

# **WorkCentre XE Series XE60/62/80/82**

**701P98848  
9/98**

## ***FCC Compliance in the USA***

**WARNING:** This equipment has been tested and found to comply with the limits for a Class B digital device pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful communications. However, there is no guarantee that interference will not occur in a particular installation. 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 the receiver.
- Connect the equipment into an outlet on a different circuit than the receiver.
- Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications to this equipment not specifically approved by the Xerox Corporation may void the authority granted by the FCC to operate this equipment.

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

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

## ***EME Compliance in Canada***

This Class B digital apparatus meets all requirements of the Canadian Interference-Causing Equipment regulations.

## ***ENERGY STAR (XE80 series)***



As an ENERGY STAR® Partner, Xerox Corporation has determined that this product meets the ENERGY STAR® guidelines for energy efficiency.

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# Introduction

Congratulations on acquiring your new Document WorkCentre XE Series Digital WorkCentre. The features, ease of operation, and reliability of the WorkCentre allow you to concentrate on your business and leave the copying/printing to your WorkCentre and Team Xerox experts.

## Supplies

To order supplies for your WorkCentre, call or visit your local retailer. If your store does not stock these items, you may call the following number.

In the United States and Canada:

Xerox SupplyNet toll free at: **1 – 800 – 822 – 2200**

Toner Cartridge: 6R916

Copy Cartridge: 13R553

## Information

To get answers for any other questions you might have regarding your WorkCentre, to register your warranty by phone, or for assistance with the installation of your WorkCentre you may call:

**1 – 800 – TEAM – XRX (1 – 800 – 832 – 6979)**

## Service

A Customer Service Support Representative will assist you in keeping your WorkCentre operational and, if required, will arrange for service.

**Visit the Xerox Web site at: <http://www.teamxrx.com>**

or call our experts at: **1 – 800 – TEAM – XRX (1 – 800 – 832 – 6979)**

The following information will be needed when you call Xerox:

- Machine Type: **XE** \_\_\_\_\_
- Machine serial number: \_\_\_\_\_  
(Located on the back cover of the WorkCentre.)

|  |   |
|--|---|
| <b>XEROX</b>   | Xerox Corporation<br>Rochester, New York<br>Manufactured in China |
| PRODUCT CODE: W7P<br>RATING:<br>VOLTAGE: 120~<br>FREQUENCY: 60hZ<br>CURRENT: 6A 600w | 0001095 ← Serial Number   |

- The purchase date from your receipt (required for warranty service).
- A description of the problem.
- Status Code (if any) displayed on the control panel.

# Manual Conventions

The following conventions are used throughout this manual:



Provides information required to successfully complete an operation or procedure.







**Caution.** *You are not to overlook the mentioned points.*

## Safety Notes

Your Document WorkCentre XE Series Digital WorkCentre and supplies have been designed and tested to meet strict safety requirements. These include safety agency examination and approval, and compliance to established environmental standards. Please read the following instructions carefully before operating the WorkCentre and refer to them as needed to ensure the continued safe operation of your WorkCentre.

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

**Symbology:**  = High Voltage,  = Heated Surface,  = Warning.

 = **Laser Caution.** Use of controls or adjustments or performance of procedures other than those specified herein may result in hazardous radiation exposure.

**Unplug** this WorkCentre from the wall outlet before cleaning.

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

## **Safety Notes (continued)**

**This product** is equipped with a 3-wire grounding type plug (e.g., a plug having a third grounding pin). This plug will fit only into a grounding-type power outlet. This is a safety feature. To avoid risk of electric shock, contact your electrician to replace the receptacle if you are unable to insert the plug into the outlet. Never use a grounding adapter plug to connect the copier to a power source receptacle that lacks a ground connection terminal.

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

**Do not** allow anything to rest on the power cord. Do not locate the copier where persons will step on the cord.

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

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



## ***Safety Notes (continued)***

**Never** spill liquid of any kind on the copier.

**Never** remove covers or guards that require a tool for removal. There are no casual operator serviceable areas within these covers.

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



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

# ***Setting Up the WorkCentre***

## ***Introduction***

The Document WorkCentre XE Series Digital Copier (XE60, XE62) and WorkCentre XE Series Digital Copier/Printer (XE80, XE82) are compact and easy to use. They have been specially designed to provide you with high quality and high performance copying/printing.

This manual tells you how to set up, operate, maintain, and get the best performance from your WorkCentre.

## ***WorkCentre Features***

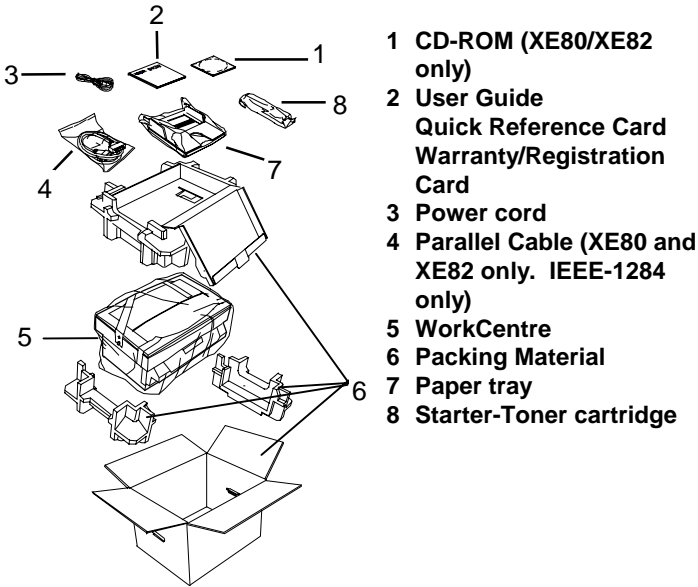
The maximum copy speed for the Document WorkCentre XE Series Digital WorkCentre XE60/XE62 is 6 copies per minute. The maximum print speed for the Document WorkCentre XE80/XE82 Series Digital WorkCentre is 8 prints per minute. The WorkCentre features a high-capacity paper tray for easy loading of paper, envelopes, label sheets and transparency film.

Some of the other advanced features which can be selected from the control panel of this WorkCentre include:

- **Copy ratio:** two reduction values, two enlargement values, one customer-programmable value
- **Zoom R/E ratio range:** 50 to 200%
- **Copy Quality modes:** Automatic, Text, Photo, Toner Saver
- **Programmable defaults** (refer to Customizing Your Copier)
- **Fault indicators** and **error message** display

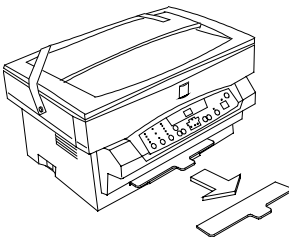
## Unpacking the WorkCentre

Your box contains the items shown below. If you are missing any of the items shown, call 1 – 800 – TEAM – XRX (1 – 800 – 832 – 6979).



- **Do not remove the toner cartridge from the foil bag until you are ready to install it in the WorkCentre.**
- **Keep the WorkCentre box, packing materials and shipping screw in case you need to store or transport the WorkCentre at a later date.**
- **Do not remove the drum cartridge from the WorkCentre.**

## Removing the Cardboard

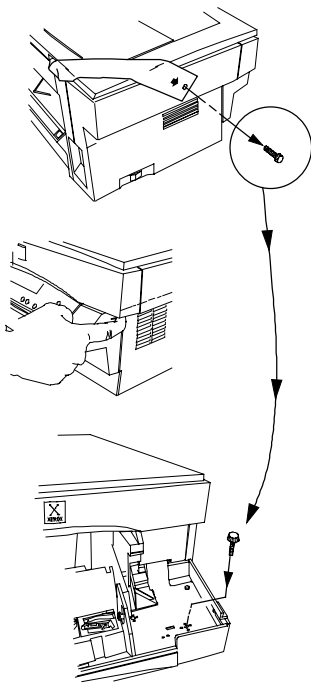


Remove the piece of cardboard from the front of the WorkCentre as shown.

## Removing the Shipping Tape

Remove the protective shipping tape from the WorkCentre.

## Removing the Shipping Screw



**DO NOT FORCE THE DOCUMENT COVER.**

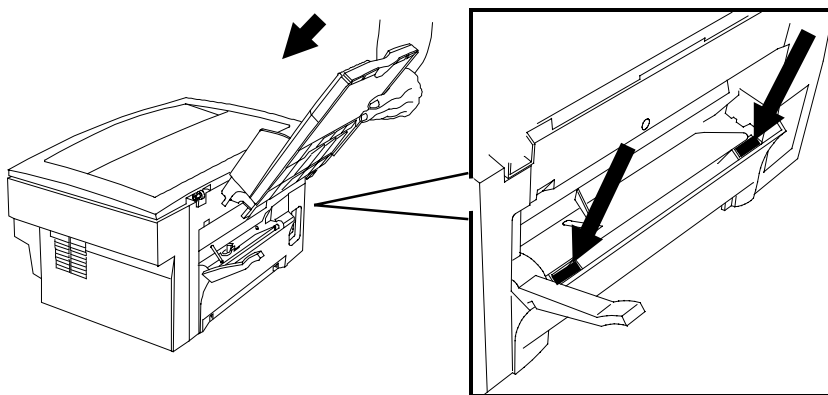


**THE WORKCENTRE WILL MALFUNCTION IF THE SHIPPING SCREW IS NOT REMOVED.**

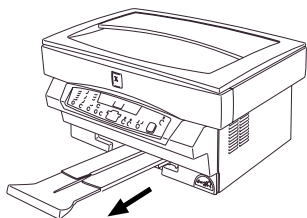
1. Remove the shipping screw.
2. Lift the document cover so that the left hinge separates. Remove the restraining strip and reconnect the document cover to the WorkCentre.
3. Open the front door by pushing in on the front door latches on each side of the front door.
4. **Place the shipping screw in a hole of the plastic shield in the right side of the front door.** It ***must*** be reinserted when repacking or moving the WorkCentre.

## ***Installing the Paper Tray***

1. Using two hands (one on each side of the tray), hold the paper tray so that the paper tray guide is facing front.
2. Insert the paper tray into the paper tray slots at the rear of the WorkCentre.
3. Ensure that the Paper Tray snaps into place.

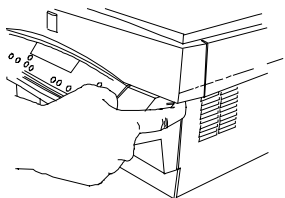


## ***The Paper Output Support***



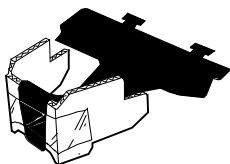
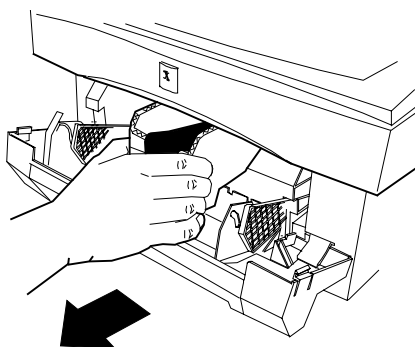
The paper output support pulls straight out from the bottom front of the WorkCentre.

## Removing the Protective Paper from the Drum Cartridge

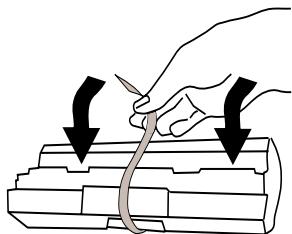


1. Open the front door by pushing in on the front door latches on each side of the front door.

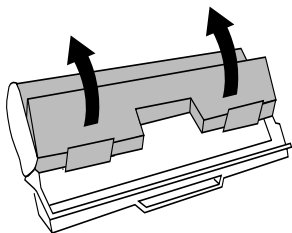
2. With the sheet of black protective paper attached, carefully remove the cardboard from the drum cartridge. Make sure not to leave any torn pieces of paper in the WorkCentre.



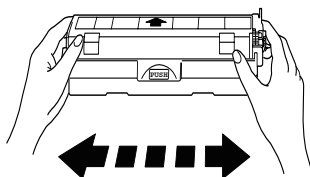
## Installing the Toner Cartridge



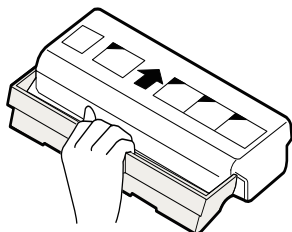
1. Remove the toner cartridge from its bag, unwrap the tape and remove the protective cover.



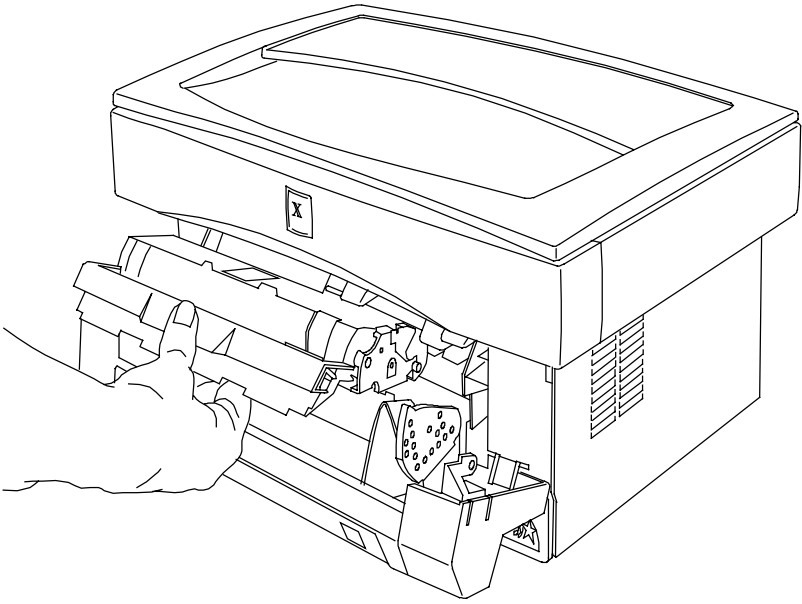
2. Shake the toner cartridge four to five times to distribute the toner evenly inside the reservoir.



3. Hold the handle of the toner cartridge (which locks in place) so that the stamped markings are facing upward. In the future, when the toner cartridge has to be removed from the WorkCentre, lay it on a paper with the stamped markings down. The cartridge may leave a line of toner on the surface if laid with the stamped markings up.



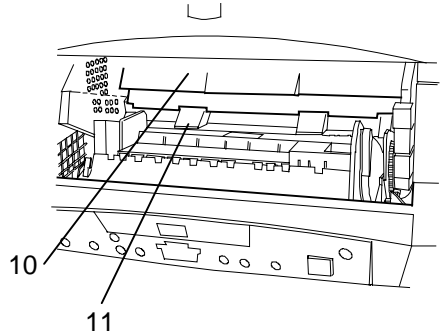
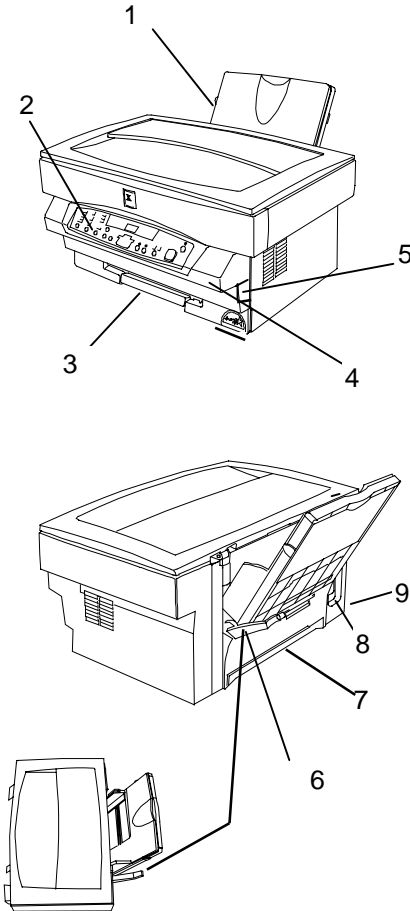
4. Gently insert the toner cartridge inside the WorkCentre.
5. Push firmly until the toner cartridge is fully seated and the handle springs slightly back.
6. Close the front door.






# Getting To Know Your WorkCentre

- 1 Paper tray with extension
- 2 Control panel
- 3 Paper output support
- 4 Front door
- 5 Front door latch (2)
- 6 Paper release lever
- 7 Parallel Cable Port (XE80 and XE82 only. Use only cables labeled IEEE-1284)
- 8 Power cord socket
- 9 Power switch (on side)
- 10 Starter-Toner cartridge
- 11 Drum cartridge

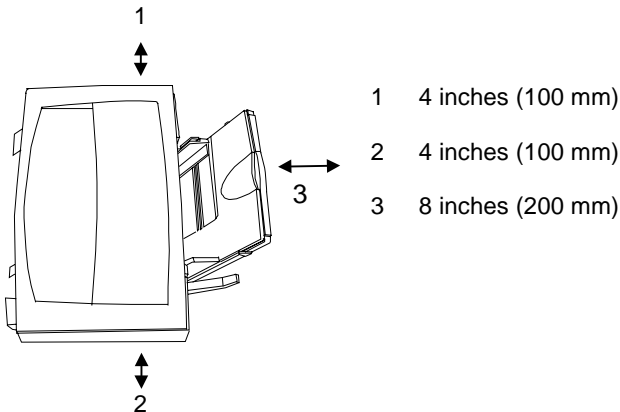


# Installation

## Requirements

**⚠**  All electrical equipment is potentially dangerous if not installed and operated correctly. Make sure that you meet the following requirements when you set up or move the WorkCentre.

1. Use only the rated voltage from a properly-grounded wall socket.
2. Keep the WorkCentre away from areas that are:
  - Dusty or smoky
  - Damp or humid
  - Poorly ventilated
  - In direct sunlight
  - Subject to other extreme conditions
3. Place the WorkCentre on a stable, level surface.
4. Leave enough space around the ventilation outlets for heat from the fan to dissipate properly. Blocking these outlets could cause the WorkCentre to overheat, which can cause serious damage to the WorkCentre.
5. Leave some space at the front of the WorkCentre to make operation easier. Make sure that there is enough space at the front of the WorkCentre for the output paper to be stacked.





## **Connecting the Parallel Cable (XE80, XE82 only)**

1. Connect the IEEE-1284 parallel cable to the parallel port on the back of the WorkCentre.
2. Connect the IEEE-1284 parallel cable to the parallel port on the back of the PC.


Turn to the **Printer Driver Software Installation** section in this User Guide to set up the WorkCentre XE for printing.

## **Connecting the Power Cord**

 **As electricity is always dangerous if not used properly, please take all necessary precautions to prevent electric shocks when connecting and disconnecting the WorkCentre.**

 **If you use the WorkCentre in a country other than the country where the WorkCentre was purchased, you will need to make sure that your local power supply is compatible with your model. If you plug the WorkCentre into an incompatible power supply, irreparable damage to the WorkCentre will result.**

1. Check that the power switch for the WorkCentre is in the OFF position. The switch is located on the lower left hand side of the WorkCentre and labeled "O" for OFF and "I" for ON.
2. Connect the power cord to the power cord socket in the rear left hand corner of the WorkCentre, and then plug the other end into a properly-grounded power outlet.

 **The WorkCentre should only be plugged into a properly-grounded wall socket. Do not plug the WorkCentre into a power strip.**

3. Load paper (refer to Loading Media).
4. Turn on the power switch ON.

# Copying/Printing

## Selecting Media

### Paper Specifications

#### Paper Storage

For reliable WorkCentre operation and good copy/print quality, Xerox recommends that paper be stored:

- on a flat surface.
- in a closed container.
- in a low humidity area.
- tightly wrapped, if the ream is partially used.

*NOTE: Paper affected by humidity, and curled paper can cause jams and copy/print quality problems.*

The Specifications Chart below gives you information about the types of paper that can be used at the paper input area.

| Paper Input  | Paper Tray  |
|--|---|
| Paper Sizes  | 3 7/8 x 5 7/8 to 8 1/2 x 14" (98 to 216 x 315/330 mm)   |
| Paper Weights<br>Optimum<br>Range                        | 20 lb / 80 g/m <sup>2</sup><br>14 – 34 lb<br>52 – 130 g/m <sup>2</sup>  |
| Paper Capacities<br>Copy, letterhead, and<br>pre drilled | 20 lb / 80 g/m <sup>2</sup> - 250 sheets  |
| Labels and<br>Transparencies *                           | Yes (1 at a time)   |
| Envelope   | COM-10 (4.1 x 9.5" / 216 x 279mm)<br>Monarch (3.87 x 7.5" / 98.5 x 191 mm)<br>C5 (6.4 x 9.16" / 162 x 229mm)<br>DL (4.4 x 8.8" / 110 x 220mm) |

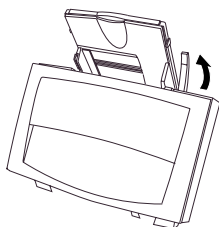
\* Use labels and transparencies specifically designed for copiers (high temperatures).

## Paper Tips

**P** will flash in the copy quantity display and the indicator in the WorkCentre diagram will flash when a paper tray is empty.

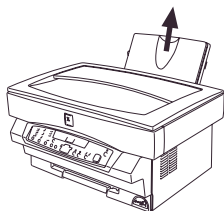
- Do not reuse the misfed paper.
- Close the paper tray. Press **Start** to make the remaining copies.
- Do not use envelopes that:
  - have been fed into the printer before
  - are composed with glues, inks and adhesive that could discolor, scorch, or melt when heat is applied
  - have discontinuous seams and uneven glue line
  - have thick or uneven edges
  - have clasps, strings, snaps, cellophane windows, peel-off adhesive strips
  - are heavily textured, coated or embossed
  - are cotton paper composed of more than 25% of recycled paper.
- Do not insert paper with metallic attachments such as staples or paper clips, as these will get stuck in the paper feeding mechanism and will scratch the drum and damage other parts of the WorkCentre mechanism.

## Loading Media

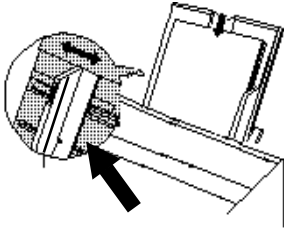


1. Pull the paper release lever at the right of the paper tray toward you.

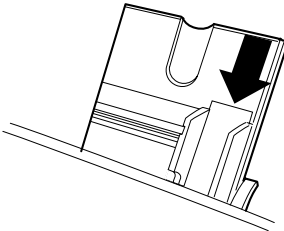
**!!!** *If the paper is inserted without doing this, paper jams will occur.*



2. If you are using extra-long paper (such as legal size), raise the paper support to support the paper once it has been inserted.



3. Place the paper into the paper tray with the side to be printed facing toward you. Adjust the position of the paper so that its right edge is up against the right paper guide. Then move the left paper guide until it is resting gently against the left edge of the paper. The paper tray can be filled to the MAX line with standard weight paper (16 to 24 lbs. or about 60 to 90 g/m<sup>2</sup>).



#### **If copying onto an envelope:**

Insert the side to be copied on is facing upwards (as shown by the imprint on the paper tray) and the flap on the reverse side is closed and at the right when looking from the front of the printer. Leave a gap of approximately  $\frac{1}{32}$ " (1 mm) between the paper guide and the left edge of the envelope.

- ☑ When copying envelopes, labels and transparencies, it is recommended that you load and copy one envelope or sheet at a time.

4. Push the paper release lever back. The paper will be clamped by the paper feed roller inside the printer.

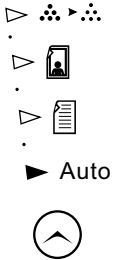
**!!** *The handle may position itself. Do not force the handle or breakage could occur.*

**!!** *Paper jams may occur if:*

- *The paper tray is overstacked.*
- *If the space between the paper guide and the left edge of the paper is greater than 1 mm, or if the paper guide is pushing the paper so hard that the paper buckles.*
- *The paper is not stored properly and absorbs moisture from the air (replace the paper).*

# Copy/Print Features

## Control Panel



### Copy Quality:

Select Auto Exposure, Text, Photo or Toner Saver.

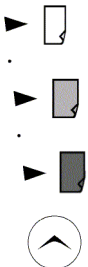
Use **Auto** when copying from originals with a colored background.

*NOTE: When Auto is selected, the copier automatically varies the contrast of your copies. Lighter/Darker settings are not available.*

Use **Text** to copy documents containing mostly text.

Use **Photo** when the originals are photographs.

**Toner Saver** mode lowers the cost of copying by decreasing overall copy density on each page. This feature can be used when making draft copies.

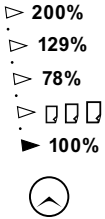


### Copy Contrast:


Adjust the exposure from lighter to darker for Text, Photo and Toner Saver. The indicators light up one or two at a time to represent the selected setting. There are 5 variations represented by 3 lights.

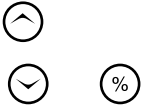
*NOTE: When Auto is selected the copy contrast settings are not available.*

## Control Panel (Continued)



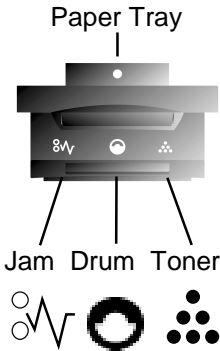
### Reduction/Enlargement:

 is preset at 50% and is customer programmable (refer to Customizing Your WorkCentre). 78%, 129% and 200% are standard reduction/enlargement options.



### Reduction/Enlargement:

The down and up arrows reduce and enlarge in 1% increments. The % button indicates the present percent chosen when pressed.



### Indicators for:

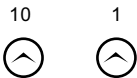
**Paper tray, jams, toner and drum cartridge replacement.**

The **paper tray** indicator blinks when the paper tray is out of paper or a misfeed is located at the paper tray. The indicator light is green.

The **jam** indicator blinks when a jam occurs and a fault code will appear (refer to WorkCentre Fault Codes). The indicator light is red.

The **drum** indicator is on when the drum is near end of life (1,000 pages remaining) and blinks when the drum is at end of life (refer to Drum Cartridge Life). The indicator light is red.

The **toner** indicator comes on when the toner is low (refer to Toner Cartridge Yield). The indicator light is red.



### Unit buttons:

The maximum number of copies that can be made at one time is 50. The 10 button is set in increments of 10 and the 1 button is set in increments of 1.

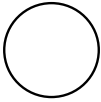


## Control Panel (Continued)



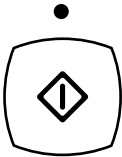
### On-line/Off-line Button (XE80, XE82 only):

Alternates between the On-line and Off-line status.



The On-line/Off-line button can be pressed to interrupt a print job to run a copy job. When the copy job is complete, touch the On-line/Off-line button to take it back to print mode or it will revert to print mode automatically after 1 minute.

When the light is on printing is in progress. When the light is off there is no communication to or from the PC. When the light is blinking data is being received from the PC.



### Ready Indicator light

#### Start:

Press to start copying.

**C**



#### Clear:

Stops a copy job in progress after completing the copy being made, changes the copy quantity to one after whole job is complete, and displays copy count information (refer to Copy Count).



### Message display:

Indicators light up when there is a fault. The fault code will appear in the Message Display.

## Customizing Your WorkCentre

### Programmable Feature Settings 0 – 7, and 14

To change the programmable features (refer to the Control Panel), find the Program Number and the desired Option Number in the Programmable features chart on the following pages. Follow the instructions below.

1. Select the **Toner Saver** in Copy Quality.
2. Press again and hold the **Copy Quality** button for approximately 4 to 6 seconds.
  - The light next to Auto will light.
  - The lights within the WorkCentre Diagram will flash.
3. From the table on the following page, select the Program Number of the feature to be changed. Enter the selection using the **10** button.
4. Press **Start**.
  - The current setting for that program will flash.
5. Press the **1** button until the option number you want is displayed.
6. Press **Start** to store the selection.

*NOTE: To continue making other changes press the **Clear** button and repeat steps 3 - 7. Press the **Copy Quality** button to return to the copy mode.*

### Programmable Feature Setting 10

Use the following procedure to change the preset Reduction/Enlargement default setting. This feature allows you to set a specific preset reduction or enlargement between 50-200%.

1. Select the **Toner Saver**.
2. Press again and hold the **Copy Quality** button for approximately 4 to 6 seconds.
  - The light next to Auto will light.
  - The lights within the WorkCentre Diagram will flash.
3. Press the **10** button until the number 10 is displayed.
4. Press **Start**.
  - The current reduction/enlargement setting will flash.
5. Press the **Variable Percentage** buttons until the desired percentage is displayed.

6. Press **Start** to store the selection.
7. Press the **Clear** button to continue making other changes. Press the **Copy Quality** button to return to the copy.

### Programmable Features Chart

| Program Number | Program   | Option Number and Option (default is in bold)   |
|----------------|---|---|
| 1              | Auto Clear time-out   | 0 — Off<br>1 — 30 seconds<br><b>2 — 60 seconds</b><br>3 — 90 seconds<br>4 — 120 seconds                                   |
| 2              | Time-out to Power Save (Part of Power Saver )   | 0 — Off<br>1 — 45 seconds<br><b>2 — 90 seconds</b><br>3 — 2 minutes<br>4 — 5 minutes                                      |
| 3              | Time-out to Power Shut-off (Part of Power Saver )   | 0 — 2 minutes<br><b>1 — 5 minutes</b><br>2 — 15 minutes<br>3 — 30 minutes<br>4 — 60 minutes<br>5 — 120 minutes<br>6 — Off |
| 4              | Default Magnification: This feature allows you to make copies slightly larger or smaller than the original, or the same size. | <b>0 — 100%</b><br>1 — 99%<br>2 — 101%  |
| 5              | Default Copy Quality: This feature allows you to select the default Copy Quality mode.  | <b>0 — Auto</b><br>1 — Text<br>2 — Photo<br>3 — Toner Saver   |

## Programmable Features Chart (continued)

| Program Number | Program  | Option Number and Option (default is in bold)  |
|----------------|--|--|
| 6              | Copy Contrast Adjustment: The copy contrast range may be adjusted when the copy image is consistently too light or too dark.   | 0 — Lightest:-4<br>1 — -3<br>2 — -2<br>3 — -1<br><b>4 — Nominal</b><br>5 — +1<br>6 — +2<br>7 — +3<br>8 — Darkest:+4      |
| 7              | Paper Trail Edge Void (4 mm): The trail edge deletion can be turned off to accommodate originals that have print to the very bottom edge. When Off, another 4 mm will copy, however the image quality may deteriorate as it gets closer to the bottom edge.  | <b>0 - On</b><br>1 - Off   |
| 10             | Zoom R/E Preset  | 50-200% in 1% increments (default: <b>50%</b> )  |
| 14             | Return to Print Mode time-out (XE80, XE82 only)  | <b>0 —1 minute</b><br>1 — 1.5 minutes<br>2 — 2 minutes<br>3 — 2.5 minutes<br>4 — 3 minutes<br>5 — Off, infinite time out |
| 15             | During long runs with narrow paper (5.5 inches wide and narrower), toner may accumulate on the machine rollers. Use this function to maintain clean transfer rolls. Turning this option on will delete all printing between 5.5 and 8.5 inches wide. A4 and letter size width papers will be unaffected. | <b>0 -Off</b><br>1 - On  |

## ***Copying a Page***

The basic procedure for copying is described below.

1. Turn on the copier.
2. Raise the Document Cover.
3. Place the original face down on the document glass.
4. Select the number of copies desired using the unit buttons.
5. Press **Start**.
6. The copy will exit to the paper output support tray.

## ***Copying Oversized Documents***

The document cover may be removed in order to position an oversized document on the document glass.

1. Lift the document cover straight up.
2. Reattach the document cover by reversing the above step.

## ***Two-Sided Copying***

1. Place side 1 original **face down** on the Document Glass, with the **TOP** toward the **LEFT**. Lower the document cover.

*NOTE: 16 lb / 60 g/m<sup>2</sup> copy paper is not recommended for two-sided copying.*

2. Select the quantity of 1. To maintain copy quality run one copy at a time.
3. Press **Start** to make side 1 copy.
4. Remove the first original and place the second original **face down** on the Document Glass with the **TOP** toward the **RIGHT**, and lower the document cover.
5. Remove side 1 copy from the output tray and insert it **face down, TOP** toward the **BOTTOM OF THE PAPER TRAY**.
6. Press **Start**.

*NOTE: If jams occur, let the copy cool before reinserting it to copy side 2.*

## ***Copying While Printing***

In order to perform a copy job while the machine is printing:

1. Set up the copy job while the machine is printing.
2. Press **Start**. The current page will finish printing, then the copy job will start.
3. When you complete the copy job, the factory preset is 1 minute before it reverts to print mode or touch the On-line/Off-line button to take it back to print mode. The machine will resume printing if pages are pending.

## ***On-line/Off-line Button***

Alternates between the On-line and Off-line status

The On-line/Off-line button can be pressed to interrupt a print job to run a copy job. When the copy job is complete, touch the On-line/Off-line button to take it back to print mode or it will revert to print mode automatically after 1 minute.

When the light is on printing is in progress. When the light is off there is no communication to or from the PC. When the light is blinking data is being received from the PC.

## ***Power Saving***

For assistance in changing the preset values refer to Programmable Features.

**Power Reductions** automatically reduce power consumed by the WorkCentre when the WorkCentre has not been used for a set period of time. There are two modes of power reduction; **Power Save**, and **Power Shut-off**.

**Power Save** – In this mode, the fuser is maintained at a lower heat level, thereby saving power. The Ready Indicator will flash and the other indicators will remain on. To copy from Power Save select the desired features and press Start. The copies will be made automatically.

**Power Shut-Off** – This mode saves more power than the Power Save Mode, but requires more time before copying can begin. When the copier enters the power shut-off the Ready Indicator will flash and the other indicators will turn off. To copy from the power shut-off, press the Start button, then, select the desired features and press Start again. The copies will be made automatically.

## **Auto Clear**

This copier is enabled at the factory to return to the Normal Copy mode approximately one minute after a job is completed. Unless otherwise programmed, the Normal Copy settings are as follows:

- Copy Quality – Auto
- Copy lighter/darker – Normal
- Priority Magnification – 100%
- Quantity Selected – 1

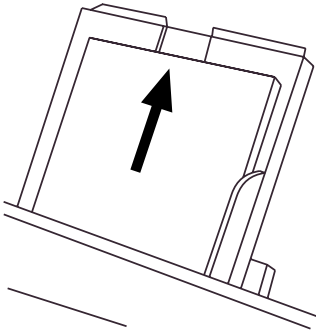
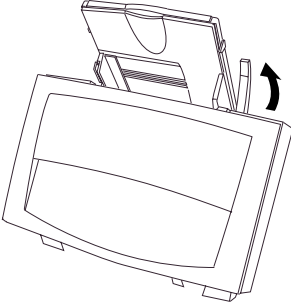
*NOTE: Time periods for the Power Shut-Off, Power Save, and Auto Clear can be modified to meet your specific copying needs. Refer to Customizing Your WorkCentre section of this User Guide for information about changing these settings.*

# Troubleshooting

## Clearing Paper Jams

### At the Paper Tray

#### E1 Jam



1. Pull the paper release lever at the right of the paper tray toward the front of the WorkCentre.

2. Remove all the paper, including the jammed paper, from the paper tray.

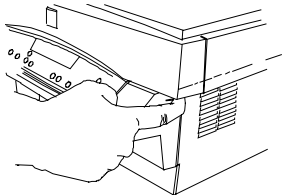
**☑ If the jammed paper will not come out easily, do not pull too hard, as you may tear or damage the copying/printing mechanism. In such cases, go to the Inside the Copier procedure to remove the paper.**

3. Straighten the edges of the stack of paper and then reinsert it into the paper tray.
4. Push the paper release lever back again to secure the paper.

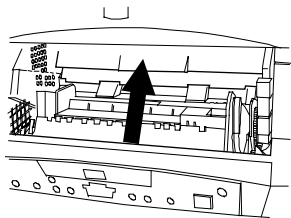


## ***Inside the WorkCentre***

### **E2 Jam**



1. Open the front door by pushing in on the front door latches on each side of the front door.

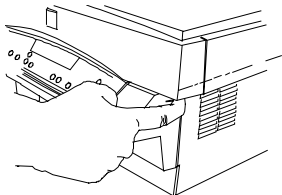


2. Lift the toner cartridge handle.

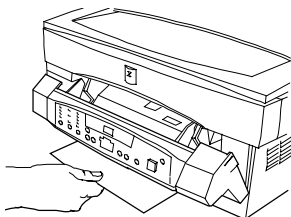
3. Remove the toner cartridge.
4. Remove any paper that may be inside the WorkCentre.
5. Install the toner cartridge.
6. Close the front door.

## ***Paper Exit Area***

### **E3 Jam**






1. To reduce the pressure on the paper, open the front door by pushing in on the front door latches.



2. With the front door partially open, remove any paper that may be in the paper exit area.

## WorkCentre Fault Codes


Fault codes are listed below. If multiple faults exist, only the highest-priority fault code appears in the message display. Press and hold the Start button to display the other codes. The original fault code is redisplayed by releasing the Start button.

| Fault Code   | Customer Action  |
|--|--|
| E7<br>H2 - H4<br>L1 - L6<br>U2   | Switch the main power off, wait 5 seconds and switch the power on. Repeat two or three times. If the error persists, call 1-800-832-6979.  |
| C1   | The front door of the machine is open. Close the front door.   |
| CH   | The toner cartridge is not installed in the machine. Install the toner cartridge.  |
| Toner indicator light<br> | When the toner cartridge replacement indicator appears, the toner cartridge will need to be replaced soon. Be sure to have a replacement cartridge in stock. You may extend the life of the toner cartridge by removing it from the machine and shaking it from side to side to loosen additional toner. |
| Drum indicator light<br>  | The drum indicator is on when the drum is near end of life (1,000 pages remaining) and blinks when the drum is at end of life (refer to Drum Cartridge Life).  |
| J2   | Replace the drum cartridge.  |
| Jam indicator light<br> | E1 Paper jam in the paper feed tray.<br>E2 Paper jam inside of the machine.<br>E3 Paper jam in the paper exit area.  |
| P  | The paper feed tray is empty. Load paper.  |

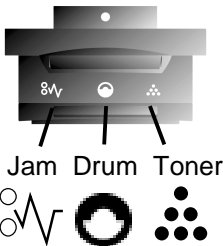
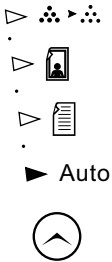
**NOTE:** All the status codes will be displayed as a fixed 2 character code on the message display.

## Problem Solving

If you have any problems with the operation of your WorkCentre, refer to the table below and on the following pages as well as the WorkCentre Fault Codes.

-  If the problem cannot be solved by carrying out the instructions given below, refer to this User Guide Introduction.

| Problem   | Suggested Solution  |
|---|---|
| Copier does not come on, <b>Ready</b> indicator does not light. | Check that the copier is plugged into an electrical receptacle.   |
|   | Ensure that there is power to the receptacle and that the copier power is switch ON.  |
| Copies are too light or too dark.                               | If the original is light, select the lower copy contrast position to darken the background of the copies.   |
|   | If the original is dark, select the upper copy contrast position to lighten the background of the copies.   |
| Smears, lines, marks, or spots on copies.                       | If defects are on the original, press the copy contrast button to lighten the background of your copies.  |
|   | If the defects are in the same place on every page, clean the document glass and inside the document cover. (Refer to Cleaning the WorkCentre.)   |
|   | If the defects occur two or three times on each copy, you may have a substance stuck to the drum cartridge. (Refer to Cleaning the Drum Cartridge.)   |
| Copy image is skewed.   | Ensure that original is positioned correctly on document glass.   |
|   | Check that copy paper is loaded correctly.  |
| Image rubs off the copy easily.                                 | Replace the paper in the tray with paper from a new package.  |
|   | In high humidity areas do not leave paper in the WorkCentre for extended periods of time.   |
| There are blank lines or sections on the page.                  | The toner cartridge may be empty. This is indicated by the toner indicator light. Try removing the toner cartridge from the machine and shaking it from side to side to redistribute the toner. |

| Problem   | Suggested Solution   |
|---|--|
| <p>The three trouble indicators are flashing in the copier diagram.</p>  <p>Jam Drum Toner</p> | <p>The machine is in the program mode. Press the Copy Quality mode button to exit.</p>    |
| <p>Frequent copy paper jams.</p>  | <p>Fan the stack of paper, then turn it over in the tray.</p> <p>Replace paper in paper tray with a fresh supply.</p> <p>Check/adjust paper guides.</p> <p>Ensure that the paper is the proper paper weight. 20 lb / 80 gsm bond paper is recommended.</p> <p>Check for copy paper or pieces of copy paper remaining in the copier after a paper jam has been cleared.</p> <p>If copying onto envelopes, insert the envelopes so that the flap is closed and there is a small 1/32" (1mm) gap between the left edge of the envelope and the paper guide.</p> |
| <p>All of the page is blank.<br/>Part of the page is blank.</p>   | <p>The toner cartridge may be empty. This is indicated by the toner indicator light. Try removing the toner cartridge from the machine and shaking it from side to side to redistribute the toner.</p> <p>Make sure that the originals are face down on the document glass.</p> <p>The reduce/enlarge setting may not be set correctly.</p> <p>The paper may be damp, try putting in fresh paper.</p>  |
| <p>Back of the copy/print is dirty.</p>   | <p>Copy a few blank pages to clean the pressure roller.</p>  |

**The following is for the XE80 and XE82 machines only.**

| <b>Problem</b>                 | <b>Suggested Solution</b>   |
|--------------------------------|---|
| The WorkCentre does not print. | Use the IEEE-1284 parallel port cable supplied with the machine.  |
|                                | Check the IEEE-1284 parallel cable connection at the WorkCentre and the PC.   |
|                                | Check the IEEE-1284 cable with a computer and printer that work. If printing is still not possible, replace the cable.                                    |
|                                | Check that the On-line/Off-line indicator light is on. If the machine is currently copying, the machine will print when the current copy job is finished. |
|                                | Check the printer settings in the Windows Control Panel to make sure that the print job is being sent to the correct port. (For Example: LPT1.)           |
|                                | Uninstall, then reinstall the WorkCentre printing software.   |
| Half of the page is blank.     | Reduce the resolution setting from 600 dpi to 300 dpi. Install more RAM into the computer.  |
|                                | Change the page orientation in the printer setup dialog.  |
| Printing is too slow.          | Try closing other applications before printing.   |
|                                | Check that the computer meets the minimum specifications listed in this manual  |
|                                | Reduce the resolution setting from 600 dpi to 300 dpi.  |
|                                | (Windows 3.1x only.) In the options menu of print manager, remove the check from background printing.   |
| Incorrect fonts                | Use the fonts dialog box in the Control Panel to enable True Type fonts.  |

## **Printer Driver Software Installation (XE80, XE82)**

The printer driver software is the program which runs the printer. It converts the data in the file you want to print into information that the printer can understand. It also controls communication between the printer and computer as the data is printed.

You will need the following PC hardware and software in order to use the printer driver:

|                          | WorkCentre XE Series  |
|--------------------------|---|
| Computer type            | IBM PC/AT or Compatible Computer  |
| Operating system         | Windows 3.1x, Windows 95, Windows 98, Windows NT 4.0  |
| CPU                      | 486DX 66 MHz or better  |
| RAM                      | 8 MB or more  |
| IEEE-1284 parallel cable | To ensure reliability use the IEEE-1284 compliant parallel cable that is supplied with the machine. Only cables labeled "IEEE-1284" can be used with your WorkCentre. |

### ***If your PC does not have a CD-ROM Drive:***

If you have access to a computer with a CD-ROM drive and a floppy disk drive, the WorkCentre XE CD-ROM has a program to create a set of installation diskettes.

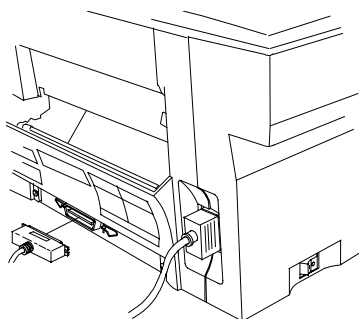
**NOTE:** Refer to **Creating WorkCentre XE Floppy Disk Installation Diskettes** section in this User Guide for instructions on making your own floppy diskettes.

There are two other options available to you. Refer to the order sheet that is packaged with the WorkCentre XE. This sheet explains how you can:

- download the necessary software from the WEB site at:  
**<http://www.teamxrx.com>**
- order floppy diskettes from Xerox.

## **Installation for Windows 3.1x and Windows NT 4.0, 95 or 98**

The Printer Driver Installation software cannot be installed using the **Control Panel/Printers** for Win 3.1x or the **Add Printer Wizard** for Win 95/98/NT4.0. Please use one of the following methods depending on your operating system.



1. **Ensure that the computer and the WorkCentre are turned off.**
2. Plug the IEEE-1284 cable into the parallel port on the WorkCentre.
3. Plug the other end of the IEEE-1284 cable into the computer.

4. Turn on the PC.

*NOTE: Be sure to close all applications before installing the printer driver.*

5. Start Windows on your computer.
6. Insert the WorkCentre XE CD-ROM into the CD-ROM Drive.
7. For **Installation of 3.1x**: Choose **File** from the menu bar in Program Manager, and then choose the **Run...** command.

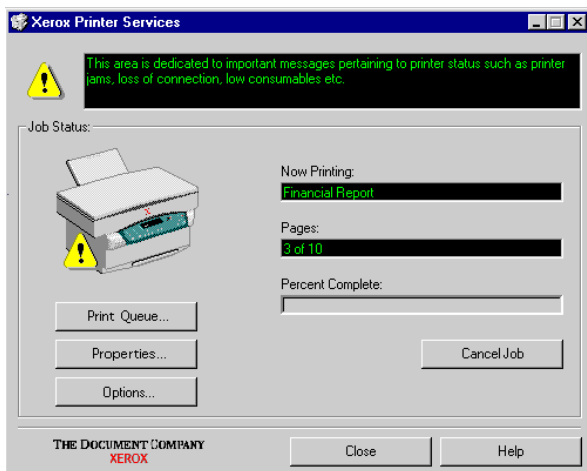
For **Installation for Windows NT 4.0, 95 or 98**: Click on the **Start** button and then choose the **Run** menu option.

8. Type **D:\SETUP** (or the appropriate drive letter depending on your CD-ROM Drive) in the command line box. Click on the **OK** button to proceed.
9. Follow the on-screen instructions.
10. For **Installation of Windows 3.1x**: When the install is complete, ensure that the power cord is plugged into the WorkCentre and then into a grounded outlet. Restart Windows and turn on the WorkCentre.

For **Installation for NT 4.0, 95 or 98**: When the installation is complete, ensure that the power cord is plugged into the WorkCentre and then into a grounded outlet. You will be asked whether or not to print a test page. If you wish to do so, load paper, turn on the WorkCentre and then click the **Yes** button.

## **Xerox Printer Services Program (Status Monitor)** *(Windows 95, Windows 98 and Windows NT)*

The Printer Services Program (Status Monitor) displays a window containing printer status information. A Dialog Box shows the current status of the printer. Job Status fields provide details about the currently active print job. The window also contains command buttons you use to control the print queue, to gain access to the Printer Driver Properties, Printer Services Program Options, and the on-line Help system.



### **To use the Status Monitor:**

1. Click on **Start**
2. Select **Programs**
3. Select **Xerox WorkCentre XE**
4. Click on **Status Monitor**

### **To use Status Monitor Help:**

For more information on the Xerox Printer Services Program (Status Monitor), refer to the on-line Help.

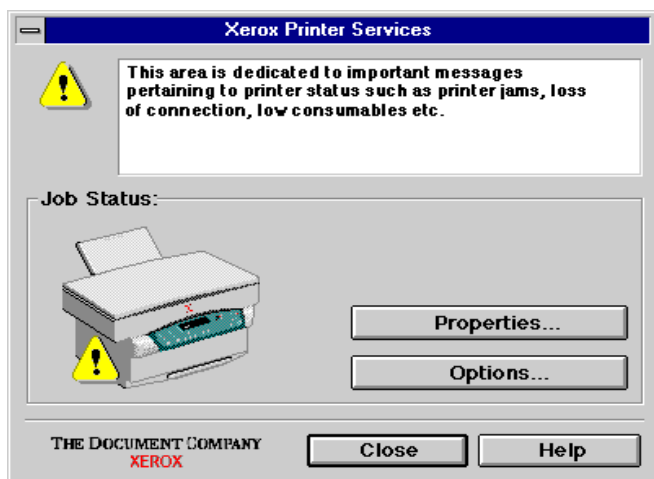
1. Click on **Start**
2. Select **Programs**
3. Select **Xerox WorkCentre XE**
4. Click on **Status Monitor HELP**

*NOTE: On-line help can also be accessed by selecting the Help button on the Status Monitor screen.*



## ***Xerox Printer Services Program (Status Monitor)*** ***(Windows 3.1x)***

The Printer Services Program (Status Monitor) displays a window containing printer status information. An Dialog Box shows the current status of the printer. The dialog window also contains command buttons you use to gain access to the Printer Driver Properties, Printer Services Program Options and the on-line Help system.



### ***To use the Status Monitor:***

1. Open **Program Manager**
2. Double click **Xerox WorkCentre XE** program group
3. Double click **Status Monitor**

### ***To use Status Monitor Help:***

For more information on the Xerox Printer Services Program (Status Monitor) refer to the on-line Help.

1. Open **Program Manager**
2. Double click **Xerox WorkCentre XE** program group
3. Double click **Status Monitor Help**

*NOTE: On-line help can also be accessed by selecting the **Help** button on the Status Monitor screen.*

## **To use Status Monitor Options:**

Click **Options**. Choose one of the three choices of event notification.

1. **Disabled** - If selected, the printer driver will NOT start the status monitor at the start of the print job.
2. **Display status monitor when printing** - This setting will configure printer driver to start the status monitor when a print job begins.
3. **Always display the status monitor** - The status monitor will always display the current state of the machine.

## **WorkCentre XE Properties (Printer Driver)**

The purpose of this section is to provide information about how to access and use the options in the Xerox WorkCentre XE Printer Driver Properties dialog. Use the Xerox WorkCentre XE Properties dialog to change the settings used for printing.

There are several ways to display the Printer Driver dialog, including:

- **Displaying the Driver Properties dialog from an application**
- **Displaying the Properties dialog from the Start Menu**
- **Displaying the Properties dialog from the Xerox Printer Services Program (Status Monitor)**

### ***Displaying the Driver Properties dialog from an application***

Control of the driver settings is provided from the Xerox WorkCentre XE Properties (Printer Driver) dialog box. The new driver settings will be active while the application is open. The driver settings will return to the prior values when the application is exited.

Access to the Properties dialog will vary depending upon the application that is in use.

*NOTE: The application may override any options that are selected using the Properties Dialog.*

#### **Windows 95, 98 and NT:**

1. Click **Print** on the application's **File** menu
2. If not selected, select the **Xerox Document WorkCentre XE** printer
3. Click the **Properties** button
4. Change the print options and click **OK**

### **Windows 3.1x:**

1. Click **Print** on the application's **File** menu
2. Click the **Printer Setup** button
3. If not selected, select the **Xerox Document WorkCentre XE** printer
4. Click the **Options** button
5. Change the print options and click **OK**

### ***Displaying the Properties dialog from the Start Menu***

#### **Windows 95, 98 and NT**

1. On the **Start** Menu, click **Settings**. On the Settings submenu, click **Printers**.
2. Right click on the **XEROX Document WorkCentre XE** printer icon and click **Properties**, or click **Properties** from the File menu.

#### **Windows 3.1**

1. Double click **Main Program Group**
2. Double click **Control Panel Program Group**
3. Double click **Printers Program**
4. Select **Xerox Document WorkCentre XE**
5. Press **Setup**

### ***Displaying the Properties dialog from the Xerox Printer Services Program (Status Monitor)***

#### **Windows 95, 98 and NT**

1. Click on the **Properties** button in the Xerox Printer Services window

#### **Windows 3.1**

1. Click on the **Properties** button in the Xerox Printer Services window
2. This will display the Windows **Printer Program**
3. Select **Xerox Document WorkCentre XE**
4. Press **Setup**

## **Properties Tabs**

The WorkCentre XE Printer Driver Properties dialog contains four tabs from which you can make selections that best suits your printing requirements. Below is a brief description of each tab.

*NOTE: Refer to On-line Help for detailed information.*

**Paper/Output** — to select desired paper source (tray), number of copies, paper size, document orientation (portrait or landscape), image shift, and output collation.

**Image Quality** — to change the output type (Normal, Photograph, Text, Advanced), Lighten/Darken, contrast and resolution.

**DOS Emulation** — to configure the host-based DOS emulation control parameters. This is used to support printing for DOS applications running in a Windows environment.

**About** — to display the driver version and copyright information.

## **On-Line Help**

The WorkCentre XE Series Printer Driver includes a comprehensive on-line help system, designed to answer all your questions about using the Xerox WorkCentre XE Properties dialog.


The help system is your on-line user guide, providing complete introductory and reference information. It also provides troubleshooting information, in case you should run into any problems.

When you have a question simply click on the Help button on the Xerox WorkCentre XE Properties dialog.

The main Help Topics window will be displayed.

### **Printer Driver Help (Windows 95, 98 and NT)**

To view an explanation of any field or button in the dialog window:

1. Click the  icon located in the upper right corner of the dialog window, and release the mouse button.
  - The cursor will change to a question mark.
2. Place the question mark on the field or button that you want defined, and release the mouse button.
  - The on-line Help file will display information on the selected subject.

## ***Creating WorkCentre XE Floppy Disk Installation Diskettes***

If floppy diskettes are required to install the WorkCentre Printer Driver Software, the user can order floppy diskettes or create a set of diskettes from CD-ROM.

To create a set of WorkCentre XE Printer Driver floppy Diskettes, find a PC that has a floppy diskette drive with a CD-ROM drive and follow the procedure below. Four or five blank high density diskettes will be required.

### **Windows 3.1x:**

1. Insert the **WorkCentre CD-ROM** into the CD-ROM Drive.
2. Choose **File** from the menu bar in Program Manager, and then choose the **Run...** command.
3. Type **D:\MAKEDISK\MAKEDISK.EXE** (or the appropriate drive letter depending on your CD-ROM Drive) in the command line box. Click on the **OK** button to proceed.
4. Follow the on-screen instructions.

### **Windows 95, Windows 98 and Windows NT 4.0:**

1. Insert the **WorkCentre CD** into the CD-ROM Drive.
2. Click on the **Start** button and then choose the **Run** menu option.
3. Type **D:\MAKEDISK\MAKEDISK.EXE** (or the appropriate drive letter depending on your CD-ROM Drive) in the command line box. Click on the **OK** button to proceed.
4. Follow the on-screen instructions.

To use the Floppy Disk Installation Disks created, follow the same procedure for your operating system but refer to the floppy disk drive (A: B:) rather than the CD-ROM drive (D:).

# ***Cleaning and Maintenance***

## ***Cleaning the WorkCentre***

Do not use ammonia-based sprays or volatile solvents such as thinner to clean the WorkCentre, as these can damage the WorkCentre surface.

**⚠** ***Always unplug the power cord before cleaning any part of the WorkCentre.***

## ***Cleaning the Outside***

Clean the outside surfaces of the WorkCentre by wiping them with a soft, clean, lint-free cloth.



- Keep the front door closed when cleaning the outside of the WorkCentre.
- You can dampen the cloth slightly with water, but be careful not to let any water drip onto the WorkCentre or inside it.

## ***Cleaning the Document Glass and Cover***

Keeping the document glass clean helps ensure the best possible copies. Xerox suggests that you clean the document glass at the start of each day and during the day as needed.

**⚠** ***Do not pour or spray water directly onto any part of the WorkCentre.***

1. Slightly dampen a soft lint-free cloth or paper towel with water.
2. Lift the document cover.
3. Wipe the surface of the document glass until it is clean and dry.
4. Wipe the underside of the white document cover until it is clean and dry.
5. Close the document cover.

## Cleaning the Drum Cartridge

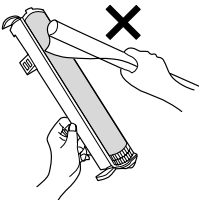
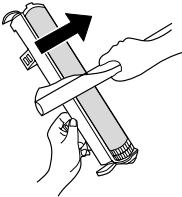
If some of the print is missing, you may need to clean the surface of the drum. Because the drum surface is very sensitive, you must take extreme care when cleaning it. Otherwise, it may become damaged and will have a serious effect on the print quality.



- **Replacement of drum cartridges, toner cartridges, and other supplies are customer maintenance responsibilities and are not covered by this warranty. See the Warranty. Refer to Consumables.**
- **Put the drum cartridge down on a clean, uncluttered and level surface. The drum can easily become damaged if it is not handled with care.**
- **Do not let the drum surface come into contact with fingerprints, water, alcohol or other solvents that will damage the drum surface.**
- **Do not touch the drum surface with the edges of the rolled-up paper.**

Follow the procedure below to clean the drum surface.

1. Unplug the power cord.
2. Remove the toner cartridge. (Refer to **Replacing the Toner Cartridge**).
3. Remove the drum cartridge. (Refer to **Replacing the Drum Cartridge**).



4. Take a sheet of clean paper and roll it into a tube. Roll it tightly so that the diameters of the holes at each end are less than the thickness of your little finger.
5. Holding the drum cartridge as shown, gently rub the surface of the drum with the rolled-up paper to remove any particles of toner caking on the drum into a wastebasket or onto a prepared surface.
6. Replace the drum cartridge. (Refer to Replacing the Drum Cartridge).
7. Replace the toner cartridge. (Refer to Replacing the Toner Cartridge).

# **Repacking the WorkCentre**

## **Storage/Transportation**

When you pack the WorkCentre away for storage or transportation, follow the instructions given below to ensure that the WorkCentre will not get damaged. Use the original box and packing materials.

1. Turn off the power switch and disconnect the power cord.
2. Open the front door.

**⚠ Be careful not to let any toner spill out of the toner cartridge during removal.**

3. Remove the toner cartridge. (Refer to **Replacing the Toner Cartridge.**)
4. Close the front door.
5. Insert the shipping screw stored in the plastic insert in the right hand side of the front door.
6. Push in the paper tray extension (if in use), remove any paper from the tray and remove the tray.
7. Store the IEEE-1284 parallel cable and the power cord.

## **Service**

It is important that you speak with a service representative to resolve any persistent problem. The service representative will direct you as to what action must be taken.

The WorkCentre **cannot** be shipped for service without the authorization of a service representative.

**Visit the Xerox Web site at: <http://www.teamxrx.com>**

or call our experts at: **1 – 800 – TEAM – XRX (1 – 800 – 832 – 6979)**



## Consumables

- ⚠ Replacement of drum cartridges, toner cartridges, and other supplies are customer maintenance responsibilities and are not covered by the warranty. See the warranty.**

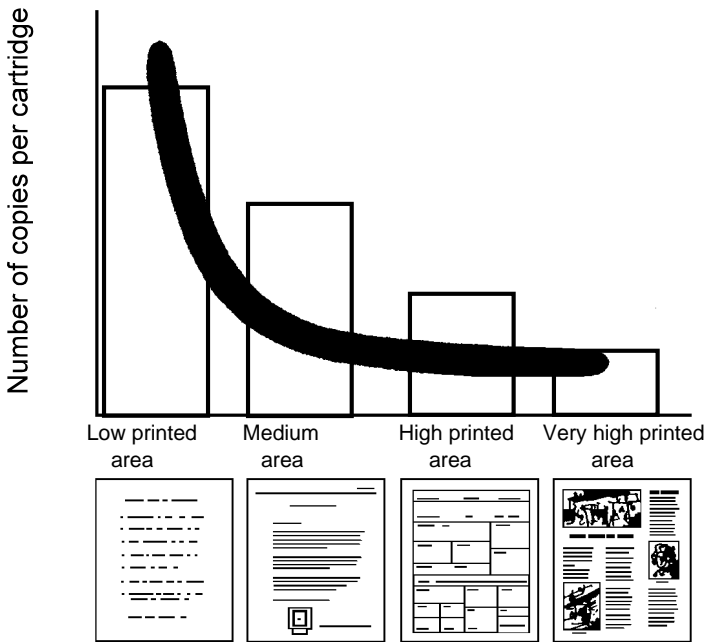
The toner cartridge and the drum cartridge in your WorkCentre are "consumable" parts. This means that after a certain period of use, these parts will need to be replaced. The part numbers for these parts are as follows.

| Toner cartridge    | Drum cartridge      |
|--------------------|---------------------|
| Part Number: 6R916 | Part Number: 13R553 |

## Copy/Print Count

For Copy/Print Count, press and hold the Clear button. The display will flash numbers three at a time and will repeat until letting go of the Clear button. (Example: If the machine flashes 002 123 this equates to 2,123 copies/prints or if the machine flashes 014 356 this equates to 14,356 copies/prints.).

# Toner Cartridge Yield



**The main factor affecting toner cartridge yield is the printed area of a document.** The graph is a sample representation of how the number of copies/prints per cartridge decreases as the printed area increases.

Other factors which can affect the toner cartridge yield are:

- The size of the document being copied/printed.
- Dark backgrounds.
- Leaving the platen cover open.
- The number of times the WorkCentre is switched on and off.
- Double sided copying will use more toner per ream of paper.
- High humidity.

To get the most from your toner cartridge:

- Always copy with the document cover closed.
- Leave the WorkCentre on during the day. Switch off the WorkCentre at the end of the working day.
- Copy with the exposure control set to Auto exposure unless you need to adjust for the background of your original.
- Operate the WorkCentre in a dry environment whenever possible.
- Use Toner Saver Mode.

## Storage

The toner cartridge and drum cartridge should always be stored in sealed opaque bags to protect them from direct sunlight. Furthermore, the toner cartridge and the drum cartridge should be stored at temperatures of not lower than approximately 0°C (32°F) and not higher than approximately 40°C (104°F).

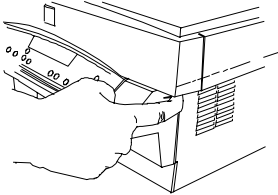
**!!!** *Do not store the toner cartridge and drum cartridge in the following places.*

- *In direct sunlight*
- *In dusty places*
- *Places which experience extreme changes in humidity*
- *Places where corrosive gases are present*
- *Places where the air is particularly salty*

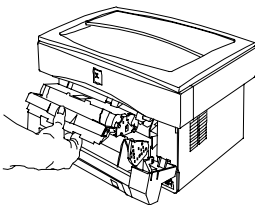
## Replacing the Toner Cartridge



If you notice that the print quality is becoming more and more faint, remove the toner cartridge and shake it gently from side to side to distribute the toner evenly through the cartridge. If the problem persists, it is probably time to replace the toner cartridge. The order number for the toner cartridge is **6R916**.



1. Open the front door by pushing in on the front door latches on each side of the front door.




2. Gently pull out the toner cartridge as shown below. The toner cartridge will slide out along the runners. Do not pull it all the way out of the WorkCentre.

3. When the toner cartridge is near the end of the runners, hold the handle to support the toner cartridge, and then pull it clear of the WorkCentre.
4. Recycle the toner cartridge.

*NOTE: Help the environment by recycling your used toner cartridge. Use the recycle sticker packed with the toner cartridge for instructions on returning the used toner cartridge to Xerox.*

5. Refer to Installing the Toner Cartridge.

## **Drum Cartridge Life**

 The rated life for the drum cartridge is approximately 18,000 pages, but this can vary depending on how the drum cartridge is handled. If the surface of the drum cartridge is exposed to direct light, it will damage the surface of the drum and adversely affect the print quality. When the drum light comes on, there are 1,000 more pages able to be copied/printed until drum end of life. The order number for the drum cartridge is **13R553**.

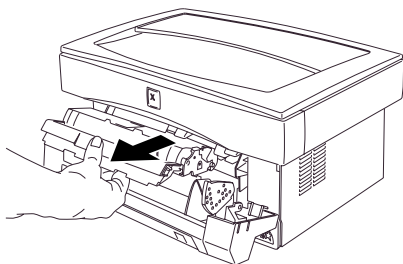
## **Replacing the Drum Cartridge**

Ensure that you follow steps 1 through 14 (**it is essential that you complete all 14 steps in order for the WorkCentre to operate**). If you have a J2 fault code and the drum indicator is blinking, the drum cartridge has reached end of life. The order number for the drum cartridge is **13R553**.

 **Let the WorkCentre cool before performing the procedure.**

 **Handle the drum cartridge very gently during installation to avoid any possible damage to the drum surface.**

1. Open the front door by pulling it forward.
2. Place some scrap paper on a nearby level surface.

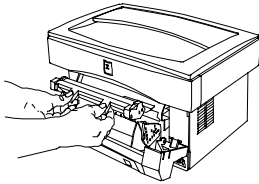


3. Gently pull out the toner cartridge. Do not pull it all the way out of the WorkCentre.
4. Hold the handle to support the toner cartridge, and then pull it clear of the WorkCentre.

5. Place the toner cartridge on the scrap paper prepared in step 2.



**The fusing unit beneath the drum cartridge becomes very hot when the WorkCentre is in use. Be careful not to touch the fusing unit when removing the drum cartridge.**



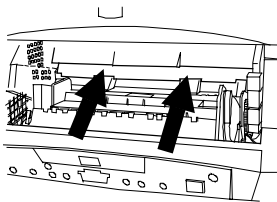
6. Hold the tabs on the drum cartridge handle between your thumbs and index fingers, and gently pull the drum cartridge up and out in a circular motion to lift it clear of the WorkCentre.
7. Remove the new drum cartridge from the plastic bag and set it down on a clean, uncluttered and level surface.



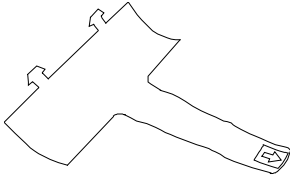
**The new drum cartridge is sealed with a sheet of black protective paper to shield the drum from light. To prevent damage to the drum surface, do not remove the protective paper until you have inserted the cartridge into the WorkCentre.**

8. Place the used cartridge into the empty bag, seal the bag.

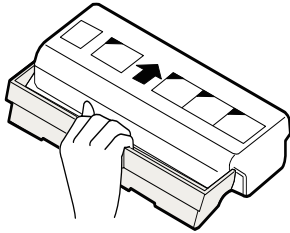
*NOTE: Help the environment by recycling your used drum cartridge. Use the recycle sticker packed with the drum cartridge for instructions on returning the used drum cartridge to Xerox.*



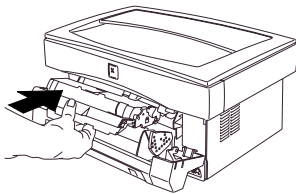
9. Hold the tabs on the new drum cartridge handle between your thumbs and index fingers. Slide the drum cartridge along the runners into the WorkCentre.



- Carefully remove the sheet of black protective paper from the drum cartridge, making sure not to leave any torn pieces of paper in the WorkCentre.

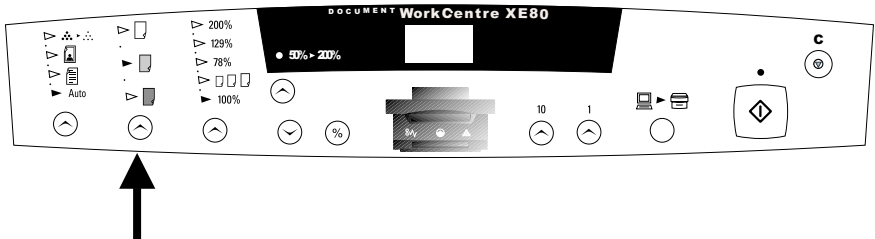


- Replace the toner cartridge. Hold the handle of the toner cartridge so that the stamped markings on top of the cartridge are facing upward.



- Gently insert the toner cartridge inside the WorkCentre.
- Push where indicated (in the illustration) until the toner cartridge is fully inside the WorkCentre and the handle springs back.

- Ensure that the WorkCentre power is on. You must hold in the button indicated and close the door at the same time. Continue to hold the button for 3 seconds then release the button. The 3 Copy Contrast LEDs will flash and return to ready state. If the J2 code is still present, repeat the process.



# Appendix

## Technical Data

|                        |   |
|------------------------|---|
| Type                   | Desktop   |
| Recording system       | Electro-reprographic with semiconductor laser diode   |
| Paper feeding method   | Choice of automatic or manual feed  |
| Paper output           | 50 sheets   |
| User Interface         | 10 buttons  |
| Dimensions             | W x D x H:<br>18.2 x 16.8 x 9.02 inches (460 x 425 x 229 mm)  |
| Weight                 | 23 lbs (10 kg) with toner/drum cartridge  |
| Power source           | 120V: 110 - 127V<br>230V: 220 - 240V  |
| Nominal line frequency | 50 or 60Hz  |
| Power consumption      | Max power: .6 kW  |
| Resolution             | 600 dpi   |
| Copy speed             | 6 copies per minute   |
| Print Speed            | 8 prints per minute   |
| Noise Level            | Less than 66 dBA (during operation)   |
| Operating temperature  | 50°F to 95°F (10°C to 35°C)   |
| Operating humidity     | 20% to 85% RH (non-condensing during operation)   |
| Usable media sizes     | Short Edge Feed: 3 7/8 x 5 7/8 to 8 1/2 x 14" (98 to 216 x 315/330 mm)<br>Envelopes: COM-10, Monarch, Int'l DL, Int'l C5<br>Label: 8 1/2 x 11" (A4)<br>Transparency: 8 1/2 x 11" (A4) |
| Paper weight           | 15 to 24 lb. (60 - 90 g/m <sup>2</sup> ) (standard)<br>14 to 34 lb. (52.6 - 129.7 g/m <sup>2</sup> ) (special media)  |
| Paper capacity         | 250 sheets 20 lb. (80 g/m <sup>2</sup> )<br>200 sheets 24 lb. (90 g/m <sup>2</sup> )  |

# Warranty

## Hardware Warranty and Product Support for your Xerox WorkCentre Copier

### Three Year Limited Hardware Warranty

If you are not satisfied with the performance of the Xerox WorkCentre covered by this warranty, Xerox warrants that, upon your request, it will be repaired or replaced, at your option, during the first two years of the warranty period and that it will be repaired during the third year of the warranty period.

This warranty applies only to the first end-user purchaser of a Xerox Document WorkCentre unit that is purchased and used in the United States or Canada. It is not valid for subsequent purchasers. The warranty period for your Xerox Document WorkCentre commences on the date you purchased it and expires three years thereafter.

**IMPORTANT: THIS WARRANTY APPLIES ONLY TO XEROX UNITS PURCHASED AND USED IN THE UNITED STATES OR CANADA. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE OR PROVINCE TO PROVINCE.**

### Proof of Purchase

Within 10 days of purchase, complete and mail the enclosed registration card to Xerox Corporation, Attn.: TEAM XRX, PO Box 431, East Rochester, NY 14445-0431. You can also fax your registration card to 1-800-594-5023 or register your warranty via the Internet at the following web site: [www.teamxrx.com](http://www.teamxrx.com). When you make a warranty claim, you must present your original receipt or bill of sale to establish your date of purchase.

### If you have a problem with your unit

The answers to many problems may be found in the documentation provided with your unit (check the trouble shooting sections). Other sources for help include the "fax back" service for answers to commonly asked questions which is available via 1-800-TEAM-XRX (1-800-832-6979) or via the Internet at [www.teamxrx.com](http://www.teamxrx.com). Before you call, please be ready to provide the model number of your unit, machine serial number, date of purchase, problem description and a valid credit card number, should it be required (Master Card, Visa or American Express).



### **How is a replacement obtained?**

Our replacement program is the easiest and quickest way to provide you with a fully operational unit. Upon your authorization to accept a replacement unit and with appropriate security (credit card authorization), we will, at no cost to you, promptly ship a replacement unit. The replacement unit we ship to you may be reconditioned by Xerox. The unit that needs service must be packed and returned to us. Upon its receipt, we will release your credit card security. Replacement service is only available during the first two years of the warranty period; during the third year, your unit is shipped free of charge to Xerox for repair and then returned to you (see below).

### **How is warranty repair service obtained?**

If you prefer that we repair your unit instead of replacing it with another unit, our Customer Service Representative will explain how to obtain repair service under this warranty. Please save the original packaging materials to facilitate shipment. Repair service is available during all three years of the warranty period.

### **What must you do?**

Your unit is designed to perform with a minimum amount of user maintenance. You are, however, responsible for the required user maintenance described in the User Guide provided with your unit. This required user maintenance includes replacement of the toner cartridge, clearing paper misfeeds, cleaning the unit and other routine and preventive maintenance.

### **What the warranty does not cover**

This warranty covers only defects in materials and workmanship provided by Xerox and does not cover equipment damage or malfunction from misuse, abuse, accident, act of God, defect in non-Xerox supplies, use with incompatible hardware or software, or non-Xerox alteration, modification or upgrade. Improper return shipping, packaging or shipping damage is not covered, unless the unit is packaged and shipped in accordance with Xerox replacement procedures or via an authorized Xerox Service Access Center. Replacement of the toner cartridge and other supplies are customer maintenance responsibilities and are not covered by this warranty.

## **Replacement and repair are your only remedies**

YOUR ONLY REMEDY UNDER THIS WARRANTY IS THE REPLACEMENT OR REPAIR OF YOUR ELIGIBLE UNIT AS DESCRIBED ABOVE. NEITHER THIS WARRANTY NOR ANY OTHER WARRANTY, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, SHALL EXTEND BEYOND THE THREE YEAR WARRANTY PERIODS. UNDER

NO CIRCUMSTANCES SHALL XEROX BE LIABLE FOR ANY SPECIAL INCIDENTAL, INDIRECT OR PUNITIVE DAMAGES OR FOR ANY CONSEQUENTIAL DAMAGES, EVEN IF XEROX KNOWS OR IS INFORMED THAT SUCH DAMAGES ARE POSSIBLE.

IMPORTANT: SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE EXCLUSION OR LIMITATION MAY NOT APPLY TO YOU.

No reseller is authorized to modify the terms of this warranty. Any additional warranty offered by a reseller is the sole responsibility of that reseller.

## **Service after your three year warranty expires**

When your three year warranty expires, you can obtain Xerox post warranty coverage maintenance agreements by calling 1-800-TEAM-XRX (1-800-832-6979). We recommend you call 90 days prior to warranty expiration to ensure continuous service coverage.

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