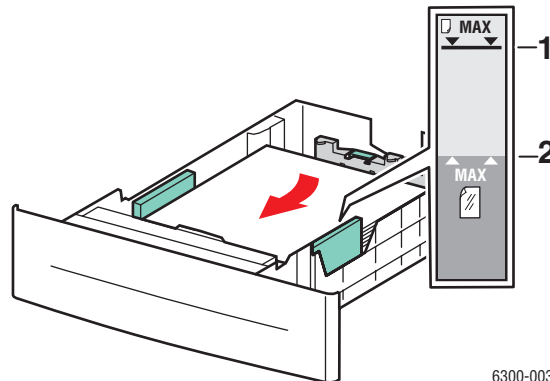


- For **2-sided printing**, place the first side to be printed with the odd-numbered pages **facedown** and the **top** of the page toward the **back** of the tray. For more information on 2-sided printing, see [Printing on Both Sides of the Paper](#) on page 3-20.
- For **prepunched paper**, place the paper with the holes toward the **right side** of the tray.



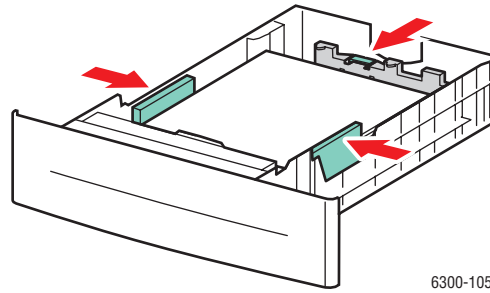
6300-074

**Caution:** Do not load paper above the fill line indicated on the tray. Overloading the tray may cause jams. In the following illustration, **1** indicates the maximum fill line for paper and **2** indicates the maximum fill line for transparencies, labels, glossy paper, and thin card stock.



6300-003

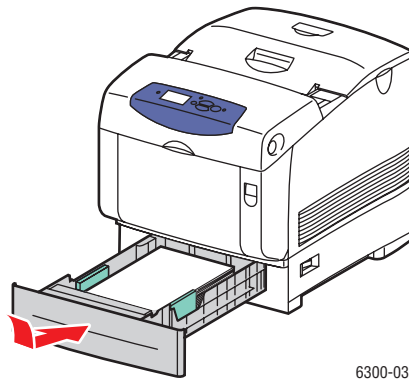
5. If necessary, press the paper guides inward to fit the paper.



6300-105

**Note:** When the paper guides are adjusted correctly, there may be a small space between the paper and the guides.

6. Insert the tray into the tray slot, and push the tray completely into the printer.



6300-036

7. To use the current tray setup, press the **OK** button on the control panel. If you load a new type of paper in the tray:
  - a. Select **Change setup**, and then press the **OK** button.
  - b. Select the paper type, and then press the **OK** button.

## Selecting Printing Options

This section includes:

- Selecting Printing Preferences (Windows) on page 3-16
- Selecting Options for an Individual Job (Windows) on page 3-16
- Selecting Options for an Individual Job (Macintosh) on page 3-18

For information about special printing options, see the *Advanced Features Guide* at [www.xerox.com/office/6300\\_6350support](http://www.xerox.com/office/6300_6350support).

### Selecting Printing Preferences (Windows)

Printer preferences control all of your print jobs, unless you override them specifically for a job. For example, if you want to use automatic 2-sided printing for most jobs, set this option in printer settings.

1. Click **Start**, select **Settings**, and then click **Printers**.
2. In the **Printers** folder, right-click the icon for your printer.
3. From the popup menu, select **Printer Preferences** or **Properties**.
4. Make selections on the driver tabs, and then click the **OK** button to save your selections.

**Note:** For more information about Windows printer driver options, click the **Help** button on the printer driver tab to view the online help.

### Selecting Options for an Individual Job (Windows)

If you want to use special printing options for a particular job, change the driver settings before sending the job to the printer. For example, if you want to use High-Resolution/Photo print-quality mode for a particular graphic, select this setting in the driver before printing that job.

1. With the desired document or graphic open in your application, access the **Print** dialog box.
2. Select the Phaser 6300/6350 printer and click its **Properties** button to open the printer driver.
3. Make selections from the driver tabs. See the following table for specific printing options.

**Note:** In Windows 2000, Windows XP, and Windows Server 2003, you can save current printing options with a distinctive name and apply them to other print jobs. Select either the **Paper Quality**, **Output Options**, or **TekColor** tab, and then press the **Saved Settings** button. Click the **Help** button for more information.

4. Click the **OK** button to save your selections.
5. Print the job.

Printing Options for Windows Operating Systems

Operating System	Driver Tab	Printing Options
Windows 2000, Windows XP, or Windows Server 2003	Layout tab	<ul style="list-style-type: none"> <li>■ Orientation</li> <li>■ Automatic 2-sided printing</li> <li>■ Pages per sheet</li> </ul>
	Paper/Quality tab	<ul style="list-style-type: none"> <li>■ Paper size, type, and tray selection</li> <li>■ Print quality</li> <li>■ Cover pages</li> </ul>
	Output Options tab	<ul style="list-style-type: none"> <li>■ Secure prints, personal prints, proof prints, and saved prints</li> <li>■ Separation pages</li> <li>■ End of job notification</li> </ul>
	TekColor tab	<ul style="list-style-type: none"> <li>■ Color corrections</li> <li>■ Black and white</li> </ul>
Window NT 4.x	Page Setup tab	<ul style="list-style-type: none"> <li>■ Number of copies</li> <li>■ Orientation</li> <li>■ Automatic 2-sided printing</li> </ul>
	Paper/Quality tab	<ul style="list-style-type: none"> <li>■ Paper type, size, and tray selection</li> <li>■ Print quality</li> <li>■ Cover Pages</li> </ul>
	Output Options tab	<ul style="list-style-type: none"> <li>■ Secure prints, personal prints, proof prints, and saved prints</li> <li>■ Separation pages</li> </ul>
	TekColor tab	<ul style="list-style-type: none"> <li>■ Color corrections</li> <li>■ Black and white</li> </ul>
Windows 98 SE or Windows Me	Setup tab	<ul style="list-style-type: none"> <li>■ Paper type, size, and tray selection</li> <li>■ Orientation</li> <li>■ Automatic 2-sided printing</li> <li>■ Print quality</li> <li>■ End of job notification</li> </ul>
	Output Options tab	<ul style="list-style-type: none"> <li>■ Separation pages</li> <li>■ Cover pages</li> <li>■ Secure prints, personal prints, proof prints, and saved prints</li> </ul>
	TekColor tab	<ul style="list-style-type: none"> <li>■ Color corrections</li> <li>■ Black and white</li> </ul>

## Selecting Options for an Individual Job (Macintosh)

To select print settings for a particular job, change the driver settings before sending the job to the printer.

1. With the document open in your application, click **File**, and then click **Print**.
2. Select the desired printing options from the menus and drop-down lists that are displayed.

**Note:** In Macintosh OS X, click **Save Preset** on the **Print** menu screen to save the current printer settings. You can create multiple presets and save each with its own distinctive name and printer settings. To print jobs using specific printer settings, click the applicable saved preset in the **Presets** list.

3. Click **Print** to print the job.

See the following table for specific printing options. For more information about using these options, see the *Advanced Features Guide* at [www.xerox.com/office/6300\\_6350support](http://www.xerox.com/office/6300_6350support).

### Macintosh PostScript Driver Settings

Operating System	Driver Drop-Down Title	Printing Options
Mac OS X, version 10.2 and higher	<b>Copies &amp; Pages</b>	<ul style="list-style-type: none"> <li>■ Copies</li> <li>■ Pages</li> </ul>
	<b>Layout</b>	<ul style="list-style-type: none"> <li>■ Pages per sheet</li> <li>■ Layout direction</li> <li>■ Border</li> <li>■ Two-sided printing</li> </ul>
	<b>Paper Handling</b>	<ul style="list-style-type: none"> <li>■ Reverse page order</li> <li>■ Print (all, odd, even)</li> </ul>
	<b>ColorSync</b>	<ul style="list-style-type: none"> <li>■ Color conversion</li> </ul>
	<b>Cover Page</b>	<ul style="list-style-type: none"> <li>■ Cover pages</li> </ul>
	<b>Paper Feed</b>	<ul style="list-style-type: none"> <li>■ Paper source</li> </ul>
	<b>Job Type</b>	<ul style="list-style-type: none"> <li>■ Secure prints, personal prints, proof prints, and saved prints</li> </ul>
	<b>Image Quality</b>	<ul style="list-style-type: none"> <li>■ Print quality</li> <li>■ Color correction and sRGB neutral grays</li> <li>■ Image smoothing</li> </ul>
	<b>Printer Features</b>	<ul style="list-style-type: none"> <li>■ Paper types</li> <li>■ Separation pages</li> </ul>

**Macintosh PostScript Driver Settings (Continued)**

<b>Operating System</b>	<b>Driver Drop-Down Title</b>	<b>Printing Options</b>
<b>Mac OS 9.x</b>	<b>General</b>	<ul style="list-style-type: none"><li>■ Copies</li><li>■ Pages</li><li>■ Paper source</li></ul>
	<b>Color Matching</b>	<ul style="list-style-type: none"><li>■ Print color</li></ul>
	<b>Cover Page</b>	<ul style="list-style-type: none"><li>■ Cover pages</li></ul>
	<b>Layout</b>	<ul style="list-style-type: none"><li>■ Pages per sheet</li><li>■ Border</li><li>■ Two-sided printing</li></ul>
	<b>Print Quality</b>	<ul style="list-style-type: none"><li>■ Print quality</li><li>■ Image smoothing</li></ul>
	<b>Job Type</b>	<ul style="list-style-type: none"><li>■ Secure prints, personal prints, proof prints, and saved prints</li></ul>
	<b>Advanced Options</b>	<ul style="list-style-type: none"><li>■ Paper types</li><li>■ Offset collated sets</li><li>■ Separation pages</li></ul>

## Printing on Both Sides of the Paper

This section includes:

- [Automatic 2-Sided Printing Guidelines](#) on page 3-20
- [Binding Edge Options](#) on page 3-21
- [Selecting 2-Sided Printing](#) on page 3-21

**Note:** For information about manual 2-sided printing, go to the infoSMART Knowledge Base at [www.xerox.com/office/6300\\_6350infoSMART](http://www.xerox.com/office/6300_6350infoSMART).

### Automatic 2-Sided Printing Guidelines

Automatic 2-sided printing is available from all trays. Before printing a 2-sided document, verify the following requirements:



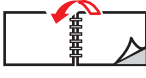

- You must have a Phaser 6300DN, Phaser 6350DP, Phaser 6350DT, or Phaser 6350DX printer to perform automatic 2-sided printing. For more information, see the [Printer Features](#) chapter of this guide.
- The paper must be a supported size for the tray. For a list of supported paper sizes, see [Supported Paper and Media](#) on page 3-3. For a list of paper types and weights, print the Paper Tips page:
  - a. Select **Information**, and then press the **OK** button.
  - b. Select **Information Pages**, and then press the **OK** button.
  - c. Select **Paper Tips Page**, and then press the **OK** button.

The following specialty media should not be used for 2-sided printing:

- Transparencies
- Envelopes
- Labels
- Any die-cut specialty media, such as business cards
- Thick card stock

## Binding Edge Options

When you use the printer driver to select 2-sided printing, also select the binding edge, which determines how the pages turn. The actual outcome depends on the orientation (portrait or landscape) of images on the page, as displayed in the following illustrations.

Portrait		Landscape	
			
Bind on Side Edge Flip on Long Edge	Bind on Top Edge Flip on Short Edge	Bind on Side Edge Flip on Short Edge	Bind on Top Edge Flip on Long Edge

## Selecting 2-Sided Printing

To select automatic 2-sided printing:

1. Insert paper in the tray. For more information, see [Loading Paper](#) on page 3-8.
2. In the printer driver, select 2-sided printing as shown in the following table, and then press the **OK** button.

To select automatic 2-sided printing:

Operating System	Steps
Windows 98 SE or Windows Me	<ol style="list-style-type: none"> <li>1. Select the <b>Setup</b> tab.</li> <li>2. Select <b>Print on 2 Sides</b>.</li> <li>3. Select or deselect <b>Bind On Top Edge</b>.</li> </ol>
Windows 2000, Windows XP, or Windows Server 2003	<ol style="list-style-type: none"> <li>1. Select the <b>Layout</b> tab.</li> <li>2. Select either <b>Flip On Long Edge</b> or <b>Flip On Short Edge</b> under <b>Print On Both Sides (Duplex)</b>.</li> </ol>
Windows NT 4.x	<ol style="list-style-type: none"> <li>1. Select the <b>Page Setup</b> tab.</li> <li>2. Select either <b>Flip on Long Edge</b> or <b>Flip on Short Edge</b> under <b>Print On Both Sides (Duplex Printing)</b>.</li> </ol>
Mac OS 9.x	<ol style="list-style-type: none"> <li>1. In the <b>Print</b> dialog box, select <b>Layout</b>.</li> <li>2. Select <b>Print on Both Sides</b>.</li> <li>3. Click the <b>Binding</b> icon that matches the edge to bind.</li> </ol>
Mac OS X, version 10.2 and higher	<ol style="list-style-type: none"> <li>1. In the <b>Print</b> dialog box, select <b>Duplex</b>.</li> <li>2. Select <b>Print on Both Sides</b>.</li> <li>3. Click the <b>Binding</b> icon that matches the edge to bind.</li> </ol>



## Printing on Specialty Media

This section includes:

- [Printing Transparencies](#) on page 3-22
- [Printing Envelopes](#) on page 3-27
- [Printing Labels](#) on page 3-30
- [Printing Glossy Paper](#) on page 3-34
- [Printing Custom Size Paper](#) on page 3-39

### Printing Transparencies

Transparencies can be printed from all trays. They should be printed on one side only. For best results, use only recommended Xerox transparencies. See the *Recommended Media List* at [www.xerox.com/office/6300\\_6350support](http://www.xerox.com/office/6300_6350support).

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

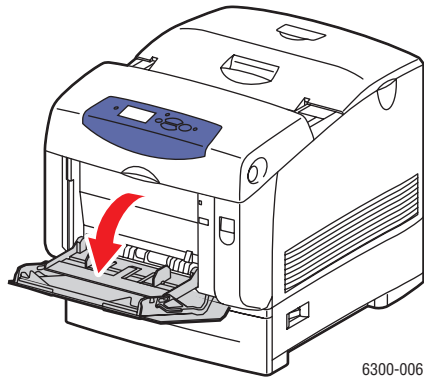
**Caution:** Damage caused by using unsupported paper, transparencies, and other specialty media is not covered by the Xerox warranty, service agreement, or Total Satisfaction Guarantee. The Total Satisfaction Guarantee is available in the United States and Canada. Coverage may vary outside these areas; please contact your local representative for details.

### Transparency Guidelines

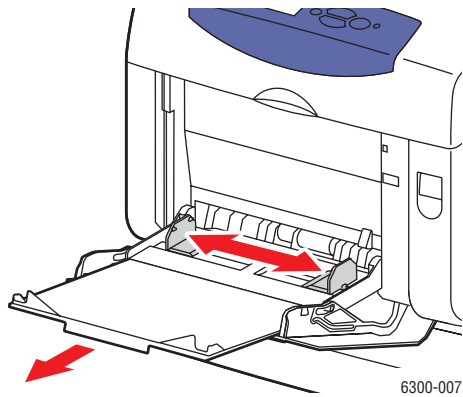
- Remove all paper before loading transparencies in the tray.
- Do not load more than 25 sheets in Tray 1 (MPT). Do not load more than 200 sheets in Trays 2–5. Overloading the tray may cause the printer to jam.
- Handle transparencies by the edges using both hands to avoid fingerprints and creases, which may cause poor print quality.
- Fan transparencies before loading in the paper tray.

## **Printing Transparencies from Tray 1 (MPT)**

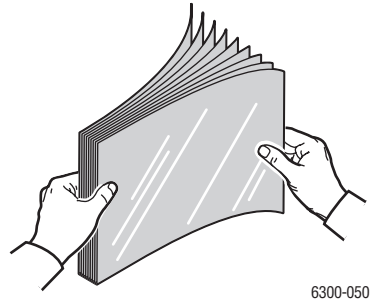
1. Open Tray 1 (MPT) by pulling out on the handle.



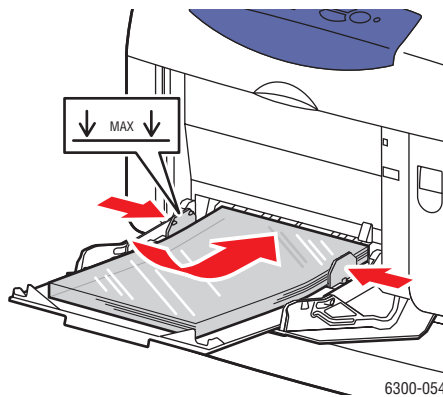
2. Pull out the tray extension, and open the paper guides.



3. Fan the transparencies to release sheets that are stuck together.



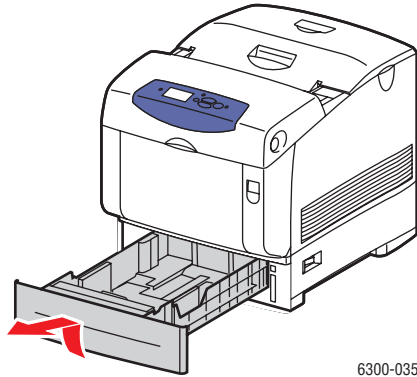
4. Insert the transparencies into Tray 1 (MPT), and adjust the paper guides to fit the transparencies. Do not load more than 25 transparencies.



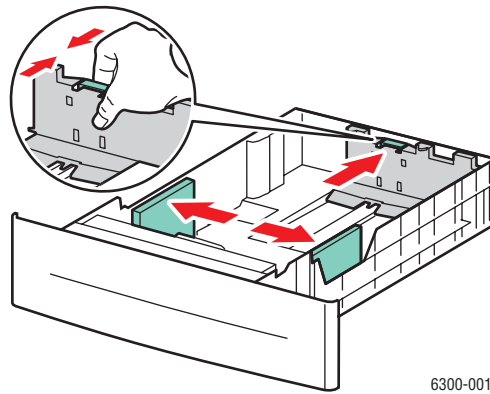
5. On the control panel, select the transparency type and size:
  - a. Select **Change setup**, and then press the **OK** button.
  - b. Select **Transparency**, and then press the **OK** button.
  - c. Select the transparency size, and then press the **OK** button.
6. In the printer driver, select either **Transparency** as the paper type or **Tray 1 (MPT)** as the paper source.

## Printing Transparencies from Trays 2-5

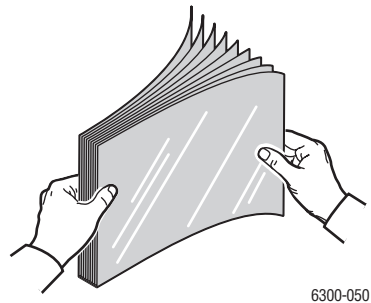
1. Pull the tray out of the printer.



2. If necessary, open the paper guides:
  - Squeeze the green tab on the length guide, and then slide it back. The guide clicks into place.
  - Slide the green side guides outward.

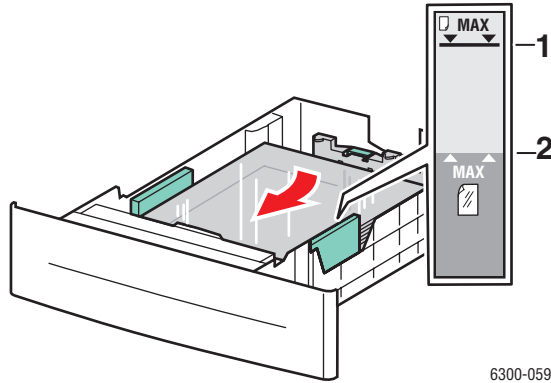


3. Fan the transparencies to release sheets that are stuck together.

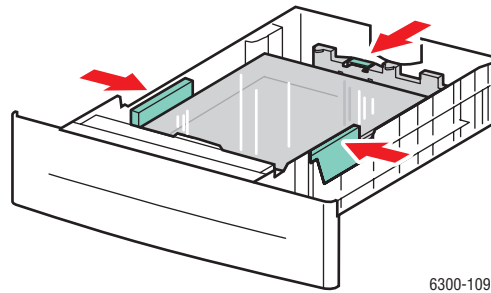


4. Insert the transparencies into the tray.

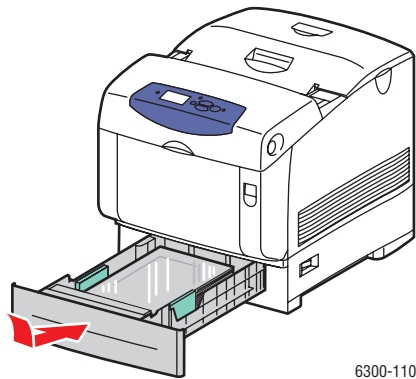
**Caution:** Do not load transparencies above the fill line indicated on the paper tray. Overloading the tray may cause jams. In the following illustration, **2** indicates the maximum fill line for transparencies, labels, glossy paper, and thin card stock.



5. If necessary, press the guides inward to fit the transparencies.



6. Insert the tray into the tray slot, and push the tray completely into the printer.



7. On the control panel, select the transparency type:
  - a. Select **Change setup**, and then press the **OK** button.
  - b. Select **Transparency**, and then press the **OK** button.
8. In the printer driver, select either **Transparency** as the paper type or the appropriate tray as the paper source.

## Printing Envelopes

Envelopes can be printed only from Tray 1 (MPT).

See also:

[Supported Paper Sizes and Weights for Tray 1 \(MPT\)](#) on page 3-6

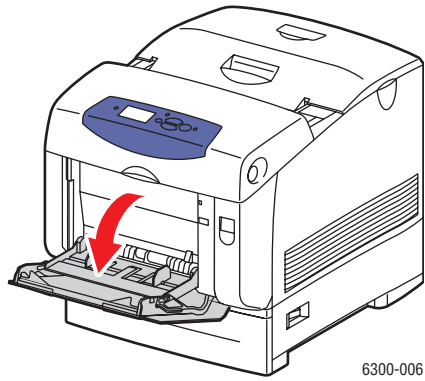
### Envelopes Guidelines

- Use only paper envelopes specified in the Supported Paper Sizes and Weights table. Successful envelope printing is highly dependent on the quality and construction of the envelopes. Use envelopes made specifically for laser printers.
- It is recommended that you maintain constant temperatures and relative humidity.
- Store unused envelopes in their packaging to avoid the effects of moisture and dryness which can affect print quality and cause wrinkling. Excessive moisture can cause the envelopes to seal before or during printing.
- Avoid padded envelopes; purchase envelopes that lie flat on a surface.
- Remove air bubbles from the envelopes before loading by setting a heavy book on top of the envelopes.
- If wrinkling or embossing problems occur, use a different brand of envelopes made specifically for laser printers.

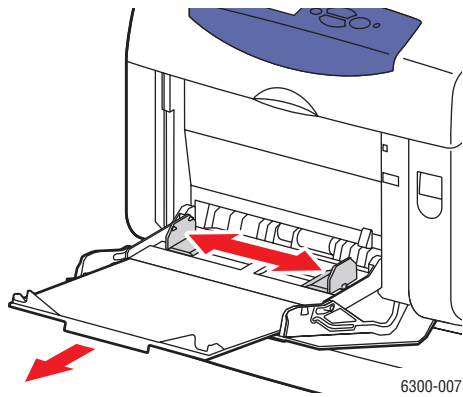
**Caution:** Never use envelopes with windows or metal clasps; they can damage the printer. Damage caused by using unsupported envelopes is not covered under the Xerox warranty, service agreement, or Total Satisfaction Guarantee. The Total Satisfaction Guarantee is available in the United States and Canada. Coverage may vary outside these areas, please contact your local representative for details.

## **Printing Envelopes from Tray 1 (MPT)**

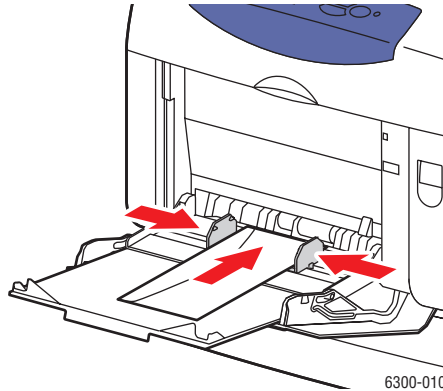
1. Open Tray 1 (MPT) by pulling out on the handle.



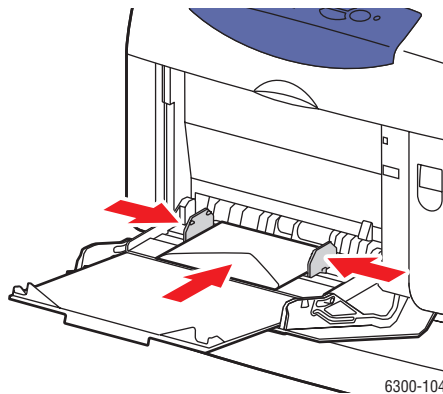
2. Pull out the tray extension, and open the paper guides.



3. Insert the envelopes into Tray 1, and adjust the paper guides to fit the envelopes.
  - For #10 Commercial, C5, and B5 envelopes, place the envelopes in the tray **flap-side up** with the **top** of the envelopes toward the **left** of the printer.
  - Do not load more than 10 envelopes.



- For Monarch, A7, DL, and C6 envelopes, place the envelopes in the tray **flap-side up** with the **bottom** of the envelope entering first.



4. On the control panel, select the envelope type and size:
  - a. Select **Change setup**, and then press the **OK** button.
  - b. Select **Envelope** as the paper type, and then press the **OK** button.
  - c. Select the envelope size, and then press the **OK** button.
5. In the printer driver, select either **Envelope** as the paper type or **Tray 1 (MPT)** as the paper source.



## Printing Labels

Labels can be printed from all trays.

See also:

[Supported Paper Sizes and Weights for Tray 1 \(MPT\)](#) on page 3-6

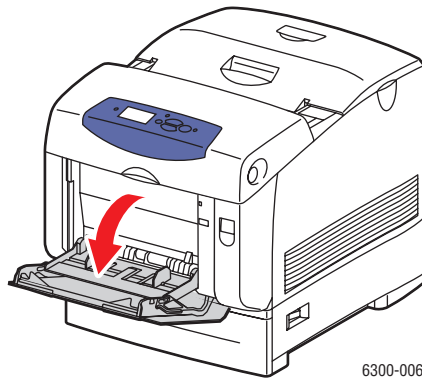
[Supported Paper Sizes and Weights for Trays 2–5](#) on page 3-7

### Label Guidelines

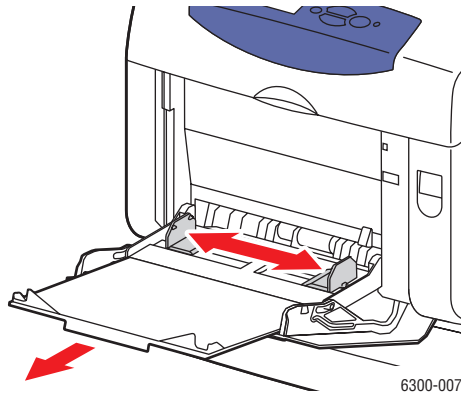
- Do not use vinyl labels.
- Print only on one side of the sheet of labels.
- Do not use any sheet where labels are missing; it may damage the printer.
- Store unused labels flat in their original packaging. Leave the sheets of labels inside the original packaging until ready to use. Return any unused 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 may 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 the printer.

### Printing Labels from Tray 1 (MPT)

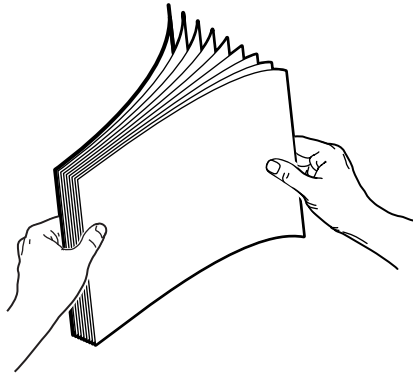
1. Open Tray 1 (MPT) by pulling out on the handle.



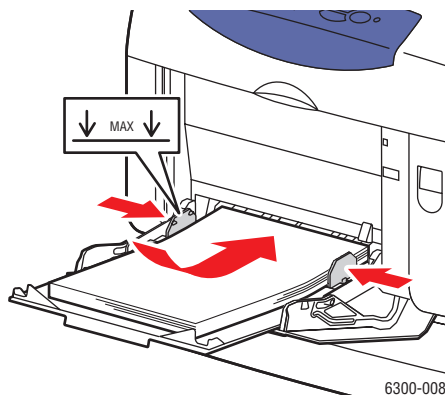
2. Pull out the tray extension, and open the paper guides.



3. Fan the labels to release sheets that are stuck together.



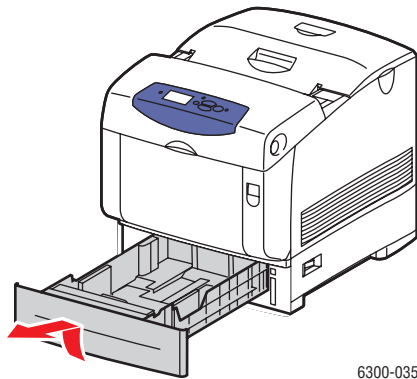
4. Insert the labels into Tray 1 (MPT), and adjust the paper guides to fit the sheets.
  - Place the side to be printed **face down** with the top of the sheets entering first.
  - Do not load more than 25 sheets.



5. On the control panel, select the paper type and size:
  - a. Select **Change setup**, and then press the **OK** button.
  - b. Select **Labels**, and then press the **OK** button.
  - c. Select the label sheet size, and then press the **OK** button.
6. In the printer driver, select either **Labels** as the paper type or **Tray 1 (MPT)** as the paper source.

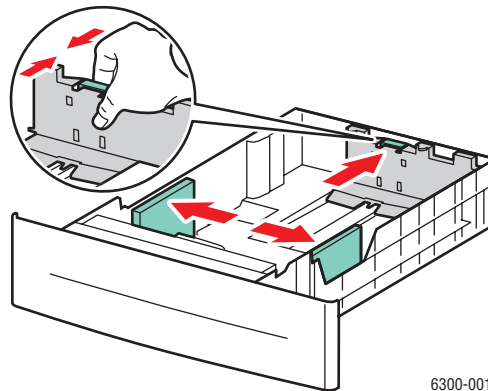
### Printing Labels from Trays 2–5

1. Pull the tray out of the printer.



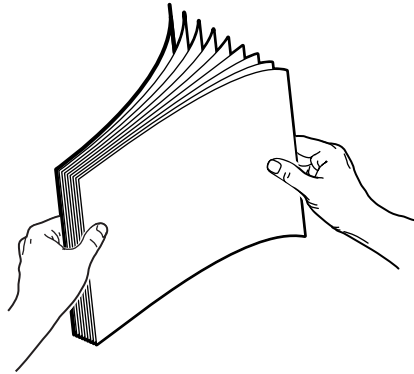
6300-035

2. If necessary, open the paper guides:
  - Squeeze the green tab on the length guide, and then slide it back. The guide clicks into place.
  - Slide the green side guides outward.



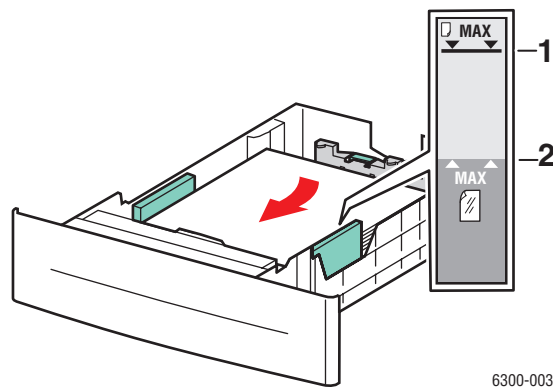
6300-001

3. Fan the label sheets to release sheets that are stuck together.



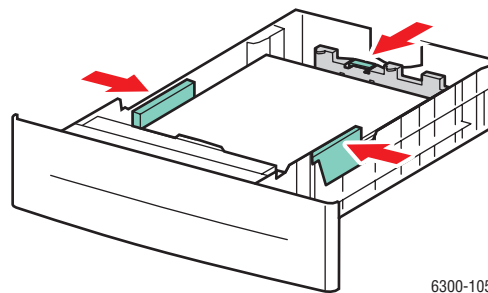
4. Insert the label sheets into the tray. Place the **top** of the page toward the **front** of the printer.

**Note:** Do not load the paper above the fill line indicated on the tray. Overloading the tray may cause jams. In the following illustration, **2** indicates the maximum fill line for transparencies, labels, glossy paper, and thin card stock.



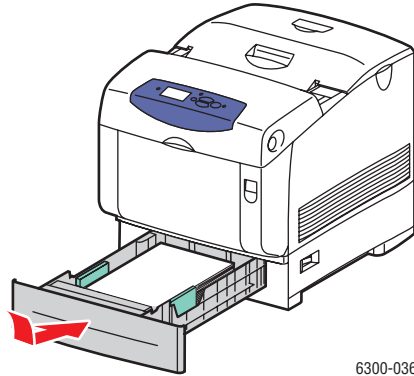
6300-003

5. If necessary, press the paper guides inward to fit the sheets.



6300-105

6. Insert the tray into the tray slot, and push the tray completely into the printer.



7. On the control panel, select the paper type:
  - a. Select **Change setup**, and then press the **OK** button.
  - b. Select **Labels**, and then press the **OK** button.
8. In the printer driver, select either **Labels** as the paper type or the appropriate tray as the paper source.

## Printing Glossy Paper

Glossy paper can be printed from any tray. It can be printed on both sides.

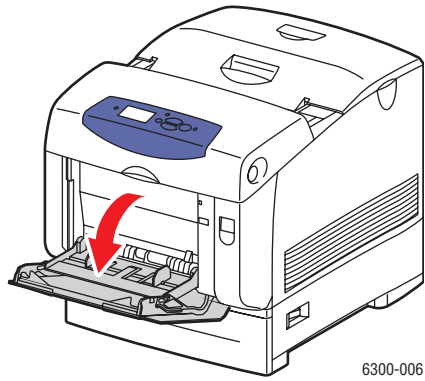
To order paper, transparencies, or other specialty media, contact your local reseller or go to [www.xerox.com/office/supplies](http://www.xerox.com/office/supplies).

### Glossy Paper Guidelines

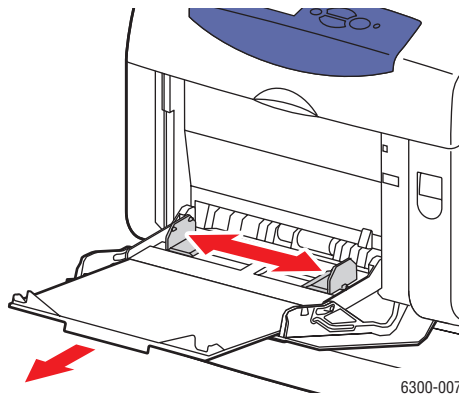
- Do not open sealed packages of glossy paper until you are ready to load them into the printer.
- Leave glossy paper in the original wrapper, and leave the packages in the shipping carton until ready to use.
- Remove all other paper from the tray before loading glossy paper.
- Load only the amount of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

## Printing Glossy Paper from Tray 1 (MPT)

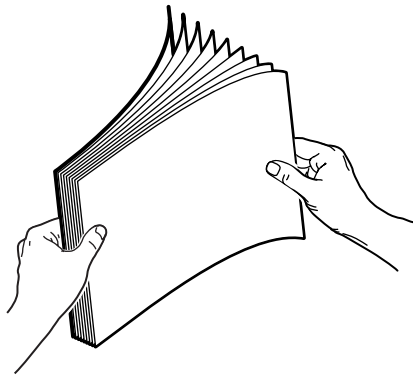
1. Open Tray 1 (MPT) by pulling out on the handle.



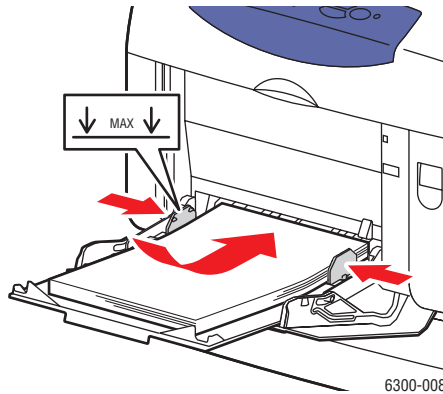
2. Pull out the tray extension, and open the paper guides.



3. Fan the glossy paper to release sheets that are stuck together.



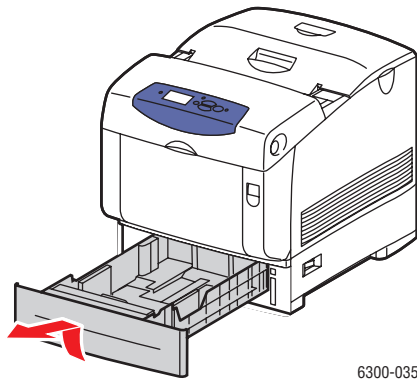
4. Insert the glossy paper into Tray 1 (MPT), and adjust the paper guides to fit the paper.
  - Place the side to be printed **facedown**.
  - Do not load more than 25 sheets.



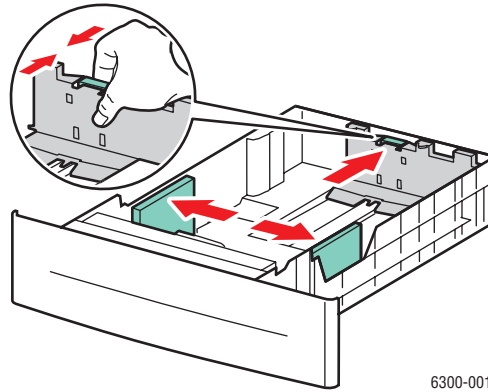
5. On the control panel, select the glossy paper type and size:
  - a. Select **Change setup**, and then press the **OK** button.
  - b. Select **Glossy Paper**, and then press the **OK** button.
  - c. Select the paper size, and then press the **OK** button.
6. In the printer driver, select either **Glossy Paper** as the paper type or **Tray 1 (MPT)** as the paper source.

### Printing Glossy Paper from Trays 2–5

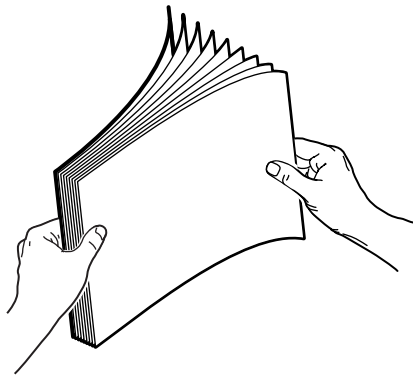
1. Pull the tray out of the printer.



2. If necessary, open the paper guides:
  - Squeeze the green tab on the length guide, and then slide it back. The guide clicks into place.
  - Slide the green side guides outward.



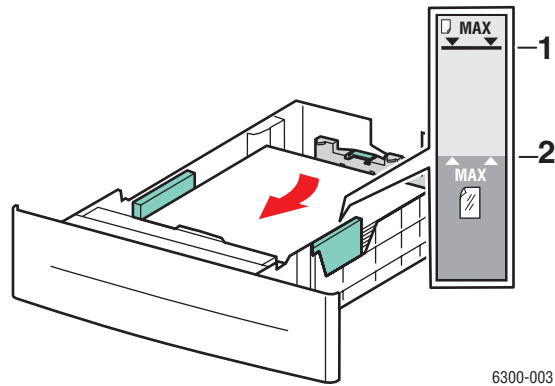
3. Fan the paper to release sheets that are stuck together.



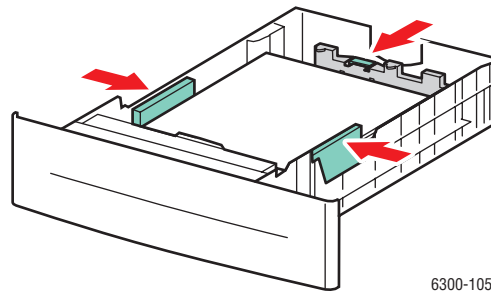


4. Insert the paper into the tray.

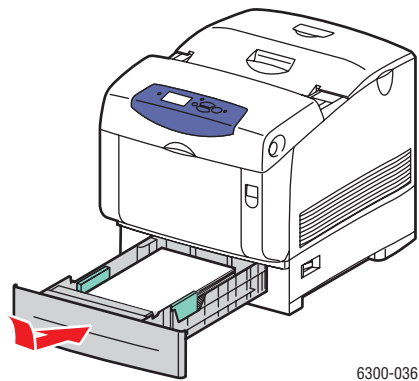
**Note:** Do not load the paper above the fill line indicated on the tray. Overloading the tray may cause jams. In the following illustration, **2** indicates the maximum fill line for transparencies, labels, glossy paper, and thin card stock.



5. If necessary, press the paper guides inward to fit the paper.



6. Insert the tray into the tray slot, and push the tray completely into the printer.



7. On the control panel, select the glossy paper type:
  - a. Select **Change setup**, and then press the **OK** button.
  - b. Select **Glossy Paper**, and then press the **OK** button.
8. In the printer driver, select either **Glossy Paper** as the paper type or the appropriate tray as the paper source.

## Printing Custom Size Paper

In addition to the wide variety of standard paper sizes that you can use for printing, you can also print on custom size paper within the following dimensions.

---

### Tray 1 (MPT)

---

Width: 89 – 216 mm (3.5 – 8.5 in.)

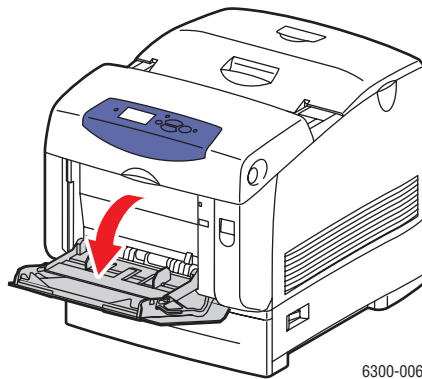
---

Height: 140 – 900 mm (5.5 – 35.45 in.)

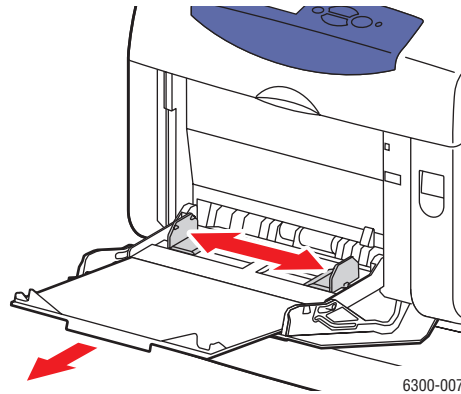
---

### Printing Custom Size Paper from Tray 1 (MPT)

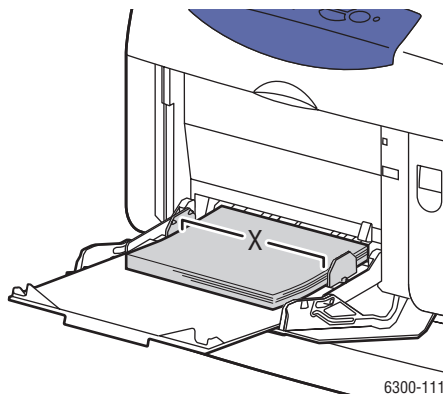
1. Open Tray 1 (MPT) by pulling out on the handle.



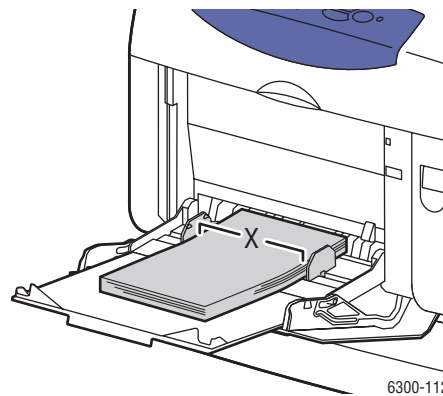
2. Pull out the tray extension, and open the paper guides.



3. Insert the paper into Tray 1 (MPT), and adjust the paper guides to fit the paper.
  - The paper can be loaded with either the long or short edge entering first, as shown in the illustrations.
  - The maximum width (X) is 212.5 mm (8.5 in.).
  - For **single-sided printing**, if you are using preprinted or prepunched paper, place the side to be printed **face down** with the **top** of the paper entering the printer first.
  - For **2-sided printing**, if you are using preprinted or prepunched paper, place the first side to be printed **face up** with the **bottom** of the page entering the printer first.



Long-Edge Feed



Short-Edge Feed

4. On the control panel, select **Change setup**, and then press the **OK** button.
5. Select the paper type, and then press the **OK** button.
6. Do one of the following:
  - If your custom paper size is listed in the menu, select it, and then press the **OK** button.
  - If your custom paper size is not listed in the menu, select **New Custom Size**, and then press the **OK** button.

7. If you selected **New Custom Size**, select the custom width and height:
  - a. For Custom Width, use the **Up Arrow** and **Down Arrow** buttons to select the distance between the Tray 1 (MPT) guides, and then press the **OK** button.
  - b. For Custom Height, use the **Up Arrow** and **Down Arrow** buttons to select the height of the paper, and then press the **OK** button.

**Note:** When you define a new custom size, it is stored in the printer so it can be used again. Up to five custom sizes can be stored in the printer. If you define a new custom size after five custom sizes have been stored, the new custom size replaces the oldest custom size defined.

8. Either use the custom size as the document size in the application or select **Tray 1 (MPT)** as the paper source.

# 4 Print Quality

This chapter includes:

- [Controlling the Quality of Your Prints](#) on page 4-2
- [Solving Print-Quality Problems](#) on page 4-5

## Controlling the Quality of Your Prints

This section includes:

- [Selecting a Print-Quality Mode](#) on page 4-2
- [Adjusting Color](#) on page 4-3

The print-quality mode and TekColor correction directly control the quality of your prints. The print-quality mode and paper type directly control the print speed. You can change these settings in the printer driver or on the control panel.

**Note:** Driver settings override the control panel settings.

See also:

*Advanced Features Guide* at [www.xerox.com/office/6300\\_6350support](http://www.xerox.com/office/6300_6350support)

### Selecting a Print-Quality Mode

There are four print-quality modes:

Print-Quality Mode	Description
<b>Automatic</b>	Automatically selects the optimal print-quality mode for the paper type selected. For example, <b>Photo</b> print-quality mode is used when printing on Glossy Paper and <b>Standard</b> print-quality mode is used when printing on Plain Paper. (This setting is only available in the printer driver.)
<b>Standard</b>	High-speed, general-purpose mode for crisp, bright, color prints. Recommended for most office use and quick prints.
<b>Enhanced</b>	High-quality mode for fine lines and detail. Recommended for vibrant, saturated, color prints. Balances printing speed with quality.
<b>Photo</b>	Highest-quality mode for color prints and smoothest light colors. Recommended for photographs, smooth shaded drawings, and vibrant color.

**Note:** The print job may take longer to process when you select the **Enhanced** or **Photo** print-quality mode.

To select the print-quality mode in a supported driver:

Operating System	Steps
Windows 98 SE or Windows Me	<ol style="list-style-type: none"> <li>1. Select the <b>Setup</b> tab.</li> <li>2. Select a print-quality mode.</li> </ol>
Windows 2000, Windows XP, Windows Server 2003, or Windows NT 4.x	<ol style="list-style-type: none"> <li>1. Select the <b>Paper/Quality</b> tab.</li> <li>2. Select a print-quality mode.</li> </ol>
Mac OS 9.x	<ol style="list-style-type: none"> <li>1. In the <b>Print</b> dialog box, select <b>General</b>.</li> <li>2. Select <b>Print Quality</b> from the drop-down list.</li> <li>3. Select the desired mode for <b>Quality</b>.</li> </ol>
Mac OS X, version 10.2 and higher	<ol style="list-style-type: none"> <li>1. In the <b>Print</b> dialog box, select <b>Image Quality</b> from the drop-down list.</li> <li>2. Select a print-quality mode from the <b>Print Quality</b> drop-down list.</li> </ol>

## Adjusting Color

The TekColor correction options provide simulations of different color devices. **Automatic** is the default correction for general image processing. See the following table to determine what option you want to use.

TekColor Correction	Description
<b>Automatic</b>	Applies the best color correction to each graphic element: text, artwork, and photographs.
<b>Office Color</b>	<b>sRGB Display</b> Approximates the colors on a computer display.
	<b>sRGB Vivid</b> Produces brighter, more saturated colors than sRGB Display.
<b>Press Match</b>	<b>SWOP Press</b> Matches Specifications for Web Offset Publications.
	<b>Euroscale</b> Matches FOGRA glossy paper specification.
	<b>Commercial</b> Approximates U.S. commercial press target.
	<b>SNAP Press</b> Matches Specifications for Newsprint Advertising Production.
<b>None</b>	Applies no color correction. Use with other color management tools, such as ICC (International Color Consortium) profiles, ColorSync, or the PANTONE® Color Chart for your printer.
<b>Black and White</b>	Converts all colors to shades of gray.

For information about color matching and ICC profiles, go to [www.xerox.com/office/6300\\_6350infoSMART](http://www.xerox.com/office/6300_6350infoSMART).

To select the color correction in a supported driver:

<b>Operating System</b>	<b>Steps</b>
<b>Windows 98 SE or Windows Me, Windows 2000, Windows XP, Windows Server 2003, or Windows NT 4.x</b>	<ol style="list-style-type: none"><li>1. Select the <b>TekColor</b> tab.</li><li>2. Select the desired color correction. Some of the color corrections are grouped under <b>Office Color</b> or <b>Press Match</b>.</li></ol>
<b>Mac OS 9.x</b>	<ol style="list-style-type: none"><li>1. In the <b>Print</b> dialog box, select <b>General</b>.</li><li>2. Select <b>TekColor</b> from the drop-down list.</li><li>3. Select the desired color correction for <b>Color</b>.</li></ol>
<b>Mac OS X, version 10.2 and higher</b>	<ol style="list-style-type: none"><li>1. In the <b>Print</b> dialog box, select <b>Image Quality</b> from the drop-down list.</li><li>2. Select the desired color correction from the <b>Color Correction</b> drop-down list.</li></ol>



# Solving Print-Quality Problems

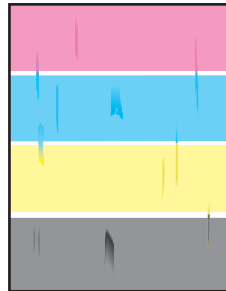
This section includes:

- [Lines, Smudges, or Streaks](#) on page 4-5
- [Repeating Defects](#) on page 4-6
- [Colors Align Incorrectly](#) on page 4-7
- [Fusing Is Incomplete](#) on page 4-7
- [All Colors Are Too Light or Too Dark](#) on page 4-8
- [Poor Transparency Print Quality](#) on page 4-9
- [Grays Not Neutral](#) on page 4-9
- [Colors Vary Between Computers](#) on page 4-10
- [Color Settings Not Applied](#) on page 4-10
- [Colors Do Not Match](#) on page 4-11
- [Printed Colors Do Not Match Monitor Colors](#) on page 4-11
- [PANTONE Colors Do Not Match](#) on page 4-12
- [Print Area Is Not Centered on the Paper](#) on page 4-12

## Lines, Smudges, or Streaks

### Problem

Black and/or colored areas appear on the page in all colors and/or in non-printed areas.



### Solutions

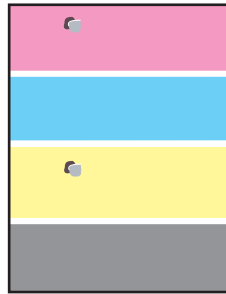
- Verify that the paper you are using is the correct type for the printer and is properly loaded. For more information on supported paper types, print the Paper Tips page:
  - a. On the control panel, select **Information**, and then press the **OK** button.
  - b. Select **Information Pages**, and then press the **OK** button.
  - c. Select **Paper Tips Page**, and then press the **OK** button.
- Verify that the paper loaded in the tray matches the paper type selected on the control panel and in the computer's printer driver.

- Run the Remove Print Smears procedure:
  - a. Select **Troubleshooting**, and then press the **OK** button.
  - b. Select **Print Quality Problems**, and then press the **OK** button.
  - c. Select **Remove Print Smears**, and then press the **OK** button. Three cleaning pages run through the printer.
  - d. Repeat the previous step until no toner appears on the pages.

## Repeating Defects

### Problem

Marks or voids are regularly repeated on a page.



### Solution

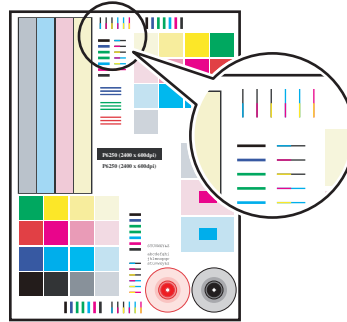
Print the Repeating Defects page to view instructions for correcting the problem. To print the Repeating Defects page:

1. On the control panel, select **Troubleshooting**, and then press the **OK** button.
2. Select **Print Quality Problems**, and then press the **OK** button.
3. Select **Repeating Defects**, and then press the **OK** button.  
The Repeating Defects page prints.
4. Follow the instructions on the page to measure the distance between the defects and identify the item causing the defects.

## Colors Align Incorrectly

### Problem

Printed items appear to be blurry, hazy, or have halos.



### Solutions

- Verify that the printer is on a solid, level, flat surface.
- On the control panel, print the Color Registration page:
  - a. Select **Troubleshooting**, and then press the **OK** button.
  - b. Select **Print Quality Problems**, and then press the **OK** button.
  - c. Select **Color Registration**, and then press the **OK** button.
  - d. Follow the instructions on the page.

## Fusing Is Incomplete

### Problem

The toner appears to be missing from the print, or is easy to rub off.



## Solutions

- Verify that the paper you are using is the correct type for the printer and is correctly loaded in the tray. For more information on supported paper types, print the Paper Tips page:
  - a. On the control panel, select **Information**, and then press the **OK** button.
  - b. Select **Information Pages**, and then press the **OK** button.
  - c. Select **Paper Tips Page**, and then press the **OK** button.
- Verify that the paper loaded in the tray matches the paper type selected on the control panel and in the computer's printer driver.
- If the problem persists, set the paper type to the *next heavier type* of paper:
  - a. Open and close the tray or re-insert the paper loaded in Tray 1 (MPT).
  - b. When the control panel prompts you to confirm or change the paper type, select **Change Setup**, and then press the **OK** button.
  - c. Select the *next heavier type* of paper, and then press the **OK** button.

**Note:** Paper types from lightest to heaviest are: Plain Paper, Heavy Plain Paper, Thin Card Stock, and Thick Card Stock.

## All Colors Are Too Light or Too Dark

### Problem

Colors appear faded or too dark.

### Solution

1. Use a different TekColor correction in the printer driver.

**Note:** Setting the TekColor correction to **Automatic** produces the best results for most documents.

2. If the problem continues, in the Xerox printer driver (Windows 2000 or later), select the **TekColor** tab, click the **More Options** button, and then adjust the **Lightness** level.
3. If the problem continues, calibrate the colors using the procedures on the Color Calibration Tutorial page. To print the Color Calibration Tutorial page:
  - a. Select **Troubleshooting**, and then press the **OK** button.
  - b. Select **Print Quality Problems**, and then press the **OK** button.
  - c. Select **Calibrate Colors**, and then press the **OK** button.
  - d. Select **Tutorial Page**, and then press the **OK** button.
  - e. Follow the instructions on the page.

See also:

[Adjusting Color](#) on page 4-3

## Poor Transparency Print Quality

### Problem

Print-quality defects are occurring on transparency film, such as:

- Light and/or dark spots
- Smearred toner
- Light bands on print

### Solution

Use only recommended Xerox transparencies. See the *Recommended Media List* at [www.xerox.com/office/6300\\_6350support](http://www.xerox.com/office/6300_6350support). Using non-recommended transparencies can cause print-quality problems or damage the printer's fuser.

**Caution:** Damage caused by using unsupported paper, transparencies, and other specialty media is not covered by the Xerox warranty, service agreement, or Total Satisfaction Guarantee. The Total Satisfaction Guarantee is available in the United States and Canada. Coverage may vary outside these areas; please contact your local representative for details.

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

## Grays Not Neutral

### Problem

The grays on the printed page are not neutral; they contain color tints.

### Solution

Follow the procedures on the Color Calibration Tutorial page to calibrate the printer's colors. To print the Color Calibration Tutorial page:

1. Select **Troubleshooting**, and then press the **OK** button.
2. Select **Print Quality Problems**, and then press the **OK** button.
3. Select **Calibrate Colors**, and then press the **OK** button.
4. Select **Tutorial Page**, and then press the **OK** button.
5. Follow the instructions on the page.

## Colors Vary Between Computers

### Problem

The colors printed from one computer do not match the colors printed from a different computer.

### Solution

To prevent color differences in print jobs:

1. Confirm that the driver settings for **Print-Quality** and **Color Correction** are identical on both computers.
2. Adjust the settings as needed.

For detailed instructions, see [Selecting a Print-Quality Mode](#) on page 4-2 and [Adjusting Color](#) on page 4-3.

**Note:** Driver settings override the settings selected on the control panel.

## Color Settings Not Applied

### Problem

Changing color settings on the control panel does not affect the colors in the printed document.

### Solution

In the printer driver, change the settings for **Print-Quality** and **Color Correction**.

**Note:** Driver settings override the settings selected on the control panel.

For detailed instructions, see [Selecting a Print-Quality Mode](#) on page 4-2 and [Adjusting Color](#) on page 4-3.

## Colors Do Not Match

### Problem

The color produced by the printer is different from the color that it must match.

### Solution

For help with color matching problems, go to [www.xerox.com/office/6300\\_6350infoSMART](http://www.xerox.com/office/6300_6350infoSMART).

If the problem continues, follow these steps to ensure that the colors produced by the printer are accurate:

1. Confirm that the settings for **Print Quality** and **Color Correction** are identical in the printer driver and on the control panel.
2. Print the RGB Sampler pages or CMYK Sampler pages.
  - a. On the control panel, highlight **Information**, and then press the **OK** button.
  - b. Select **Sample Pages**, and then press the **OK** button.
  - c. Select **RGB Sampler Pages** or **CMYK Sampler Pages**, and then press the **OK** button.
3. Use the values on the color sampler to set the colors in your document.

## Printed Colors Do Not Match Monitor Colors

### Problem

The color produced by the printer looks different from the color that appears on the monitor.

### Solution

For information about color matching between the monitor and the printed document, go to [www.xerox.com/office/6300\\_6350infoSMART](http://www.xerox.com/office/6300_6350infoSMART).

## **PANTONE Colors Do Not Match**

### **Problem**

Colors printed on the document do not match the Phaser 6300/6350 printer PANTONE color chart.

### **Solution**

For information about PANTONE color matching, go to [www.xerox.com/office/6300\\_6350infoSMART](http://www.xerox.com/office/6300_6350infoSMART).

## **Print Area Is Not Centered on the Paper**

### **Problem**

The printed area appears outside the margins on the page.

### **Solution**

Use the Calibrate Margins page to adjust the print area on the paper. The print area appears as a dashed rectangle on the Calibrate Margins page; the printer does not print outside this rectangle.

To print the Calibrate Margins page:

1. On the control panel:
  - a. Select **Troubleshooting**, and then press the **OK** button.
  - b. Select **Print Quality Problems**, and then press the **OK** button.
  - c. Select **Calibrate Margins**, and then press the **OK** button.
  - d. Select **Calibrate Margins Page**, and then press the **OK** button.
  - e. Select the appropriate tray to calibrate, and then press the **OK** button.

The Calibrate Margins page prints.

2. Follow the instructions on the Calibrate Margins page.

**Note:** The standard margins are 5 mm on all sides.



# 5 Maintenance

This chapter includes:

- [Cleaning the Printer](#) on page 5-2
- [Ordering Supplies](#) on page 5-5
- [Requesting a Maintenance Kit](#) on page 5-7
- [Recycling Supplies](#) on page 5-6
- [Moving and Repacking the Printer](#) on page 5-8

*See also:*

Maintenance video tutorials at [www.xerox.com/office/6300\\_6350support](http://www.xerox.com/office/6300_6350support)

Replacing supplies video tutorials at [www.xerox.com/office/6300\\_6350support](http://www.xerox.com/office/6300_6350support)

## **Cleaning the Printer**

This section includes:

- [Cleaning the Outside of the Printer](#) on page 5-2
- [Cleaning the Density Sensor](#) on page 5-2

*See also:*

[User Safety](#) on page A-1

### **Cleaning the Outside of the Printer**

To remove stains, clean the outside of the printer using a soft, damp, cloth moistened with a mild neutral detergent. Do not spray detergent directly onto the printer.

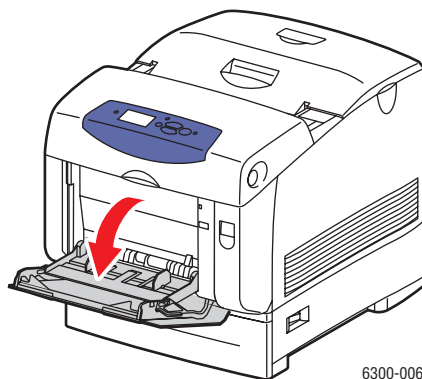
**Warning:** To prevent electric shock, turn the printer off and unplug the power cord from the electrical outlet before cleaning the printer.

Use only an approved toner vacuum to clean the printer. Do not lubricate the printer with oil.

### **Cleaning the Density Sensor**

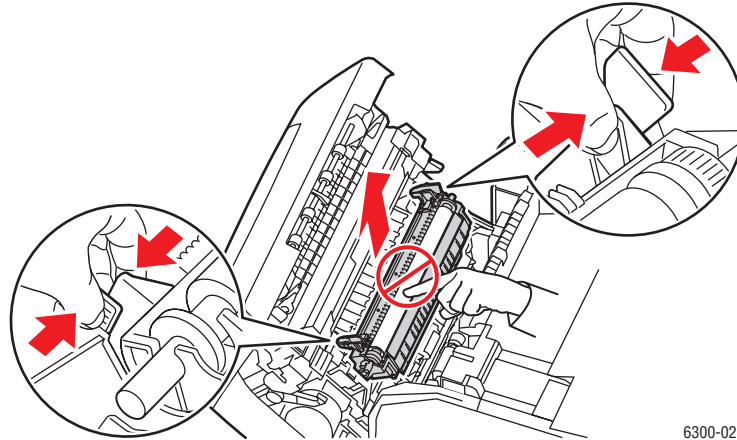
The printer displays a message when the density sensor needs cleaning. To clean the density sensor:

1. Push up the latch on the front of the printer to open Front Door A.



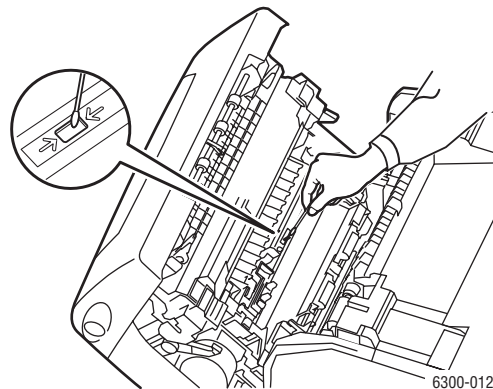
2. Remove the transfer roller. Squeeze together the orange tabs at both sides of the transfer roller, and gently lift it out of the printer.

**Caution:** Avoid touching the surface of the roller.



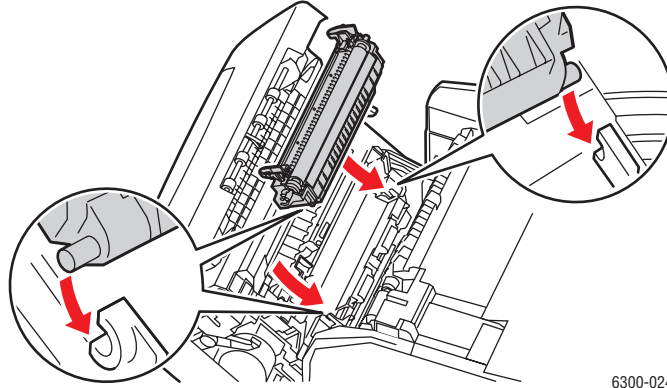
3. Use a dry towel or cotton swab to clean the density sensor.

**Caution:** Do not use isopropyl alcohol or canned air on the sensor.



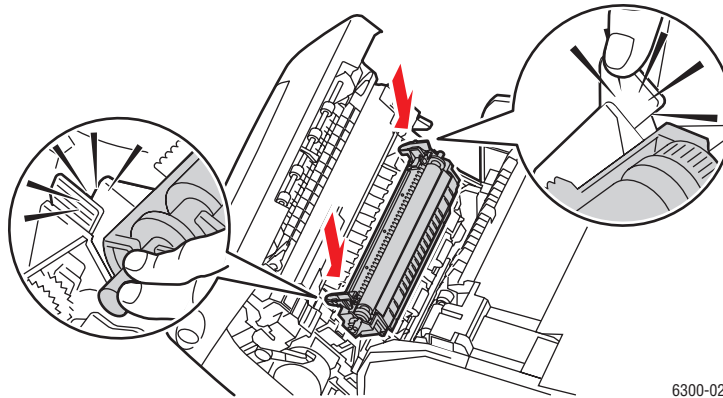
**4.** Reinstall the transfer roller.

- Insert the rounded ends of the transfer roller into the curved black guides inside the printer.



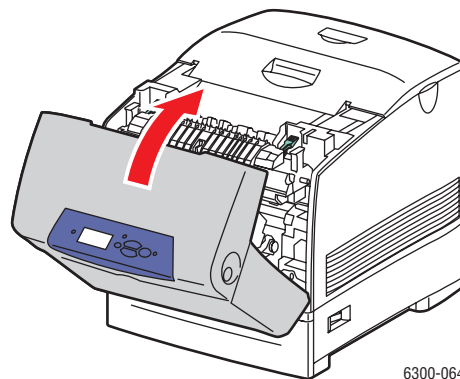
6300-024

- Lock the transfer roller into the printer by pushing down on the orange tabs until you hear a click.



6300-025

**5.** Close Front Door A.



6300-064

# Ordering Supplies

This section includes:

- [Consumables](#) on page 5-5
- [Routine Maintenance Items](#) on page 5-5
- [When to Order Supplies](#) on page 5-6
- [Recycling Supplies](#) on page 5-6

Certain consumables and routine maintenance items need to be ordered occasionally. Each item includes installation instructions in the package.

## Consumables

Toner cartridges (Cyan, Magenta, Yellow, and Black)

**Note:** When ordering toner cartridges from your local reseller or [www.xerox.com/office/6300\\_6350supplies](http://www.xerox.com/office/6300_6350supplies), be sure to order the correct replacement for your printer.

The high-capacity toner cartridges for the Phaser 6300 and the Phaser 6350 printers are different and not compatible.

## Routine Maintenance Items

- Fuser
- Transfer Roller
- Imaging Unit
- Feed Roller Kit

## When to Order Supplies

The control panel displays a warning when the supply nears its replacement time. Verify that you have replacements on hand. It is important to order these supplies when the messages first appear to avoid interruptions to your printing. The control panel displays an error message when the supply must be replaced.

To view the current status of your printer supplies, print the Supplies Usage page:

1. On the control panel, select **Information**, and then press the **OK** button.
2. Select **Supplies Info**, and then press the **OK** button.
3. Select **Supplies Usage Page** to print.

To order supplies, contact your local reseller or go to [www.xerox.com/office/6300\\_6350supplies](http://www.xerox.com/office/6300_6350supplies).

**Caution:** Use of non-Xerox supplies is not recommended. The Xerox Warranty, Service Agreements, 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 may vary outside these areas; please contact your local representative for details.

## Recycling Supplies

For information on Xerox supplies recycling programs, go to [www.xerox.com/gwa](http://www.xerox.com/gwa).

## **Requesting a Maintenance Kit**

A long-life maintenance kit is required once your printer reaches 300,000 pages. The long-life maintenance kit contains:

- Developers (Cyan, Magenta, Yellow, and Black)
- Feed Roller Kit
- Registration Roller

When you receive a warning message, contact a Xerox support representative. For the Customer Support phone numbers, see the information sheet that shipped with your printer, or go to [www.xerox.com/office/contacts](http://www.xerox.com/office/contacts).

## **Moving and Repacking the Printer**

This section includes:

- [Precautions for Moving the Printer](#) on page 5-8
- [Moving the Printer Within the Office](#) on page 5-8
- [Preparing the Printer for Shipment](#) on page 5-8

*See also:*

[User Safety](#) on page A-1

### **Precautions for Moving the Printer**

To view precautions and guidelines for safely moving your printer, see the [User Safety](#) appendix in this user guide.

### **Moving the Printer Within the Office**

The printer can be safely moved from one location within an office to another as long as it travels in an upright position, gently over smooth surfaces. Any jarring movement, such as pushing the printer over a raised door threshold or across a parking lot, can damage the printer.

### **Preparing the Printer for Shipment**

Repack the printer using the original packing material and boxes or a Xerox repackaging kit. Additional instructions for repacking the printer are provided in the repackaging kit. If you do not have all the original packaging, or are unable to repackage the printer, contact your local Xerox service representative.

**Caution:** Do not remove the toner cartridges; leave them locked in the normal operating position.



# 6 Troubleshooting

This chapter includes:

- [Clearing Paper Jams](#) on page 6-2
- [Getting Help](#) on page 6-12

*See also:*

Troubleshooting video tutorials at [www.xerox.com/office/6300\\_6350support](http://www.xerox.com/office/6300_6350support)

## Clearing Paper Jams

This section includes:

- [Preventing Jams](#) on page 6-2
- [Misfeed at Tray 1 \(MPT\)](#) on page 6-2
- [Misfeed at Trays 2-5](#) on page 6-4
- [Jam at the Fuser](#) on page 6-7
- [Jam at the Duplex Unit](#) on page 6-9
- [Jam at Registration Roller](#) on page 6-10

See also:

[User Safety](#) on page A-1

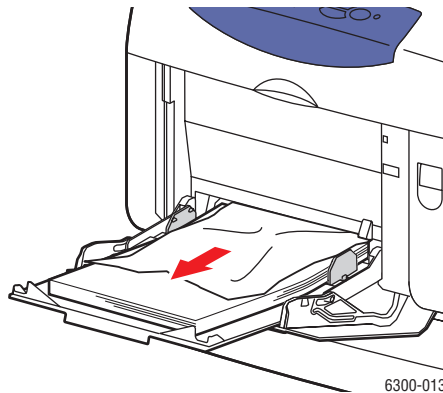
### Preventing Jams

To reduce the frequency of paper jams, follow the guidelines and instructions in the [Printing Basics](#) chapter of this guide. It includes information about supported paper and media, guidelines for usage, and instructions for properly loading paper in the trays.

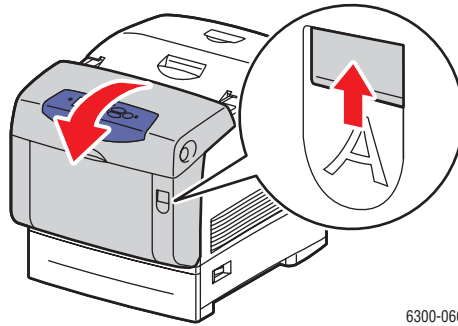
### Misfeed at Tray 1 (MPT)

To clear the misfeed:

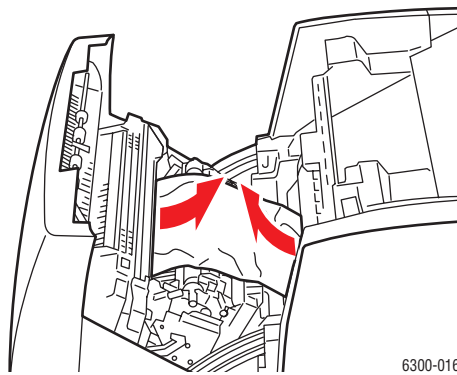
1. Remove the jammed paper from Tray 1 (MPT).



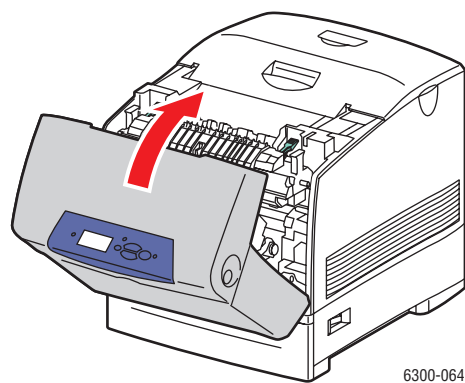
2. Push up the latch on the front of the printer to open Front Door A.



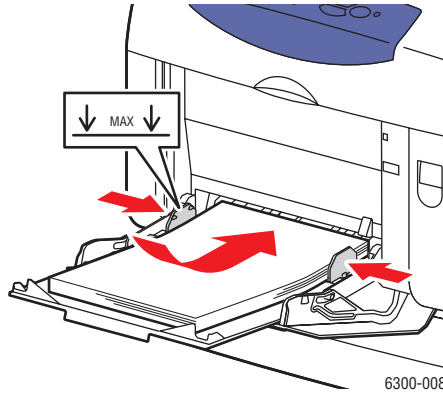
3. Remove any jammed paper.



4. Close Front Door A.



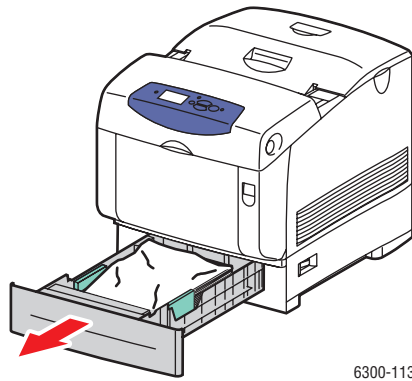
5. Load the paper in Tray 1 (MPT).
  - Verify that the paper is clean and not stuck together.
  - Do not load the paper above the fill line.
  - Adjust the paper guides to fit the paper.



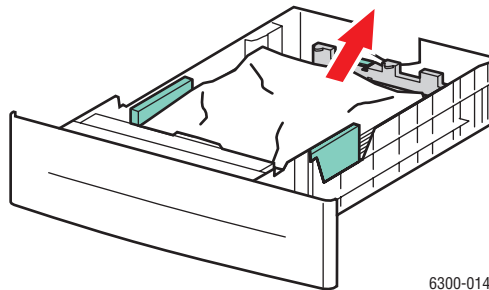
## Misfeed at Trays 2-5

To clear the misfeed:

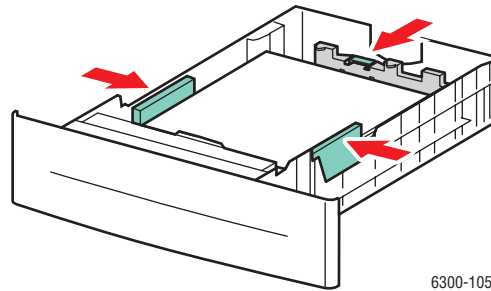
1. Pull the tray specified on the control panel completely out of the printer.



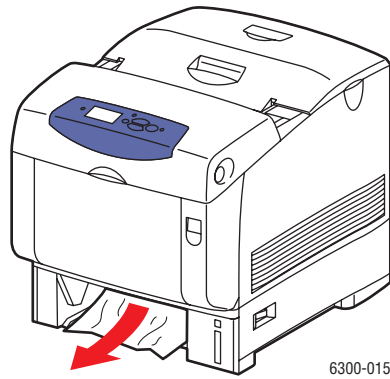
2. Remove any crumpled paper from the tray.



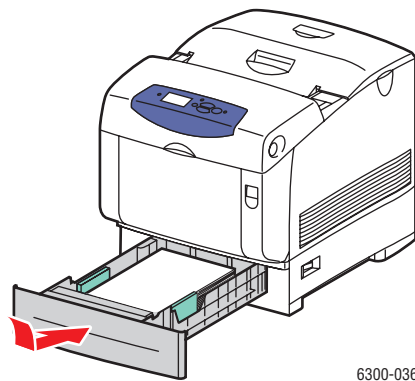
3. Verify that the paper is loaded correctly in the tray below the fill line. Adjust the paper guides to fit the paper.



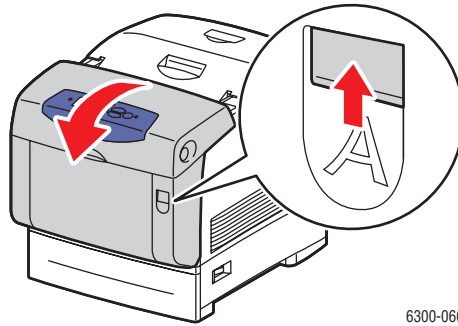
4. Remove any jammed paper from inside the printer tray slot. Verify that all scraps of paper are removed.



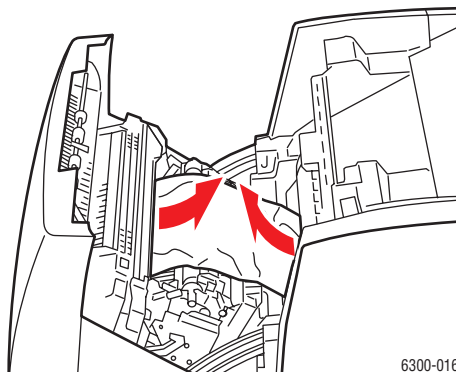
5. Insert the tray into the tray slot, and push it completely into the printer.



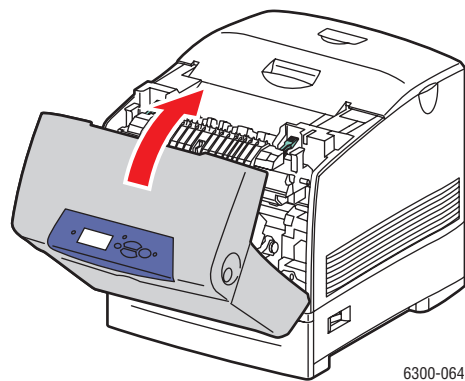
6. Push up the latch on the front of the printer to open Front Door A.



7. Remove any jammed paper.



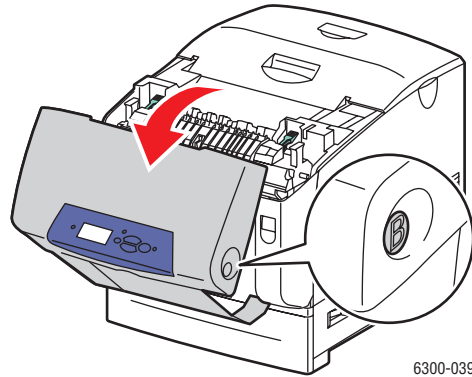
8. Close Front Door A.



## Jam at the Fuser

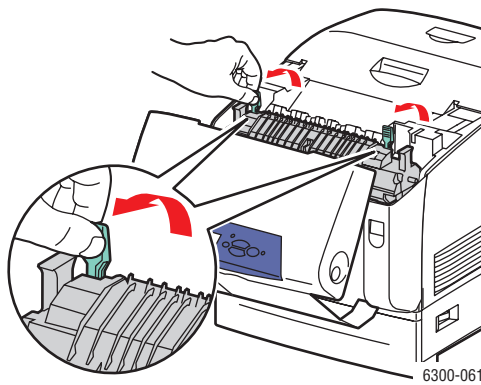
To clear the jam:

1. Press the button on the right side of the printer to open Front Door B.

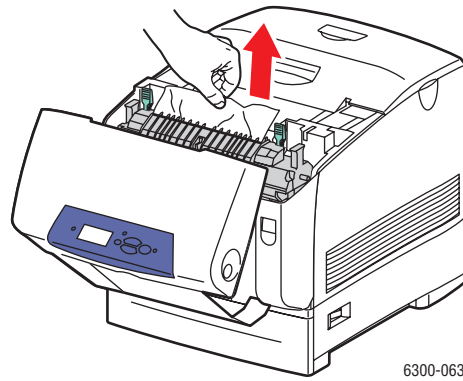


2. Pull up the two green levers at both ends of the fuser.

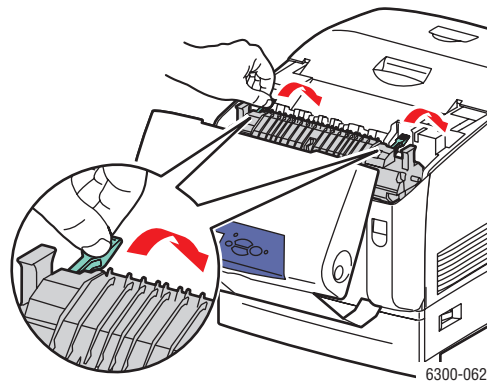
**Warning:** The fuser is hot. To prevent burns, do not touch the black part of the fuser.



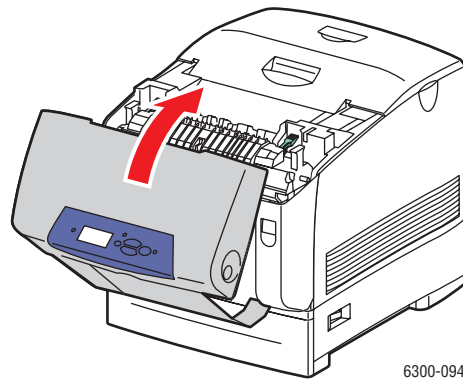
3. Remove the jammed paper.



4. Completely push down the two green levers at both ends of the fuser.



5. Close Front Door B.

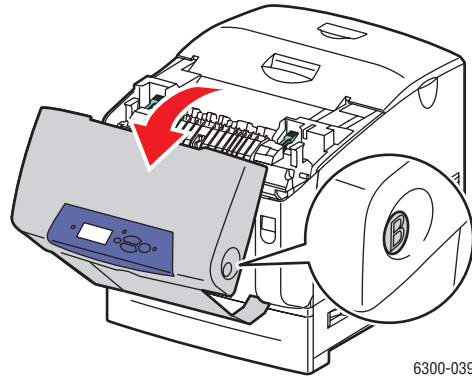




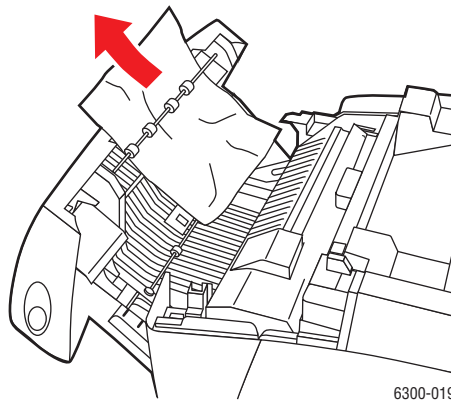
## Jam at the Duplex Unit

To clear the jam:

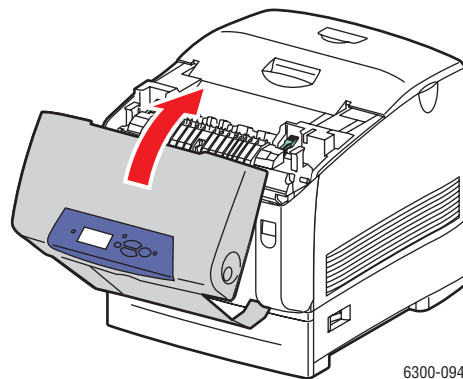
1. Press the button on the right side of the printer to open Front Door B.



2. Remove the jammed paper.



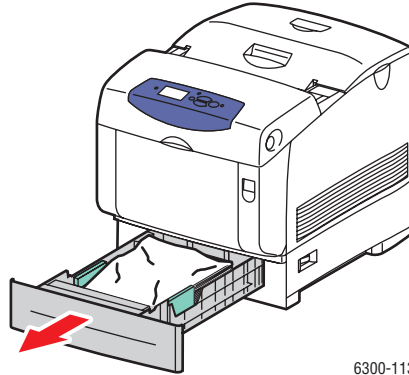
3. Close Front Door B.



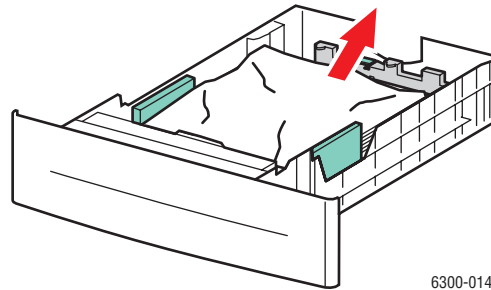
## Jam at Registration Roller

To clear the jam:

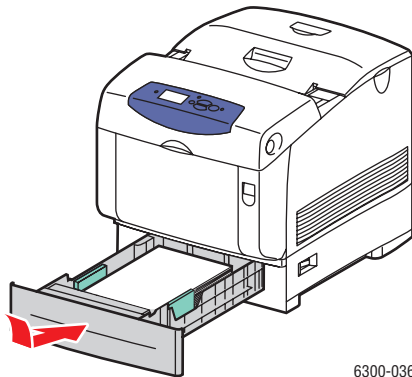
1. Pull Tray 2 completely out of the printer.



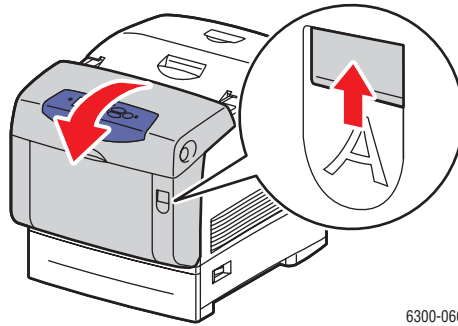
2. Remove the jammed paper from inside the printer tray slot. Confirm that all scraps of paper are removed.



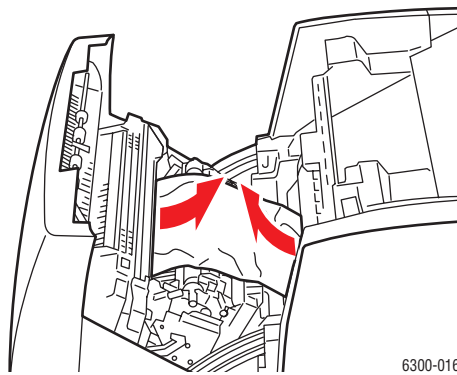
3. Insert Tray 2 into the tray slot, and push the tray completely into the printer.



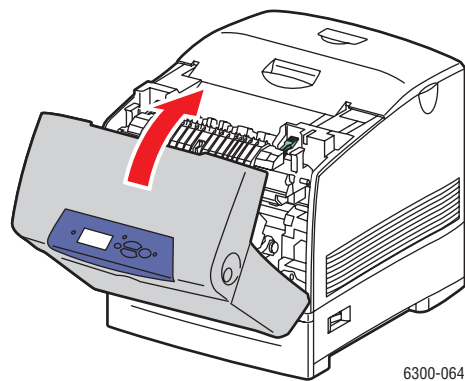
4. Push up the latch on the front of the printer to open Front Door A.



5. Remove any jammed paper.



6. Close Front Door A.



## Getting Help

This section includes:

- [Control Panel Messages](#) on page 6-12
- [PrintingScout Alerts](#) on page 6-12
- [PhaserSMART Technical Support](#) on page 6-13
- [Web Links](#) on page 6-13

Xerox provides several automatic diagnostic tools to help you produce and maintain print quality.

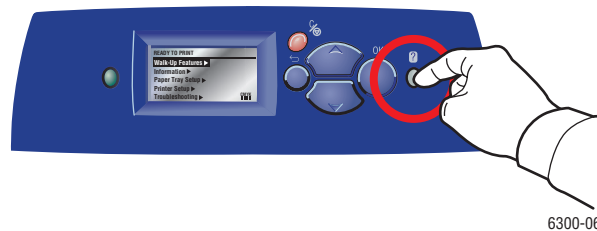
See also:

[Xerox Support Centre](#) on page 1-9

## Control Panel Messages

The control panel provides you with information and troubleshooting help. When an error or warning 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.

Press the **Help** button on the control panel to view additional information about the message or menu displayed. The **Help** button is labeled with an **?**.



## PrintingScout Alerts

PrintingScout is a tool that is installed with your Xerox printer driver. It automatically checks the printer status when you send a print job. If the printer is unable to print your job, PrintingScout automatically displays an alert on your computer screen to let you know that the printer needs attention. Click the alert to view instructions explaining how to fix the problem.

## PhaserSMART Technical Support

PhaserSMART Technical Support is an automated, internet-based support system that uses your default web browser to send diagnostic information from your printer to the Xerox website for analysis. PhaserSMART Technical Support examines the information, diagnoses the problem, and proposes a solution. If the problem is not resolved with the solution, PhaserSMART Technical Support assists you in opening a Service Request with Xerox Customer Support.

To access PhaserSMART Technical Support:

1. Open your browser and go to [www.phaserSMART.com](http://www.phaserSMART.com).
2. Enter your printer's IP address in the browser window.
3. Follow the instructions on the screen.

## Web Links

Xerox provides several websites that offer additional help on your Phaser 6300/6350 printer. A set of Xerox links is installed in your web browser's **Favorites** folder when you install the Xerox printer drivers on your computer. The **Troubleshooting** tab in your Windows printer driver also includes useful links. Use the following websites to obtain more information.

Resource	Link
PhaserSMART Technical Support automatically diagnoses problems on your networked printer and proposes solutions:	<a href="http://www.phaserSMART.com">www.phaserSMART.com</a>
infoSMART Knowledge Base (used by Xerox Customer Support staff) offer solutions for issues, such as error codes, print quality, paper jams, software installation, networking, and more:	<a href="http://www.xerox.com/office/6300_6350infoSMART">www.xerox.com/office/6300_6350infoSMART</a>
Technical support information for your printer includes online Technical Support, driver downloads, documentation, videos tutorials, and much more:	<a href="http://www.xerox.com/office/6300_6350support">www.xerox.com/office/6300_6350support</a>
Supplies for your printer:	<a href="http://www.xerox.com/office/6300_6350supplies">www.xerox.com/office/6300_6350supplies</a>
A resource for tools and information, such as interactive tutorials, printing templates, helpful tips, and customized features to meet your individual needs:	<a href="http://www.colorconnection.xerox.com">www.colorconnection.xerox.com</a>
Local sales and support center:	<a href="http://www.xerox.com/office/contacts">www.xerox.com/office/contacts</a>
Printer registration:	<a href="http://www.xerox.com/office/register">www.xerox.com/office/register</a>
Material Safety Data Sheets (English only) identify materials, and provide information on safely handling and storing hazardous materials:	<a href="http://www.xerox.com/office/msds">www.xerox.com/office/msds</a>
Information about recycling supplies:	<a href="http://www.xerox.com/gwa">www.xerox.com/gwa</a>

# A

# User Safety

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 printer.

## Electrical Safety

- Use the power cord supplied with your printer.
- Plug the power cord directly into a properly grounded electrical outlet. Make sure each end of the cord is securely connected. 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.
- Do not use an extension cord or power strip.
- Verify that the printer is plugged into an outlet that is capable of providing the correct voltage and power. Review the printer's electrical specification with an electrician if necessary.

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

- Do not place the printer in an area where people might step on the power cord.
- Do not place objects on the power cord.
- Do not block the ventilation openings. These openings are provided to prevent overheating of the printer.
- Do not drop paper clips or staples into the printer.

**Warning:** Do not push objects into slots or openings on the printer. Making contact with a voltage point or shorting out a part could result in fire or electrical shock.

If you notice unusual noises or odors:

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

The power cord is attached to the printer as a plug-in device at 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.

**Warning:** Do not remove the covers or guards that are fastened with screws unless you are installing optional equipment and are specifically instructed to do so. Power should be OFF when performing these installations. Except for user-installable options, there are no parts that you can maintain or service behind these covers.

**Note:** Leave the printer on for optimum performance; it does not pose a safety hazard.

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.

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.

## Laser Safety

With specific regard to lasers, this printer complies with laser product performance standards set by governmental, national, and international agencies and is certified as a Class 1 Laser Product. The printer does not emit hazardous light because the beam is totally enclosed during all modes of customer operation and maintenance.

## Maintenance Safety

- Do not attempt any maintenance procedure that is not specifically described in the documentation supplied with your printer.
- Do not use aerosol cleaners. The use of supplies that are not approved may cause poor performance and could create a hazardous condition.
- Do not burn any consumables or routine maintenance items. For information on Xerox supplies recycling programs, go to [www.xerox.com/gwa](http://www.xerox.com/gwa).

## 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 in a dust-free area within a temperature range of 41° F to 90° F (5° C to 32° C) and a relative humidity range of 15 percent to 85 percent.

### Printer Clearance

Place the printer in an area where there is adequate space for ventilation, operation, and servicing. The recommended minimal spacing is:

#### Overhead Clearance:

- 350 mm (14 in.) above the printer

#### Total Height Requirements:

- Printer: 457 mm (18.3 in.)
- Add 130 mm (5.2 in.) for the 550-Sheet Feeder.
- Add 341 mm (13.6 in.) for the 1100-Sheet High-Capacity Feeder.

#### Other Clearances:

- 100 mm (4 in.) behind the printer
- 600 mm (24 in.) in front of the printer
- 100 mm (4 in.) on the left side of the printer
- 100 mm (4 in.) on the right side of the printer

### Operational Guidelines

- Do not block or cover the slots and openings on the printer. The printer may overheat without adequate ventilation.
- For optimum performance, use the printer at elevations below 3,000 m (11,480 ft.).
- Do not place the printer near a heat source.
- Do not place the printer in direct sunlight to avoid exposing light-sensitive components when the doors are open.
- Do not place the printer in line with the cold air flow from an air conditioning system.
- Place the printer on a level, solid non-vibrating surface with adequate strength for the weight of the printer. It should be within 2° of horizontal with all four feet in solid contact with the surface. The base printer weight without any packaging materials is approximately 35 kg (77 lb.).



### Printing Safety Guidelines

- Wait 10-15 seconds between turning the printer off and on.
- Keep hands, hair, neckties, etc., away from the exit and feed rollers.

When the printer is printing:

- Do not remove the paper source tray that you selected in either the printer driver or control panel.
- Do not open the doors.
- Do not move the printer.

### Printer Supplies

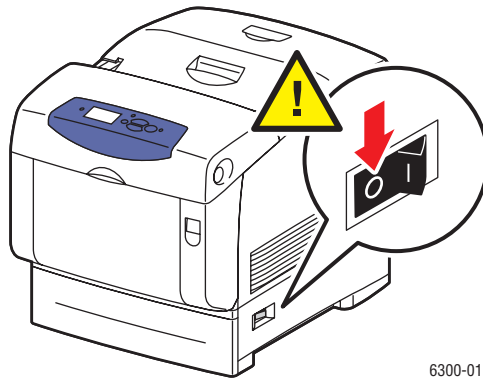
- Use the supplies specifically designed for your printer. The use of unsuitable materials may cause poor performance and a possible safety hazard.
- Follow all warnings and instructions marked on, or supplied with, the printer, options, and supplies.

**Caution:** Use of non-Xerox supplies is not recommended. The Xerox Warranty, Service Agreements, 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 may vary outside these areas; please contact your local representative for details.

### Moving the Printer

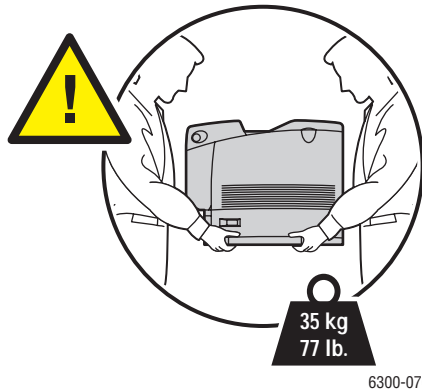
Follow these guidelines to avoid injuring yourself or damaging the printer:

- Turn off the printer and unplug all power cables before moving the printer.



6300-011

- Always use two people to lift the printer.
- Always lift the printer from the designated lift points.



6300-070

- Do not place any food or liquids on the printer.

**Caution:** Damage to the printer resulting from improper moving or failure to repackage the printer properly for shipment, is not covered by the warranty, service agreement, or Total Satisfaction Guarantee. The Total Satisfaction Guarantee is available in the United States and Canada. Coverage may vary outside these areas; please contact your local representative for details.

## Symbols Marked on Product



Use caution (or draws attention to a particular component). See the manual(s) for information.



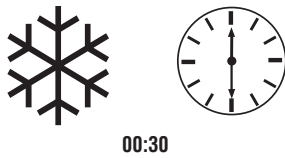
Hot surface on or in the printer. Use caution to avoid personal injury.



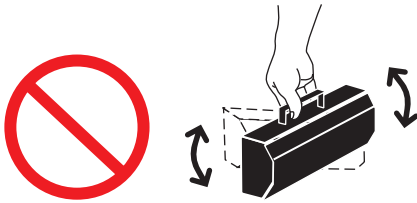
Do not touch the imaging unit.



Do not burn the item.



It may take 30 minutes for the fuser to cool down.



Do not shake the imaging unit.

---

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