xerox®

Xerox® WorkCentre® 4265
Multifunction Printer
Imprimante multifonction
User Guide
Guide d'utilisation

Italiano	Guida per l'utente	**Svenska**	Användarhandbok	**Čeština**	Uživatelská příručka
Deutsch	Benutzerhandbuch	**Dansk**	Betjeningsvejledning	**Polski**	Przewodnik użytkownika
Español	Guía del usuario	**Suomi**	Käyttöopas	**Magyar**	Felhasználói útmutató
Português	Guia do usuário	**Norsk**	Brukerhåndbok	**Türkçe**	Kullanıcı Kılavuzu
Nederlands	Gebruikershandleiding	**Русский**	Руководство пользователя	**Ελληνικά**	Εγχειρίδιο χρήστη

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Safety

1

This chapter includes:

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

Electrical Safety

General Guidelines

⚠ **WARNINGS:**

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

The following are hazards to your safety:

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

If any of these conditions occur, do the following:

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

Power Cord

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

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

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

The power cord is attached to the printer as a plug-in device on the back of the printer. If it is necessary to disconnect all electrical power from the printer, disconnect the power cord from the electrical outlet.

Emergency Turn Off

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

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

Laser Safety

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.

⚠ **WARNING:** Use of controls, adjustments, or performance of procedures other than those specified in this manual can result in hazardous radiation exposure.

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.

Operational Guidelines

- Do not remove the paper source tray that you selected in either the print driver or control panel while the printer is printing.
- Do not open the doors when the printer is printing.
- Do not move the printer while is printing.
- Keep hands, hair, neckties, and so on away from the exit and feed rollers.
- Covers, which require tools for removal, protect the hazard areas within the printer. Do not remove the protective covers.

Ozone Release

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

For more information in the United States and Canada, go to www.xerox.com/environment. In other markets, please contact your local Xerox representative or go to www.xerox.com/environment_europe.

Printer Location

- Place the printer on a level, solid, non-vibrating surface with adequate strength to hold its weight. To find the weight for your printer configuration, see Physical Specifications on page 180.
- Do not block or cover the slots or openings on the printer. These openings are provided for ventilation and to prevent overheating of the printer.
- Place the printer in an area where there is adequate space for operation and servicing.
- Place the printer in a dust-free area.
- Do not store or operate the printer in an extremely hot, cold, or humid environment.
- Do not place the printer near a heat source.
- Do not place the printer in direct sunlight to avoid exposure to light-sensitive components.
- Do not place the printer where it is directly exposed to the cold air flow from an air conditioning system.
- Do not place the printer in locations susceptible to vibrations.
- For optimum performance, use the printer at the elevations specified in Elevation on page 184.

Printer Supplies

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

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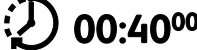
Maintenance Safety

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

⚠ **WARNING:** Do not use aerosol cleaners. Aerosol cleaners can cause explosions or fires when used on electromechanical equipment.

Printer Symbols

Symbol	Description
	Warning: Indicates a hazard which, if not avoided, could result in death or serious injury.
	Caution: Indicates a mandatory action to take in order to avoid damage to the property.
	Hot surface on or in the printer. Use caution to avoid personal injury.
	Do not burn the item.
	Do not expose the imaging unit to light for more than 10 minutes.
	Do not expose the imaging unit to direct sunlight.
	Do not touch the part or area of the printer.
175°C 347°F 00:40⁰⁰	Warning: Wait for the printer to cool for the specified time before touching the fuser.
	This item can be recycled. For details, see Recycling and Disposal on page 201.

Environmental, Health, and Safety Contact Information

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

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

Europe: +44 1707 353 434

For product safety information in the United States and Canada, go to www.xerox.com/environment.

For product safety information in Europe, go to www.xerox.com/environment_europe.

Features

2

This chapter includes:

Parts of the Printer

This section includes:

Front View

Standard Configuration
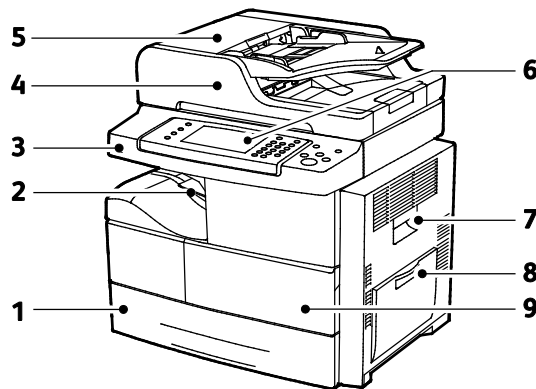
1. Tray 1 with 520-sheet capacity
2. Document Output Tray with 500-Sheet Capacity
3. USB Port
4. Document Feeder with 100-Sheet Capacity
5. Document Feeder Top Cover

6. Control Panel
7. Side Door
8. Bypass tray with 100-sheet capacity
9. Front Door

Optional Finisher, Tray 2, and High-Capacity Feeder

1. Optional 500-Sheet Finisher
2. Finisher Front Door
3. USB Port
4. Document Feeder with 100-Sheet Capacity
5. Document Feeder Top Cover
6. Control Panel
7. Side Door
8. Bypass tray with 100-sheet capacity
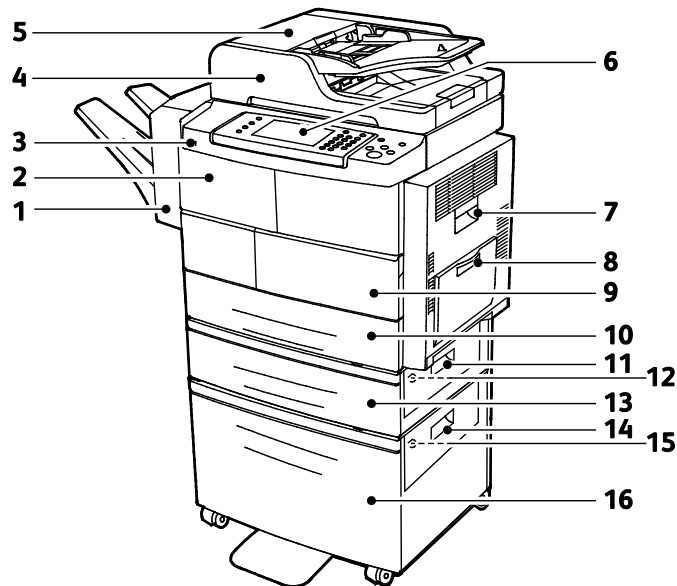
9. Front Door
10. Tray 1 with 520-sheet capacity
11. Feeder Tray Outside Cover
12. Feeder Tray Inside Cover
13. Optional Feeder Tray 2 with 520-Sheet Capacity
14. High-Capacity Feeder Outside Cover
15. High-Capacity Feeder Inside Cover
16. Optional 2100-Sheet High-Capacity Feeder

Alternate Configuration with Trays 1-4
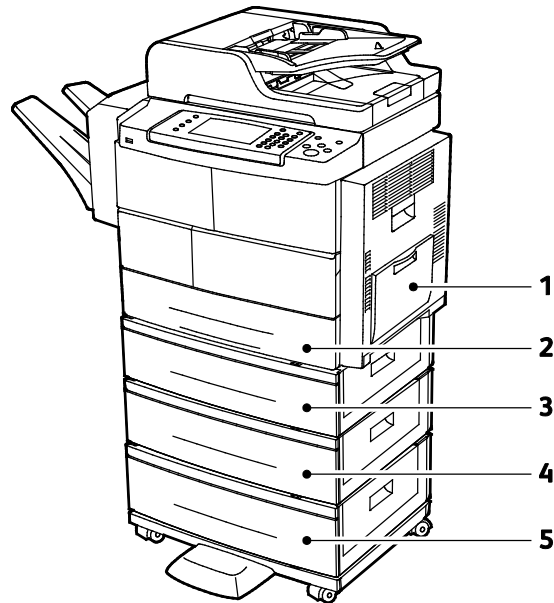
1. Bypass tray with 100-sheet capacity
2. Tray 1 with 520-sheet capacity
3. Optional Feeder Tray 2 with 520-Sheet Capacity

4. Optional 520-Sheet Feeder Tray 3
5. Optional 520-Sheet Feeder Tray 4

Rear View

1. Control Board
2. Control Board Cover
3. Power Connector
4. Power Switch
5. Red LED
6. Card Reader Slot
7. Green LED
8. Finisher Interface
9. Optional Foreign Device Interface
10. Ethernet Connection
11. USB Port for Service Only
12. Direct Connect Port for USB Printing
13. Direct Connect Port for USB Printing
14. Handset Extension Connector for Optional Fax Kit
15. Fax Line In for Optional Fax Kit

Internal Components
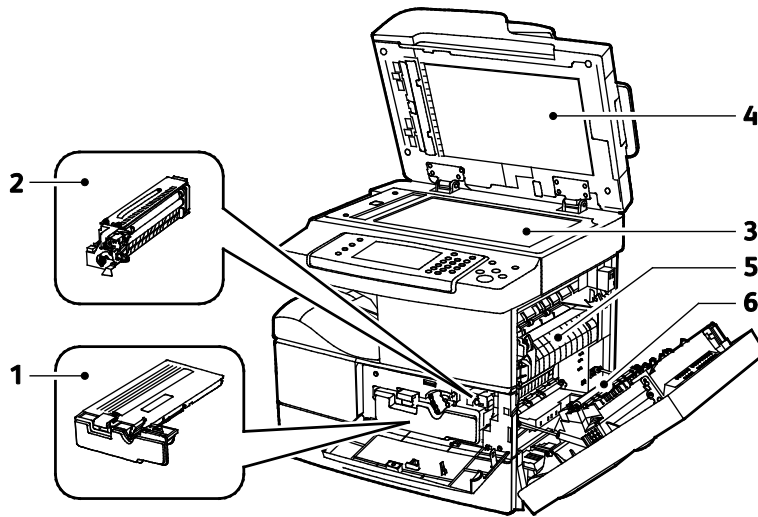
1. Toner Cartridge
2. Drum Cartridge
3. Smart Kit Drum Cartridge
4. Document Glass
5. Document Feeder
6. Fuser
7. Transfer Roller

Optional 500-Sheet Finisher
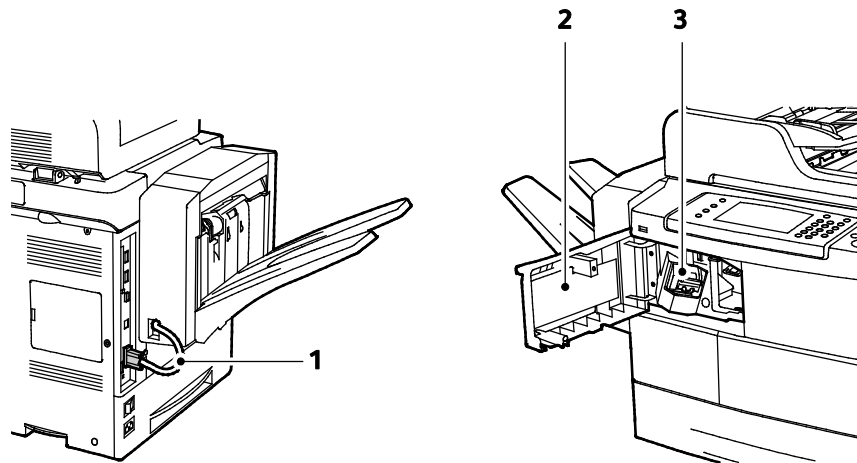
1. Finisher Connector Cable
2. Finisher Front Door
3. Staple Cartridge

Control Panel

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

- Displays the current operating status of the printer.
- Provides access to print features.
- Provides access to reference materials.
- Provides access to Tools and Setup menus.
- Provides access to Troubleshooting menus and videos.
- Prompts you to load paper, replace supplies, and clear jams.
- Displays errors and warnings.
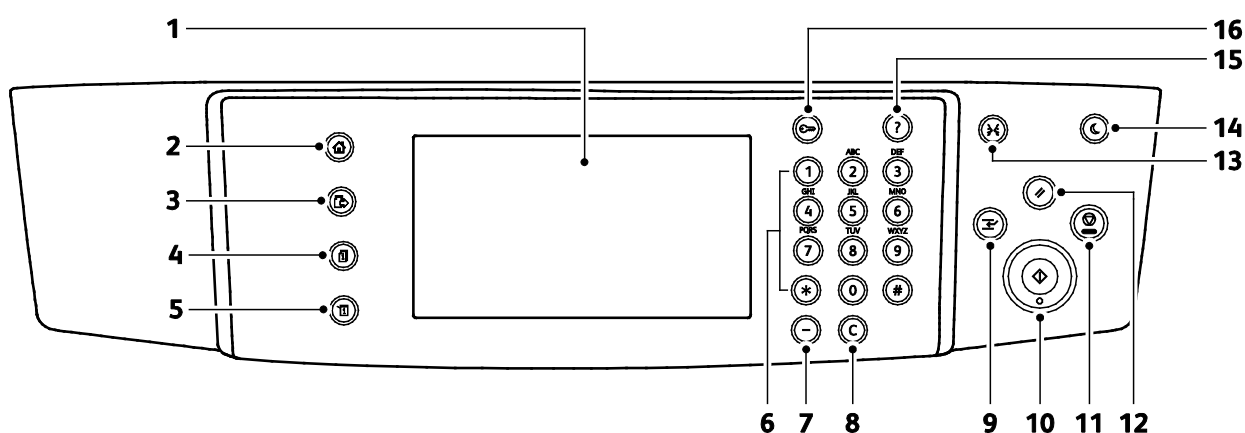
Item	Name	Description
1	Touch Screen Display	The screen displays information and provides access to printer functions.
2	Services Home Button	This button provides access to printer features such as copy, scan, and fax on the touch screen.
3	Services Button	This button returns to the active service from the Job Status or Machine Status screens, or to a preset service.
4	Job Status Button	This button displays lists of all active, secure, or completed jobs on the touch screen.
5	Machine Status Button	This button displays the status of the printer on the touch screen.
6	Alphanumeric Keypad	The keypad enters alphanumeric information.
7	Dial Pause Button	This button inserts a pause in a telephone number when it transmits a fax.
8	C (clear) Button	This button deletes numeric values or the last digit entered using the alphanumeric keys.
9	Interrupt Button	This button pauses the current job to run a more urgent print, copy, or fax job.
10	Start Button	This button starts the selected copy, scan, fax, or Print From job, such as Print from USB.
11	Stop Button	This button stops the current job temporarily. To cancel or resume your job, follow the onscreen instructions.

Item	Name	Description
12	Clear All Button	This button clears previous and changed settings for the current selection. To reset all features to their default settings and clear existing scans, press this button twice.
13	Language Button	This button changes the touch screen language and keyboard settings.
14	Power Saver button	This button enters and exits the low-power mode.
15	Help Button	This button displays information about the current selection on the touch screen.
16	Log In/Out Button	This button provides access to password-protected features.

Information Pages

Your printer has a printable set of information pages. These include configuration and font information, demonstration pages, and more.

Printing the Information Pages

1. At the printer control panel, press the **Machine Status** button.
2. On the Machine Information tab, touch **Self Help**.
3. To print an information page, select an option, then touch **Print**.

   Note: To scroll through the list of available items, touch and drag your finger up or down on the menu.

4. Touch **Close**.

Power Saver Mode

Power Saver mode reduces power consumption when the printer is left idle for a specified period of time.

Power Saver Levels

There are two levels of Power Saver mode.

- **Power Saver Mode 1**: After a specified period of inactivity, the touch screen is dims and the printer operates on reduced power consumption.
- **Power Saver Mode 2**: After a specified period of inactivity, the touch screen turns off and the printer enters standby mode.

Exiting Power Saver Mode

The printer exits Power Saver mode automatically when any of the following events occur.

- You press a button on the control panel.
- The printer receives data from a connected device.
- You open any door or cover on the printer.
- You load media in the document feeder or bypass tray.
- You insert a thumb drive or an access card into a port.

Administration Features

This section includes:

For details, see the *System Administrator Guide* at www.xerox.com/office/WC4265docs.

CentreWare Internet Services

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

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

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

Accessing CentreWare Internet Services

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

Finding the IP Address of the Printer

To install the print drivers for a network-connected printer, you need the IP address of your printer. You also need the IP address to access the settings of your printer through CentreWare Internet Services.

You can view the IP address of your printer on the control panel or on the Configuration Report.

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

To print a configuration report:
1. At the printer control panel, press the **Machine Status** button.
2. On the Machine Information tab, touch **Self Help** > **System Configuration** > **Print**.
3. Touch **Close**.

   Note: After the printer has been on for two minutes, print the Configuration Report. The TCP/IP address appears in the Network section of the page. If the IP address listed on the page is 0.0.0.0, the printer needs more time to acquire an IP address from the DHCP server. Wait two minutes, then print the Configuration Report again.

Automatic Data Collection

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

To turn off automatic data collection:

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

Billing and Usage Information

Billing and printer usage information appears on the Billing Meters information screen. The impression counts shown are used for billing. For details on viewing this information, see Billing and Usage Information on page 141.

More Information

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

Resource	Location
Installation Guide	Packaged with the printer.
Other documentation for your printer	www.xerox.com/office/WC4265docs
Technical support information for your printer; including online technical support, Online Support Assistant, and driver downloads.	www.xerox.com/office/WC4265support
Information about menus or error messages	Press the control panel Help (**?**) button.
Information Pages	Print from the control panel, or from CentreWare Internet Services, click **Status > Information Pages**.
CentreWare Internet Services documentation	In CentreWare Internet Services, click **Help**.
Order supplies for your printer	www.xerox.com/office/WC4265supplies
A resource for tools and information, including interactive tutorials, printing templates, helpful tips, and customized features to meet your individual needs.	www.xerox.com/office/businessresourcecenter
Local sales and support center	www.xerox.com/office/worldcontacts
Printer registration	www.xerox.com/office/register
Xerox® Direct online store	www.direct.xerox.com/

Installation and Setup

3

This chapter includes:

See also:

Installation Guide packaged with your printer.

System Administrator Guide at www.xerox.com/office/WC4265docs.

Installation and Setup Overview

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

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

> Note: If the *Software and Documentation disc* is not available, you can download the latest drivers from www.xerox.com/office/WC4265drivers.

See also:

Selecting a Location for the Printer

- Select a dust-free area with temperatures from 10–30°C (50–90°F), and relative humidity 20–80 %.

  Note: Sudden temperature fluctuations can affect print quality. Rapid heating of a cold room can cause condensation inside the printer, directly interfering with image transfer.

- Place the printer on a level, solid, non-vibrating surface with adequate strength for the weight of the printer. The printer must be horizontal with all four feet in solid contact with the surface. To find the weight for your printer configuration, see Physical Specifications on page 180.
- Select a location with adequate clearance to access supplies and to provide proper ventilation. To find the clearance requirements for your printer, see Clearance Requirements on page 180.
- After positioning the printer, you are ready to connect it to the power source and computer or network.

Configuring the Printer at Setup

Once the printer is assembled, to complete the configuration process, use the Product Enablement Key. The Product Enablement Key sets the billing mode.

Note: The Product Enablement Key is packaged in a plastic tube contained inside the box with the printer.

To configure the printer using the Product Enablement Key:

1. Remove the plastic card that contains the Product Enablement Key from the tube.
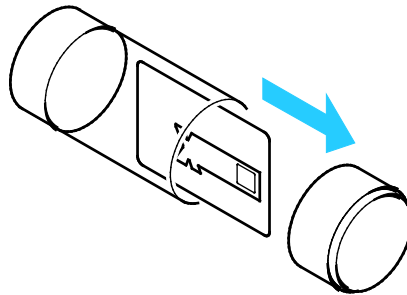
2. To remove the Product Enablement Key from the plastic card, carefully press it out.
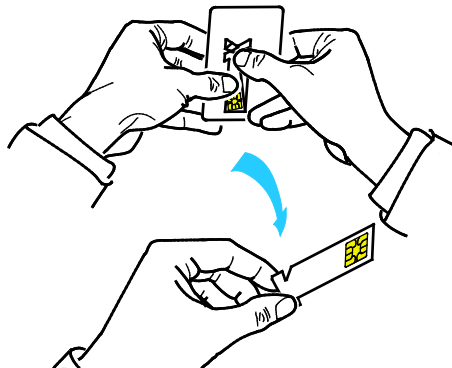
3. Attach the power cord to the printer, plug the cord into an electrical outlet, then turn on the printer. The Installation wizard starts on the control panel the first time that you turn on the printer.
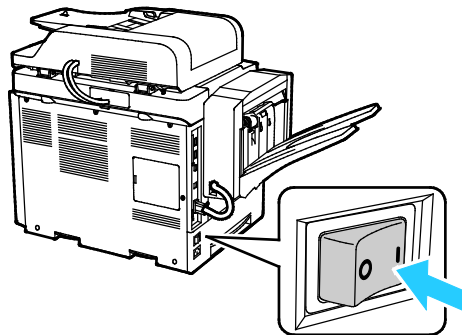
4. In the Installation Wizard, to begin, select your chosen language and keyboard layout, then touch **Next**.

5. On the Product Enablement Settings screen, follow the directions.

6. At step 2 of the Installation Wizard, insert the Product Enablement Key into the card reader slot at the back of the printer.
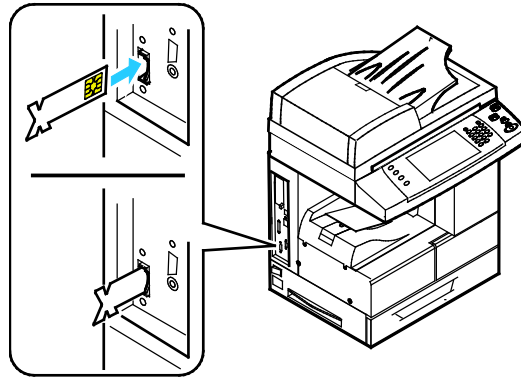
7. When the green LED light stops blinking and remains illuminated for approximately 10 seconds, remove the Product Enablement Key from the card reader slot.

8. Touch **Continue**.

9. Configure settings as needed, then to restart the printer and save your settings, touch **Restart**. To adjust your settings, touch **Back**.

10. When the Services screen appears, the printer is ready for use.

   If the printer prompts you for Supplies Plan Activation during setup, enter your activation code.

Connecting the Printer

This section includes:

Selecting a Connection Method

The printer can be connected to your computer using a USB cable or an Ethernet cable. The method you select depends on how your computer is connected to the network. A USB connection is a direct connection and is the easiest to set up. An Ethernet connection is used for networking. If you are using a network connection, it is important to understand how your computer is connected to the network. For details, see About TCP/IP and IP Addresses on page 41.

Notes:

* Not all options listed are supported on all printers. Some options apply only to a specific printer model, configuration, operating system, or driver type.
* Hardware and cabling requirements vary for the different connection methods. Routers, network hubs, network switches, modems, Ethernet cables, and USB cables are not included with your printer and must be purchased separately.

* **Network**: If your computer is connected to an office network or home network, use an Ethernet cable to connect the printer to a network port. Ethernet networks can support many computers, printers, and devices simultaneously. In most cases, Ethernet connection is faster than USB and provides direct access to printer settings using CentreWare Internet Services.

* **Wireless Network**: If your computer includes a wireless router or wireless access point, you can connect the printer to the network with a wireless connection. A wireless network connection provides the same access and services as a wired connection provides. A wireless network connection is typically faster than USB and allows direct access to the setting of the printer using CentreWare Internet Services.

* **USB**: If you connect the printer to one computer and do not have a network, use a USB connection. A USB connection offers fast data speeds, but typically not as fast as an Ethernet connection. In addition, a USB connection does not provide access to CentreWare Internet Services.

* **Telephone**: To send and receive faxes, the multifunction printer must be connected to a dedicated telephone line.

Physically Connecting the Printer to the Network

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

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

    Note: For details on configuring wireless network settings, see the *System Administrator Guide* at www.xerox.com/office/WC4265docs.

Connecting to a Computer Using USB

To connect using USB, you need Windows XP SP3, Windows 7, Windows 8 or later, Windows Server 2003 or later, or Macintosh OS X version 10.5 or later.

To connect the printer to the computer using a USB cable:
1. Connect the B end of a standard A/B USB 2.0 cable to the USB Port on the left side of the printer.
2. Connect the A end of the USB cable to the USB port on the computer.
3. If the Windows Found New Hardware Wizard appears, cancel it.
4. Install the print drivers. For details, see Installing the Software on page 43.

Connecting to a Telephone Line

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

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

For details, see the *System Administrator Guide* at www.xerox.com/office/WC4265docs.

Turning the Printer On and Off

The printer has a Power Down button on the touch screen and a power switch on the left side. ThePower Down button on the touch screen initiates an orderly shutdown of the printer electronic components The power switch on the side of the printer controls the main power to the printer.

To turn on the printer:

1. Turn on the power switch.
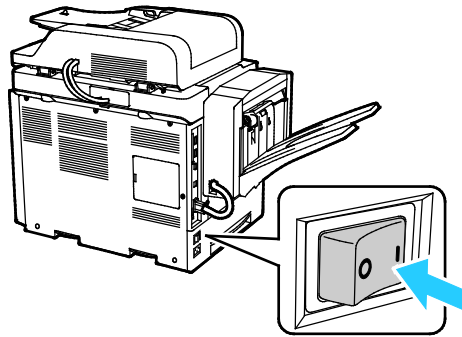
- If the power switch is on, but the printer is powered off, the printer was turned off using the control panel. To turn on the printer, flip the power switch first to the **Off** position and then to the **On** position.

To turn off the printer:

1. At the printer control panel, press the **Power Saver** button.

    Touch **Power Down**.

⚠ **CAUTIONS:**

   - To prevent a printer malfunction, perform the control panel shutdown first.
   - Do not plug or unplug the power cord while the printer is powered on.

Note: When all of the control panel lights are off, the printer power off sequence is complete. Turning the power switch off is optional.

Configuring Network Settings

This section includes:

About TCP/IP and IP Addresses

Computers and printers primarily use TCP/IP protocols to communicate over an Ethernet network. Generally, Macintosh computers use either TCP/IP or the Bonjour protocol to communicate with a network printer. For Macintosh OS X systems, TCP/IP is preferred. Unlike TCP/IP, however, Bonjour does not require printers or computers to have IP addresses.

With TCP/IP protocols, each printer and computer must have a unique IP address. Many networks and cable and DSL routers have a Dynamic Host Configuration Protocol (DHCP) server. A DHCP server automatically assigns an IP address to every computer and printer on the network that is configured to use DHCP.

If you use a Cable or DSL router, see the documentation for your router for information on IP addressing.

Enabling the Printer for Scanning

If the printer is connected to a network, you can scan to any of the following locations.

- FTP
- SMB
- HTTP
- HTTPS
- SFTP
- An email address
- A shared folder on your computer

For details, see CentreWare Internet Services on page 29.

> Note: If your printer is connected using the USB cable, you cannot scan to an email address or a network location, such as a shared folder on your computer.

For details, see the *System Administrator Guide* at www.xerox.com/office/WC4265docs.

Installing the Software

This section includes:

Before you install driver software, verify that the printer is plugged in, turned on, connected correctly, and has a valid IP address. If you cannot find the IP address, see Finding the IP Address of Your Printer on page 30.

If the *Software and Documentation disc* is not available, download the latest drivers from www.xerox.com/office/WC4265drivers.

Operating System Requirements

- Windows XP SP3, Windows Vista, Windows 7, Windows 8, Windows Server 2003, Windows Server 2008, Windows Server 2008 R2, and Windows Server 2012.
- Macintosh OS X version 10.5 and later
- UNIX and Linux: Your printer supports connection to various UNIX platforms through the network interface. For details, see www.xerox.com/office/WC4265drivers.

Installing Drivers and Utilities for Windows

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

To install the print and scan driver software:

1. Insert the *Software and Documentation disc* into the appropriate drive on your computer. The installer starts automatically.

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

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

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

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

Installing Print Drivers for Macintosh OS X Version 10.7 and Later

Install the Xerox print driver to access all features of your printer.

To install the print driver software:

1. Insert the *Software and Documentation disc* into the appropriate drive on your computer.
2. To view the **.dmg** file for your printer, double-click the disc icon on your desktop.
3. Open the **.dmg** file, then navigate to the appropriate installer file for your operating system.
4. To begin installation, open the Installer package file.
5. To acknowledge the warning and introductory messages, click **Continue**. Click **Continue** again.
6. To accept the license agreement, click **Continue**, then click **Agree**.
7. To accept the current installation location, click **Install**, or select another location for the installation files, then click **Install**.
8. Enter your password, then click **Install Software**.
9. Select your printer in the list of discovered printers, then click **Continue**.
10. If your printer does not appear in the list of discovered printers:
    a. Click the **Network Printer Icon**.
    b. Type the IP address of your printer, then click **Continue**.
    c. Select your printer in the list of discovered printers, then click **Continue**.
11. To accept the print queue message, click **Continue**.
12. To accept the installation success message, click **Close**.

To verify that the print driver recognizes the installed options:
1. From the Apple menu, click **System Preferences** > **Printers and Scanners**.
2. Select the printer from the list, then click **Options & Supplies**.
3. Click **Options**.
4. Confirm that all of the options installed on the printer appear correct.
5. If you change settings, click **OK**, close the window, then exit System Preferences.

Installing Scan Drivers for Macintosh

To install the scan driver software:
1. To download the latest driver, go to www.xerox.com/office/WC4265drivers.
2. Download the appropriate package for your operating system.
3. To view the **.dmg** file for your printer, double-click the disc icon on your desktop.
4. Open the **Scan Installer.dmg** file, then navigate to the appropriate installer file for your operating system.
5. Open the **Scan Installer** package file.
6. To acknowledge the warning and introductory messages, click **Continue**.
7. To accept the license agreement, click **Continue**, then click **Agree**.
8. Click **Continue** again.
9. Enter your password, then click **OK**.
10. If prompted to close other installations, click **Continue Installing**.
11. To restart, click **Log Out**.

Installing the Print Drivers for UNIX and Linux

To install the UNIX print drivers on your computer, you require root or superuser privileges.

Notes:

- This procedure requires an Internet connection.
- To install Linux drivers, perform the following steps, then select **Linux** instead of UNIX for the operating system and package.

To install the print driver software:

1. At the printer, do the following:
   a. Verify that the TCP/IP protocol is enabled and the network cable is installed.
   b. On the printer control panel, for the IP address, do one of the following:
      - Allow the printer to set up a DHCP address.
      - Enter the IP address manually.
2. Print the configuration page and keep it for reference. For details on how to print the configuration page, see Information Pages on page 27.
3. At your computer, do the following:
   a. From the print driver website for your printer, select your printer model.
   b. From the Operating System menu, select **UNIX**, then click **Go**.
   c. Select the appropriate package for your operating system.
   d. To begin downloading, click the **Start** button.
4. In the notes below the driver package that you selected, click the **Installation Guide** link, then follow the installation instructions.

Other Drivers

The following drivers are available for download at www.xerox.com/office/WC4265drivers.

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

Installing the Printer as a Web Service on Devices

Web Services on Devices (WSD) allow a client to discover and access a remote device and its associated services across a network. WSD supports device discovery, control, and use.

To install a WSD printer using the Add Device Wizard:
1. At your computer, click **Start**, then select **Devices and Printers**.
2. To launch the Add Device Wizard, click **Add a Device**.
3. In the list of available devices, select the one you want to use, then click **Next**.

    Note: If the printer you want to use does not appear in the list, click the **Cancel** button. Add the WSD printer manually using the Add Printer Wizard.

4. Click **Close**.

To install a WSD printer using the Add Printer Wizard:
1. At your computer, click **Start**, then select **Devices and Printers**.
2. To launch the Add Printer Wizard, click **Add a Printer**.
3. Click **Add a network, wireless, or Bluetooth printer**.
4. In the list of available devices, select the one you want to use, then click **Next**.
5. If the printer that you want does not appear in the list, click **The printer that I want is not listed**.
6. Select **Add a printer using a TCP/IP address or hostname**, then click **Next**.
7. For the Device type field, select **Web Services Device**.
8. Enter the printer IP address in the Hostname or IP address field, then click **Next**.
9. Select an option for sharing the printer with others in your network.
10. For sharing, enter a share name, location, and comments to identify the printer, then click **Next**.
11. To set the printer as the default, select an option. To test the connection, click **Print a Test Page**.
12. Click **Finish**.

Paper and Media

4

This chapter includes:

Supported Paper

This section includes:

Your printer is designed to use various paper and other media types. To ensure the best print quality and to avoid jams, follow the guidelines in this section.

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

Ordering Paper

To order paper or other media, contact your local reseller or visit www.xerox.com/office/WC4265supplies.

General Paper Loading Guidelines

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

Paper That Can Damage Your Printer

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

- Rough or porous paper
- Plastic media other than supported transparencies
- Paper that has been folded or wrinkled
- Paper with cutouts or perforations
- Stapled paper
- Envelopes with windows, metal clasps, side seams, or adhesives with release strips
- Padded envelopes
- Plastic media
- Iron on transfer paper

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

Paper Storage Guidelines

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

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

Supported Paper Types and Weights

Paper Tray	Paper Types	Weight
Bypass Tray Tray 1 with 520-sheet capacity Optional Trays 2-4 with 520-sheet capacities	Plain Lightweight Bond Hole Punched Pre-Printed Recycled Envelope Transparency Labels Cardstock Cotton Letterhead	70–90 g/m² 60–69 g/m² 105–120 g/m² 60–90 g/m² 75–85 g/m² 60–85 g/m² 75–90 g/m² 138–146 g/m² 120–150 g/m² 90–163 g/m² 90 g/m²
Optional 2100-Sheet High-Capacity Feeder	Plain Lightweight Bond Hole Punched Pre-Printed Recycled Cardstock Cotton Letterhead	70–90 g/m² 60–69 g/m² 105–120 g/m² 60–90 g/m² 75–85 g/m² 60–85 g/m² 90–163 g/m² 90 g/m²

Supported Standard Paper Sizes

Tray	European Standard Sizes	North American Standard Sizes
Tray 1 and optional Trays 2-4	A4 (210 x 297 mm, 8.3 x 11.7 in.) A5 (148 x 210 mm, 5.8 x 8.3 in.) JIS B5 (182 x 257 mm, 7.2 x 10.1 in.) ISO B5 (176 x 250 mm, 6.9 x 9.8 in.) A6 (105 x 148 mm, 4.1 x 5.8 in.) C5 envelope (162 x 229 mm, 6.4 x 9 in.) C6 envelope (114 x 162 mm, 4.5 x 6.38 in.) DL envelope (110 x 220 mm, 4.33 x 8.66 in.)	Letter (216 x 279 mm, 8.5 x 11 in.) Legal (216 x 356 mm, 8.5 x 14 in.) Oficio (216 x 343 mm, 8.5 x 13.5 in.) Folio (216 x 330 mm, 8.5 x 13 in.) Executive (184 x 267 mm, 7.25 x 10.5 in.) Statement (140 x 216 mm, 5.5 x 8.5 in.) Postcard (102 x 152 mm, 4 x 6 in.) No. 10 envelope (241 x 105 mm, 4.1 x 9.5 in.) Monarch envelope (98 x 190 mm, 3.9 x 7.5 in.)
Optional 2100-Sheet High-Capacity Feeder	A5 (148 x 210 mm, 5.8 x 8.3 in.) ISO B5 (176 x 250 mm, 6.9 x 9.8 in.) JIS B5 (182 x 257 mm, 7.2 x 10.1 in.) A4 (210 x 297 mm, 8.3 x 11.7 in.)	Statement (140 x 216 mm, 5.5 x 8.5 in.) Executive (184 x 267 mm, 7.25 x 10.5 in.) Letter (216 x 279 mm, 8.5 x 11 in.) Folio (216 x 330 mm, 8.5 x 13 in.) Oficio (216 x 343 mm, 8.5 x 13.5 in.) Legal (216 x 356 mm, 8.5 x 14 in.)
Bypass Tray	A4 (210 x 297 mm, 8.3 x 11.7 in.) A5 (148 x 210 mm, 5.8 x 8.3 in.) JIS B5 (182 x 257 mm, 7.2 x 10.1 in.) ISO B5 (176 x 250 mm, 6.9 x 9.8 in.) A6 (105 x 148 mm, 4.1 x 5.8 in.) C5 envelope (162 x 229 mm, 6.4 x 9 in.) C6 envelope (114 x 162 mm, 4.5 x 6.38 in.) DL envelope (110 x 220 mm, 4.33 x 8.66 in.) Postcard (100 x 148 mm, 3.9 x 5.8 in.)	Letter (216 x 279 mm, 8.5 x 11 in.) Legal (216 x 356 mm, 8.5 x 14 in.) Oficio (216 x 343 mm, 8.5 x 13.5 in.) Folio (216 x 330 mm, 8.5 x 13 in.) Executive (184 x 267 mm, 7.25 x 10.5 in.) Statement (140 x 216 mm, 5.5 x 8.5 in.) Postcard (102 x 152 mm, 4 x 6 in.) No. 10 envelope (241 x 105 mm, 4.1 x 9.5 in.) Monarch envelope (98 x 190 mm, 3.9 x 7.5 in.) Postcard (102 x 152 mm, 4 x 6 in.)

Supported Custom Paper Sizes

Tray	Width	Length
Trays 1-4 and Bypass Tray Only	98–216 mm (3.9–8.5 in.)	148–356 mm (5.8–14 in.)
All Trays	182–216 mm (7.2–8.5 in.)	152.4–356 mm (6–14 in.)

Supported Paper Types and Weights for Automatic 2-Sided Printing

Paper Type	Weight
Lightweight	60–70 g/m²
Recycled	60–85 g/m²
Plain Letterhead Hole Punched	70–90 g/m²
Pre-Printed	75–85 g/m²

Supported Standard Paper Sizes for Automatic 2-Sided Printing

European Standard Sizes	North American Standard Sizes
A4 (210 x 297 mm, 8.3 x 11.7 in.) JIS B5 (182 x 257 mm, 7.2 x 10.1 in.) ISO B5 (176 x 250 mm, 6.9 x 9.8 in.) A5 (148 x 210 mm, 5.8 x 8.3 in.)	Legal (216 x 356 mm, 8.5 x 14 in.) Oficio (216 x 343 mm, 8.5 x 13.5 in.) Folio (216 x 330 mm, 8.5 x 13 in.) Letter (216 x 279 mm, 8.5 x 11 in.) Executive (184 x 267 mm, 7.25 x 10.5 in.) Statement (140 x 216 mm, 5.5 x 8.5 in.)

Supported Custom Paper Sizes for Automatic 2-Sided Printing

Tray	Width	Length
Trays 1-4 and Bypass Tray Only	98–216 mm (3.9–8.5 in.)	148–356 mm (5.8–14 in.)
All Trays	98–216 mm (3.9–8.5 in.)	152.4–356 mm (6–14 in.)

Supported Paper for Automatic Stapling

The following standard paper types are supported for automatic stapling.

Paper Type	Weight
Lightweight	60–70 g/m²
Recycled	60–85 g/m²
Plain Letterhead Hole Punched Custom	70–90 g/m²
Pre-Printed	75–85 g/m²
Bond	105–120 g/m²
Lightweight Cardstock	106–163 g/m²

The following standard paper sizes are supported for automatic stapling.

European Standard Sizes	North American Standard Sizes
A4 (210 x 297 mm, 8.3 x 11.7 in.) JIS B5 (182 x 257 mm, 7.2 x 10.1 in.)	Legal (216 x 356 mm, 8.5 x 14 in.) Oficio (216 x 343 mm, 8.5 x 13.5 in.) Folio (216 x 330 mm, 8.5 x 13 in.) Letter (216 x 279 mm, 8.5 x 11 in.) Executive (184 x 267 mm, 7.25 x 10.5 in.)

Custom paper sizes within the following ranges are supported for automatic stapling.

Tray	Width	Length
Tray 1 and Bypass Tray	182–216 mm (7.2–8.5 in.)	148–356 mm (5.8–14 in.)
Trays 1 and 2	182–216 mm (7.2–8.5 in.)	152.4–356 mm (6–14 in.)

Loading Paper

This section includes:

Loading Paper in the Bypass Tray

To load paper in the bypass tray:

1. Open the bypass tray.
2. If the bypass tray is loaded with paper already, remove any paper that is a different size or type.
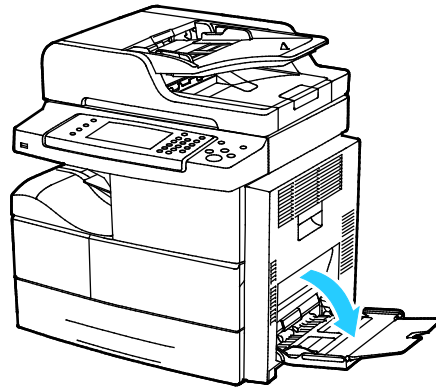
3. Move the width guides to the edges of the tray.
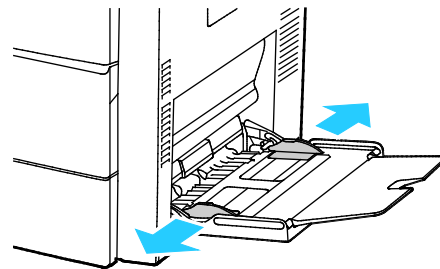
4. Flex the sheets back and forth and fan them, then align the edges of the stack on a level surface. This procedure separates any sheets that are stuck together and reduces the possibility of jams.
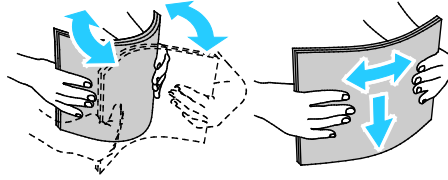
Note: To avoid jams and misfeeds, do not remove paper from its packaging until you are ready to use it.

5. Load the paper in the tray.
6. Load hole punched paper with the holes toward the rear of the printer.
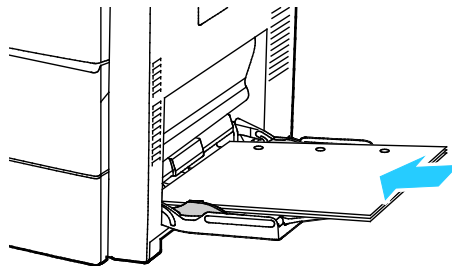
7. For 1-sided and 2-sided printing, to load letterhead or pre-printed paper, place letterhead face down with the top edge going into the printer.
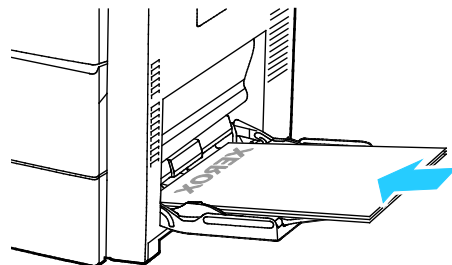
Note: Do not load paper above the maximum fill line. Overfilling the tray can cause the printer to jam.

8. Adjust the width guides until they touch the edges of the paper.
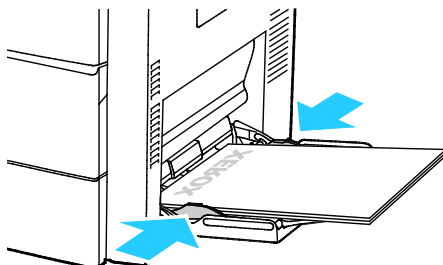
9. If the control panel prompts you, verify the paper size, type, and color in the Paper Settings screen.
10. When finished, touch **Confirm**.

Loading Paper in a 520-Sheet Feeder (Trays 1-4)

To load paper in a 520-sheet feeder:

1. Pull out the tray until it stops.
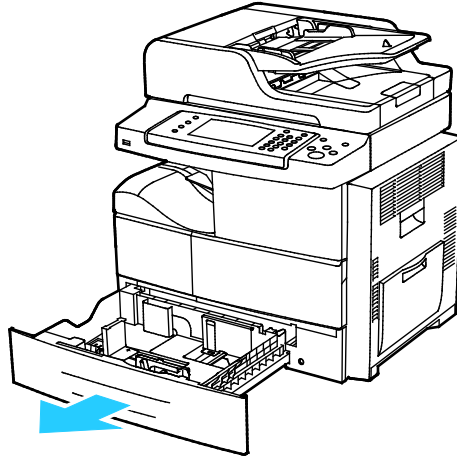
2. Move the length and width guides out:
   a. Pinch the guide lever on each guide.
   b. Slide the guides outward until they stop.
   c. Release the levers.
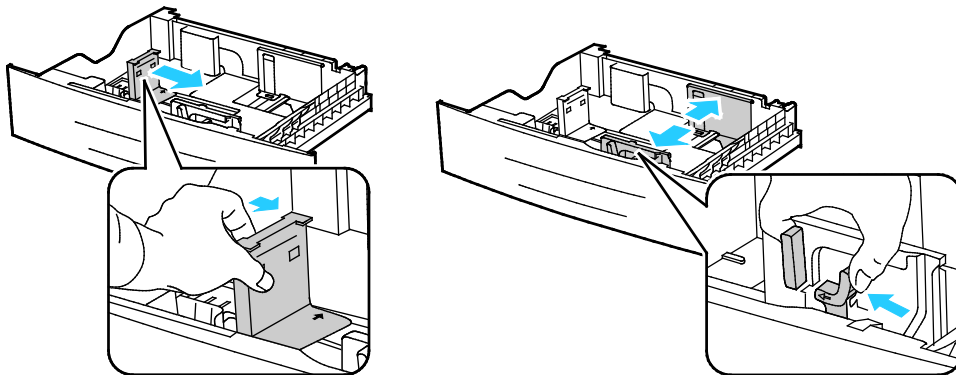
3. Flex the sheets back and forth and fan them, then align the edges of the stack on a level surface. This procedure separates any sheets that are stuck together and reduces the possibility of jams.
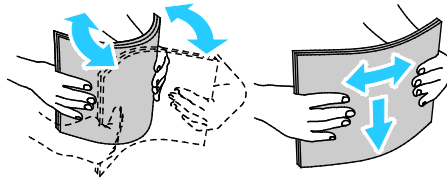
4. Load the paper with the short edge against the right side of the tray.

   Notes:

   - Load paper into the tray with the print side face up.
   - Load hole punched paper with the holes toward the rear of the printer.
   - Do not load paper above the maximum fill line. Overfilling can cause paper jams.
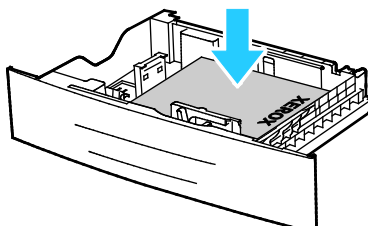
5. Adjust the paper guides in the tray to match the size of the paper.
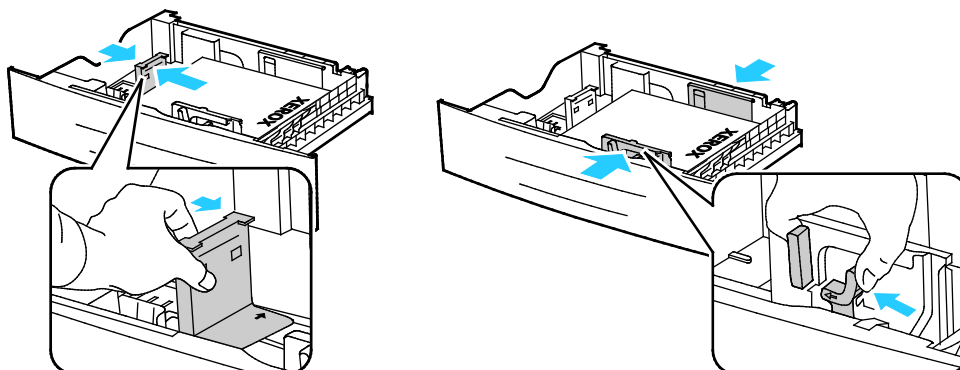
6. Close the tray.
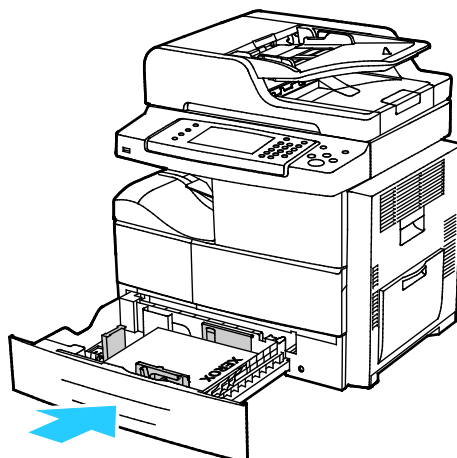
7. If the control panel prompts you, verify the paper size, type, and color in the Paper Settings screen.
8. Touch **Confirm**.

Loading Paper in the 2100-Sheet High-Capacity Feeder

To load paper in the high-capacity feeder:

1. Pull out the tray until it stops.
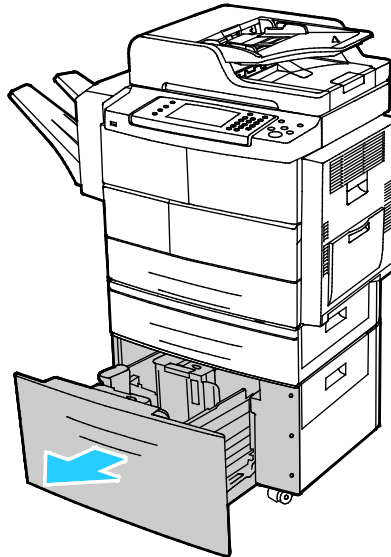
2. To unlock the paper guides, lift, turn, then remove the locking pins from the side paper guides.
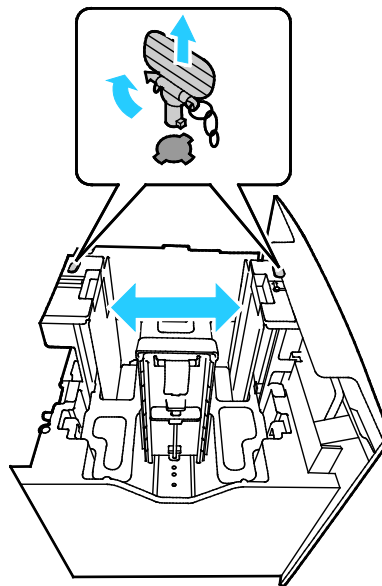
3. To adjust the size, slide the paper guides until the arrow aligns to the required paper size. In this example, the guide is locked to fit JIS B5 paper.
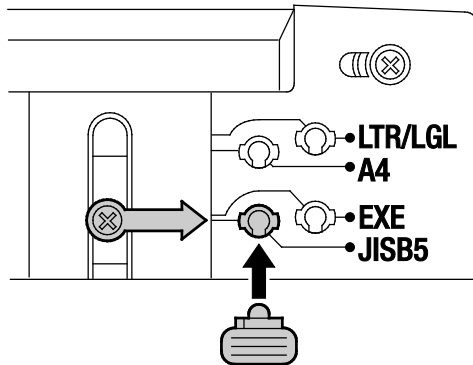
4. To lock the paper guides in place, insert the locking pins into the desired slot, then turn pins to the left until they fit snugly.
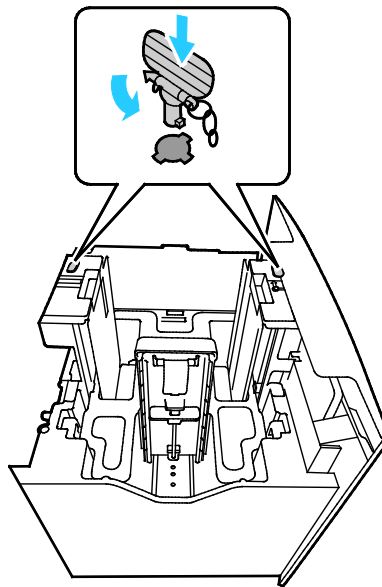
⚠ **CAUTION:** If you force the pin into place, it can result in breakage.

5. Flex the sheets back and forth and fan them, then align the edges of the stack on a level surface. This procedure separates any sheets that are stuck together and reduces the possibility of jams.
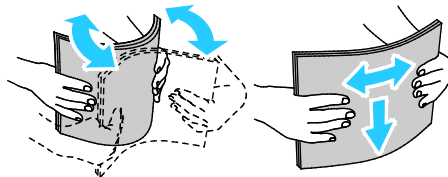
6. Load the paper with the short edge against the right side of the tray.

    Notes:

    - Load paper into the tray with the print side face down.
    - Load hole punched paper with the holes toward the rear of the printer.
    - Do not load paper above the maximum fill line. Overfilling the tray can cause the printer to jam.
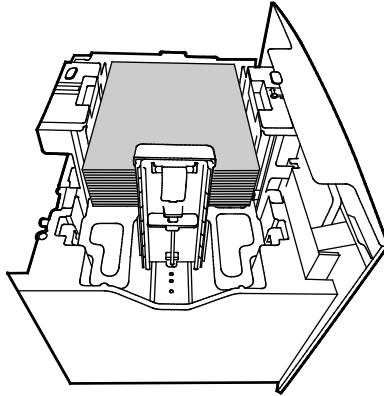
7. Close the tray.
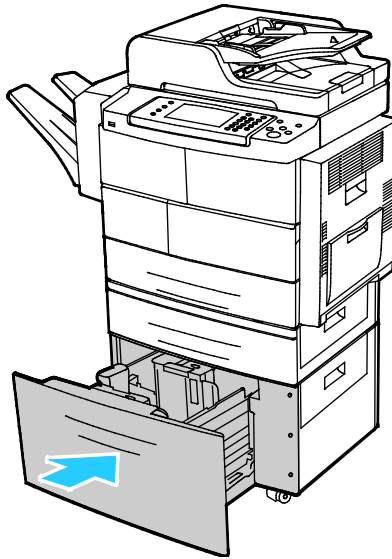
8. If the control panel prompts you, verify the paper size, type, and color in the Paper Settings screen.
9. When finished, touch **Confirm**.

Printing on Special Paper

This section includes:

To order paper, transparencies, or other media, contact your local reseller or go to
www.xerox.com/office/WC4265supplies.

Envelopes

You can print envelopes from the bypass tray or a 520-sheet feeder only. For details, see Supported
Standard Paper Sizes on page 53.

Guidelines for Printing Envelopes

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

Loading Envelopes in a 520-Sheet Feeder (Trays 1-4)

To load envelopes in a 520-sheet feeder:

1. Pull out the tray until it stops.
2. Remove any paper left in the tray.
3. Load the envelopes in the tray with the flaps closed, flap-side down, flaps toward the rear of the tray.
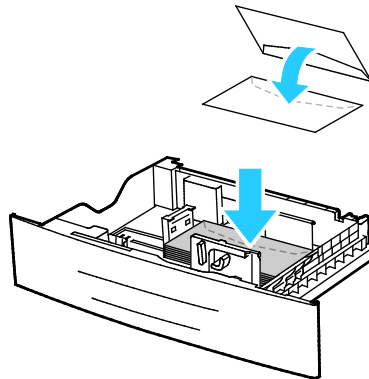
4. Adjust the paper guides so they rest lightly against the edges of the envelopes.
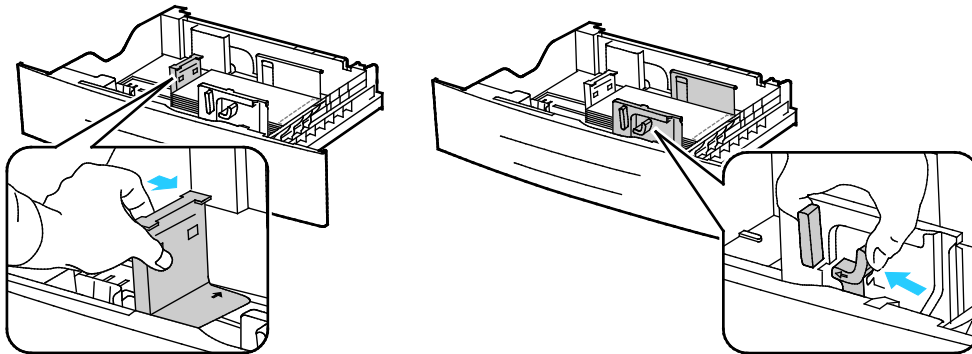
5. Close the tray.
6. If the control panel prompts you, verify the paper size, type, and color in the Paper Settings screen.
7. When finished, touch **Confirm**.

Loading Envelopes in the Bypass Tray

1. Open the bypass tray.
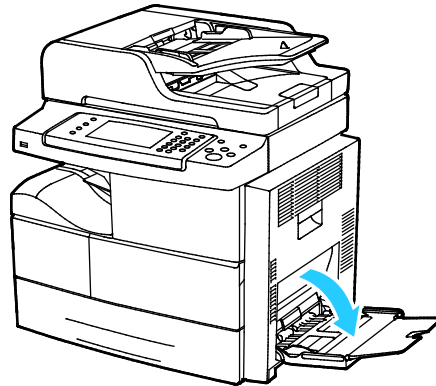
2. Move the width guides to the edges of the tray.
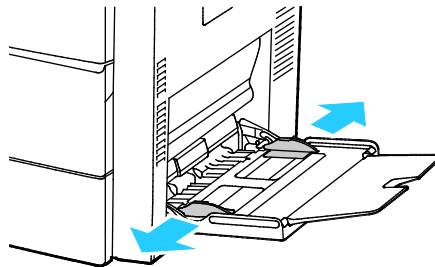
Note: If you do not load envelopes in the bypass tray right after they have been removed from the packaging, they can bulge. Flatten them to avoid jams.
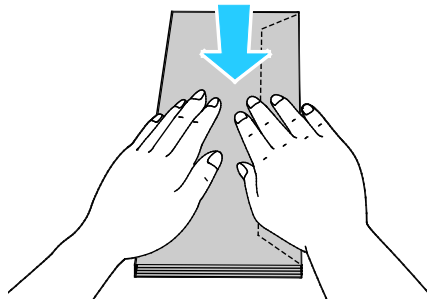
3. To load envelopes with long-edge flaps, place the envelopes with the short edge going into the printer, flaps up, and to the right.
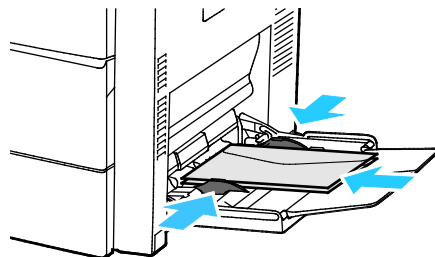
4. For envelopes with adhesive short-edge flaps, load the envelopes with the print side down, flaps closed, and flaps feeding into the printer.
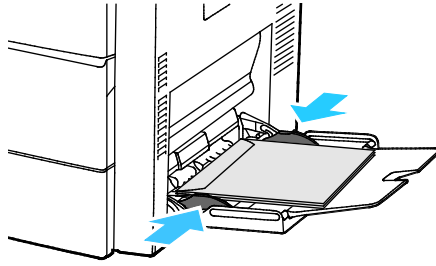
5. If the control panel prompts you, verify the paper size, type, and color in the Paper Settings screen.

6. When finished, touch **Confirm**.

Labels

You can print labels from any tray.

Guidelines for Printing Labels

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

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

Loading Labels in a 520-Sheet Feeder (Trays 1-4)

To load labels in a 520-sheet feeder:

1. Remove all paper from the tray.
2. Load the labels face up with the top edge to the right.
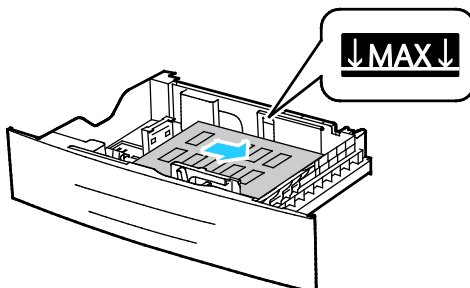
3. Adjust the guides until they touch the edges of the paper.
4. Close the tray.
5. If the control panel prompts you, verify the paper size, type, and color in the Paper Settings screen.
6. When finished, touch **Confirm**.

Transparencies

You can print transparencies from the bypass tray or from Trays 1-4.

Guidelines for Printing Transparencies

- Remove all paper before loading transparencies in the tray.
- Handle transparencies by the edges using both hands. Fingerprints or creases can cause poor print quality.
- After loading transparencies, change the paper type to Transparency on the printer control panel.
- In the print driver software, select Transparency as the paper type.
- Do not load more than 20 transparencies. Overloading the tray can cause the printer to jam.
- Do not fan transparencies.

Printing

5

This chapter includes:

Printing Overview

Before printing, your computer and the printer must be plugged in, turned on, and connected to an active network. Make sure that you have the correct print driver software installed on your computer. For details, see Installing the Software on page 43.

1. Select the appropriate paper.
2. Load paper in the appropriate tray.
3. At the printer control panel, specify the size and type.
4. In your software application, access the print settings. For most software applications, press **CTRL+P** for Windows or **CMD+P** for Macintosh.
5. Select your printer.
6. To access the print driver settings for Windows, select **Properties** or **Preferences**. For Macintosh select **Xerox® Features**.
7. Select the desired options.
8. Click **Print** to send the job to the printer.

See also:

Loading Paper on page 56

Selecting Printing Options on page 71

Printing on Both Sides of the Paper on page 78

Printing on Special Paper on page 63

Selecting Printing Options

This section includes:

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

Print Driver Help

Xerox® print driver software Help information is available from the Printing Preferences window. Click the Help (**?**) button in the bottom left corner of the Printing Preferences window to see the Help.
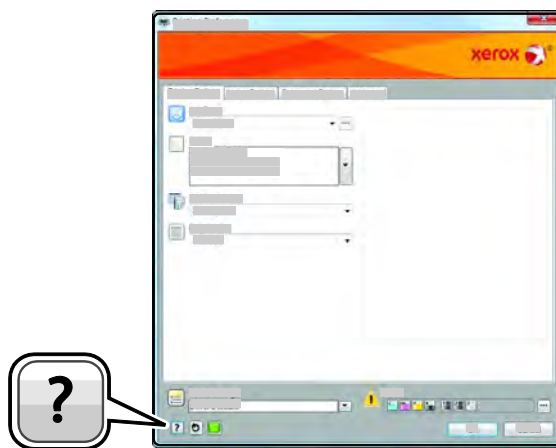
Information about Printing Preferences appears in the Help window on two tabs:

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

Windows Printing Options

Setting Default Printing Options for Windows

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

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

To select default printing options:

1. Navigate to the list of printers on your computer:
    - For Windows Vista, click **Start > Control Panel > Hardware and Sound > Printers**.
    - For Windows Server 2003 and later, click **Start > Settings > Printers**.
    - For Windows 7, click **Start > Devices and Printers**.
    - For Windows 8, click **Control Panel > Devices and Printers**.

    Note: If the Control Panel icon does not appear on the desktop, right-click on the desktop, then select **Personalize > Control Panel Home > Devices and Printers**.
2. In the list, right-click the icon for your printer and click **Printing Preferences**.
3. In the Printing Preferences window, click a tab, select the options, then click **OK** to save.

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

Selecting Printing Options for an Individual Job for Windows

To use special printing options for a particular job, you can change the Printing Preferences before sending the job to the printer. For example, if you want the highest print quality when you print a document, in Printing Preferences, select High Resolution, then submit the print job.

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

Saving a Set of Commonly Used Printing Options for Windows

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

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

Macintosh Printing Options

Selecting Printing Options for Macintosh

To use specific printing options, change the settings before sending the job to the printer.
1. With the document open in your application, click **File** > **Print**.
2. Select your printer.
3. Select **Xerox® Features**.
4. Select the desired options.
5. Click **Print**.

Selecting Finishing Options for Macintosh

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

To select finishing options in the Macintosh print driver:
1. With the document open in your application, click **File** > **Print**.
2. Select **Xerox® Features**.
3. To select stapling options, click the arrow to the right of the Finishing field, then select an option.
4. To select the output tray, click the arrow to the right of the Output Destination field, then select an option:
   – **Automatically Select** determines the output destination by the number of sets and the stapling option selected. Multiple sets or stapled sets are sent to the finisher output tray.
   – **Top Tray** selects the output tray on top of the printer.
   – **Stacker Tray** selects the finisher output tray.
5. To send the job to the printer, click **OK**.

Saving a Set of Commonly Used Printing Options for Macintosh

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

To save a set of printing options:
1. With the document open in your application, click **File** > **Print**.
2. In the printer list, select your printer.
3. Select the desired printing options.
4. To save the settings, select **Save Current Settings as Preset**.

Linux Printing Options

Launching Xerox® Printer Manager

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

Printing from a Linux Workstation

The Xerox® print driver accepts a job ticket setting file that contains preset printing features. You can also submit print requests through the command line using lp/lpr. For more information about Linux printing, click the Help (**?**) button in the Xerox® GUI print driver.

To print from a Linux workstation:
1. Create a print queue.
2. With the desired document or graphic open in your application, open the Print dialog box. For most software applications, click **File** > **Print** or press **CTRL+P**.
3. Select the target print queue.
4. Close the Print dialog box
5. In the Xerox® GUI print driver, select the available printer features.
6. Click **Print**.

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

    Note: To open the Xerox® GUI print driver, as root, type **xeroxprtmgr**.

2. On the My Printers screen, select the printer.
3. In the top corner, click **Edit Printer**, then select options for the print job.
4. Click **Save As**, then store the job ticket in your home directory.

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

    To print using the job ticket, type the command **lp -d{Target_Queue} - oJT=<path_to_ticket> <file_name>**.

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

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

Managing Jobs

This section includes:

Managing Jobs at the Control Panel

From the control panel Job Status, you can view lists of active jobs, secure jobs, or completed jobs. You can pause, delete, print, or view job progress or job details for a selected job. For details, see Printing Special Job Types on page 81.

To pause and restart printing:

1. To pause printing, at the control panel, press the **Interrupt Printing** button.
2. To resume printing, press the **Interrupt Printing** button.

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

1. At the control panel, press the **Stop** button.
2. To resume the print job, touch **Resume**.
3. To delete the print job, touch **Cancel**.

To view active, secure, or completed jobs:

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

To delete a job:

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

   Notes:

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

From the Print From menu, you can view lists of saved jobs, jobs stored on a USB Flash drive, or jobs stored in printer folders. You can select and print jobs from any of the lists. To print the job, see Printing Special Job Types on page 81.

To reprint saved jobs:

At the control panel, press the **Services** button, then touch **Reprint Saved Jobs**.

Managing Secure and Held Print Jobs

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

To view a list of secure print jobs:

1. At the printer control panel, press the **Job Status** button.
2. Touch **Personal & Secure Print Jobs**.

    Note: Only the user that sent the job or the system administrator can delete a secure print job.

If the system administrator has configured the Hold All Jobs feature, any job sent to the printer is held until you release it. For details, see Releasing Held Print Jobs on page 84.

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

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

1. Touch the **Unidentified Jobs** tab.
2. To release a held job, touch the job, then touch **Release**.
3. To release all held jobs, touch **Release All Jobs**.

If the printer is unable to complete a print job, it holds the job. Once the condition resolves, the printer resumes printing automatically.

Managing Jobs in CentreWare Internet Services

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

Printing Features

This section includes:

Printing on Both Sides of the Paper

Paper Types for Automatic 2-Sided Printing
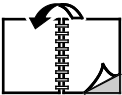
The printer can print a 2-sided document automatically on supported paper. Before printing a 2-sided document, verify that the paper type and weight are supported. For details, see Supported Paper Types and Weights for Automatic 2-Sided Printing on page 54.

Printing a 2-Sided Document

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

2-Sided Page Layout Options

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

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

Selecting Paper Options for Printing

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

Printing Multiple Pages to a Single Sheet

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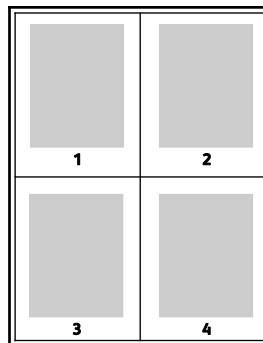
Scaling

You can reduce the image to as little as 25 % of its original size or enlarge it as much as 400 %. In Windows, you can find the Scale Options in the print driver on the Printing Options tab.
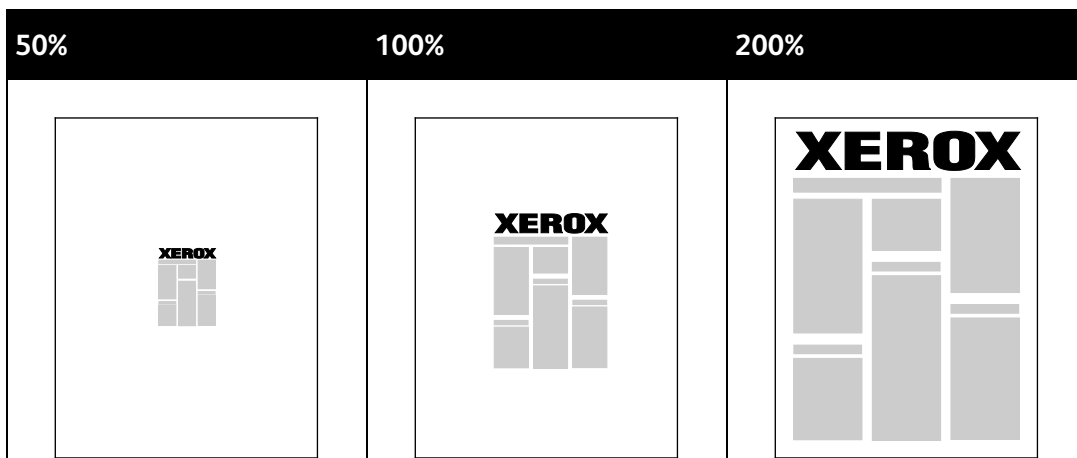
To access the Scale options, click the arrow at the right side of the Paper field, then select **Other Size**.

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

Printing Booklets

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

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

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

Gutter	Creep
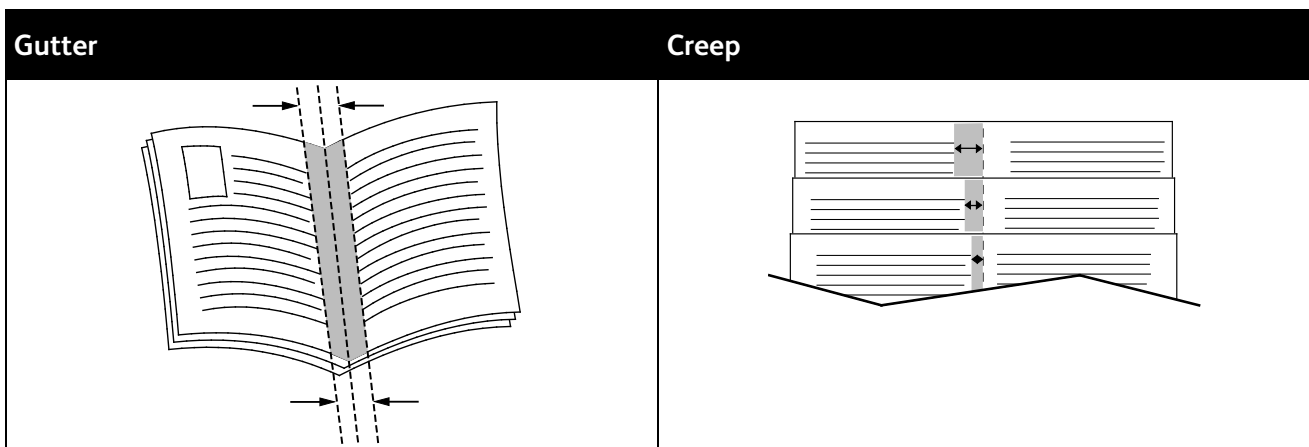
Print Quality

Print-quality modes:

- Standard print-quality mode: 600 x 600 dpi
- High Resolution print-quality mode: 1200 x 1200 dpi
- Draft Mode saves toner or ink, producing lower-quality images.
  - This mode reduces the amount of toner used for print jobs.
  - You can use this feature for draft quality output.

Special Job Types

Special job types allow you to send a print job from your computer, then print it from the printer control panel. Select special job types in the print driver, Printing Options tab, under Job Type.

Secure Print

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

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

Releasing a Secure Print

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

Deleting a Secure Print

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

Personal Print Job

Use the Personal Print job type to save a print job under your user name and print it from the printer control panel. You do not need to enter a job name or passcode.

Releasing a Personal Print Job

1. At the printer control panel, press the **Job Status** button.
2. Touch the **Personal & Secure Jobs** tab.
3. Touch the folder that holds the print job.
4. Touch **Skip Passcode**, then touch **OK**.
5. Touch the corresponding print job in the list, then touch **Print**.

Deleting a Personal Print

1. At the control panel, press the **Job Status** button.
2. Touch the **Personal & Secure Jobs** tab.
3. Touch the folder that holds the print job.
4. Touch the corresponding print job in the list, then touch **Delete**.

Sample Set

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

Releasing the Remaining Prints After Printing a Sample Set

1. At the printer control panel, press the **Job Status** button.
2. Touch the corresponding print job from the **Active Jobs** tab.
3. Touch **Release**.

    The job prints, then is deleted from the printer hard drive.

Saved Jobs

You can use the controls in the Saved jobs window to save the job, or you can print and save the job for future use.

Printing from Saved Jobs

1. At the control panel, press the **Services** button, then touch **Reprint Saved Jobs**.
2. Touch the name of the saved job that you want to print.
3. Touch **OK**.
4. Select the number of copies.
5. Press the green **Start** button.
6. After the job prints, to return to the list of saved jobs, touch **Browse**.

Held Print Jobs

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

Releasing Held Print Jobs

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

Printing from a USB Flash Drive

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

Notes:

- If USB ports are disabled, you cannot use a USB card reader for authentication, update the software, or print from a USB Flash drive.
- The system administrator must set up this feature before you can use it. For details, see the *System Administrator Guide* at www.xerox.com/office/WC4265docs.

To print from a USB Flash drive:

1. Insert your USB Flash drive in a USB port on the printer. The Print from USB window appears.

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

Copying

6

This chapter includes:

Basic Copying

This section includes:

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

   Notes:

   - To pause or cancel a copy job, press the red **Stop** button on the control panel.
   - To interrupt a copy job, at the control panel, press the **Interrupt Printing** button.

Document Glass
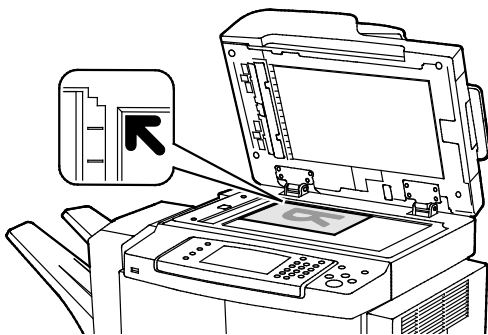
- Lift the document feeder cover and place the first page face down in the upper left corner of the document glass.
- Align the originals to the matching paper size printed on the edge of the glass.
- The document glass accommodates original sizes up to 216 x 356 mm (8.5 x 14 in.).
- The document glass automatically detects Legal or Letter/A4 and smaller paper sizes.

Document Glass Guidelines

The document glass accommodates original sizes up to 216 x 356 mm (8.5 x 14 in.).

To copy or scan the following types of originals, use the document glass rather than the duplex automatic document feeder.

- Paper with paper clips or staples attached
- Paper with wrinkles, curls, folds, tears, or notches
- Coated or carbonless paper or items other than paper such as cloth or metal
- Envelopes
- Books

Document Feeder

- Insert originals face up, with page one on top.
- Adjust the paper guides so they fit against the originals.
- The document feeder accepts paper weights from 50–105 g/m² (12.5–28 lb.) for 2-sided pages.
- The document feeder accepts paper sizes from 145 x 145 mm (5.7 x 5.7 in.) through 216 x 356 mm (8.5 x 14 in.) for 1-sided pages, and 176 x 250 (6.93 x 9.84 in.) through 216 x 356 mm (8.5 x 14 in.) for 2-sided pages.
- The maximum feeder capacity is approximately 100 sheets of 75 g/m² paper.
- The document feeder automatically detects Legal or Letter/A4 size paper.

Document Feeder Guidelines

When loading originals into the duplex automatic document feeder, follow these guidelines:
- Insert originals face up with the top of the page entering the feeder first.
- Only place loose sheets of paper in the duplex automatic document feeder.
- Adjust the paper guides so that they fit against the originals.
- Only Insert paper in the duplex automatic document feeder when ink on the paper is dry.
- Do not load originals above the MAX fill line.

Adjusting Copying Options

This section includes:

You can adjust numerous options for your copy jobs, specify characteristics of the original documents, and customize the output. For details, see Basic Copying on page 91.

You can also modify the default settings for many options. For details, see Selecting Default Copy Settings on page 94.

Basic Settings

This section includes:

Selecting a Paper Tray

1. At the printer control panel, press the **Services Home** button.
2. Touch **Copy**.
3. Touch the **Copy** tab.
4. For Paper Supply, touch the desired tray.
5. Touch **OK**.

Making the Image Lighter or Darker

1. At the printer control panel, press the **Services Home** button.
2. Touch **Copy**.
3. Touch **More Features** > **Lighten/Darken**.
4. Adjust the sliders up or down as needed.
5. Touch **OK**.

Setting 2-Sided Copying

1. At the printer control panel, press the **Services Home** button.
2. Touch **Copy**.
3. Under the Copy tab, touch **2-Sided Copying**.
4. Touch an option.
5. Touch **OK**.

Image-Quality Settings

This section includes:

Specifying the Original Type

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

To specify the original type:

1. Press the **Services Home** button, then touch **Copy**.
2. Touch **More Features** > **Original Type**.
3. Select an option.
4. Touch **OK**.

Adjusting Brightness

1. Press the **Services Home** button, then touch **Copy**.
2. Touch **More Features** > **Lighten/Darken**.
3. Adjust the sliders up or down as needed.
4. Touch **OK**.

Automatically Suppressing Background Variation

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

To change this setting:

1. Press the **Services Home** button, then touch **Copy**.
2. Touch **More Features** > **Background Suppression**.
3. Under Background Suppression, touch **Auto Suppression**.
4. Touch **OK**.

Finishing

Collated Copies

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

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

Uncollated copies print in the following order:

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

To select Collate options:

1. At the printer control panel, press the **Services Home** button.
2. Touch **Copy**.
3. Touch **Finishing**, then select an option.
    − **Collated** turns on collation for all copies made, regardless of where the originals are placed.
    − **Uncollated** turns off collation.

Stapling Copies

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

To select stapling:

1. Press the **Services Home** button, then touch **Copy**.
2. Touch **Finishing**, then select an option.
3. Touch **OK**.

Selecting Copy Settings

This section includes:

Output Adjustments

Reducing or Enlarging the Image

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

To reduce or enlarge the image:
1. Press the **Services Home** button, then touch **Copy**.
2. Touch **More Features** > **Reduce/Enlarge**.
3. Touch an option.
   - To reduce or enlarge the percentage incrementally, touch **Plus (+)** or **Minus (-)**.
   - To reduce or enlarge the percentage incrementally, touch the arrows.
   - To reduce or enlarge the percentage using the alphanumeric keypad, touch the current displayed value.
4. Touch **OK**.

Specifying the Size of the Original

To scan the correct area of the original, specify the original size.
1. Press the **Services Home** button, then touch **Copy**.
2. Touch **More Features** > **Original Size**.
3. Touch an option.
   - **Auto Detect**: The printer detects the size of the original document.
   - **Preset Scan Area**: You can specify the area to scan when it matches a standard paper size.
   - **Custom Scan Area**: You can specify the height and width of the area to scan.
   - **Mixed Size Originals**: You can scan standard-size originals of varying sizes.
4. Touch **OK**.

Erasing the Edges of Copies

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

To erase edges on copies:
1. Press the **Services Home** button, then touch **Copy**.
2. Touch **More Features** > **Edge Erase**.
3. Select an option.
4. Touch **OK**.

Page Layout

You can use Page Layout to place a defined number of pages on one or both sides of the paper.

Note: Page Layout is disabled unless a preset Original Size is selected.

To specify the page layout:
1. Press the **Services Home** button, then touch **Copy**.
2. Touch **More Features** > **Page Layout**.
3. Select an option.
4. For Paper Supply, touch the desired tray.
5. Touch **OK**.

Shifting the Image

You can change the placement of an image on the copy page. For Image Shift to function correctly, position originals as follows.
- For the Document Feeder, position originals face up, short edge entering the feeder first.
- For Document Glass, position originals face down in the back-left corner of the document glass with the short edge to the left.

To change the placement of the image:
1. Press the **Services Home** button, then touch **Copy**.
2. Touch **More Features** > **Image Shift**.
3. Select an option.
4. Touch **OK**.

Output Format Settings

This section includes:

Selecting Book Copying

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

Note: Book Copying is disabled unless a preset Original Size is selected.

To set up book copying:

1. Press the **Services Home** button, then touch **Copy**.
2. Touch **More Features** > **Book Copying**.
3. Touch an option, then touch **OK**.

Creating a Booklet

You can print copies in booklet format. The booklet feature reduces the original page images to fit two images on each side of the printed page.

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

To create a booklet:

1. Press the **Services Home** button, then touch **Copy**.
2. Touch **More Features> Booklet Creation**.
3. Touch **On**.
4. Make selections as needed.
5. Touch **OK**.

Including Covers

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

Notes:

- Ensure that the paper used for the covers is the same as the paper used for the rest of the document.
- If Booklet Creation is turned off or the paper supply is set to Auto Select, Covers Options are unavailable.

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

1. Press the **Services Home** button, then touch **Copy**.
2. Under Paper Supply, touch the tray containing the paper for the body pages of the job.
3. Touch **OK**.
4. Touch **More Features** > **Covers**.
5. Touch an option, then touch **OK**.

Adding Transparency Separators

You can add blank sheets of paper between each printed transparency. Ensure that the size and orientation of the separators is the same as the transparencies.

Note: If the paper supply is set to Auto Select, you cannot add transparency separators.

To add transparency separators:

1. Press the **Services Home** button, then touch **Copy**.
2. Touch **More Features** > **Transparency Separators**.
3. Select an option.
    - **Off**: This option does not insert a page between the transparencies.
    - **Blank**: This option inserts a blank page between the transparencies.
    - **Printed:** This option inserts a printed sheet of paper between the transparencies.
4. Under Paper Supply, touch the desired tray.
5. Touch **OK**.

ID Card Copying

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

To copy an ID card:

1. Press the **Services Home** button, then touch **ID Card Copy**.
2. To change the options for paper supply, to lighten or darken an image or to turn on auto suppression, in the ID Card Copy screen, touch **Edit**.
3. Lift the document cover.
4. Place the ID card, or a document smaller than half the selected paper supply size, in the upper left corner of the document glass.
5. To enter the number of copies, use the alphanumeric keypad on the touch screen or the control panel.
6. Press the green **Start** button.
7. Lift the document cover.
8. Turn over the document and position it in the upper left corner of the document glass.
9. Press the green **Start** button.
10. Lift the document cover and remove the ID card or document.

Advanced Copying

This section includes:

Building a Copy Job

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

The Build Job screen displays information about the job such as the Segment #, Pages, and Quantity for Final Job.

To build a copy job with multiple segments:

1. Press the **Services Home** button, then touch **Copy**.
2. Touch **More Features** > **Build Job**.
3. Touch **On**.
4. Touch **Options**.
   a. Select or clear the **Display Summary window between segments** check box.
   b. Select or clear the **Turn Build Job Off after Job is Submitted** check box.
5. Touch **OK**.
6. Program and copy the first segment.
   a. Load the originals for the first segment.
   b. Press the green **Start** button.
7. If a password is required, contact the system administrator.
8. Program and copy additional segments.
   a. Load the originals for the next segment.
   b. When the Build Job screen appears, touch Program Next Segment.
   c. Press the green **Start** button.
9. Repeat the previous step for each remaining segment.
10. At any time, you can touch **Delete All Segments** to modify the job.
11. When all of the segments have been programmed and copied, touch **Submit the Job**.

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

Scanning 7

This chapter includes:

The system administrator must set up this feature before you can use it. For details, see the *System Administrator Guide* at www.xerox.com/office/WC4265docs.

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

Basic Scanning

The Scanning feature provides several methods for scanning and storing an original document. The scanning procedure using your printer differs from that of desktop scanners. The printer is connected typically to a network rather than a single computer, so you select a destination for the scanned image at the printer. For details, see Adjusting Scanning Settings on page 104.

The printer supports the following scanning functions:

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

   Notes:

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

To scan an image:

1. Load your original documents:
   - Use the document glass for single pages or paper that cannot be fed using the document feeder. Place the first page of the document face down, in the top left corner of the document glass.
   - Use the document feeder for multiple or single pages. Remove any staples and paper clips from the pages and place them face up in the document feeder.
2. At the printer control panel, press **Clear All**, then press **Services Home**.
3. Touch **Workflow Scanning**.
4. Select a template from the list.
5. To change the scan setting, touch an option.
6. For more options, touch the **More Features** tab.
7. Press the green **Start** button.

Document Glass

- Lift the document feeder cover and place the first page face down in the upper left corner of the document glass.
- Align the originals to the matching paper size printed on the edge of the glass.
- The document glass accommodates original sizes up to 216 x 356 mm (8.5 x 14 in.).
- The document glass automatically detects Legal or Letter/A4 and smaller paper sizes.

Document Feeder

- Insert originals face up, with page one on top.
- Adjust the paper guides so they fit against the originals.
- The document feeder accepts paper weights from 50–105 g/m² (12.5–28 lb.) for 2-sided pages.
- The document feeder accepts paper sizes from 145 x 145 mm (5.7 x 5.7 in.) through 216 x 356 mm (8.5 x 14 in.) for 1-sided pages, and 176 x 250 (6.93 x 9.84 in.) through 216 x 356 mm (8.5 x 14 in.) for 2-sided pages.
- The maximum feeder capacity is approximately 100 sheets of 75 g/m² paper.
- The document feeder automatically detects Legal or Letter/A4 size paper.

Document Feeder Guidelines

When loading originals into the duplex automatic document feeder, follow these guidelines:
- Insert originals face up with the top of the page entering the feeder first.
- Only place loose sheets of paper in the duplex automatic document feeder.
- Adjust the paper guides so that they fit against the originals.
- Only Insert paper in the duplex automatic document feeder when ink on the paper is dry.
- Do not load originals above the MAX fill line.

Adjusting Scanning Settings

This section includes:

Setting the Output Color

If the original image contains color, you can scan the image in color or in black and white. Selecting black and white significantly reduces the file size of the scanned images.

To set the output color:

1. At the printer control panel, press **Clear All**, then press **Services Home**.
2. Touch **Scan To**, then select an option.
3. Touch the **More Features** tab.
4. Touch **Output Color**.
5. Select a color mode.
6. Touch **OK**.

Setting the Scan Resolution

The scan resolution depends on how you plan to use the scanned image. Scan resolution affects both the size and image quality of the scanned image file. Higher scan resolution produces better image quality and a larger file size.

To set the scan resolution:

1. At the printer control panel, press **Clear All**, then press **Services Home**.
2. Touch **Scan To**, then select an option.
3. Touch **More Features** > **Resolution**.
4. Select an option.
5. Touch **OK**.

Selecting 2-Sided Scanning

2-Sided Scanning scans both sides of the original image.

To set 2-sided scanning:

1. At the printer control panel, press **Clear All**, then press **Services Home**.
2. Touch **Scan To**, then select an option.
3. Touch **2-Sided Scanning**.
4. Touch **2-Sided**.
5. To rotate the image on side 2 by 180 degrees, touch **2-Sided**, then touch **Rotate Side 2**.
6. Touch **OK**.

Setting the File Format

1. At the printer control panel, press **Clear All**, then press **Services Home**.
2. Touch **Scan To**, then select an option.
3. Touch **File**.
4. Type a file extension, or select one from the menu.
5. Touch **OK**.

Lightening or Darkening the Image

1. At the printer control panel, press **Clear All**, then press **Services Home**.
2. Touch **Scan To**, then select an option.
3. Touch **More Features** > **Lighten/Darken**.
4. To lighten or darken the image, move the slider up or down.
5. Touch **OK**.

Automatically Suppressing Background Variation

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

To select Auto Suppression:

1. At the printer control panel, press **Clear All**, then press **Services Home**.
2. Touch **Scan To**, then select an option.
3. Touch **More Features** > **Background Suppression**.
4. Touch **Auto Suppression**.
5. Touch **OK**.

Specifying the Original Size

1. At the printer control panel, press **Clear All**, then press **Services Home**.
2. Touch **Scan To**, then select an option.
3. Touch **Original Size**, then select an option.
4. Touch **OK**.

Erasing Edges

To use Edge Erase:
1. At the printer control panel, press **Clear All**, then press **Services Home**.
2. Touch **Scan To**, then select an option.
3. Touch **More Features** > **Scan to Edge**.
4. To change the Edge Erase settings, select an option.
5. Touch **OK**.

Building a Scan Job

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

When you build a scan job, each individual segment is scanned as a single job. At any time, you can touch **Delete All Segments** to modify the job.

To build a scan job:
1. At the printer control panel, press **Clear All**, then press **Services Home**.
2. Touch **Workflow Scanning**, then touch an option.
3. Touch **More Features** > **Build Job**.
4. Touch **On**.
5. Touch **Options**.
   a. Select or clear the **Display Summary window between segments** check box.
   b. Select or clear the **Turn Build Job Off after Job is Submitted** check box.
6. Touch **OK**.
7. Program and scan the first segment:
   a. Load the originals for the first segment.
   b. Press the green **Start** button on the control panel.
8. If a password is required, contact the system administrator.
9. Program and scan additional segments:
   a. Load the originals for the next segment.
   b. When the Build Job screen appears, touch **Program Next Segment**.
   c. Press the green **Start** button to scan the originals for that segment.
10. Repeat the previous step for each remaining segment.
11. At any time, you can touch **Delete All Segments** to modify the job.
12. When all of the segments have been programmed and scanned, touch **Submit the Job**.

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

Selecting Filing Options

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

Document Management and Add File Destinations can be modified only after scanning to network file repositories or scanning to home are set up. For details, see the *System Administrator Guide* at www.xerox.com/office/WC4265docs.

To select filing options:
1. At the printer control panel, press **Clear All**, then press **Services Home**.
2. Touch **Workflow Scanning** > **File**.

To select a file format:
1. Type a file extension, or select one from the menu.
2. Touch **OK**.

To select the action to take if a file already exists:
1. Touch the **More Features** tab.
2. Touch **If File Already Exists**.
3. Select an option.
4. Touch **OK**.

To define additional network locations as destinations for scanned documents:
1. Touch the **More Features** tab.
2. Touch **Add File Destinations**.
3. Select an option.
4. Touch **OK**.

Sending a Scanned Image to a Destination

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

To scan an image and send it to a destination:

1. Load the original on the document glass or in the document feeder.
2. At the printer control panel, press **Clear All**, then press **Services Home**.
3. Touch **Scan To** > **Scan Contacts**.
4. Select an option.
5. Select the desired name from the list, then touch **OK**.
6. Change scan settings as needed.
7. Press the green **Start** button.

For details, see Adjusting Scanning Settings on page 104.

Scanning to a Shared Folder on a Network Computer

This section includes:

Before using the printer as a scanner on a network, you must:

1. Create a shared folder on your computer hard drive.
2. Create an address using CentreWare Internet Services or the Address Book Editor pointing the scanner to the computer.

    Note: For more information, see Connecting the Printer on page 38.

Sharing a Folder on a Windows Computer

Before you begin:

- Verify that your computer security software allows for file sharing.
- Verify that File and Printer Sharing For Microsoft Networks is enabled for each of your connections.

    Note: For assistance, contact your system administrator.

To turn on sharing:

1. Open Windows Explorer.
2. Right-click the folder you want to share, then select **Properties**.
3. Click the **Sharing** tab, then click **Advanced Sharing**.
4. Select **Share this folder**.
5. Click **Permissions**.
6. Select the **Everyone** group, and verify that all permissions are enabled.
7. Click **OK**.

    Note: Remember the Share name for later use.

8. Click **OK** again.
9. Click **Close**.

Sharing a Folder Using Macintosh OS X Version 10.7 and Later

1. From the Apple menu, select **System Preferences**.
2. Select **Sharing**.
3. From the Service menu, select **File Sharing**.
4. Under Shared Folders, click the plus icon (**+**).
5. Browse to the folder that you want to share on the network, then click **Add**.
6. To modify access rights for your folder, select it. The groups activate.
7. From the Users list, click **Everyone**, then use the arrows to select **Read & Write**.
8. Click **Options**.
9. To share the folder with Windows computers, select **Share files and folders using SMB**.
10. To share the folder with specific users, next to the user name, select **On**.
11. Click **Done**.
12. Close the System Preferences window.

    Note: When you open a shared folder, a Shared Folder banner appears in the Finder for the folder and subfolders.

Scanning to a Folder on a Network Computer

1. Load the original on the document glass or in the duplex automatic document feeder.
2. Press the **Services Home** button, then touch **Workflow Scanning**.
3. Select a template from the list.
4. Change scan settings as needed. For details, see Adjusting Scanning Settings on page 104.
5. To begin the scan, press **Start**.

Scanning to Your Home Directory

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

Note: To use the Scan to Home function, you must log in with a valid user name and passcode.

To scan an image to your home directory:
1. Load the original on the document glass or in the document feeder.
2. At the printer control panel, press **Clear All**, then press **Services Home**.
3. Touch **Workflow Scanning**.
4. Select the template that the system administrator created.
5. Change scan settings as needed.
6. Press the green **Start** button.

Scanning to an Email Address

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

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

To scan an image and send it to an email address:
1. Load the original on the document glass or in the document feeder.
2. Press the **Services Home** button, then touch **Email**.
3. To enter an email address, do the following.
   a. Touch **Enter Recipient**.
   b. Touch the down arrow, then from the menu, select **To:** or **Cc:** or **Bcc:**.
   c. Type the email address.
   d. Touch **OK**.
4. To enter an email address from the network address book, do the following.
   a. Touch **Device Address Book**.
   b. Select the desired name from the list, then touch **OK**.
5. To add a subject line, do the following.
   a. Touch **Subject**, then type the desired text.
   b. To modify the default subject, touch **X** to delete it, or type over the existing text.
   c. Touch **OK**.
6. To change any of the scan settings, use options on the **More Features** tab.
7. Press the green **Start** button.

Scanning to a USB Flash Drive

You can scan a document and store the scanned file on a USB Flash drive. The Scan to USB function produces scans in **.jpg**, **.pdf**, and **.tiff** file formats.

To scan to a USB Flash drive:

1. Load the original on the document glass or in the duplex automatic document feeder.
2. Insert your USB Flash drive into the USB port on the side of the printer.
3. Touch **USB** > **Scan to USB**.
4. Change scan settings as needed. For details, see Adjusting Scanning Settings on page 104.
5. To begin the scan, press **Start**.

⚠️ **WARNING:** Do not remove the USB Flash drive until prompted. If you remove the Flash drive before the transfer is complete, the file can become unusable and other files on the drive can be damaged.

Scanning to a Computer

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

Scanning to a Computer

1. At the printer, load the original on the document glass or in the automatic document feeder.
2. At your computer, click **Start** > **Programs** > **Microsoft Office** > **Microsoft Office Tools** > **Microsoft Clip Organizer**.
3. Click **File** > **Add Clips to Organizer** > **From Scanner or Camera**.
4. Click **Device** > **Xerox TWAIN Driver.**
5. Click **Custom Insert**.
6. If multiple scanners are installed on your computer, click **Select Scan Device**, select the scanner, then click **Select**.
7. To select a size for the scanned image, click **Scan Size** and select an option.
8. To select the sides to scan from the original, click **Side to Scan** and select an option:
    − **1-Sided Scan**: This setting scans only one side of the original document or image and produces 1-sided output files.
    − **2-Sided Scan**: This setting scans both sides of the original document or image.
    − **2-Sided Scan, Short Edge** scans both sides of the original image on the short edge.
9. To select the resolution to scan the image, click **Resolution**, then select an option.
10. To adjust the scan color, click **Image Color** and select an option:
    − **Auto** detects the color content in the original image. If the original image is color, the printer scans in full color. If the original is a black and white document, the printer scans in black and white only.
    − **Color**: Scans in full color.
    − **Grayscale**: Detects and scans various shades of gray.
    − **Black and White**: This setting scans in black and white only.
11. To scan the image, click **Scan**.

Faxing 8

This chapter includes:

The system administrator must set up this feature before you can use it. For details, see the *System Administrator Guide* at www.xerox.com/office/WC4265docs.

Basic Faxing

To send a fax:

1. Load your original documents:
   - Use the document glass for single pages or paper that cannot be fed using the document feeder. Place the first page of the document face down, in the top left corner of the document glass.
   - Use the document feeder for multiple or single pages. Remove any staples and paper clips from the pages and place them face up in the document feeder.
2. Press the **Services Home** button, then touch **Fax**.
3. Address the fax using one or more of the available options:
   - **Enter Recipient**: This option allows you to enter a fax number manually.
   - **Manual Dial Mode**: This option allows you to insert characters, such as Dial Pause, in a fax number.
   - **Device Address Book**: This option allows you to access the printer address book.
4. Adjust additional fax options as needed. For details, see Selecting Fax Options on page 120.
5. Press the green **Start** button. The printer scans the pages and transmits the document when all pages have been scanned.

Document Glass

- Lift the document feeder cover and place the first page face down in the upper left corner of the document glass.
- Align the originals to the matching paper size printed on the edge of the glass.
- The document glass accommodates original sizes up to 216 x 356 mm (8.5 x 14 in.).
- The document glass automatically detects Legal or Letter/A4 and smaller paper sizes.

Document Feeder

- Insert originals face up, with page one on top.
- Adjust the paper guides so they fit against the originals.
- The document feeder accepts paper weights from 50–105 g/m² (12.5–28 lb.) for 2-sided pages.
- The document feeder accepts paper sizes from 145 x 145 mm (5.7 x 5.7 in.) through 216 x 356 mm (8.5 x 14 in.) for 1-sided pages, and 176 x 250 (6.93 x 9.84 in.) through 216 x 356 mm (8.5 x 14 in.) for 2-sided pages.
- The maximum feeder capacity is approximately 100 sheets of 75 g/m² paper.
- The document feeder automatically detects Legal or Letter/A4 size paper.

Duplex Automatic Document Feeder Guidelines

When loading originals into the duplex automatic document feeder, follow these guidelines:
- Insert originals face up with the top of the page entering the feeder first.
- Only place loose sheets of paper in the duplex automatic document feeder.
- Adjust the paper guides so that they fit against the originals.
- Only Insert paper in the duplex automatic document feeder when ink on the paper is dry.
- Do not load originals above the MAX fill line.

Selecting Fax Options

This section includes:

Specifying the Size of the Original

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

To specify the original size:

1. At the printer control panel, press **Clear All**, then press **Services Home**.
2. Touch **Fax**, then touch an option.
3. Touch **More Features** > **Original Size**.
4. Touch an option, then touch **OK**.

Sending a Delayed Fax

You can scan and save a fax on the printer, then send it at a later time.

1. At the printer control panel, press **Clear All**, then press **Services Home**.
2. Touch **Fax**, then touch an option.
3. Touch **More Features** > **Delay Send**.
4. Touch the **Hour** field, then touch the arrows to set a number.
5. Touch the **Minute** field, then touch the arrows to set a number.
6. If your printer is set to display the 12-hour clock, touch **AM** or **PM**.
7. Touch **OK**.

Automatically Suppressing Background Variation

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

To select Auto Suppression:

1. At the printer control panel, press **Clear All**, then press **Services Home**.
2. Touch **Fax**, then touch an option.
3. Touch **More Features** > **Background Suppression**.
4. Touch **Auto Suppression**.
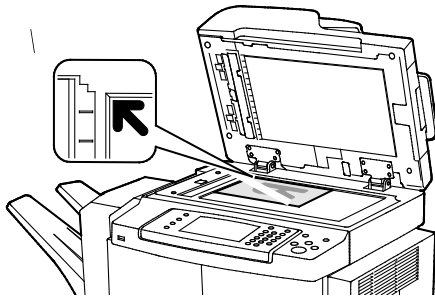5. Touch **OK**.

Sending Header Text

The system administrator must set up this feature before you can use it. For details, see the *System Administrator Guide* at www.xerox.com/office/WC4265docs.

To include the fax header text:

1. At the printer control panel, press **Clear All**, then press **Services Home**.
2. Touch **Fax**, then touch an option.
3. Touch **More Features** > **Send Header Text**.
4. Touch **On**, then touch **OK**.

To Lighten or Darken an Image

1. At the printer control panel, press **Clear All**, then press **Services Home**.
2. Touch **Fax**, then touch an option.
3. Touch **More Features** > **Lighten/Darken**.
4. Touch **OK**.

Building a Fax Job

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

To build a fax job:
1. At the printer control panel, press **Clear All**, then press **Services Home**.
2. Touch **Fax**, then touch an option.
3. Touch **More Features** > **Build Job**.
4. Touch **On**.
5. Touch **Options**.
   - Select or clear the **Display Summary window between segments** check box.
   - Select or clear the **Turn Build Job Off after Job is Submitted** check box.
6. Program and scan the first segment:
   a. Load the originals for the first segment.
   b. Select the required settings, such as layout adjustments, image quality, and options.
   c. Press the green **Start** button.
7. Program and scan additional segments:
   a. Load the originals for the next segment.
   b. When the Build Job screen appears, touch **Program Next Segment**.
   c. Using the appropriate tabs, select the required settings.
   d. Press the green **Start** button to scan the originals for that segment.
8. Repeat the previous step for each remaining segment.
9. When all of the segments have been programmed and scanned, touch **Submit the Job**.
10. On the Job Progress screen, touch **Job Details** to view a summary of the job.

Storing a Fax in a Local Mailbox

The system administrator must create a mailbox before you can use this feature. For details, see the *System Administrator Guide* at www.xerox.com/office/WC4265docs.
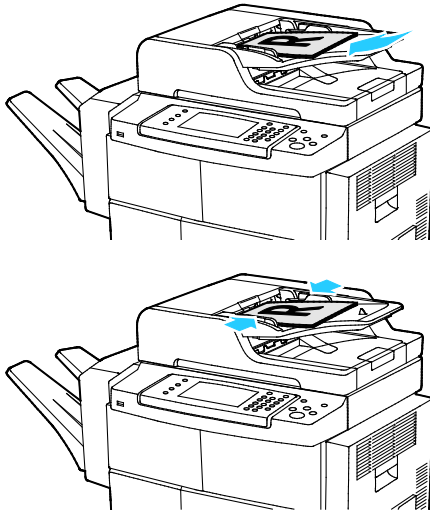
To store a fax in a local mailbox:

1. At the printer control panel, press **Clear All**, then press **Services Home**.
2. Touch **Fax > Mailboxes**.
3. Touch **Store To Mailbox > Local Mailbox**.
4. Touch an option, then touch **OK**.

Printing Local Mailbox Documents

To use this feature, you must have documents stored in a mailbox. For details, see Storing a Fax in a Local Mailbox on page 123.

To print local mailbox documents:
1. At the printer control panel, press **Clear All**, then press **Services Home**.
2. Touch **Fax > Mailboxes**.
3. Touch **Print From Mailbox**.
4. Touch an option.
5. Touch **Print**.

Sending a Fax to a Remote Mailbox

1. At the printer control panel, press **Clear All**, then press **Services Home**.
2. Touch **Fax** > **Mailboxes**.
3. Touch **Store To Mailbox** > **Remote Mailbox**.
4. Touch an option, then touch **OK**.

Storing a Fax for Local or Remote Polling

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

To store a fax:
1. At the printer control panel, press **Clear All**, then press **Services Home**.
2. Touch **Fax** > **Polling**.
3. Touch **Store Locally for Remote Polling**.
4. Touch an option.
5. Touch **Save**.

Polling a Remote Fax

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

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

To poll a remote fax:

1. At the printer control panel, press **Clear All**, then press **Services Home**.
2. Touch **Fax** > **Polling**.
3. Touch **Retrieve/Print Remote Files**.
4. Type the fax number.
5. Touch **Print**.

Printing or Deleting Stored Faxes

1. At the printer control panel, press **Clear All**, then press **Services Home**.
2. Touch **Fax** > **Polling**.
3. Touch **Local File Management**, then select an option.

Using the Address Book

This section includes:

Adding an Individual Entry to the Device Address Book

The Device Address Book stores a maximum of 2000 contacts. If the Add button is unavailable, the address book has reached its limit.

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

To add a recipient to the Device Address Book:

1. At the printer control panel, press **Clear All**, then press **Services Home**.
2. Touch **Fax** > **Device Address Book**.
3. Touch **Create New Contact**.
4. To enter a name, fax number, or optional email address, touch each field, then enter the details.
5. To add a company name, touch the **i** icon.
6. To mark any entered contact information as a favorite, touch the star icon.
7. Touch **OK**.

Editing an Individual Address Book Entry

1. At the printer control panel, press **Clear All**, then press **Services Home**.
2. Touch **Fax** > **Device Address Book**.
3. Touch the address book entry.
4. Touch **OK**.
5. Touch the contact name.
6. To edit the fields, touch **Details**.
7. To delete the contact, touch **Remove**.

Maintenance

9

This chapter includes:

Cleaning the Printer

This section includes:

General Precautions

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

⚠ **CAUTION:** When cleaning your printer do not use organic or strong chemical solvents or aerosol cleaners. Do not pour fluids directly into any area. Use supplies and cleaning materials only as directed in this documentation.

⚠ **WARNING:** Keep all cleaning materials out of the reach of children.

⚠ **WARNING:** Do not use pressurized spray cleaning aids on or in the printer. Some pressurized sprays contain explosive mixtures and are not suitable for use in electrical applications. Use of pressurized spray cleaners increases the risk of fire and explosion.

⚠ **WARNING:** Do not remove the covers or guards that are fastened with screws. You cannot maintain or service any parts that are behind these covers and guards. Do not attempt any maintenance procedure that is not described in the documentation supplied with your printer.

⚠ **WARNING:** Internal parts of the printer can be hot. Use caution when doors and covers are open.

- Do not place anything on top of the printer.
- Do not leave the covers and doors open for any length of time, especially in well-lit places. Light exposure can damage the drum cartridge.
- Do not open covers and doors during printing.
- Do not tilt the printer while it is in use.
- Do not touch the electrical contacts or gears. Doing so could damage the printer and cause the print quality to deteriorate.
- Ensure any parts removed during cleaning are replaced before you plug in the printer.

Cleaning the Exterior

Clean the exterior of the printer once a month.

- Wipe the paper tray, output tray, control panel, and other parts with a damp, soft cloth.
- After cleaning, wipe with a dry, soft cloth.
- For stubborn stains, apply a small amount of mild detergent to the cloth and gently wipe the stain off.

⚠ **CAUTION:** Do not spray detergent directly on the printer. Liquid detergent could enter the printer through a gap and cause problems. Never use cleaning agents other than water or mild detergent.

Cleaning the Scanner

Clean the scanner about once a month, when anything is spilled on it, or when debris or dust collect on any of the surfaces. Keep the feed rollers clean to ensure the best possible copies and scans.

Cleaning the Document Cover

1. Slightly dampen a soft, lint-free cloth with water.
2. Remove any paper from the document feeder.
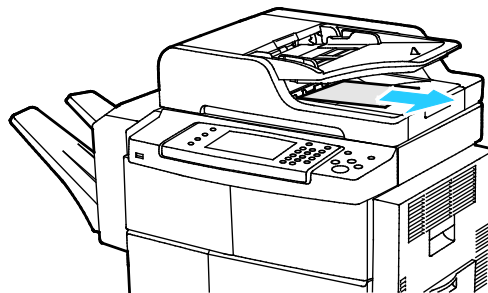
3. Open the document cover.
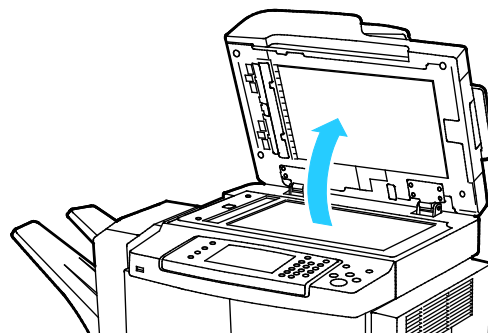
4. Wipe the surface of the document glass until it is clean and dry.

   Note: For best results, to remove marks and streaks, use a standard glass cleaner.
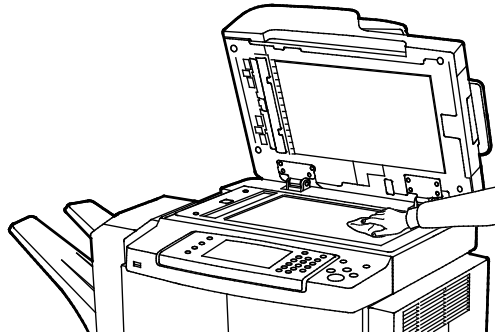
5. Wipe the white underside of the document cover until it is clean and dry.
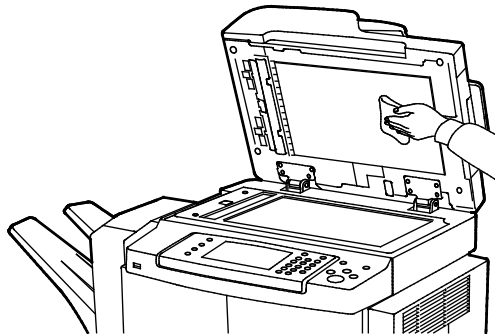
6. Close the document cover.

Cleaning the Feed Rollers, Separation Pad, and Scanner Components

Debris and toner stains on the document feeder feed rollers, separation pads, and scanner components can cause stains or unwanted marks on printed documents. To remove stains, use a soft lint-free cloth dampened with a neutral detergent or water.

You can view a video on the control panel that shows how to clean the feed rollers, separation pads, and scanner components.

To view the video:
1. At the printer control panel, press the **Machine Status** button.
2. On the Machine Information tab, touch **Self Help**.
3. For Videos, select **Clean Feeder to Improve Quality**.
4. To view the video, touch **Play Video**.

Cleaning the Interior

To prevent stains inside the printer that can deteriorate print quality, clean the interior of the printer regularly. Clean the printer interior whenever you replace the drum cartridge.

After clearing paper jams or replacing a toner cartridge, inspect the inside of the printer before closing the printer covers and doors.

- Remove any remaining pieces of paper or debris. For details, see Clearing Paper Jams on page 152.
- Remove any dust or stains with a dry, clean cloth.

⚠ **WARNING:** To avoid injury, never touch a labeled area on or near the heat roller in the fuser. If a sheet of paper is wrapped around the heat roller, do not try to remove it immediately. Switch off the printer immediately and wait 30 minutes for the fuser to cool. After the printer cools, try to remove the jammed paper. If the error persists, contact your Xerox representative.

Ordering Supplies

This section includes:

Consumables

Consumables are printer supplies that get depleted during the operation of the printer. The consumable supply for this printer is the genuine Xerox® Black Toner Cartridge.

Notes:

- Each consumable includes installation instructions.
- To ensure print quality, the toner cartridge has been designed to cease functioning at a predetermined point.

⚠️ **CAUTION:** Use of toner other than genuine Xerox® Toner can affect print quality and printer reliability. Xerox® Toner is the only toner designed and manufactured under strict quality controls by Xerox for specific use with this printer.

Routine Maintenance Items

Routine maintenance items are printer parts that have a limited life and require periodic replacement. Replacements can be parts or kits. Routine maintenance items are typically customer replaceable.

Note: Each routine maintenance item includes installation instructions.

Routine maintenance items for this printer include the following:

- Smart Kit Drum Cartridge
- Fuser Maintenance Kit
- Bias Transfer Roll (BTR) Maintenance Kit
- Feed Roll Maintenance Kit
- Staple Cartridge

Note: Not all options listed are supported on all printers. Some options apply only to specific printer models or configurations.

When to Order Supplies

A warning appears on the control panel when the Toner Cartridge or the Smart Kit Drum Cartridge are near their replacement time. Verify that you have replacements on hand. It is important to order these items when the messages first appear to avoid interruptions to your printing. An error message appears on the control panel when the Toner Cartridge or the Smart Kit Drum Cartridge must be replaced.

Order supplies from your local reseller or go to www.xerox.com/office/WC4265supplies.

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

Viewing Printer Supply Status

You can check the status and percentage of life remaining for your printer supplies at any time using CentreWare Internet Services or the control panel.

To view printer supply status using CentreWare Internet Services:

1. At your computer, open a Web browser, in the address field, type the IP address of the printer, then press **Enter** or **Return**.
2. Select the **Status** tab.
3. For Status, click **Consumables**.

To view printer supply status using the control panel:

At the control panel, press **Machine Status**, then touch the **Supplies** tab.

Toner Cartridges

This section includes:

General Precautions

⚠ **WARNINGS:**

- When replacing a toner cartridge, be careful not to spill the toner. If any toner spills, avoid contact with clothes, skin, eyes, and mouth. Do not inhale the toner dust.
- Keep toner cartridges out of the reach of children. If a child accidentally swallows toner, have the child spit out the toner, and rinse out their mouth with water. Consult a physician immediately.
- Use a damp cloth to wipe off spilled toner. Never use a vacuum cleaner to remove spills. Electric sparks inside the vacuum cleaner can cause a fire or explosion. If you spill a large volume of toner, contact your local Xerox representative.
- Never throw a toner cartridge into an open flame. Remaining toner in the cartridge can catch fire and cause burn injuries or an explosion.

⚠ **WARNING:** Do not remove the covers or guards that are fastened with screws. You cannot maintain or service any parts that are behind these covers and guards. Do not attempt any maintenance procedure that is not described in the documentation supplied with your printer.

- Do not open covers and doors during printing.
- Do not leave the covers and doors open for any length of time, especially in well-lit places. Light exposure can damage the drum cartridge.
- Do not place anything on top of the printer.
- Do not tilt the printer while it is in use.
- Do not touch the electrical contacts or gears. Doing so could damage the printer and cause the print quality to deteriorate.
- Ensure any parts removed during cleaning are replaced before you plug in the printer.

Replacing a Toner Cartridge

When a toner cartridge approaches the end of its usable life span, the control panel displays a toner low message. When a toner cartridge is empty, the printer stops and displays a message on the control panel.

Note: Each toner cartridge includes installation instructions.

Printer Status Message	Cause and Solution
Low Toner Status. Ensure that a new Toner Cartridge is available.	The toner cartridge is low. Order a new toner cartridge.
Replace Toner Cartridge	The toner cartridge is empty. Open the side door and then the front door, then replace the toner cartridge.

Recycling Supplies

For more information on the Xerox® supplies recycling program, go to: www.xerox.com/gwa.

Managing the Printer

This section includes:

Moving the Printer

⚠ **WARNINGS:**

*   To prevent electric shock, never touch the power plug with wet hands. When removing the power cord, ensure that you pull the plug and not the cord. Pulling the cord can damage it, which can lead to fire or electric shock.

*   When moving the printer, do not tilt it more than 10 degrees to the front, back, left, or right. Tilting the printer more than 10 degrees can cause toner spillage.

Follow these instructions when moving the printer:

1. Turn off the printer and disconnect the power cord and other cables from the back of the printer. For details, see Turning the Printer On and Off on page 40.
2. Remove any paper or other media from the output tray.
3. For ease of transport, remove the finisher.

4. When moving the printer from one location to another, use caution to ensure that the printer does not topple.

5. When lifting the printer, grasp the areas as shown.
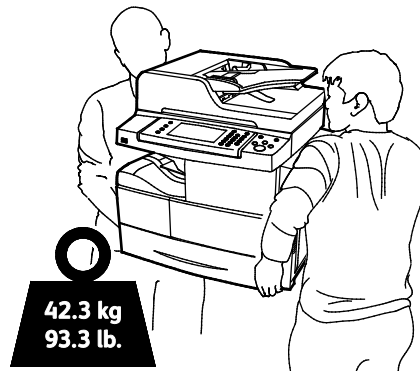
Notes:

- To prevent dropping or tipping the printer, hold the printer between two people, with each person using one hand underneath to hold the printer and the other hand on top to stabilize it.

- Repack the printer and its options using the original packing material and boxes or a Xerox Repackaging Kit. For a repacking kit and instructions, go to www.xerox.com/office/WC4265support.

⚠ **CAUTION:** Failure to repackage the printer properly for shipment can result in damage not covered by the Xerox® Warranty, Service Agreement, or Total Satisfaction Guarantee. The Xerox® Warranty, Service Agreement, or Total Satisfaction Guarantee do not cover damage to the printer caused by improper moving.

After moving the printer:

1. Reinstall any parts you removed.

2. Reconnect the printer to the cables and power cord.

3. Plug in and turn on the printer.

Billing and Usage Information

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

To view Billing and Usage information:

1. At the printer control panel, press the **Machine Status** button.

2. To view basic impression counts, touch the **Billing Information** tab:

3. To view detailed usage information, touch **Usage Counters**.

4. To refresh the usage information, touch **Update Counters**.

Note: A page is one side of a sheet of paper that can be printed on one or two sides. A sheet printed on two sides counts as two impressions.

Troubleshooting

10

This chapter includes:

General Troubleshooting

This section includes:

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

General Precautions

To maintain and operate your printer safely, follow each of the precautions mentioned in this section.

Avoiding Damage to the Printer

- Do not place anything on top of the printer.
- Do not leave the covers and doors open for any length of time.
- Do not open covers and doors during printing.
- Do not tilt the printer while it is in use.
- Do not touch the electrical contacts or gears. Doing so could damage the printer and cause the print quality to deteriorate.
- Ensure any parts removed during cleaning are replaced before you plug in the printer.

Avoiding Hot Printer Parts

⚠ **WARNINGS:**

- Internal parts of the printer can be hot. Use caution when doors and covers are open.
- To avoid personal injury or printer damage, wait 30 minutes for the fuser to cool.

Caution When Cleaning

⚠ **CAUTIONS:**

- When cleaning your printer, do not use organic or strong chemical solvents or aerosol cleaners.
- Do not pour fluids directly into any area of the printer.
- Use supplies and cleaning materials only as directed in the Maintenance section of this manual.
- Do not spray detergent directly on the printer. Liquid detergent could enter the printer through a gap and cause problems. Never use cleaning agents other than water or mild detergent.

⚠ **WARNING:** Keep all cleaning materials out of the reach of children.

Maintenance Restrictions

⚠ **WARNING:** Do not remove the covers or guards that are fastened with screws. You cannot maintain or service any parts that are behind these covers and guards. Do not attempt any maintenance procedure that is not described in the documentation supplied with your printer.

Restarting the Printer

To restart the printer:

1. Press **Power Saver**.
2. Touch **Power Down**.
3. To restart the printer, turn on the power switch.

   Note: If restarting the printer does not resolve the problem, see the table in this chapter that best describes the problem.

Printer Fails to Power On

Probable Causes	Solutions
The power switch is not turned on.	Turn on the power switch. For details, see Turning the Printer On and Off on page 40.
The power cord is not correctly plugged into the outlet.	Turn off the printer power switch, and plug the power cord securely into the outlet.
Something is wrong with the outlet connected to the printer.	• Plug another electrical appliance into the outlet and see if it operates properly. • Try a different outlet.
The printer is connected to an outlet with a voltage or frequency that does not match the printer specifications.	Use a power source within the specifications for the printer.

⚠ **CAUTION:** Plug the three-wire cord with grounding prong directly into a grounded AC outlet.

See also:
- Turning the Printer On and Off on page 40
- Electrical Specifications on page 185

Printer Resets or Turns Off Frequently

Probable Causes	Solutions
The power cord is not plugged into the outlet correctly.	Turn off the printer, confirm that the power cord is plugged in correctly to the printer and the outlet, then turn on the printer.
A system error occurred.	Turn off the printer, then turn it on again. Print the Error History report from the Information Pages menu. If the error persists, contact your Xerox representative.
The printer is connected to an uninterruptible power supply.	Turn off the printer, then connect the power cord to a suitable outlet.
The printer is connected to a power strip shared with other high-power devices.	Plug the printer directly into the outlet or into a power strip that is not shared with other high-power devices.

Document Prints from Wrong Tray

Probable Causes	Solutions
Application and print driver have conflicting tray selections.	1. Check the tray selected in the print driver. 2. Go to the page setup or printer settings of the application from which you are printing. 3. Set the paper source to match the tray selected in the print driver or set the paper source to Automatically Select.

Automatic 2-Sided Printing Problems

Probable Causes	Solutions
Unsupported or incorrect paper.	Ensure that you are using a supported paper size and weight for 2-sided printing. Envelopes and labels cannot be used for 2-sided printing. For details, see Supported Standard Types and Weights for Automatic 2-Sided Printing on page 54 and Supported Standard Paper Sizes for Automatic 2-Sided Printing on page 54.
Incorrect setting.	In the print driver Properties, select **2-Sided Print** on the Paper/Output tab.

Paper Tray Fails to Close

Probable Cause	Solution
The paper tray does not close fully.	Some debris or an object is blocking the tray.

Printing Takes Too Long

Probable Causes	Solutions
The printer is set to a slower printing mode. For example, the printer could be set to print on Heavyweight paper.	It takes more time to print on certain types of special paper. Ensure that the paper type is set properly in the driver and at the printer control panel. For details, see Print Speed on page 186.
The printer is in Power Saver mode.	It takes time for printing to start when the printer is coming out of Power Saver mode.
The way the printer was installed on the network could be an issue.	Determine if a print spooler or a computer sharing the printer is buffering all print jobs and then spooling them to the printer. Spooling can slow print speeds. To test the speed of the printer, print some information pages such as the Office Demo Page. If the page prints at the rated speed of the printer, you could have a network or printer installation issue. For additional help, contact the system administrator.
The job is complex.	Wait. No action needed.
The print-quality mode in the driver is set to Enhanced.	Change the print-quality mode in the print driver to Standard.

Printer Fails to Print

Probable Causes	Solutions
The printer has an error.	• To clear the error, follow the onscreen prompts. • If the error persists, contact your Xerox representative.
The printer is out of paper.	Load paper into the tray.
A toner cartridge is empty.	Replace the empty toner cartridge.
The front door is open.	• Ensure that the toner cartridge and Smart Kit drum cartridge are installed and fully seated. • Ensure that the front and side doors are closed. Note: For the doors to lock properly, close the front door first, then close the side door. • Turn off the printer, then turn it on again. If the error persists, contact your Xerox representative.
The power cord is not correctly plugged into the outlet.	Turn off the printer, confirm that the power cord is plugged in correctly to the printer and the outlet, then turn on the printer. For details, see Turning the Printer On and Off on page 40. If the error persists, contact your Xerox representative.
The printer is busy.	• A previous print job could be the problem. On your computer, you can use the printer properties to delete all print jobs in the print queue. • Load the paper in the tray. • At the printer control panel, press the **Job Status** button. If the print job does not appear check the Ethernet connection between the printer and the computer. • At the printer control panel, press the **Job Status** button. If the print job does not appear, check the USB connection between the printer and the computer. Turn off the printer, then turn it on again.
The printer cable is disconnected.	• At the printer control panel, press the **Job Status** button. If the print job does not appear check the Ethernet connection between the printer and the computer. • At the printer control panel, press the **Job Status** button. If the print job does not appear, check the USB connection between the printer and the computer. Turn off the printer, then turn it on again.

Printer is Making Unusual Noises

Probable Causes	Solutions
There is an obstruction or debris inside the printer.	Turn off the printer and remove the obstruction or debris. If you cannot remove it, contact your Xerox representative.

Condensation Has Formed Inside the Printer

Moisture can condense inside a printer where the humidity is above 85 % or when a cold printer is located in a warm room. Condensation can form in a printer after it has been sitting in a cold room that is heated quickly.

Probable Causes	Solutions
The printer has been sitting in a cold room.	• Allow the printer to acclimate for several hours before operation. • Allow the printer to operate for several hours at room temperature.
The relative humidity of the room is too high.	• Reduce the humidity in the room. • Move the printer to a location where the temperature and relative humidity are within the operating specifications.

Paper Jams

This section includes:

Minimizing Paper Jams

The printer is designed to function with minimal paper jams using Xerox supported paper. Other paper types can cause jams. If supported paper is jamming frequently in one area, clean that area of the paper path.

The following can cause paper jams:
- Selecting the incorrect paper type in the print driver.
- Using damaged paper.
- Using unsupported paper.
- Loading paper incorrectly.
- Overfilling the tray.
- Adjusting the paper guides improperly.

Most jams can be prevented by following a simple set of rules:
- Use only supported paper. For details, see Supported Paper on page 50.
- Follow proper paper handling and loading techniques.
- Always use clean, undamaged paper.
- Avoid paper that is curled, torn, moist, creased, or folded.
- To separate the sheets before loading into the tray, fan the paper.
- Observe the paper tray fill line; never overfill the tray.
- Adjust the paper guides in all trays after inserting the paper. A guide that is not properly adjusted can cause poor print quality, misfeeds, skewed prints, and printer damage.
- After loading the trays, select the correct paper type and size on the control panel.
- When printing, select the correct type and size in the print driver.
- Store paper in a dry location.
- Use only Xerox paper and transparencies designed for the printer.

Avoid the following:

- Polyester coated paper that is specially designed for inkjet printers.
- Paper that is folded, wrinkled, or excessively curled.
- Loading more than one type, size, or weight of paper in a tray at the same time.
- Overfilling the trays.
- Allowing the output tray to overfill.

For a detailed list of supported paper, go to www.xerox.com/paper.

Locating Paper Jams

⚠️ **WARNING:** To avoid injury, never touch a labeled area on or near the heat roller in the fuser. If a sheet of paper is wrapped around the heat roller, do not try to remove it immediately. Switch off the printer immediately and wait 30 minutes for the fuser to cool. After the printer cools, try to remove the jammed paper. If the error persists, contact your Xerox representative.

The following illustration shows where paper jams can occur along the paper path:
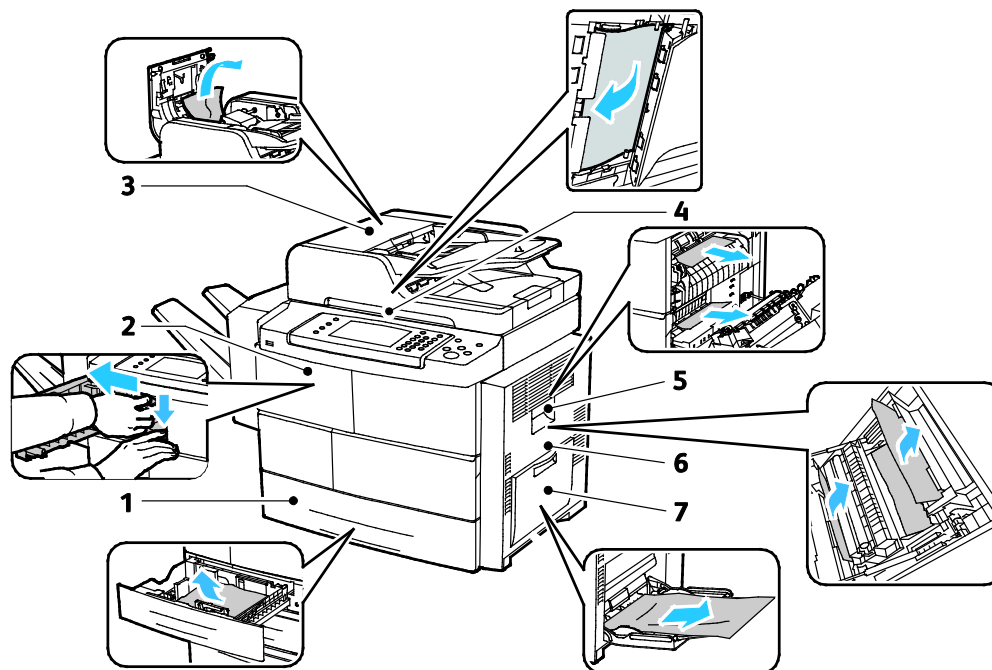
1. Feeder Trays
2. Output Tray/Finisher
3. Document Feeder Top Cover
4. Document Feeder Paper Path

5. Fuser Area
6. Duplex Area
7. Bypass Tray

Clearing Paper Jams

This section includes:

Clearing Paper Jams from Tray 1

To resolve the error displayed on the control panel you must clear all paper from the paper path.

1. Remove Tray 1 from the printer.
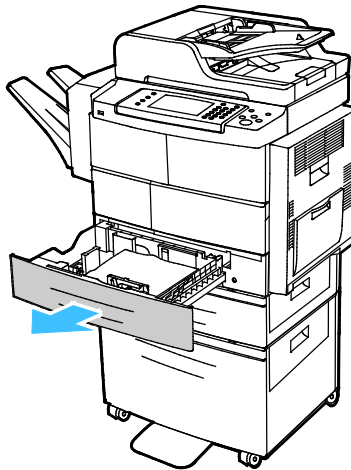
2. Remove any crumpled paper from the tray and any remaining paper jammed in the printer.

3. Insert tray 1 into the printer, then push it in all the way.

4. If the control panel prompts you, verify the paper size, type, and color in the Paper Settings screen.
5. Touch **Confirm**.

Clearing Paper Jams from Trays 2-4

To resolve the error displayed on the control panel you must clear all paper from the paper path.

1. Remove tray 2 from the printer.
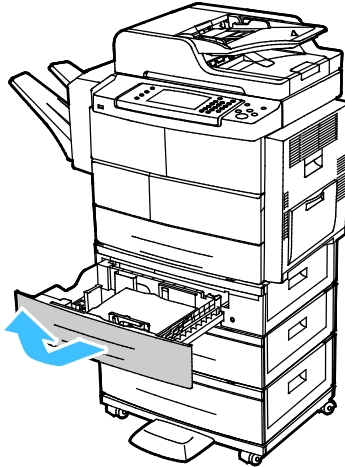
2. Remove any crumpled paper from the tray and any remaining paper jammed in the printer.
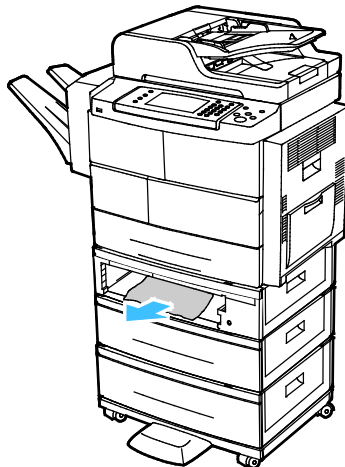
3. Insert tray 2 into the printer, then push it all the way in.

4. If the control panel prompts you, open the outside and inside covers, then remove the jammed paper.
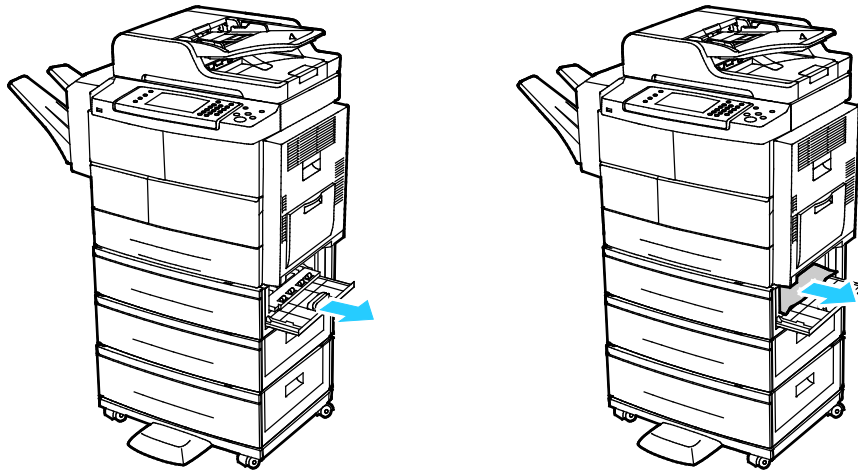
5. Close the inside and outside covers.

6. If the control panel prompts you, verify the paper size, type, and color in the Paper Settings screen.

7. Touch **Confirm**.

Clearing Paper Jams from the 2100-Sheet High-Capacity Feeder

1. Before removing the paper tray from the printer, look at the jam message on the control panel. If another jam is shown, clear that jam first.

2. Open the high-capacity feeder tray then remove any damaged paper.
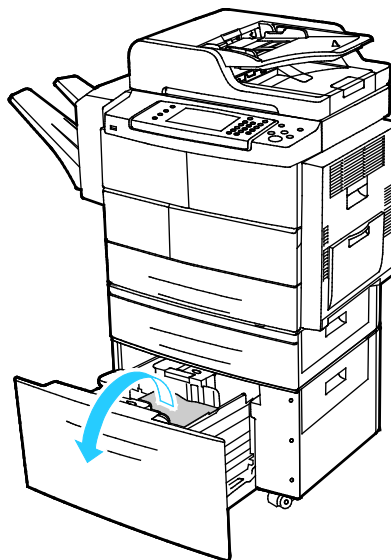
3. If the control panel prompts you, open the outside and inside covers, then remove the jammed paper.

   Note: If the paper does not move easily, to remove it, reach behind the high-capacity feeder tray and grasp the paper, then pull gently.
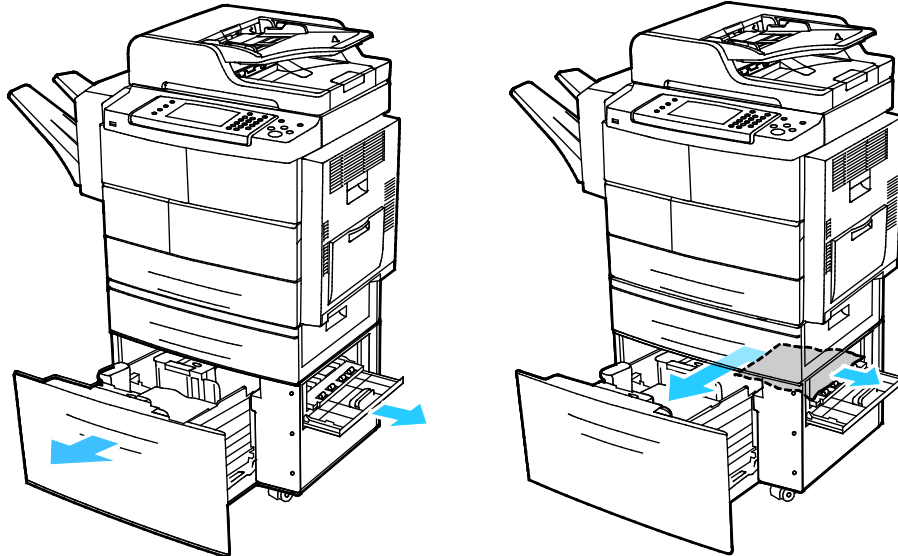
4. If the paper is torn, remove all torn pieces from the printer.
5. Push the tray back into the printer completely, then close the inside and outside covers.
6. If the control panel prompts you, verify the paper size, type, and color in the Paper Settings screen.
7. Touch **Confirm**.

Clearing Jams in the Optional Finisher

1. Open the finisher front door.
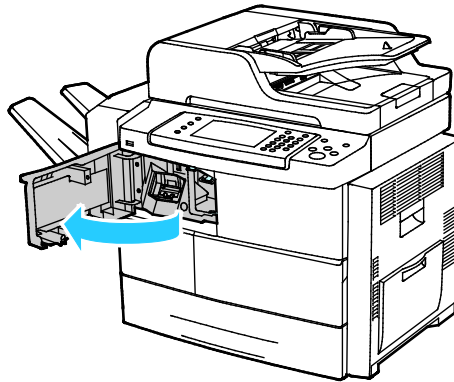
2. To access the finisher, release lever 1c, then slide the finisher unit to the left.

   ⚠ **CAUTION:** To avoid dropping the finisher, do not slide the finisher too far to the left
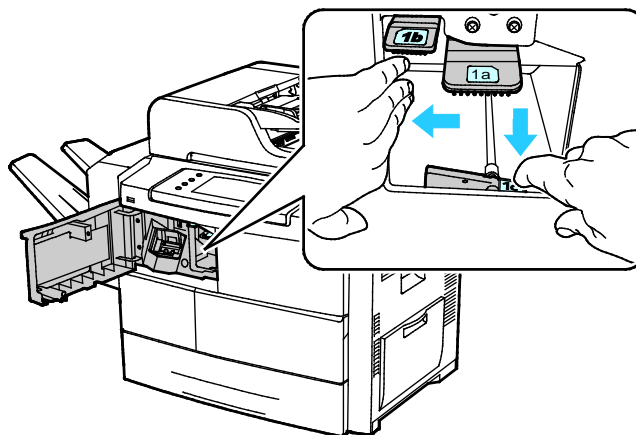
3. Remove any jammed paper from inside the finisher area.
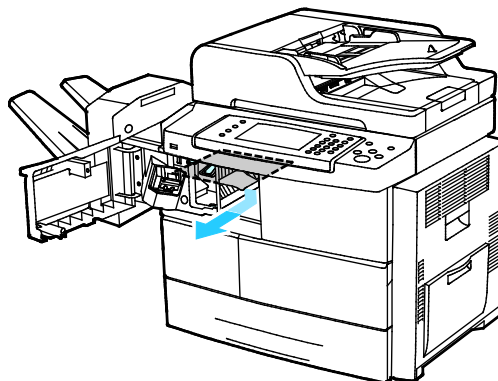
4.   If the paper is torn, remove all torn pieces from the finisher.

5.   Close the finisher front door.
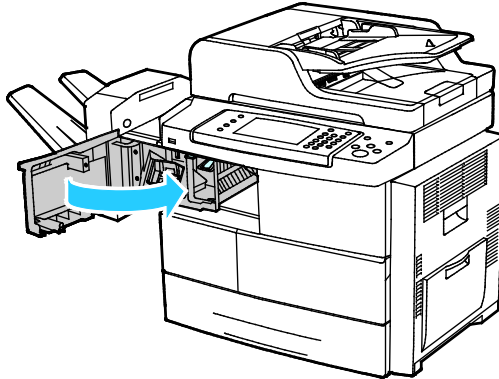
6.   To return the finisher to its original position, lift slightly and push to the right until the finisher clicks into place.
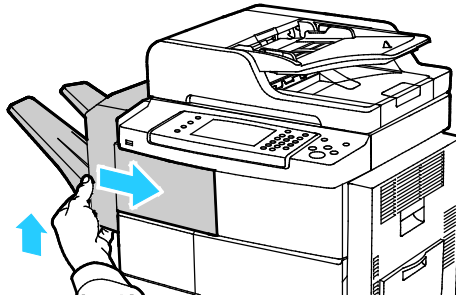
Clearing Paper Jams from the Document Feeder

1.   Remove any paper from the document feeder.

2.   Open the document feeder top cover.
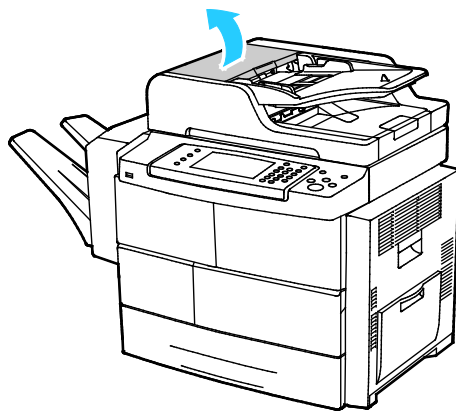
3. If paper is jammed in the exit of the document feeder, pull it out as illustrated.
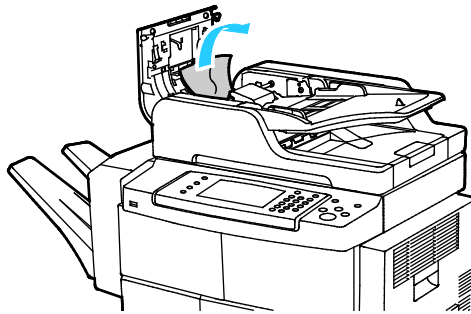
4. To access the document feeder to remove jammed paper, lift the document feeder cover.
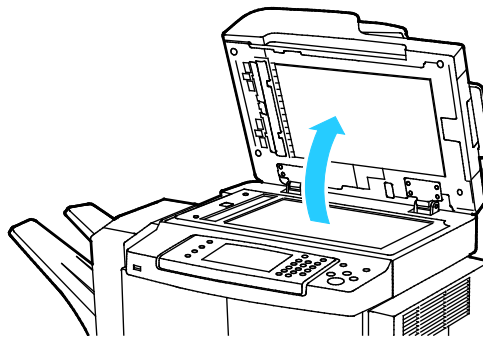
5. To open the document feeder inside cover, gently pull the green lever.
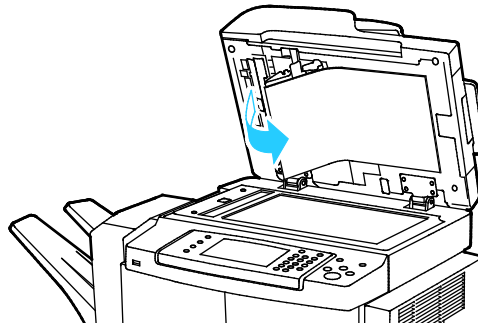
6. Remove any paper or debris from the paper path.
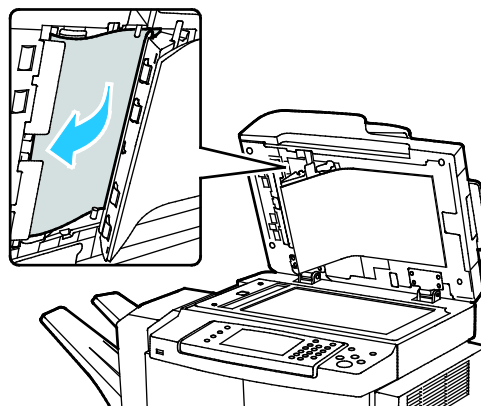
7. Press the document feeder inside cover into its original position, then ensure that the lever is locked in place.

   Note: Ensure that the magnetic edge of the white plastic strip rests securely against the metal strip.
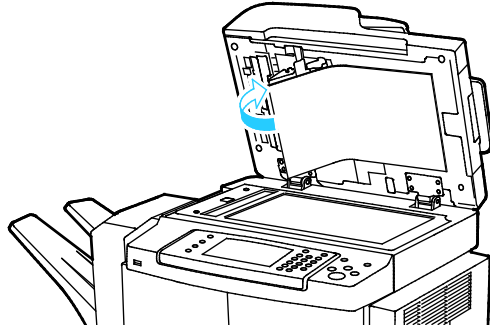
8. Close the document feeder cover.

Clearing Paper Jams from the Fuser Area

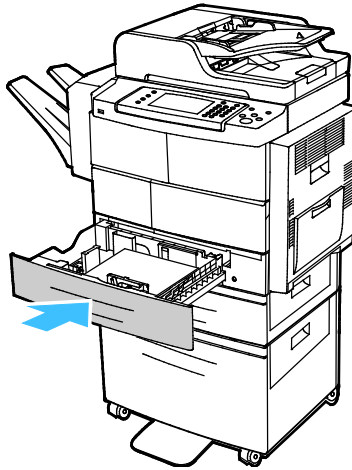To resolve the error displayed on the control panel you must clear all paper from the paper path.

1. To access jammed paper in the fuser area, open the right side door.
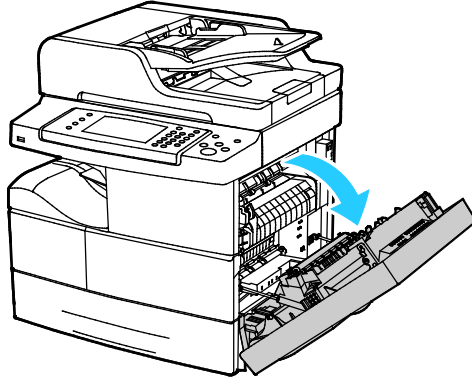
2. Gently remove any paper from the fuser area.

   ⚠ **WARNING:** The area around the fuser can be hot. Use caution to avoid injury.
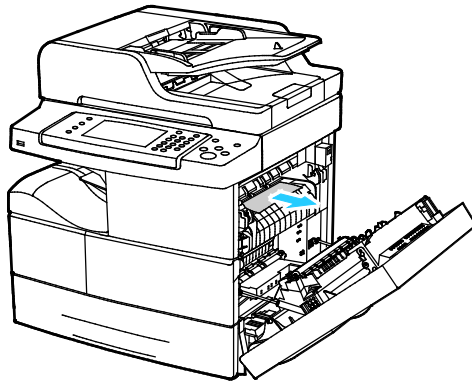
3. Close the right side door.
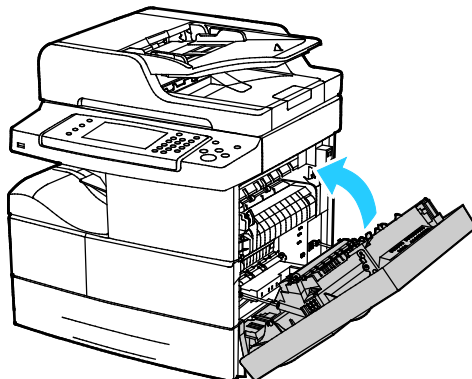
Clearing Paper Jams from the Duplex Area

1. To access paper jams in the duplex area, open the right side door.
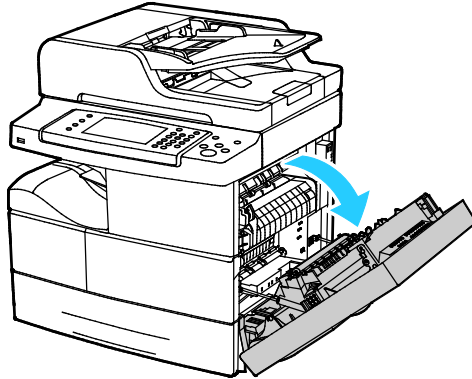
2. Gently remove any paper from the duplex area.
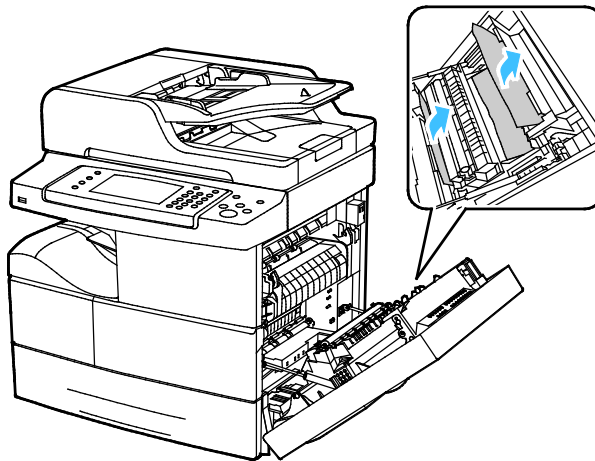
3. Close the right side door.
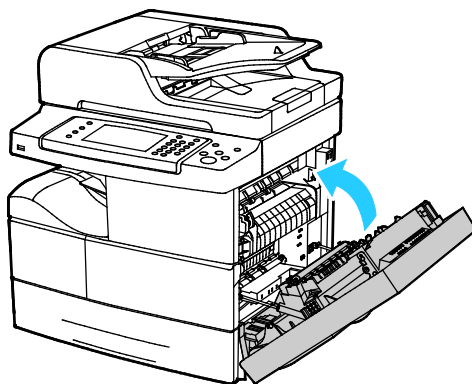
Clearing Paper Jams at the Bypass Tray

1. Remove any paper from the bypass tray. Where the tray connects to the printer, clear any paper that is jammed.
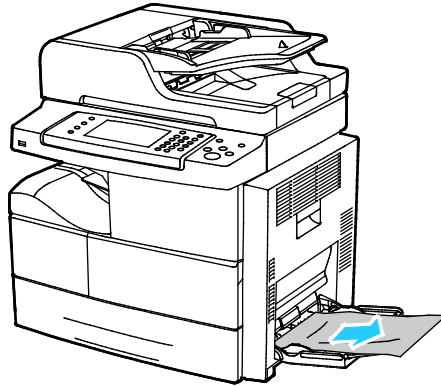
2. If the paper is torn, check inside the printer for pieces of paper, then gently remove them. If you cannot remove the paper fragments easily, contact your Xerox representative.

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

3. When you reload the bypass tray, fan the paper and ensure that all four corners align neatly.
4. If the control panel prompts you, verify the size and type on the screen.
5. Touch **Confirm**.

Troubleshooting Paper Jams

This section includes:

Multiple Sheets Pulled Together

Probable Causes	Solutions
The paper tray is too full.	Remove some of the paper. Do not load paper past fill line.
The edges of the paper are not even.	Remove the paper, align the edges, and then reload it.
The paper is moist from humidity.	Remove the paper from the tray, and replace it with new dry paper.
Too much static electricity is present.	• Try a new ream of paper. • Do not fan transparencies before loading in tray.
Using unsupported paper.	Use only Xerox approved paper. For details, see Supported Paper on page 50.
Humidity is too high for coated paper.	Feed paper one sheet at a time.

Paper Misfeeds

Probable Causes	Solutions
The paper is not correctly positioned in the tray.	• Remove the misfed paper and reposition it properly in the tray. • Adjust the paper guides in the tray to match the size of the paper.
The paper tray is too full.	Remove some of the paper. Do not load paper past the fill line.
The paper guides are not correctly adjusted to the paper size.	Adjust the paper guides in the tray to match the size of the paper.
The tray contains warped or wrinkled paper.	Remove the paper, smooth it out, and reload it. If it still misfeeds, do not use that paper.
The paper is moist from humidity.	Remove the moist paper and replace it with new, dry paper.
Using paper of the wrong size, thickness, or type.	Use only Xerox approved paper. For details, see Supported Paper on page 50.

Label and Envelope Misfeeds

Probable Causes	Solutions
The label sheet is facing the wrong way in the tray.	• Load label sheets according to the instructions from the manufacturer. • Load labels face down in the bypass tray. • Load labels face up in trays 1–4. • Do not load labels in the high-capacity feeder.
Envelopes are loaded incorrectly in trays 1–4.	Load envelopes in trays 1–4 with the flaps closed, flap-side down, and the short edge leading into the printer.
Envelopes are loaded incorrectly in the bypass tray.	• Load envelopes in the bypass tray with the print side down, flaps closed, and the short edge leading into the printer. • Ensure that the width guides rest loosely against the edge of the envelopes without restricting their movement.

Paper Jam Message Stays On

Probable Causes	Solutions
Some paper remains jammed in the printer.	Recheck the media path and make sure that you have removed all of the jammed paper.
One of the printer doors is open.	Check the doors on the printer. Close any door that is open.

Note: Check for, and remove, torn pieces of paper in the paper path.

Jams During Automatic 2-Sided Printing

Probable Causes	Solutions
Using paper of the wrong size, thickness, or type.	• Use only Xerox approved paper. For details, see Supported Paper Sizes and Weights for Automatic 2-Sided Printing on page 54. • For automatic 2-sided printing, do not use transparencies, envelopes, labels, reloaded paper, or paper heavier than 105 g/m².
Paper is loaded in the wrong tray.	The paper must be loaded in the correct tray. For details, see Supported Paper on page 50.
Tray is loaded with mixed paper.	Load the tray with only one type and size of paper.

Print-Quality Problems

Your printer is designed to produce consistently high-quality prints. If you observe print-quality problems, use the information in this section to troubleshoot the problem. For more information, go to www.xerox.com/office/WC4265support.

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

Note: To ensure consistent print quality, the toner cartridges and imaging units for many models of equipment are designed to cease functioning at a predetermined point.

Controlling Print Quality

Various factors can affect the quality of the output of your printer. For consistent and optimum print quality, use paper designed for your printer and set the paper type correctly. Follow the guidelines in this section to maintain optimum print quality from your printer.
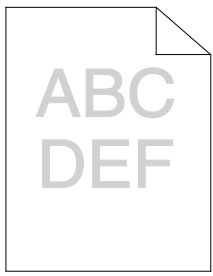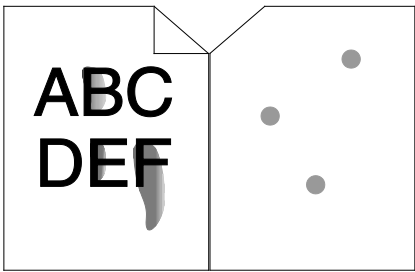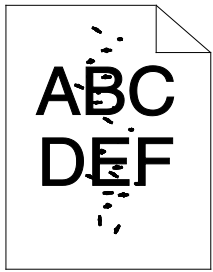
Temperature and humidity affect the quality of the printed output. The guaranteed range for optimal print quality is 10–30°C (50–90°F) and 20–80 % relative humidity.
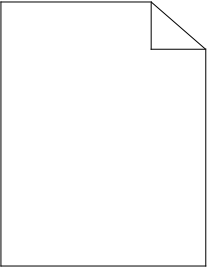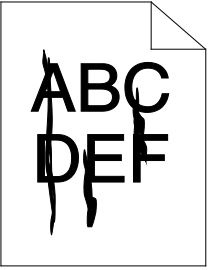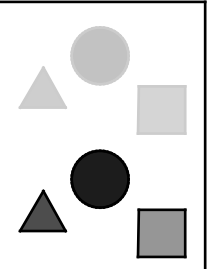
Solving Print-Quality Problems
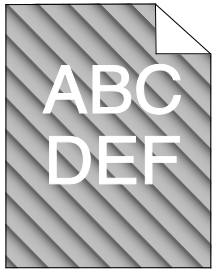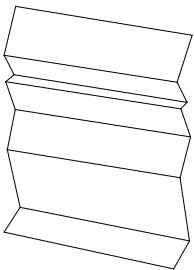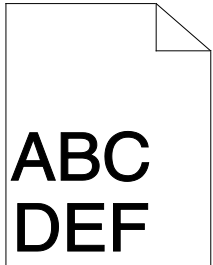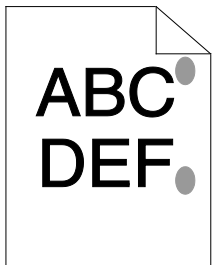
When the print quality is poor, select the closest symptom from the following table and see the corresponding solution to correct the problem. You can also print a Demo Page to more precisely determine the print-quality problem.

If the print quality does not improve after carrying out the appropriate action, contact your Xerox representative.

> Note: To maintain print quality, the toner cartridge is designed to provide a warning message when the toner level is low. When the toner cartridge reaches this level, a warning message appears. Once the toner cartridge is empty, another message prompts you to replace the toner cartridge. The printer stops printing until you install a new toner cartridge.

Symptom	Solutions
The output is too light.	• To check the toner level, check the control panel, use the print driver, or CentreWare Internet Services. If the toner cartridge is near empty, replace it. • Verify that the toner cartridge is approved for use in this printer, and replace it as needed. For best results, use a genuine Xerox toner cartridge. • Ensure that the print quality mode is not set to Toner Saver. Toner Saver us useful for draft quality output. • Replace the paper with a recommended size and type, and confirm that your printer and print driver settings are correct. • Verify that the paper is dry and that supported paper is used. If not, change the paper. • Change the Paper Type settings in the print driver. In the Printing Preferences of the print driver, on the Paper/Output tab, change the Paper Type setting. • If printer is located in a high altitude environment, adjust the altitude setting of the printer. For details, see the *System Administrator Guide* at www.xerox.com/office/WC4265docs.
Toner smears or print comes off. The output has stains on the back side.	• Change the Paper Type settings in the print driver. For example, change Plain to Lightweight Cardstock. In the Printing Preferences of the print driver, on the Paper/Output tab, change the Paper Type setting. • Verify that the paper is the correct size, type, and weight. If not, change the paper settings. • Verify that the printer is plugged into an outlet that is providing the correct voltage and power. Review the electrical specification of the printer with an electrician if necessary. • For details, see Electrical Specifications on page 185.
Random spots on the output, or the image is blurry.	• Ensure that the toner cartridge is installed correctly. • If you used a non-genuine brand toner cartridge, install a genuine Xerox toner cartridge. • Use the Heavyweight or Cardstock paper type setting, or use paper type with a smoother surface. • Ensure that the humidity in the room is within specifications. For details, see Relative Humidity on page 184. • For details, see Selecting a Location for the Printer on page 35.

Symptom	Solutions
The output is blank.	• Turn off the printer, then turn it on again. • If the error persists, contact your Xerox representative.
Streaks appear in the output.	• Replace the Smart Kit Drum Cartridge. • Contact your Xerox representative.
The output has a mottled appearance.	• Verify that the paper is the correct size, type, and weight. If not, change the paper settings. • Ensure that the humidity is within specifications. For details, see Selecting a Location for the Printer on page 35.
Ghosting appears in the printed output.	• Verify that the paper is the correct size, type, and weight. If not, change the paper settings. • Change the Paper Type settings in the print driver. In the Printing Preferences of the print driver, on the Paper/Output tab, change the Paper Type setting. • Replace the Smart Kit Drum Cartridge.

Symptom	Solutions
Auger marks appear on the printed output.	• To check the toner level, check the control panel, use the print driver, or CentreWare Internet Services. If the toner cartridge is near empty, replace it. • Verify that the toner cartridge is approved for use in this printer, and replace it as needed. For best results, use a genuine Xerox toner cartridge. • Replace the Smart Kit Drum Cartridge.
The output print is wrinkled or stained.	• Verify that the paper is the correct size, type, and weight for the printer and that it is loaded properly. If not, change the paper. • Try a new ream of paper. • Change the Paper Type settings in the print driver. In the Printing Preferences of the print driver, on the Paper/Output tab, change the Paper Type setting.
Envelopes are wrinkled or creased when printed.	• Ensure that envelopes are loaded properly in the bypass tray or in trays 1–4. • Follow the guidelines for printing on envelopes. For details, see Guidelines for Printing Envelopes. on page 63
The top margin is incorrect.	• Ensure that the paper is loaded properly. • Ensure that the margins are set correctly in the application you are using.
The printed surface of the paper is bumpy.	1. Print a solid image over the entire surface of one sheet of paper. 2. Load the printed sheet into the tray with the printed side face down. 3. Print five blank pages to remove debris from the fuser rollers.

Copy and Scan Problems

If the copy or scan quality is poor, refer to the following table.

Symptoms	Solutions
Lines or streaks present in copies only made from the document feeder.	There is debris on the document glass. When scanning, the paper from the document feeder passes over the debris creating lines or streaks. Clean all glass surfaces with a lint-free cloth.
Spots present in copies taken from the document glass.	There is debris on the document glass. When scanning, the debris creates a spot on the image. Clean all glass surfaces with a lint-free cloth.
The reverse side of the original is showing on the copy or scan.	Turn on Background Suppression.
Image is too light or too dark.	To lighten, darken, or adjust contrast, touch the **More Features** tab.

If the problem persists, for online support information, go to www.xerox.com/office/WC4265support.

Fax Problems

Note: If you cannot send and receive faxes, ensure that you are connected to an approved analog or digital telephone line.

To troubleshoot fax connection issues:

Problems Sending Faxes

Symptoms	Causes	Solutions
The document is not scanned using the document feeder.	The document is too thick, too thin, or too small.	Use the document glass to send the fax.
The document is scanned at an angle.	The document feeder guides are not adjusted to the width of the document.	Adjust the document feeder guides to fit the width of the document.
The fax received by the recipient is blurry.	The document is incorrectly positioned.	Position the document correctly.
	The document glass is dirty.	Clean the document glass.
	The text in the document is too light.	Adjust the resolution. Adjust the contrast.
	There is a problem with the telephone connection.	Verify that the telephone line is working, then send the fax again.
	There is a problem with the fax machine of the caller.	Make a copy to verify that your printer is operating correctly. If the copy was printed correctly, have the recipient verify the condition of their fax machine.
The fax received by the recipient is blank.	The document was loaded incorrectly.	• Document feeder: Place the original document face up. • Document glass: Place the original document face down.
Fax was not transmitted.	The fax number is wrong.	Verify the fax number.
	The telephone line is incorrectly connected.	Verify the telephone line connection. If it is disconnected, connect it.
	There is a problem with the fax machine of the recipient.	Contact the recipient.
	The fax is not installed or is not enabled.	Verify that the fax is installed and enabled.
	Server Fax is enabled.	Make sure that Server Fax is disabled.

If the problem persists, for online support information, go to www.xerox.com/office/WC4265support.

Problems Receiving Faxes

Symptoms	Causes	Solutions
The received fax is blank.	There is a problem with the telephone connection or with the fax machine of the caller.	Verify that the printer can make clean copies. If it can, have the caller send the fax again.
	The sender loaded the pages incorrectly.	Contact the sender.
The printer answers the call, but does not accept incoming data.	Not enough memory.	If the job contains several graphics, the printer could not have enough memory. The printer does not answer when memory is low. Delete stored documents and jobs then wait for the existing job to complete. This increases available memory.
The received fax size is reduced.	The paper supply in the printer does not match the document size sent.	Confirm the original size of the documents. Documents could be reduced based on the available paper supply in the printer.
Faxes cannot be received automatically.	The printer is set to receive faxes manually.	Set the printer to automatic reception.
	The memory is full.	Load paper if it is empty, and then print the faxes stored in the memory.
	The telephone line is incorrectly connected.	Verify the telephone line connection. If it is disconnected, connect it.
	There is a problem with the fax machine of the sender.	Make a copy to verify that your printer is operating correctly. If the copy prints correctly, have the recipient verify their fax machine is operating correctly.

If the problem persists, for online support information, go to www.xerox.com/office/WC4265support.

Getting Help

This section includes:

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

Control Panel Messages

The printer control panel provides information and troubleshooting help. When a fault or 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. For many status and warning messages, the control panel Help provides additional information.

Control Panel Help

To view more information about error or status messages on the control panel, touch the **Help** button.
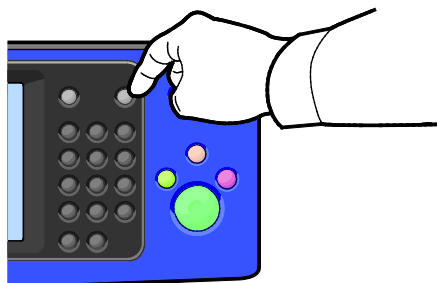
The control panel menu items also have associated help text that describes the menu item.

Viewing Warning Messages on the Control Panel

When a warning condition occurs, a message appears on the control panel to inform you of the problem. Warning messages inform you about printer conditions, such as low supplies or open doors, that require your attention. If more than one warning condition occurs, only one appears on the control panel.

Viewing Fault and Alert Messages on the Control Panel

When a fault condition occurs, a message appears on the control panel to inform you of the problem. Fault messages warn you about printer conditions that prevent the printer from printing or degrade printing performance. If more than one fault occurs, only one is displayed on the control panel.

To view a list of the current faults on the control panel:

1. Press **Machine Status**, then touch the **Active Messages** tab.
2. Touch the **Faults and Alerts** menu, then choose an option.
    - **Faults**: This menu shows the fault messages that affect the operation of the printer and their corresponding fault codes.
    - **Alerts**: This menu shows alert messages regarding the current job status of the printer and the corresponding alert codes.

Viewing Job Status on the Control Panel

To view current or saved jobs on the control panel:

1. At the control panel, press the **Job Status** button.
2. To view a list of active jobs, touch **Active Jobs**.
3. To view a list of personal and secure jobs, touch **Personal & Secure Jobs**.
4. To view a list of completed jobs, touch **Completed Jobs**.

Online Support Assistant

The Online Support Assistant is a knowledge base that provides instructions and troubleshooting help to solve your printer problems. You can find solutions for print-quality problems, paper jams, software installation issues, and more.

To access the Online Support Assistant, go to www.xerox.com/office/WC4265support.

Using the Integrated Troubleshooting Tools

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

Available Information Pages

Information pages provide important details to help you troubleshoot issues or analyze printer use. You can print information pages from the printer control panel.

Information Page	Description
Configuration Report	The Configuration Report provides product information including, installed options, network settings, port setup, tray information, and more.
Customer Assistance Report	The Customer Assistance Report provides a summary of relevant information that you can provide to a Xerox support representative when you call for assistance.
Demo Page	The Demo page provides a demonstration of the current print quality.
Email Sent Report	The Email Sent Report provides a record of emails sent, including From, To, Date & Time, Subject, and Result.
Error Message Report	The Error Message Report provides a record of errors, including fault and alert codes and date and time of the error.
Fax Broadcast Report	The Fax Broadcast Report provides a record of broadcast faxes, including total pages scanned, remote station, start time, and result.
Fax Options Report	The Fax Options Report displays the current fax settings.
Fax Phone Book	The Fax Phone Book displays a list of names and fax numbers.
Fax Protocol Report	The Fax Protocol Report provides fax control field data, fax information field data, and Send/Receive information.
Fax Receive Report	The Fax Receive Report provides a record of faxes received.
Fax Transmission Report	The Fax Transmission Report provides a record of faxes sent.
Group Address Book	The Group Address Book displays contents of the Group Address Book, including group number, group name, user name, and email address.
Junk Fax Report	The Junk Fax Report displays a record of junk faxes received and the numbers from which they were sent.
Last 40 Error Messages Report	The Last 40 Error Messages Report is a log of the last 40 error messages, with number, code, name, date, and time.
Email address book	The Email Address Book displays contents of the email address book.
Pending Jobs Report	The Pending Jobs Report provides a record of pending outbound and inbound jobs.
User Authentication Report	The User Authentication Report provides a list of authenticated users and login IDs.

For information on how to print information pages, see Information Pages on page 27.

CentreWare Internet Services

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

CentreWare Internet Services requires:

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

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

To access CentreWare Internet Services:

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

If you do not know the IP address of your printer, see

More Information

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

Resource	Location
Installation Guide	Packaged with the printer.
Other documentation for your printer	www.xerox.com/office/WC4265docs
Technical support information for your printer; including online technical support, Online Support Assistant, and driver downloads.	www.xerox.com/office/WC4265support
Information Pages	- At the printer control panel, press **Help**. - In CentreWare Internet Services, click **Properties > General Setup > Configuration > Print System Data List**.
CentreWare Internet Services documentation	In CentreWare Internet Services, click **Help**.
Order supplies for your printer	www.xerox.com/office/WC4265supplies
A resource for tools and information, including interactive tutorials, printing templates, helpful tips, and customized features to meet your individual needs.	www.xerox.com/office/businessresourcecenter
Local sales and support center	www.xerox.com/office/worldcontacts
Printer registration	www.xerox.com/office/register
Xerox® Direct online store	www.direct.xerox.com/

Specifications

A

This appendix includes:

Printer Configurations and Options

Standard Configurations

Model	Includes
WorkCentre 4265/S Multifunction Printer	Standard features
WorkCentre 4265/X Multifunction Printer	• Standard features • Fax
WorkCentre 4265XF Multifunction Printer	• Standard features • Fax • 500-sheet finisher • 2100-sheet high-capacity feeder • One extra 520-sheet feeder

Standard Features

Print speed	Standard mode supports up to 55 ppm for Letter and 53 ppm for A4
2-Sided print speed	Standard mode supports up to 50 ppm for Letter and 48 ppm for A4.
Print resolution	• Standard print-quality mode: 600 x 600 dpi • Enhanced print-quality mode: 1200 x 1200 dpi
Paper capacity	• Bypass tray with 100-sheet capacity • Tray 1 with 520-sheet capacity
Maximum print size	Legal (216 x 356 mm, 8.5 x 14 in.)
2-Sided Printing	Standard
Copy speed	• 1-sided copy: 55 copies per minute • 2-sided copy: 50 copies per minute
Copy resolution	600 x 600 dpi
Maximum copy size	Legal (216 x 356 mm, 8.5 x 14 in.)
Document feeder	Duplex Automatic Document Feeder
Document feeder capacity	100 sheets
Scan resolution	• Optical: 600 x 600 dpi • Enhanced: Up to 4800 x 4800 dpi
Maximum scan size	• Document Glass: 216 x 356 mm, 8.5 x 14 in. • Duplex Automatic Document Feeder: 216 x 356 mm, 8.5 x 14 in.

Email and Scan file formats	• JPEG • TIFF • PDF • XPS
Control panel	4.3 inch LCD touch screen and keypad navigation
Connectivity	• Universal Serial Bus (USB 2.0) • USB Flash drive • Ethernet 10/100/1000Base-T
Remote access	CentreWare Internet Services

Physical Specifications

Clearance Requirements for Standard Configuration
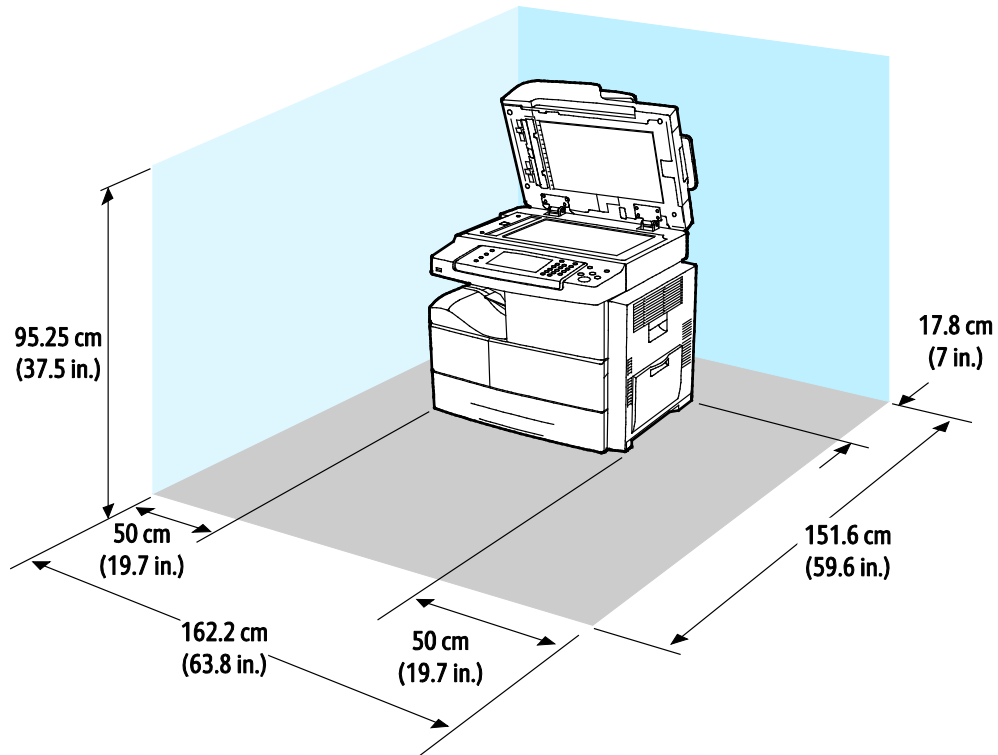
95.25 cm
(37.5 in.)

17.8 cm
(7 in.)

50 cm
(19.7 in.)

151.6 cm
(59.6 in.)

162.2 cm
(63.8 in.)

50 cm
(19.7 in.)

Clearance Requirements for Standard Configuration with Optional Finisher

95.25 cm
(37.5 in.)

17.8 cm
(7 in.)

88.4 cm
(34.8 in.)

151.6 cm
(59.6 in.)

200.5 cm
(78.9 in.)

50 cm
(19.7 in.)
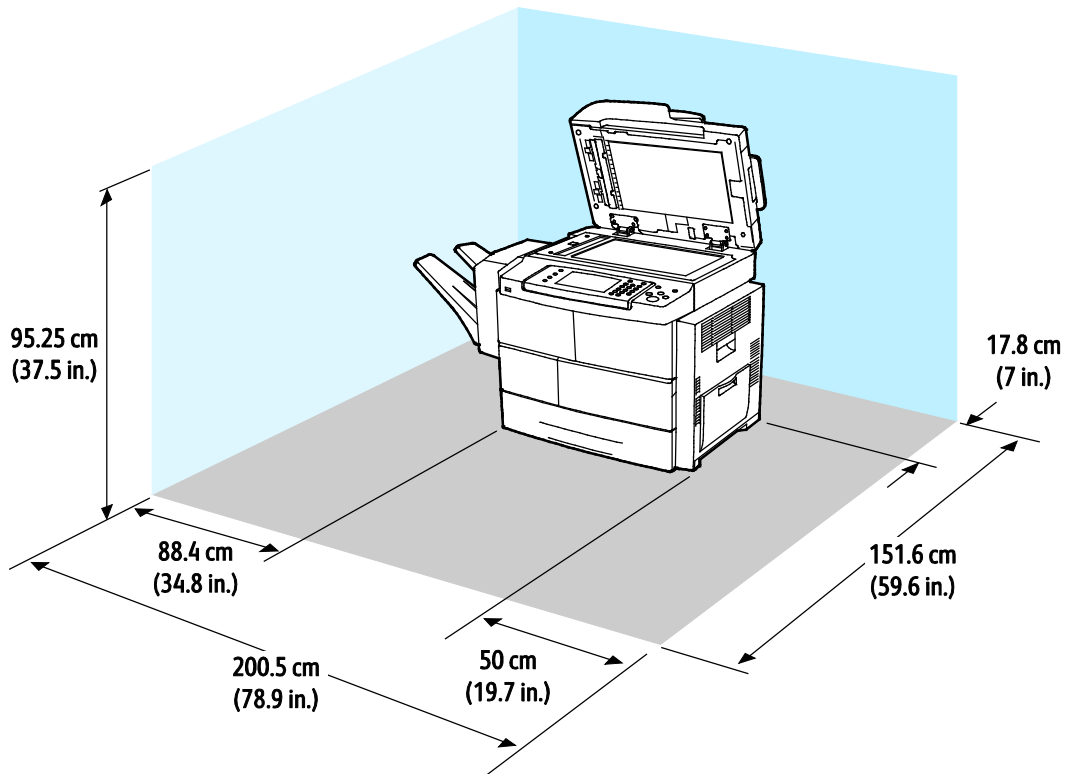
Clearance Requirements for Standard Configuration with Optional Feeders

151.76 cm
(59.75 in.)

17.8 cm
(7 in.)

50 cm
(19.7 in.)

151.6 cm
(59.6 in.)

162.2 cm
(63.8 in.)

50 cm
(19.7 in.)
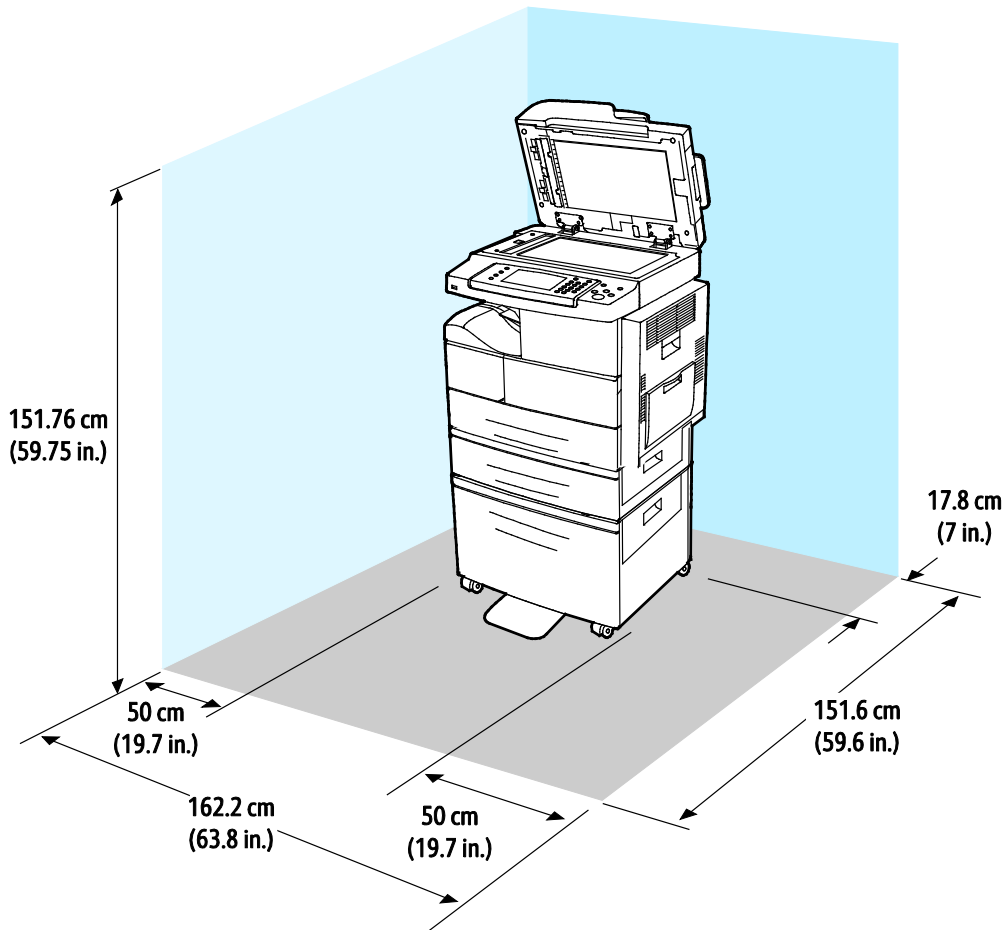
Clearance Requirements for Standard Configuration with Optional Finisher and Feeders

151.76 cm
(59.75 in.)

17.8 cm
(7 in.)

88.4 cm
(34.8 in.)

151.6 cm
(59.6 in.)

200.5 cm
(78.9 in.)

50 cm
(19.7 in.)
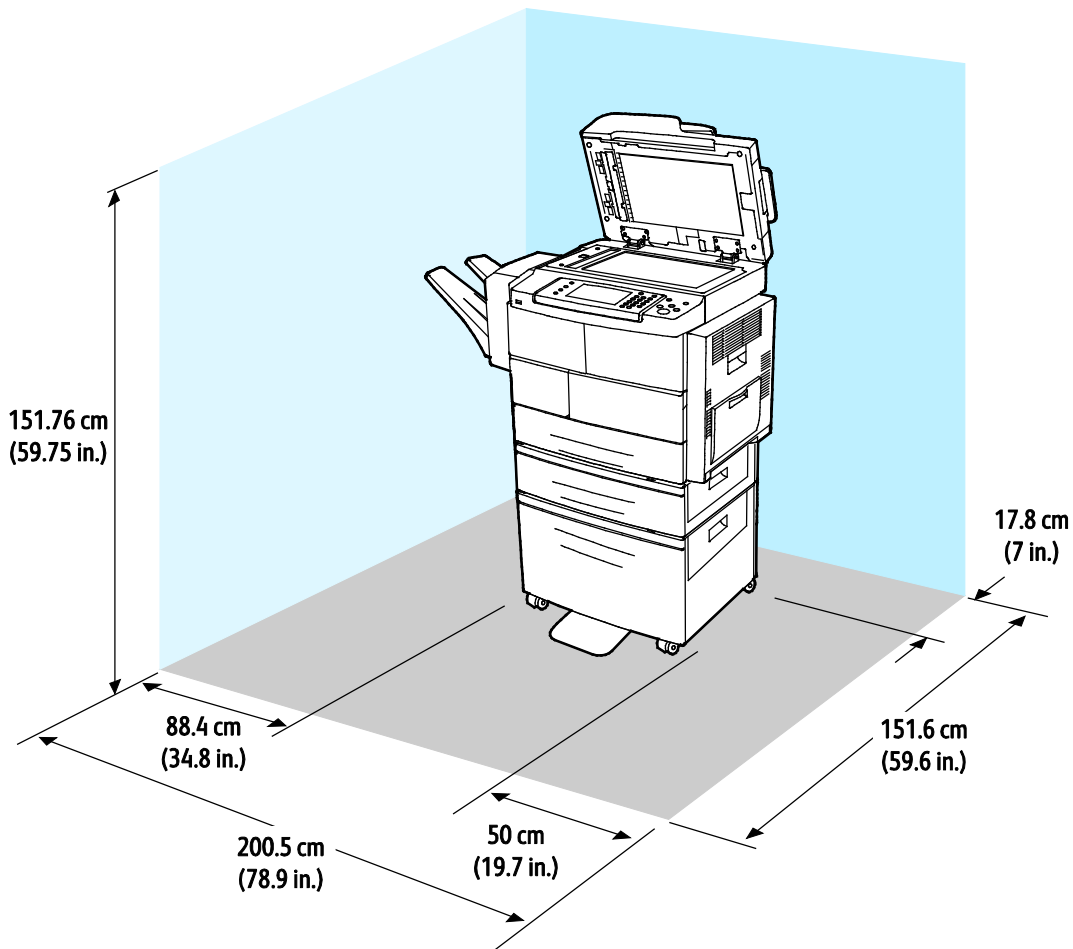
Weights and Dimensions

Width	62.17 cm (24.5 in.)
Depth	51.13 cm (20.1 in.)
Height	62.40 cm (24.6 in.)
Weight S configuration	42.41 kg (93.63lb.)
Weight X configuration	42.53 kg (93.89 lb.)
Weight XF configuration	92.39 kg (203.9 lb.)

Environmental Specifications

Temperature

- Operating Temperature: 10–32°C (50–90°F)
- Optimum Temperature: 16–30°C (61–86°F)
- Storage Temperature: from –20 through 40°C (from –4 through 104°F)

Relative Humidity

- Minimum–Maximum Humidity Range: 10–90 %, less than 90 % when in the packaging
- Optimum Humidity: 30–70 %
- Operating Humidity: 20–80 % Relative Humidity

Elevation

For optimum performance, use the printer at elevations below 3100 m (10,170 ft.).

Electrical Specifications

Power Supply Voltage and Frequency

Power Supply Voltage	Power Supply Frequency
110–127 VAC +/-10 % , (99–140 VAC)	50 Hz 60 Hz
220–240 VAC +/-10 % , (198–264 VAC)	50 Hz 60 Hz

Power Consumption

- Energy Saver Mode (Sleep): Less than 1.5W
- Continuous printing: Less than 900W
- Ready/Standby: Less than 30W

This printer does not consume electric power when the power switch is turned off even if the printer is connected to an AC outlet.

ENERGY STAR Qualified Product

This product is ENERGY STAR® qualified under the ENERGY STAR Program Requirements for Imaging Equipment.

The ENERGY STAR and ENERGY STAR mark are registered United States trademarks.

The ENERGY STAR Imaging Equipment Program is a team effort between United States, European Union, and Japanese governments and the office equipment industry to promote energy-efficient copiers, printers, fax, multifunction printers, personal computers, and monitors. Reducing product energy consumption helps combat smog, acid rain, and long-term changes to the climate by decreasing the emissions that result from generating electricity.

ENERGY STAR settings are preset on Xerox® equipment at the factory to switch to Energy Saver Modes after 5 minutes from the last copy or print.

Performance Specifications

Printer warm up time:
- Power on: 60 seconds
- From power saver: 15 seconds

Print Speed

Maximum print speeds for 1-sided continuous printing are 55 ppm for Letter (8.5 x 11 in.) and 53 ppm for A4 (210 x 297 mm).

Several factors affect print speed:
- 2-sided printing: The maximum print speeds for 2-sided continuous printing are 50 ppm for Letter (8.5 x 11 in.) and 48 ppm for A4 (210 x 297 mm).
- Print mode: Standard is the fastest print mode. Enhanced is half speed, or slower.
- Paper size: Letter (8.5 x 11 in.) and A4 (210 x 297 mm) sizes share the fastest print speed.
- Paper type: Plain paper prints faster than Cardstock or Heavyweight.
- Paper weight: Lightweight prints faster than heavier paper, such as Cardstock and Labels.

Regulatory Information

B

This appendix includes:

Basic Regulations

Xerox has tested this printer to electromagnetic emission and immunity standards. These standards are designed to mitigate interference caused or received by this printer in a typical office environment.

United States FCC Regulations

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

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications to this equipment not approved by Xerox can void the authority of the user to operate this equipment.

Note: To ensure compliance with Part 15 of the FCC rules, use shielded interface cables.

Canada

This Class A digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe A est conforme à la norme NMB-003 du Canada.

European Union

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

- December 12, 2006: Low Voltage Directive 2006/95/EC
- December 15, 2004: Electromagnetic Compatibility Directive 2004/108/EC
- March 9, 1999: Radio & Telecommunications Terminal Equipment Directive 1999/5/EC

This printer, if used properly in accordance with the instructions, is not dangerous for the consumer or for the environment.

To ensure compliance with European Union regulations, use shielded interface cables.

A signed copy of the Declaration of Conformity for this printer can be obtained from Xerox.

European Union Lot 4 Imaging Equipment Agreement Environmental Information

Environmental Information Providing Environmental Solutions and Reducing Cost

The following information has been developed to assist users and has been issued in relation to the European Union (EU) Energy Related Products Directive, specifically the Lot 4 study on Imaging Equipment. This requires manufacturers to improve environmental performance of in scope products and supports the EU action plan on energy efficiency.

In scope products are Household and Office equipment that meet the following criteria.

- Standard monochrome format products with a maximum speed less than 66 A4 images per minute
- Standard color format products with a maximum speed less than 51 A4 images per minute

Introduction

The following information has been developed to assist users and has been issued in relation to the European Union (EU) Energy Related Products Directive, specifically the Lot 4 study on Imaging Equipment. This requires manufacturers to improve environmental performance of in scope products and supports the EU action plan on energy efficiency.

In scope products are Household and Office equipment that meet the following criteria.

- Standard monochrome format products with a maximum speed less than 66 A4 images per minute
- Standard color format products with a maximum speed less than 51 A4 images per minute

Environmental Benefits of Duplex Printing

Most Xerox products have duplex printing, also known as 2-sided printing, capability. This enables you to print on both sides of the paper automatically, and therefore helps to reduce the use of valuable resources by reducing your paper consumption. The Lot 4 Imaging Equipment agreement requires that on models greater than or equal to 40 ppm color or greater than or equal to 45 ppm monochrome the duplex function has been auto enabled, during the setup and driver installation. Some Xerox models below these speed bands may also be enabled with 2-sided printing settings defaulted on at the time of install. Continuing to use the duplex function will reduce the environmental impact of your work. However, should you require simplex/1-sided printing, you may change the print settings in the print driver.

Paper Types

This product can be used to print on both recycled and virgin paper, approved to an environmental stewardship scheme, which complies with EN12281 or a similar quality standard. Lighter weight paper (60 g/m²), which contains less raw material and thus save resources per print, may be used in certain applications. We encourage you to check if this is suitable for your printing needs.

ENERGY STAR

The ENERGY STAR program is a voluntary scheme to promote the development and purchase of energy efficient models, which help to reduce environmental impact. Details on the ENERGY STAR program and models qualified to ENERGY STAR can be found at the following website:
www.energystar.gov/index.cfm?fuseaction=find_a_product.showProductGroup&pgw_code=IEQ

Power Consumption and Activation Time

The amount of electricity a product consumes depends on the way the device is used. This product is designed and configured to enable you to reduce your electricity costs. After the last print, the device switches to Ready mode. In this mode, the device can print again immediately. If the product is not used for a period of time, the device switches to a Power Saver mode. In these modes, to enable reduced product power consumption, only essential functions remain active.

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

You can set a longer activation time or completely deactivate the Power Saver mode. This device can take longer to switch to a lower energy level.

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

Environmental Choice Certified to Office Machines CCD-035

This product is certified to Environmental Choice standard for office machines, meeting all requirements for reduced environmental impact. As part of achieving certification, Xerox Corporation has proven this product meets the Environmental Choice criteria for energy efficiency. Certified copier, printer, multifunctional device, and fax products must also meet criteria such as reduced chemical emissions and demonstrate compatibility with recycled supplies. Environmental Choice was established in 1988 to help consumers find products and services with reduced environmental impacts. Environmental Choice is a voluntary, multi-attribute, and lifecycle-based environmental certification. This certification indicates that a product has undergone rigorous scientific testing, exhaustive auditing, or both, to prove its compliance with stringent, third-party, environmental performance standards.

Germany

Germany - Blue Angel

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

Blendschutz

Das Gerät ist nicht für die Benutzung im unmittelbaren Gesichtsfeld am Bildschirmarbeitsplatz vorgesehen. Um störende Reflexionen am Bildschirmarbeitsplatz zu vermeiden, darf dieses Produkt nicht im unmittelbaren Gesichtsfeld platziert werden.

Lärmemission

Maschinenlärminformations-Verordnung 3. GPSGV: Der höchste Schalldruckpegel beträgt 70 dB(A) oder weniger gemäß EN ISO 7779.

Importeur

Xerox GmbH

Hellersbergstraße 2-4

41460 Neuss

Deutschland

Turkey RoHS Regulation

In compliance with Article 7 (d), we hereby certify "it is in compliance with the EEE   regulation."

"EEE yönetmeliğine uygundur."

Regulatory Information for 2.4 GHz Wireless Network Adapter

This product contains a 2.4 GHz Wireless LAN radio transmitter module which complies with the requirements specified in FCC Part 15, Industry Canada RSS-210 and European Council Directive 99/5/EC.

Operation of this device is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications to this device not specifically approved by the Xerox Corporation may void the user's authority to operate this equipment.

Copy Regulations

United States

Congress, by statute, has forbidden the reproduction of the following subjects under certain circumstances. Penalties of fine or imprisonment may be imposed on those guilty of making such reproductions.

1. Obligations or Securities of the United States Government, such as:
   - Certificates of Indebtedness.
   - National Bank Currency.
   - Coupons from Bonds.
   - Federal Reserve Bank Notes.
   - Silver Certificates.
   - Gold Certificates.
   - United States Bonds.
   - Treasury Notes.
   - Federal Reserve Notes.
   - Fractional Notes.
   - Certificates of Deposit.
   - Paper Money.
   - Bonds and Obligations of certain agencies of the government, such as FHA and so on.
   - Bonds. United States Savings Bonds may be photographed only for publicity purposes in connection with the campaign for the sale of such bonds.
   - Internal Revenue Stamps. If it is necessary to reproduce a legal document on which there is a canceled revenue stamp, this may be done provided the reproduction of the document is performed for lawful purposes.
   - Postage Stamps, canceled or uncanceled. For philatelic purposes, Postage Stamps may be photographed, provided the reproduction is in black and white and is less than 75 % or more than 150 % of the linear dimensions of the original.
   - Postal Money Orders.
   - Bills, Checks, or Drafts of money drawn by or upon authorized officers of the United States.
   - Stamps and other representatives of value, of whatever denomination, which have been or may be issued under any Act of Congress.
   - Adjusted Compensation Certificates for Veterans of the World Wars.
2. Obligations or Securities of any Foreign Government, Bank, or Corporation.
3. Copyrighted materials, unless permission of the copyright owner has been obtained or the reproduction falls within the "fair use" or library reproduction rights provisions of the copyright law. Further information of these provisions may be obtained from the Copyright Office, Library of Congress, Washington, D.C. 20559. Ask for Circular R21.

4. Certificate of Citizenship or Naturalization. Foreign Naturalization Certificates may be photographed.

5. Passports. Foreign Passports may be photographed.

6. Immigration papers.

7. Draft Registration Cards.

8. Selective Service Induction papers that bear any of the following Registrant's information:
   − Earnings or Income.
   − Court Record.
   − Physical or mental condition.
   − Dependency Status.
   − Previous military service.
   − Exception: United States military discharge certificates may be photographed.

9. Badges, Identification Cards, Passes, or Insignia carried by military personnel, or by members of the various Federal Departments, such as FBI, Treasure, and so on (unless photograph is ordered by the head of such department or bureau).

Reproducing the following is also prohibited in certain states:

- Automobile Licenses.
- Drivers' Licenses.
- Automobile Certificates of Title.

The preceding list is not all inclusive, and no liability is assumed for its completeness or accuracy. In case of doubt, consult your attorney.

For more information about these provisions contact the Copyright Office, Library of Congress, Washington, D.C. 20559. Ask for Circular R21.

Canada

Parliament, by stature, has forbidden the reproduction of the following subjects under certain circumstances. Penalties of fine or imprisonment may be imposed on those guilty of making such reproductions.

- Current bank notes or current paper money
- Obligations or securities of a government or bank
- Exchequer bill paper or revenue paper
- The public seal of Canada or of a province, or the seal of a public body or authority in Canada, or of a court of law
- Proclamations, orders, regulations, or appointments, or notices thereof (with intent to falsely cause same to purport to have been printed by the Queens Printer for Canada, or the equivalent printer for a province)
- Marks, brands, seals, wrappers, or designs used by or on behalf of the Government of Canada or of a province, the government of a state other than Canada or a department, board, Commission, or agency established by the Government of Canada or of a province or of a government of a state other than Canada

- Impressed or adhesive stamps used for the purpose of revenue by the Government of Canada or of a province or by the government of a state other than Canada
- Documents, registers, or records kept by public officials charged with the duty of making or issuing certified copies thereof, where the copy falsely purports to be a certified copy thereof
- Copyrighted material or trademarks of any manner or kind without the consent of the copyright or trademark owner

This list is provided for your convenience and assistance, but it is not all-inclusive, and no liability is assumed for its completeness or accuracy. In case of doubt, consult your solicitor.

Other Countries

Copying certain documents may be illegal in your country. Penalties of fine or imprisonment may be imposed on those found guilty of making such reproductions.

- Currency notes
- Bank notes and checks
- Bank and government bonds and securities
- Passports and identification cards
- Copyright material or trademarks without the consent of the owner
- Postage stamps and other negotiable instruments

This list is not inclusive and no liability is assumed for either its completeness or accuracy. In case of doubt, contact your legal counsel.

Fax Regulations

United States

Fax Send Header Requirements

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

Data Coupler Information

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

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

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

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

To order the correct service from the local Telephone Company, you could also have to quote the codes in the following list:

- Facility Interface Code (FIC) = 02LS2
- Service Order Code (SOC) = 9.0Y

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

If this Xerox® equipment causes harm to the telephone network, the Telephone Company could temporarily discontinue service to the telephone line to which it is connected. If advance notice is not practical, the Telephone Company notifies you of the disconnection as soon as possible. If the Telephone Company interrupts your service, they can advise you of your right to file a complaint with the FCC if you believe that it is necessary.

The Telephone Company could change its facilities, equipment, operations, or procedures which could affect the operation of the equipment. If the Telephone Company changes something that affects the operation of the equipment, they should notify you in order for you to make necessary modifications to maintain uninterrupted service.

If you experience trouble with this Xerox® equipment, please contact the appropriate service center for repair or warranty information. Contact information is contained in the Machine Status menu on the printer and in the back of the Troubleshooting section of the *User Guide*. If the equipment is causing harm to the telephone network, the Telephone Company may request you to disconnect the equipment until the problem is resolved.

Only a Xerox Service Representative or an authorized Xerox Service provider are authorized to make repairs to the printer. This applies at any time during or after the service warranty period. If unauthorized repair is performed, the remainder of the warranty period is null and void.

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

Your office could have specially wired alarm equipment connected to the telephone line. Make sure that the installation of this Xerox® equipment does not disable your alarm equipment.

If you have questions about what could disable alarm equipment, consult your Telephone Company or a qualified installer.

Canada

This product meets the applicable Industry Canada technical specifications.

A representative designated by the supplier should coordinate repairs to certified equipment. Repairs or alterations made by the user to this device, or device malfunctions, could cause the telecommunications company to request you to disconnect the equipment.

For user protection, make sure that the printer is properly grounded. The electrical ground connections of the power utility, telephone lines, and internal metallic water pipe systems, if present, must be connected together. This precaution could be vital in rural areas.

⚠️ **WARNING:** Do not attempt to make such connections yourself. Contact the appropriate electric inspection authority, or electrician, to make the ground connection.

The REN assigned to each terminal device provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface could consist of any combination of devices. The only limitation to the number of devices is the requirement that the sum of the RENs of the devices does not exceed 5. For the Canadian REN value, please see the label on the equipment.

European Union

Radio Equipment and Telecommunications Terminal Equipment Directive

The Facsimile has been approved in accordance with the Council Decision 1999/5/EC for pan-European single terminal connection to the public switched telephone network (PSTN). However, due to differences between the individual PSTNs provided in different countries, the approval does not give an unconditional assurance of successful operation on every PSTN network terminal point.

In the event of a problem you should contact your authorized local dealer.

This product has been tested to and is compliant with ES 203 021-1, -2, -3, a specification for terminal equipment for use on analog-switched telephone networks in the European Economic Area. This product provides a user-adjustable setting of the country code. The country code should be set prior to connecting this product to the network. Refer to the customer documentation for the procedure for setting the country code.

Note: Although this product can use either loop disconnect (pulse) or DTMF (tone) signaling, we recommend that you set it to use DTMF signaling for more reliable and faster call setup. Modification of this product, connection to external control software, or connection to an external control apparatus not authorized by Xerox® will invalidate its certification.

South Africa

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

New Zealand

1. The grant of a Telepermit for any item of terminal equipment indicates only that Telecom has accepted that the item complies with minimum conditions for connection to its network. It indicates no endorsement of the product by Telecom, it does not provide any sort of warranty, and it does not imply that any Telepermitted product is compatible with all Telecom network services. Above all, it provides no assurance that any item will work correctly in all respects with another item of Telepermitted equipment of a different make or model.

   The equipment may not be capable of correct operation at the higher data speeds designated. 33.6 kbps and 56 kbps connections are likely to be restricted to lower bit rates when connected to some PSTN implementations. Telecom will accept no responsibility for difficulties that arise in such circumstances.

2. Immediately disconnect this equipment should it become physically damaged, then arrange for its disposal or repair.

3. This modem shall not be used in any manner which could constitute a nuisance to other Telecom customers.

4. This device is equipped with pulse dialing, while the Telecom standard is DTMF tone dialing. There is no guarantee that Telecom lines will always continue to support pulse dialing.

5. Use of pulse dialing, when this equipment is connected to the same line as other equipment, may give rise to 'bell tinkle' or noise and cause a false answer condition. If you encounter such problems, do not contact the Telecom Faults Service.

6. DTMF tones dialing is the preferred method because it is faster than pulse (decadic) dialing and is readily available on almost all New Zealand telephone exchanges.

⚠️ **WARNING:** No '111' or other calls can be made from this device during a mains power failure.

7. This equipment may not provide for the effective hand-over of a call to another device connected to the same line.

8. Some parameters required for compliance with Telecom Telepermit requirements are dependent on the equipment (computer) associated with this device. The associated equipment shall be set to operate within the following limits for compliance with Telecom Specifications:

   For repeat calls to the same number:

   − There shall be no more than 10 call attempts to the same number within any 30 minute period for any single manual call initiation, and

   − The equipment shall go on-hook for a period of not less than 30 seconds between the end of one attempt and the beginning of the next attempt.

   For automatic calls to different numbers:

   The equipment shall be set to ensure that automatic calls to different numbers are spaced such that there is no less than five seconds between the end of one call attempt and the beginning of another.

9. For correct operation, total of the RNs of all devices connected to a single line at any time should not exceed five.

Material Safety Data Sheets

For Material Safety Data information regarding your printer, go to:

- North America: www.xerox.com/msds
- European Union: www.xerox.com/environment_europe

For the Customer Support Center phone numbers, go to www.xerox.com/office/worldcontacts.

Recycling and Disposal C

This appendix includes:

All Countries

If you are managing the disposal of your Xerox product, please note that the printer may contain lead, mercury, perchlorate, and other materials whose disposal may be regulated due to environmental considerations. The presence of these materials is fully consistent with global regulations applicable at the time that the product was placed on the market. For recycling and disposal information, contact your local authorities. Perchlorate Material: This product may contain one or more Perchlorate-containing devices, such as batteries. Special handling may apply, please see www.dtsc.ca.gov/hazardouswaste/perchlorate.

North America

Xerox operates an equipment take-back and reuse/recycle program. Contact your Xerox representative (1-800-ASK-XEROX) to determine if this Xerox product is part of the program. For more information about Xerox environmental programs, visit www.xerox.com/environment, or for recycling and disposal information, contact your local authorities.

European Union

Some equipment may be used in both a domestic/household and a professional/business application.

Domestic/Household Environment
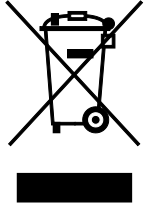
Application of this symbol on your equipment is confirmation that you should not dispose of the equipment in the normal household waste stream.

In accordance with European legislation, end of life electrical and electronic equipment subject to disposal must be segregated from household waste.

Private households within EU member states may return used electrical and electronic equipment to designated collection facilities free of charge. Please contact your local disposal authority for information.

In some member states, when you purchase new equipment, your local retailer may be required to take back your old equipment free of charge. Please ask your retailer for information.

Professional/Business Environment

Application of this symbol on your equipment is confirmation that you must dispose of this equipment in compliance with agreed national procedures.

In accordance with European legislation, end of life electrical and electronic equipment subject to disposal must be managed within agreed procedures.

Prior to disposal, please contact your local reseller or Xerox representative for end of life take-back information.

Collection and Disposal of Equipment and Batteries

These symbols on the products and/or accompanying documents mean that used electrical and electronic products and batteries should not be mixed with general household waste.

For proper treatment, recovery, and recycling of old products and used batteries, please take them to applicable collection points, in accordance with your national legislation and the Directive 2002/96/EC and 2006/66/EC.

By disposing of these products and batteries correctly, you will help to save valuable resources and prevent any potential negative effects on human health and the environment which could otherwise arise from inappropriate waste handling.

For more information about collection and recycling of old products and batteries, please contact your local municipality, your waste disposal service or the point of sale where you purchased the items.

Penalties may be applicable for incorrect disposal of this waste, in accordance with national legislation.

Business Users in the European Union

If you wish to discard electrical and electronic equipment, please contact your dealer or supplier for further information.

Disposal Outside of the European Union

These symbols are only valid in the European Union. If you wish to discard these items, please contact your local authorities or dealer and ask for the correct method of disposal.

Battery Symbol Note

This wheeled bin symbol may be used in combination with a chemical symbol. This establishes compliance with the requirements set out by the Directive.

Battery Removal

Batteries should only be replaced by a manufacturer-approved service facility.

Other Countries

Please contact your local waste management authority to request disposal guidance.

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