

**XEROX**<sup>®</sup>

 Xerox  
**FreeFlow**<sup>™</sup>

# FreeFlow Scanner 665E **Getting Started**

For the DocuColor 8000/7000 Digital Press

701P44150  
Version 1.0, September 2005

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## Conventions

Standardized conventions have been used in this manual to assist you in visually locating and identifying information quickly.

## Symbols

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**CAUTION:** This symbol alerts you to an action that may cause damage to hardware, software, or result in the loss of data.



**WARNING:** Warnings mark alert users to areas of the machine where there is a possibility of personal injury.



**WARNING:** This symbol identifies an area on the machine that is HOT and should not be touched.



**WARNING:** This symbol indicates a laser is being used in the machine and alerts you to refer to the appropriate safety information.



**KEY POINT:** This symbol identifies information that is being emphasized and is important for you to remember.



The 1 2 3... symbol indicates the beginning of a task or work process you should use to complete a procedure and is followed by the first step of a numbered procedure, task, or work process.

**NOTE:** *This symbol calls your attention to information that is helpful, but not essential to complete a procedure or task.*



*This symbol indicates that there is additional information from another source, such as a web site or manual.*

## Writing style conventions

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- **Bold** type indicates the name of a button to press or touch.
- Underlining is used to emphasize a word or term.
- *Italic* type is used for the text associated with symbols such as Notes to visually bring the information to your attention.
- *Italic* type is also used to indicate names, such as the name of a chapter, or the name of a screen.
- Procedures direct you to press buttons located on the Control Panel, and touch buttons located on the Touch Screen.
- Text referring to illustrations or screen samples precedes the image.



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## Safety notices

This Xerox product and the recommended supplies are designed and tested to meet strict safety requirements. These include safety agency approval and compliance to established environmental standards. Please read the following instructions carefully before operating the product, and refer to them as needed to ensure the continued safe operation of your product.



**KEY POINT:** The safety testing and performance of this product have been verified using Xerox materials only.



**WARNING:** Any unauthorized alteration, which may include the addition of new functions or connection of external devices, may impact the product certification. Please contact your authorized local dealer for more information.

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## Electrical safety

- Use only the power cord supplied with this equipment.
- Plug the power cord directly into a correctly grounded electrical outlet. Do not use an extension cord. If you do not know whether or not an outlet is grounded, consult a qualified electrician.
- Do not use a ground adapter plug to connect this equipment to an electrical outlet that lacks a ground connection terminal.



**WARNING:** You may incur a severe electrical shock if the outlet is not grounded correctly.

- Do not place the press where people may step or trip on the power cord. Do not place objects on the power cord.
- Do not override or disable electrical or mechanical interlocks.
- Do not obstruct the ventilation openings. These openings prevent overheating of the machine.



**WARNING:** Never push objects of any kind into slots or openings on this equipment. Making a contact with a voltage point or shorting out a part may result in fire or electrical shock.

If any of the following conditions occur, immediately switch off the power to the machine and disconnect the power cord from the electrical outlet. Call an authorized Xerox service representative to correct the problem.

- The machine emits unusual noises or odors.
- The power cord is damaged or frayed.
- A wall panel circuit breaker, fuse, or other safety device is tripped.
- Liquid is spilled into the press.
- The machine is exposed to water.
- Any part of the machine is damaged.

## Disconnect device

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The power cable is the disconnect device for this equipment and is attached to the back of the machine as a plug-in device. To remove all electrical power from the machine, disconnect the power cable from the electrical outlet.



**WARNING:** This product must be connected to a protective earth current.

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## Laser safety

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### North America

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This product complies with safety standards and is certified as a Class 1 Laser product under the Center for Devices and Radiological Health (CDRH) of the United States Food and Drug Administration (FDA) implemented regulations for laser products. This product complies with FDA 21 CFR 1940.10 and 1040.11 except for deviations pursuant to Laser Notice No. 50, dated July 26, 2001. These regulations apply to laser products marketed in the United States. The label on the machine indicates compliance with CDRH regulations and must be attached to laser products marketed in the United States. This product does not emit hazardous laser radiation.



**CAUTION:** Use of controls or adjustments or performance of procedures other than those specified herein may result in hazardous exposure of laser light.

Since radiation emitted inside this product is completely confined within the protective housing and external covers, the laser beam cannot escape from the machine during any phase of the user operation.

This product contains laser warning labels. These labels are intended for use by the Xerox Service Representative and are placed on or near panels or shields that require special tools for removal. Do not remove any of the panels. There are no operator serviceable areas in these covers.

## Europe (EU) and other markets

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This product complies with IEC's safety standard 60825-1 (Edition 1.2) issued August 2001.

The equipment complies with laser product performance standards set by governmental, national, and international agencies as a Class 1 Laser Product. It does not emit hazardous radiation as the beam is totally enclosed during all phases of customer operation and maintenance.



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

This product contains laser warning labels. These labels are intended for use by the Xerox Service Representative and are placed on or near panels or shields that require special tools for removal. Do not remove any of the panels. There are no operator serviceable areas inside these covers.

If you need additional safety information concerning the product or Xerox supplied materials, you may call the following number:

+44 (0) 1707 353434

## Safety standards

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### North America

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This Xerox product is safety certified by Underwriters Laboratories Incorporated to Standards UL60950-1 (first edition), and CSA International CAN/CSA C22.2 No. 60950-1-03 ( First Edition).

### Europe (EU) and other markets

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This Xerox product is safety certified by Underwriters Laboratories Incorporated to publication IEC60950-1 (2001) First Edition.

## Maintenance safety

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- Do not attempt any maintenance procedure that is not specifically described in the documentation supplied with your product.
- Do not use aerosol cleaners. The use of supplies that are not approved may cause poor performance of the press and could create a dangerous condition.
- Use the supplies and cleaning materials only as directed in this manual. Keep all materials out of the reach of children.
- Do not remove the covers or guards that are fastened with screws. There are no parts behind these covers that you can maintain or service.

Do not perform any maintenance procedures unless you have been trained to do them by a Xerox representative, or unless a procedure is specifically described in one of the manuals included with your press.

## Operational safety

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Your Xerox equipment 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 will help ensure the continued safe operation of your product:

- Use the materials and supplies specifically designed for your product. The use of unsuitable materials may result in poor performance of the machine and possibly a hazardous situation.
- Follow all warnings and instructions that are marked on or supplied with the machine.
- Place the machine in a room that provides adequate space for ventilation and servicing.
- Place the machine on a level, solid surface (not on a thick pile carpet) that has adequate strength to support the weight of the machine.
- Do not attempt to move the machine. A leveling device that was lowered when your machine was installed may damage the carpet or floor.
- Do not set up the machine near a heat source.
- Do not set up the machine in direct sunlight.

- Do not set up the machine in line with the cold air flow from an air conditioning system.
- Do not place containers of coffee or other liquid on the machine.
- Do not block or cover the slots and openings on the machine.
- Do not attempt to override any electrical or mechanical interlock devices.



**WARNING:** Be careful when working in areas identified with this warning symbol. These areas may be very hot and should not be touched.

If you need any additional safety information concerning the machine or materials, contact your Xerox representative.

## Ozone safety

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This product produces ozone during normal operation. The ozone is heavier than air, and the quantity is dependent on print volume. Providing the correct environmental parameters, as specified in the Xerox installation procedures, ensures that concentration levels meet safe limits.

If you need additional information about ozone, request the Xerox publication, *OZONE* by calling 1-800-828-6571 in the USA. For a French language version, call 1-800-828-6571 in the USA, then press 2.

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# Notices

## Radio frequency emissions

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### FCC in the USA

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This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the Federal Communications Commission (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 and, if not installed and used in accordance with the instruction manual, 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.

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



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

### In Canada (ICES-003)

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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.

## **Regulatory information for RFID**

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This product generates 13.56 MHz using an Inductive Loop System as a Radio Frequency IDentification system device (RFID). This system is certified in compliance with European Council Directive 99/5/EC and applicable local laws or regulations as applicable.

## **Safety extra low voltage approval**

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This Xerox product is in compliance with various governmental agencies and national safety regulations. All system ports meet the Safety Extra Low Voltage (SELV) circuits for connection to customer-owned devices and networks. Additions of customer-owned or third-party accessories that are attached to the press must meet or exceed the requirements previously listed. All modules that require external connection must be installed per the installation procedure.



## Certifications in Europe

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The CE marking that is applied to this product symbolizes Xerox Declaration of Conformity with the following applicable Directives of the European Union as of the dates indicated:

**January 1, 1995:** Council Directive 73/23/EEC amended by Council Directive 93/68/EEC, approximation of the laws of the member states related to low voltage equipment.

**January 1, 1996:** Council Directive 89/336/EEC, approximation of the laws of the member states related to electromagnetic compatibility.

**March 9, 1999** Council Directive 99/5/EC on radio equipment and telecommunications terminal equipment and the mutual recognition of their conformity.

A full declaration, defining the relevant directives and referenced standards, can be obtained from your Xerox Limited representative or by contacting:

Environment, Health and Safety  
The Document Company Xerox  
Bessemer Road  
Welwyn Garden City  
Herts  
AL7 1HE  
England  
Tel Number +44 (0) 1707 353434



**WARNING:** This system is certified manufactured and tested in compliance with strict safety and radio frequency interference regulations. Any unauthorized alteration which includes the addition of new functions or the connection of external devices may impact this certification. Please contact your local Xerox Limited representative for a list of approved accessories.



**WARNING:** In order to allow this equipment to operate in proximity to Industrial, Scientific, and Medical (ISM) equipment, the external radiation from the ISM equipment may have limited or special mitigation measures taken.



**WARNING:** This is a Class A product in a domestic environment. This product may cause radio frequency interference in which case the user may be required to take adequate measures.



**WARNING:** Shielded cables must be used with this equipment to maintain compliance with Council Directive 89/336/EEC.

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## It's illegal in the USA

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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, etc.	

Bonds. (U.S. 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.

2. Adjusted Compensation Certificates for Veterans of the World Wars.
3. Obligations or Securities of any Foreign Government, Bank, or Corporation.
4. Copyrighted material, 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.
5. Certificates of Citizenship or Naturalization. (Foreign Naturalization Certificates may be photographed.)

- 6.** Passports. (Foreign Passports may be photographed.)
- 7.** Immigration Papers.
- 8.** Draft Registration Cards.
- 9.** Selective Service Induction Papers that bear any of the following Registrant's information:
  - Earnings or Income
  - Dependency Status
  - Court Record
  - Previous military service
  - Physical or mental conditionException: United States military discharge certificates may be photographed.
- 10.** Badges, Identification Cards, Passes, or Insignia carried by military personnel, or by members of the various Federal Departments, such as FBI, Treasury, etc. (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 above list is not all inclusive, and no liability is assumed for its completeness or accuracy. In case of doubt, consult your attorney.

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## It's illegal in Canada

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

- 1.** Current bank notes or current paper money.
- 2.** Obligations or securities of a government or bank.
- 3.** Exchequer bill paper or revenue paper.
- 4.** 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.
- 5.** Proclamations, orders, regulations or appointments, or notices thereof (with intent to falsely cause same to purport to have been printed by the Queen's Printer for Canada, or the equivalent printer for a province).
- 6.** 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.
- 7.** 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.
- 8.** Documents, registers or records kept by public officials charged with the duty of making or issuing certified copies thereof, where the reproduction falsely purports to be a certified copy thereof.
- 9.** Copyrighted material or trademarks of any manner or kind without the consent of the copyright or trademark owner.

The above 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.

## Environmental notices for the USA

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As an ENERGY STAR<sup>®</sup> partner, Xerox Corporation has determined that this product meets the ENERGY STAR guidelines for energy efficiency.

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

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

Xerox ENERGY STAR equipment is preset at the factory. Your machine will be delivered with the timer for switching to Low Power Mode from the last copy/print output, set at 15 minutes. The time to switch to power save (auto off/sleep) mode is set at 60 minutes from the last copy/print output. A more detailed description of the Power Saver Mode, together with instructions on changing the default time to suit your work pattern, can be found in the System Administration Guide, System Timers, Power Saver section.

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## Environmental notices for Canada

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Terra Choice Environmental Services, Inc. of Canada has verified that this Xerox product conforms to all applicable Environmental Choice EcoLogo requirements for minimized impact to the environment.



As a participant in the Environmental Choice program, Xerox Corporation has determined that this product model meets the Environmental Choice guidelines for energy efficiency.

Environment Canada established the Environmental Choice program in 1988 to help consumers identify environmentally responsible products and services. Copier, printer, digital press, scanners, and fax products must meet energy efficiency and emissions criteria, and exhibit compatibility with recycled supplies. Currently, Environmental Choice has more than 1600 approved products and 140 licensees. Xerox has been a leader in offering EcoLogo approved products. In 1996, Xerox became the first company licensed to use the Environmental Choice EcoLogo for its copiers, printers, and fax machines.

## Product recycling and disposal

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If you are managing the disposal of your Xerox product, please note that the product contains lead and other materials whose disposal may be regulated due to environmental considerations. The presence of lead is fully consistent with global regulations applicable at the time that the product was placed on the market.

### North America

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Xerox operates a worldwide equipment take-back and reuse/recycle program. Contact your Xerox sales representative (1-800-ASK-XEROX) to determine whether this Xerox product is part of the program. For more information about Xerox environmental programs, visit [www.xerox.com/environment](http://www.xerox.com/environment).

For recycling and disposal information, contact your local authorities. In the United States, you may also refer to the Electronic Industries Alliance web site: [www.eiae.org](http://www.eiae.org).

If your product is not part of the Xerox program and you are managing its disposal, please follow the instructions provided in the above paragraph.

### European union

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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, contact your local dealer or Xerox representative for end-of-life take-back information.

### Other countries

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Please contact your local waste authorities and request disposal guidance.



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# 1. Overview

We know you're anxious to start using on your FreeFlow Scanner 665E for the DocuColor 8000/7000 Digital Press!

This booklet will help you become familiar with your FreeFlow Scanner 665E before your trainer arrives.

Here's what you'll learn:

- What happens at installation and setup
- Where to find documentation
- Basic capabilities
- What's your job
- Identify major components of the scanner
- Overview of the scanner features
- How to power ON or OFF the scanner and PC
- How to scan a basic document
- Where to find additional Help information
- Where to find step-by-step procedures for troubleshooting problems
- Identify the scanner Customer Replaceable Units (CRUs) and where to find step-by-step procedures for replacing CRUs
- Location of your Customer Support Center phone number

Time to get started!

## What happens at Installation and Setup

---

Your Xerox representative installed the FreeFlow Scanner 665E and its associated PC.

Your Xerox Service Representative also installed FreeFlow Scanner 665E software on the PC.

A test job was sent from the scanner to the Digital Press to ensure all connections were working correctly.

## Where to find documentation

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### Scanner customer documentation

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We recommend that you print all the Scanner Customer Documentation and keep it close to the press in the 3-ring binder.

You can locate all Scanner customer documentation on your **FreeFlow Scanner 665E Customer Documentation CD**. Your customer documentation CD was shipped with the Scanner.

You will find the following Adobe® Acrobat® PDF files on the CD:

- **Operator Manual**

This manual provides information on how to use and maintain the Scanner.

- **System Administration Guide**

This guide provides information on how to maintain:

- The associated PC: protecting it from viruses and related Microsoft® Windows® network and configuration
- The Scanner: using the Online Help for accessing the Configuration tab and CRU information

This guide also provides information on system administration and FreeFlow administration.



**NOTE:** In order to view and print the PDF files, Adobe Acrobat Reader® must be loaded on your computer. Adobe Acrobat Reader software is included on the customer CD.

## Media documentation

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To download additional information about media that your Digital Press supports, go to <http://www.xerox.com>. Here you can download the following media documents:

- DocuColor 8000/7000 Operator Manual
- DocuColor 8000/7000 System Administration Guide
- FreeFlow Scanner 665E Operator Manual
- FreeFlow Scanner 665E System Administration Guide

## Additional customer documentation

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Supporting customer documentation for the scanner can be found in the online Help on the PC. You can access this information any time you wish. The online Help is discussed in more detail on page 1-11.

## Basic capabilities

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The Xerox FreeFlow Scanner 665E is a Xerox color-enabled scanner that interfaces with FreeFlow software. The scanner is an optional accessory that is used in conjunction with the DocuColor 8000/7000 Digital Press. The FreeFlow software is installed on the PC that comes with the scanner.

The FreeFlow Scanner 665E is capable of:

- Scanning color images at 600 x 600 dots per inch (dpi).
- Providing the same resolution and ranges for both Platen and Automatic Document Feeder (ADF) scanning.
- Providing electronic page (ADF) deskew for color and black and white.
- Providing color scaling, ranging from 11-100% at 600 dpi and 22-200% at 300 dpi.

## What's your job?

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### If you are the Key Operator or User

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The Key Operator or User is the person or persons who are the everyday user of the FreeFlow Scanner 665E. This person(s) performs any daily, basic operations associated with scanning and/or printing the scanned documents. The Key Operator/User also may perform any necessary jam clearance activities.

### If you are the System Administrator

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The System Administrator is responsible for setting up and maintaining the scanner and its related PC.

Here are some of the System Administrator responsibilities and tasks, which may include and are not limited to:

- Checking printer status from the Scanner
- Adding, deleting, editing printers that communicate with the Scanner
- Maintaining the Scanner's workstation software for network connectivity
- Replacing Scanner CRUs



*Refer to the Operator Manual, System Administration Guide, and online Help for detailed information on the above items.*

## Scanner hardware overview

The Xerox FreeFlow Scanner 665E is a high quality, high volume scanner. Teamed with scanning software and a personal computer, the scanner is a powerful tool for capturing and manipulating graphics and text.

### Scanner components

The scanner is comprised of the following components:

**Control panel:** Use these controls to start and stop scans as well as monitoring the status of the scanner.



**Power switch:** The on/off switch is located on the rear of the right side panel.



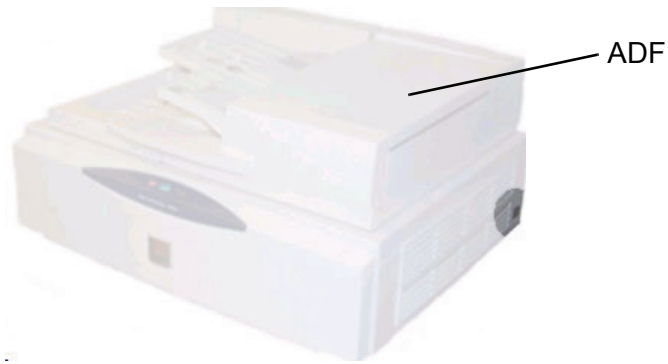
When you switch on the power, a yellow status LED on the control panel begins to flash. Wait until the scanner makes an audible "click" sound and the green status LED lights before turning on power to the PC.



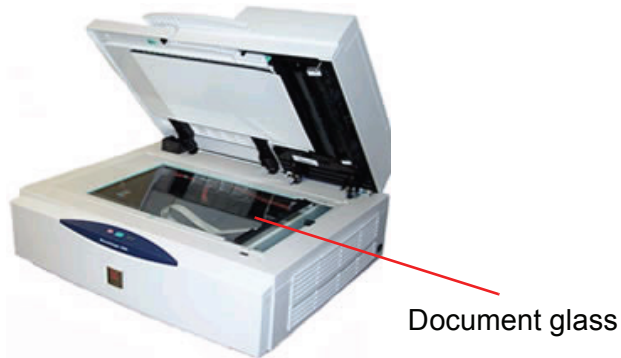
*For more information about powering on/off the system, refer to page 1-9.*

**Automatic Document Feeder (ADF):** The ADF enables you to scan 1-sided and 2-sided documents quickly, and returns them in a stack in the same order you placed

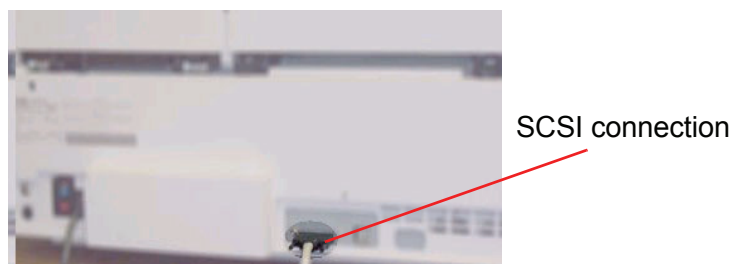
them in the input tray.



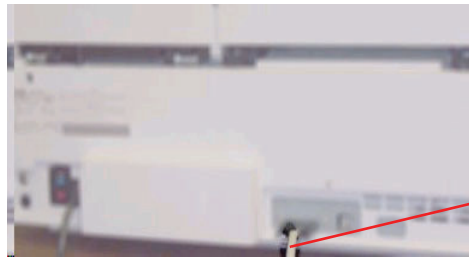
**Document Glass:** The Document Glass provides a 12 x 18 inch (304.8 mm x 457.2 mm) scanning area and has standard and book registration guides. Scan directly from the Document Glass if you are scanning an image on photographic paper or you are scanning a delicate or damaged document.



**SCSI connection:** SCSI stands for Small Computer System Interface. SCSI is the protocol that lets your PC communicate with the Xerox Scanner. The SCSI connection is located on the middle of the rear panel.



**SCSI cable:** The SCSI cable enables communication between the scanner and the host PC.



SCSI cable

**Power cord:** Plug the power cord into the scanner at the left rear panel.

Power cord



## Overview of FreeFlow applications

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**KEY POINT:** This book uses illustrations showing a DocuColor 8000 Digital Press connected to a Fiery EXP8000 color server. Your system may vary depending on the digital press and color server for your work environment.



*For more detailed information on each of the FreeFlow applications, refer to your FreeFlow Scanner 665E Operator Manual.*

The FreeFlow applications include the following:

### **Production Printer Settings:**

This application allows you to:

- Add, edit, and delete a printer
- Set a default printer
- Check the printer and/or job status
- Create a job ticket

### **Scan and Print:**

This application provides a quick, easy way to scan, print, and save documents. It also allows you to apply enhancements, headers, footers, and page numbers to your scan jobs.

- **Advanced Scanning:** The Advanced Scanning options are accessed from the Scan and Print window by clicking the button. The Advance Scanning provides more scanning options and allows you to better define the scanning parameters of your original document.

### **Job Ticket/Job Setup**

The Job Ticket/Job Setup options are accessed from the Production Printer Settings application, or from the Scan and Print application, or from the Quick Print application.

A job ticket is an electronic record that specifies printing and finishing options for a document. The job ticket options available for your document are listed in the Job Setup dialog box.

### **Quick Print:**

This application is available on the scanner and also can be installed and executed from client workstations on which have the required PC platform software loaded. Quick Print allows you to retrieve and print documents that are already set up, ready to print, and are stored in a digital format, such as RDO, PostScript (PS), PDF, TIFF, JPEG, HP/PCL, or ASCII.

### **File Manager:**

The FreeFlow File Manager application allows you to manage your Raster Document Object (RDO) files. Use the FreeFlow File Manager to copy, move, rename, and/or delete an RDO file.

### **Security Certification:**

This application is used with systems that connect to a DocuSP color server/controller only. It is used to provide additional security to the system.



## Powering on/off the system

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The system consists of the scanner, the PC monitor, the and the PC workstation (hard drive tower, mouse, and keyboard).

### Power on

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Follow these steps when powering on the system.

1. Power on the scanner and wait for the green LED to light.
2. Power on the PC monitor.
3. Power on the workstation.
4. If required, log into the network.



**NOTE:** All FreeFlow software applications are found by selecting from the Windows task bar the following: **Start: Programs: Xerox FreeFlow Software.**

### Power off

---



Follow these steps when powering off the system.

1. From the Windows tasteable select **Start: Shut Down**; the **Shut Down Windows** dialog box appears.
2. Select **Shut Down** from the **What do you want the computer to do?** drop-down list.
3. Select **OK** to shut down the PC and power off the workstation.
4. Power off the PC monitor.
5. Power off the scanner.

## RDO files

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RDO is the three-letter extension for the Raster Document Object file type. As stated earlier, the RDO file type is used primarily with FreeFlow, but you can use RDOs with other FreeFlow applications, or convert them to PostScript or PDF files.

An RDO is a document file made up of images. An RDO has two parts:

- A PostScript wrapper which contains all the information about the structure and format of the pages in your document.
- A .CON directory that holds the TIFF, JPEG, PostScript, and Adobe PDF files that make up the pages of your document.

When you create an RDO, FreeFlow creates both of these parts automatically.



**NOTE:** For descriptions of the other file types you can use with RDOs, use the online Help system.

### For DocuSP users:

To allow a user to print an RDO to a DocuSP/DocuColor production printer without logging in to the color server, you must create an account with the user name **xrxusr** and a password of your choice (such as **xrx123**). Once this account is created, the color server is available to any user that knows the name of the server and print queue. No security check is provided by the server.

## FreeFlow Help

The FreeFlow Scanner 665E online Help system is an excellent source of information about the features available and how to use them.

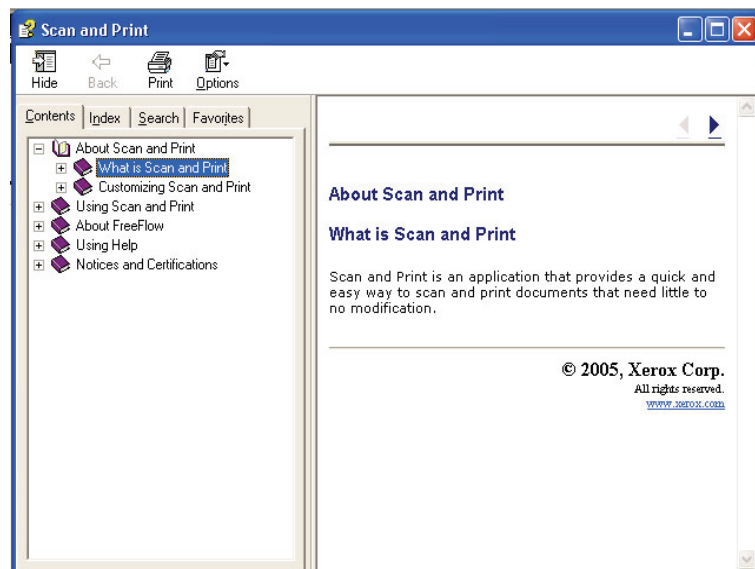
### Accessing the Help system

You can access the online Help system in a number of ways. The easiest way is to use the Help menu.

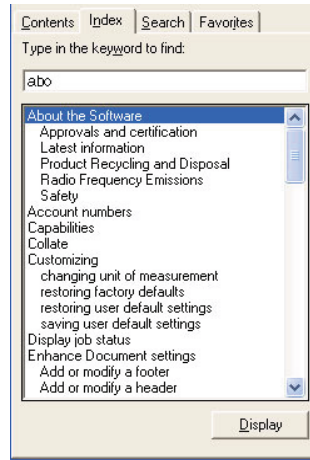
Perform the following steps to access the Help system.



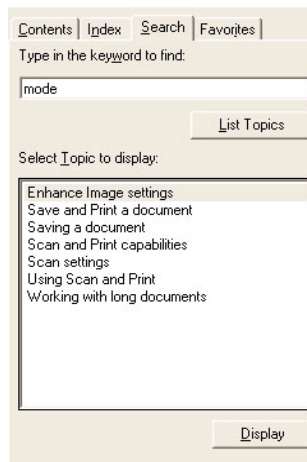
1. From any FreeFlow Scanner 665E application, select **Help:** and either **Help Topics** or **Help**. The **Help** dialog box displays with the **Contents** tab displays.



2. Select the **Index** tab to display an alphabetical list of Help topics. As you enter text into the **Type in the keyword to find** text box, topics associated with the words you type display.



3. Select the **Search** tab to search the entire Help system for one or more specific keywords.



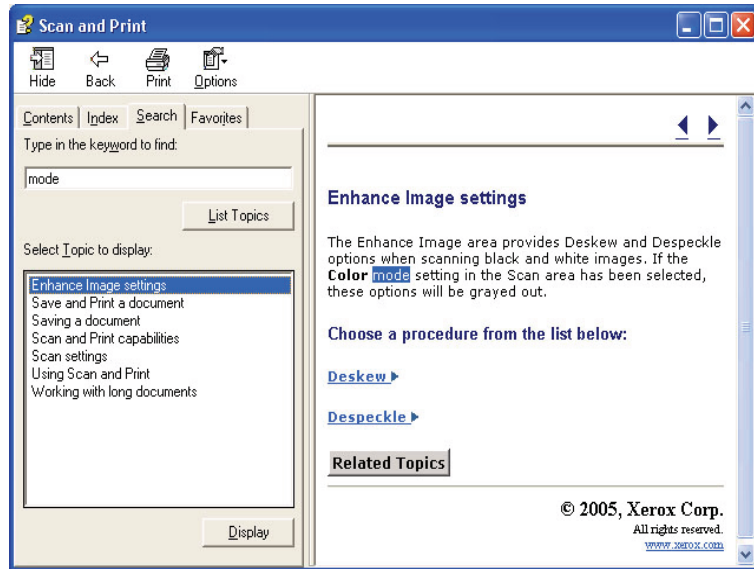
4. Type a word in the **Type in the keyword to find** text box; for example, type **mode**.



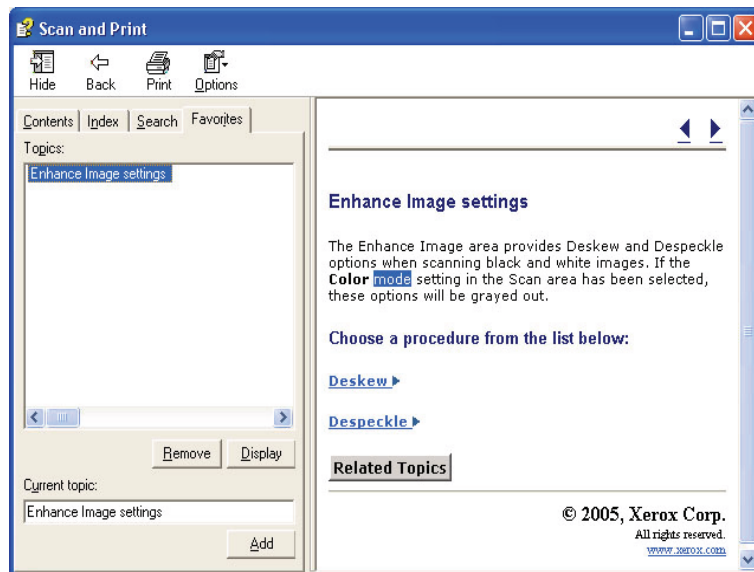
**NOTE:** You can type more than one keyword at a time in the **Type in the keyword to find** text box.


5. Click the **List Topics** button to display all Help topics that contain the word “mode.”

6. Double-click on the **Enhance Image settings** topic in the **Select Topics to display** list box. The topic displays in the text window on the right.



**NOTE:** You can store any displayed Help topic as a Favorite. With the desired topic selected, click on the **Favorites** tab. Select **Add** to add the topic to your list of Favorites.



7. Select **Close** (  ) in the title bar to close the Help system and return to the FreeFlow application window.

## Using the Document Glass

Use the document glass under the following conditions:

- The document is old, fragile, or torn
- The document stock is lighter than 13 lb. or heavier than 32# lb.
- The document is on coated stock, inkjet paper, photographic paper, or other rigid media
- The document is larger than 11.7 x 17 inches
- The document is bound



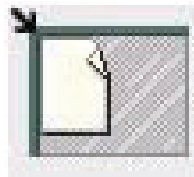
**NOTE:** Scan fragile documents, photographs (printed on photographic stock), inkjet papers, and bound documents on the Document Glass.

### Scanning a 1 or 2-sided document



To scan a 1 or 2-sided document:

1. Raise the document glass cover.
2. Place the document on the document glass, registering it in the upper left corner.



3. Close the document glass cover.
4. Make the desired selections from the Scan and Print application.



*The Scan and Print application is discussed in Chapter 3 on page 3-1.*

5. If desired, make additional selections from Advanced Scanning.



*The Advanced Scanning application is discussed in the online Help and in the FreeFlow Scanner 665E Operator Manual.*



**NOTE:** If scanning a 2-sided document, be sure to select the 2-sided option from Scan and Print/Advanced Scanning.

6. When satisfied with settings, click Scan (from Scan and Print/Advanced Scanning).



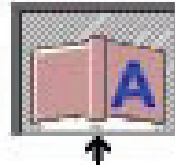
**NOTE:** If scanning a 2-sided document, turn the document over and repeat steps Step 4 through Step 6 for the second side.

## Scanning a bound document



To scan a bound document:

1. Raise the document feeder.
2. Place the bound document on the Document Glass, registering it on the front center edge, as indicated by the icon on the document glass frame.

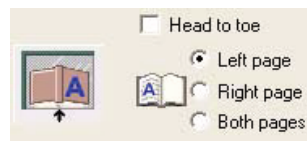


3. Lower the document feeder, being careful not to move the bound document out of registration.
4. From Advanced Scanning, select **Document glass-bound original** from the **Scan location** drop-down list.



**NOTE:** The maximum page dimension for scanning a bound original is 9 x 12 inches.

5. From Advanced Scanning choose the Right page, Left page, or Both pages radio button.



6. Make the desired selections from the Advanced Scanning and Scan and Print applications.

*The Scan and Print application is discussed in Chapter 3 on page 3-1.*



7. When satisfied with settings, click Scan (from Scan and Print/Advanced Scanning).

## Using the ADF

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The ADF enables you to scan 1-sided and 2-sided documents quickly, and returns them in a stack in the same order you placed them in the input tray.

Use the ADF for rapid scanning of up to 100 pages. The ADF can feed pages from 5.5 x 6.5 in. (139.7 x 165.1 mm), long edge feed (LEF), to 11.7 x 17 in. (297.2 x 431.8 mm) of uncoated, bond paper stock from 13 lb. (49 gsm) to 32 lb. (120 gsm).



To use the ADF:

1. From Advanced Scanning, ensure that **Document feeder** is selected from the **Scan Location** drop-down list.
2. Place a document or stack of documents in the input tray face up, either in the short edge feed (SEF) direction or the long edge feed (LEF) direction.



3. Adjust the ADF side guides so they gently touch the edges of the paper.



4. From Advanced Scanning, click the SEF/LEF toggle to specify how the document is loaded in the input tray.



Indicates direction the documents are loaded in the ADF

5. Make the desired selections from the Advanced Scanning and Scan and Print applications.



*The Scan and Print application is discussed in Chapter 3 on page 3-1.*

6. When satisfied with settings, click Scan (from Scan and Print/Advanced Scanning).



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## 2. Production Printer Settings

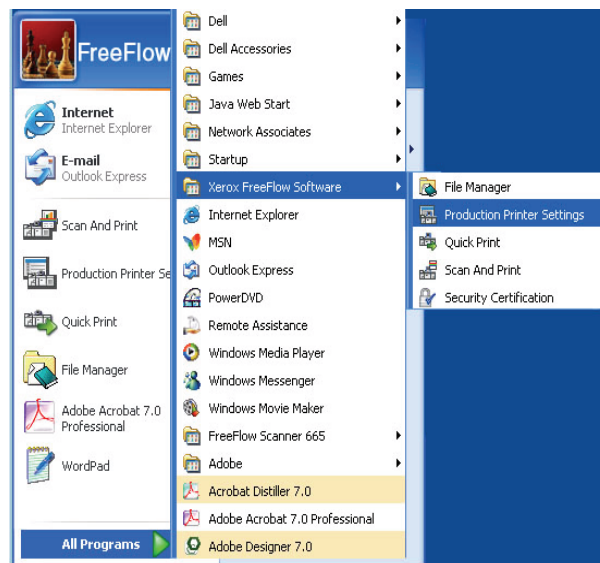
Before you can print your scanned documents you must set up your printer or printers. This chapter provides step-by-step instructions for setting up and adding a printer.

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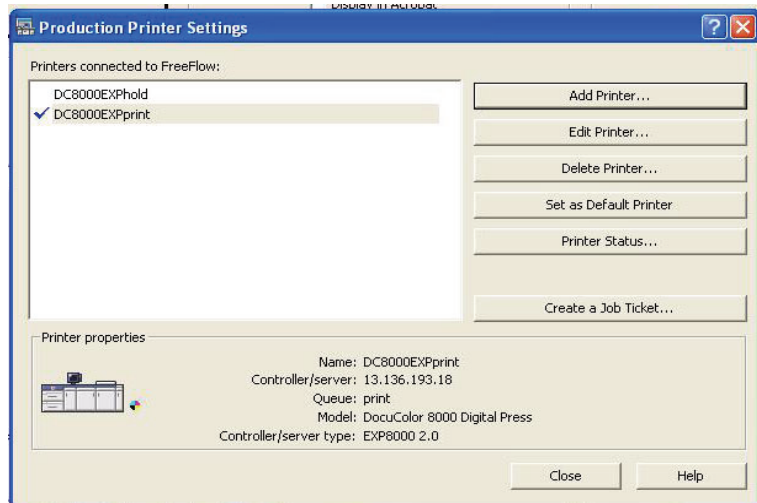
### Opening the Production Printer Settings application

---

Select **Start: Programs: Xerox FreeFlow Software: Printer Production Settings**.



The **Printer Production Settings** dialog box opens:



**KEY POINT:** This book uses illustrations showing a DocuColor 8000 Digital Press connected to a Fiery EXP8000 color server. Your system may vary depending on the digital press and color server for your work environment.

### Overview

---

The Printer Production Settings application allows you to:

- Add a printer
- Edit an existing printer
- Delete a printer
- Choose a specific printer from the list as your default printer
- Check the status of any listed printer
- Create a job ticket



*Job Ticket information is discussed in detail in the FreeFlow Scanner 665E Operator Manual.*

## Adding a printer



**KEY POINT:** This book uses illustrations showing a DocuColor 8000 Digital Press connected to a Fiery EXP8000 color server. Your system may vary depending on the digital press and color server for your work environment.



When adding a printer, enter the information for your site specific color printer by using the following procedure. If your site specific color printer is not a DocuColor 8000, your options and results may vary from what appears in this procedure.

1. From the **Printer Production Settings** dialog box, select **Add Printer**. The **Add Printer** dialog box displays.



**NOTE:** The availability of the **Convert PDF files to PS** and **Support legacy DocuSP** check boxes depends on the printer you add or select.

2. Type your **<site specific printer name>** in the **Printer name** text box; refer to the [example](#) below:
3. Type your **<site specific print server>** in the **Printer server** text box; refer to the [example](#) below:
4. Type your **<site specific print queue>** in the **Print queue** text box; refer to the [example](#) below:



**NOTE:** Type the appropriate information for your server and your print queue based on the server and the print queue at your site.

5. From the Printer model: drop-down list, select **DocuColor 8000**: or your site specific printer.
6. From the **Print controller/server type**: drop-down list, select your site specific print controller/server type.
7. To ensure that the connection to the printer is working, select **Test Print**; this sends a test print to the printer.

If you do not get a test print from the printer, return to Step 1 and begin again. If you continue to have problems adding a printer, see your network or system administrator or assistance.

8. Select **OK**. This returns you to the **Production Printer Settings** dialog box.
9. Select **Close**. This closes the **Production Printer Settings** dialog box.

### 3. Scan and Print

The Scan and Print process simulates a copier. The scanner creates a temporary digital file with which it uses to complete the copy.



**KEY POINT:** For detailed and specific information about each of the Scan and Print features, refer to the FreeFlow 665E Operator Manual and the online Help.

#### Opening the Scan and Print application



**KEY POINT:** This book uses illustrations showing a DocuColor 8000 Digital Press connected to a Fiery EXP8000 color server. Your system may vary depending on the digital press and color server for your work environment.

From **Start: Programs:** select **Xerox FreeFlow Software:** and **Scan and Print.**

The screenshot shows the 'Scan and Print' application window. It is divided into several sections: 'Options' (with 'Print', 'Save', and 'Print and Save' buttons), 'Scan' (with settings for sides to scan, original page size, mode, image orientation, and scale), 'Enhance Image' (with 'Deskew' and 'Despeckle' options), 'Enhance Document' (with 'Header', 'Footer', and 'Page numbers' options), 'Print' (with printer selection, collation, job type, stock size, and output options), and a 'More Options...' button. At the bottom, there are buttons for 'Restore Defaults', 'Scan and Print', 'Scan to Job', 'Print Job', and 'Cancel Job'. Red boxes and lines highlight these elements with the following labels: 'Scan options', 'Enhance options', 'Setup button', 'Print options', 'More Options button', 'Advanced Scanning button', and 'Restore Defaults, Scan/Print/Save, and Cancel Job buttons'.

## Scan and print an original



Follow these steps when scanning an original.

1. With the **Scan and Print** application open, place the hardcopy document on the scanner glass or into the multisheet feeder.
2. From the **Options** section, select **Print**.
3. From the **Scan** section, make your desired selections.



**NOTE:** By clicking on the **Advanced Scanning...** button, more options are available. For more information on the **Advanced Scanning** feature, refer to the **online Help** and the **FreeFlowScanner 665E Operator Manual**.



Each one of these options is discussed in more detail in the **FreeFlow Scanner 665E Operator Manual**.

4. From the **Enhance Image** section, select either **Deskew** or **Despeckle** (black and white mode only).
5. From the **Enhance Document** section, select your desired options.



**NOTE:** By clicking on the **Setup...** button, more options are available. This button is discussed in more detail in the **FreeFlow Scanner 665E Operator Manual**.

6. From the **Print** section, make your desired selections.



**NOTE:** By clicking on the **More Options...** button, a **Job Setup** dialog box opens with additional options. This button is discussed in more detail in the **FreeFlow Scanner 665E Operator Manual** and in the **online Help**.



**NOTE:** To disable all additional options without having to change each one individually, clear the **Apply More Options** check box.

7. To activate the copy process, at the bottom of the **Scan and Print** dialog box, select **Scan and Print**.



**NOTE:** The green button on the scanner does not activate **Scan and Print**.

8. When you are finished, close the **Scan and Print** application.



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## Scan and print a large job

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You can use Scan and Print to build large copying jobs with the **Scan to Job** button. Large jobs are defined as those with page counts that exceed the capacity of the scanner's multisheet feeder.



Follow these steps when scanning large jobs.

1. With the **Scan and Print** application open, place the first portion of your job into the multisheet feeder.
2. Select your job options; refer to Steps 2-8 of the “Scan and print an original” on page 3-2.
3. Select the **Scan to Job** button.
4. After the first portion of your job is scanned, place the second portion of your job into the multisheet feeder.
5. Repeat Steps 2-4 until your entire job is scanned.
6. Select **Print Job**; your job is submitted to the selected printer.
7. When you are finished, close the **Scan and Print** application.

## Scan and save documents

---

You can scan a document and save it as an RDO or an Adobe PDF by using the **Scan and Print** application.



Follow these steps when scanning and saving documents.

1. With the **Scan and Print** application open, place the hardcopy document on the scanner glass or into the multisheet feeder.
2. From the **Options** section, select **Save**.
3. Select your job options; refer to Steps 3-8 of the “Scan and print an original” on page 3-2.
4. From the **Save** section, select either **RDO** or **PDF**.
5. Select **Browse**; the **Save As** dialog box opens.
6. Use the **Save in** drop-down list to navigate to and select the desired Windows location to store the file.
7. Type the name of your file in the **File name** text box.
8. Select **PDF Files (\*.pdf)** or **RDO Files (\*.rdo)** from the **Save as type** list box.
9. Select **Save** or **OK** to close the **Save As** dialog box and return to Scan and Print. The path for your job displays in the Location box.
10. Select a printer from the **Optimize for** or the **Printer** drop-down list.
11. Select any other appropriate options from this section.
12. Select **Scan and Save**. Your file is saved to the specified location.
13. When you are finished, close the **Scan and Print** application.

## Scan, print, and save documents

---

You can scan a document, print it, and save it as an RDO or an Adobe PDF by using the **Scan and Print** application.



Follow these steps when scanning, printing, and saving documents.

1. With the **Scan and Print** application open, place the hardcopy document on the scanner glass or into the multisheet feeder.
2. From the **Options** section, select **Print and Save**.
3. Select your job options; refer to Steps 3-8 of the “Scan and print an original” on page 3-2.
4. From the **Save** section, select either **RDO** or **PDF**.
5. Select **Browse**; the **Save As** dialog box opens.
6. Use the Save in drop-down list to navigate to and select the desired Windows location to store the file.
7. Type the name of your file in the **File name** text box.
8. Select **PDF Files (\*.pdf)** or **RDO Files (\*.rdo)** from the **Save as type** list box.
9. Select **Save** to close the **Save As** dialog box and return to Scan and Print. The path for your job displays in the Location box.
10. Click **Save, Print & Save**.
11. When you are finished, close the **Scan and Print** application.



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## 4. Quick Print

Quick Print allows you to quickly access, create a job ticket, and print a job that was previously scanned and saved.

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### Printing a single file

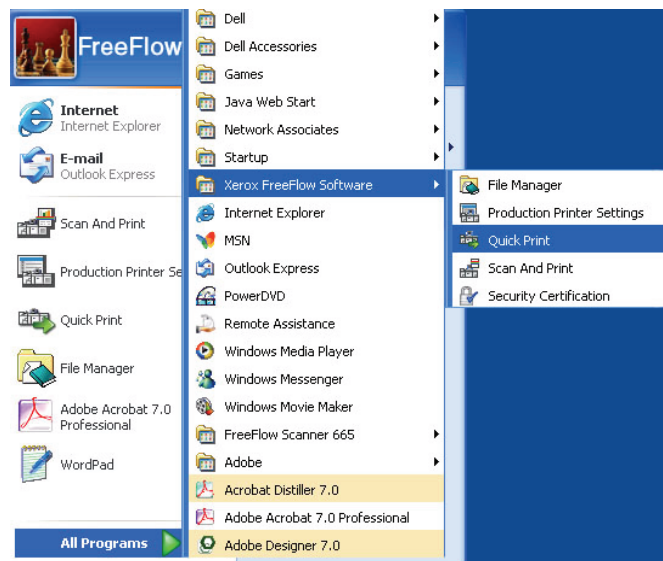


**KEY POINT:** This book uses illustrations showing a DocuColor 8000 Digital Press connected to a Fiery EXP8000 color server. Your system may vary depending on the digital press and color server for your work environment.

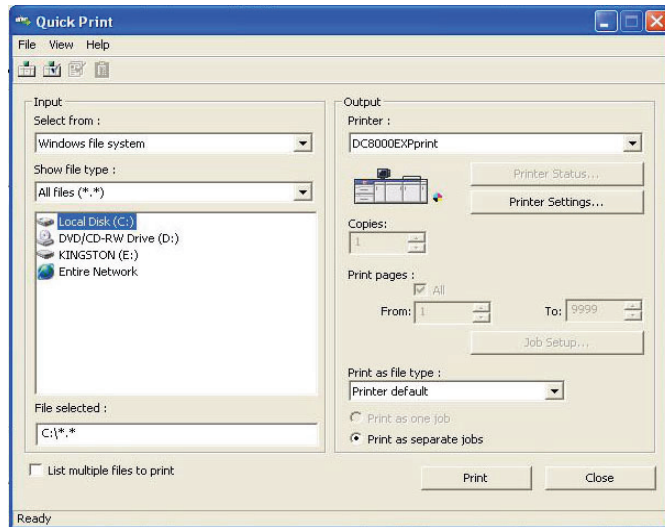


Use the following procedure to print a single file.

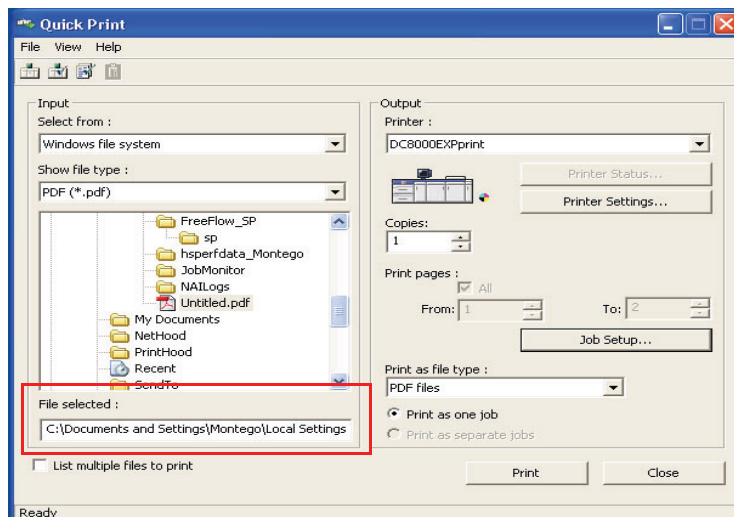
1. Select **Start: Programs: Xerox FreeFlow Software: Quick Print.**



The **Quick Print** dialog box opens:



2. Select the file type you wish to print in the **Show file type** pull-down menu.
3. Browse to the directory where the document is stored and select the file name of the document from the directory tree list. The selected filename will appear in the file selected field.



4. Select a printer from the **Printers** pull-down menu.
5. Click the **Printer Settings** button to modify the printer settings as necessary.
6. Specify the number of copies to be printed.
 

If you do not want to print the entire document, deselect the **All** checkbox and select the sequence of pages to print:

  - a. Specify the starting page in the **From** list box.
  - b. Specify the last page to print in the **To** list box.
  - c. Click the **Job Setup** button to modify the job ticket settings as necessary.



**NOTE:** The **Job Setup** button is disabled if an Adobe PDF file or an RDO with PDF pages that has been secured against printing. An error message is displayed and notifies the user that the PDF has been secured. The button is also disabled if the **Print as separate jobs** option is selected.

The **Print as** file type pull-down menu allows the user to select the appropriate output format for files that do not have the necessary file extension. Selecting an option other than Printer default will NOT cause the file to be converted to the selected file type.

**7.** Select the appropriate radio button:

- **Print as one job:** Jobs are printed as one job. The default job ticket is applied, but can be modified by clicking the **Job Setup** button.
- **Print as separate jobs:** Jobs are printed separately with the default job ticket applied to each file. Job Setup and Page Range options are disabled.

**8.** Click **Print** to submit the job to the printer.



**NOTE 1:** A dialog appears if the file contains PDF pages secured against printing. Follow the instructions in the dialog to print the file.

**NOTE 2:** If Image Optimization for the selected printer has been enabled, print speed will be effected. Click the **Cancel** button and disable the optimization option if print speed is more important than image quality.

## Printing a job with multiple files

---



1. Select the file type you wish to print in the **Show file type** pull-down menu.
2. Select the **List multiple files to print** checkbox.  
The Quick Print window expands to reveal the job list at the bottom of the screen.
3. Browse to the location of the document from the directory tree box.
4. Highlight the file name of the first document to print.
5. Click **Add** button. The file name appears in the job list.
6. Repeat this process until you have added all of the desired jobs.
7. Use the **Move up** and **Move down** buttons to arrange files in the appropriate print order from top to bottom.
8. Click the **Remove** button to remove a selected file from the print list, or the **Remove All** button to clear the list.
9. Select a printer from the Printers pull-down menu.
10. Click the **Printer Settings** button to modify the printer settings as necessary.
11. Specify the number of copies to be printed.
12. If you do not want to print the entire document, deselect the **All** checkbox and select the sequence of pages to print:
  - a. Specify the starting page in the **From** list box.
  - b. Specify the last page to print in the **To** list box.
13. Click the **Job Setup** button to modify the job ticket settings as necessary.



**NOTE:** The Job Setup button is disabled if an Adobe PDF file or an RDO with PDF pages that has been secured against printing. An error message notifying the user that the PDF has been secured will be displayed. The button will also be disabled if the Print as separate jobs option has been selected.

14. The **Print as** file type pull-down menu allows the user to select the appropriate output format for files that do not have the necessary file extension.

Selecting an option other than Printer default will NOT cause the file to be converted to the selected file type.



**15.** Select the appropriate radio button:

- **Print as one job:** Jobs are printed as one job. The default job ticket is applied, but can be modified by clicking the **Job Setup** button.
- **Print as separate jobs:** Jobs are printed separately with the default job ticket applied to each file. Job Setup and Page Range options are disabled.

**16.** Click **Print** to submit the jobs to the printer in the order they are listed.

**NOTE 1:** A dialog appears if the file contains PDF pages secured against printing. Follow the instructions in the dialog to print the file.

**NOTE 2:** If Image Optimization for the selected printer is enabled, print speed are effected. Click the **Cancel** button and disable the optimization option if print speed is more important than image quality.

## Printing all the files in a selected directory

---



To print all the files in a selected directory:

1. Select the file type you wish to print in the Show file type pull-down menu.

**NOTE:** *By selecting a file type, only files of that type found in the directory will be printed. For example, if TIFF is the selected file type, all the TIFF files in the directory will be printed.*

2. Browse to the directory location and select the directory in the tree list. The directory path along with all the file extensions for the selected file type will appear in the File selected field.
3. To print additional files or directory contents, perform the following:
  - a. Select the **List multiple files to print** checkbox. The Quick Print window expands to reveal the job list at the bottom of the screen.
  - b. Click the **Add** button to add the contents of the directory selected above. Files matching the selected file type will appear in the job list.



**NOTE:** *If you have selected Adobe PDF or RDO files containing PDF files that are password protected, you will be prompted to change the security settings for those files in Adobe Acrobat, and then re-add them.*

4. Browse to the location of the next document or directory using the directory tree box, or select a different file type from the Show file type pull-down to add files of that type from the same directory.
5. Highlight a file name or directory name in the Directory tree.
6. Click the **Add** button to add the file name or directory contents to the job list.
7. Repeat this process until you have added all of the desired jobs.
8. Use the **Move up** and **Move down** buttons to arrange jobs in the appropriate print order from top to bottom.

9. Click the **Remove** button to remove a selected job from the print list, or the **Remove All** button to clear the list.
10. Select a printer from the Printers pull-down menu.
11. Click the **Printer Settings** button to modify the printer settings as necessary.
12. Specify the number of copies to be printed.
13. Click the **Job Setup** button to modify the job ticket settings as necessary.



**NOTE:** *The Job Setup button will be disabled if an Adobe PDF file or an RDO with PDF pages has been selected that has been secured against printing. An error message notifying the user that the PDF has been secured will be displayed. The button will also be disabled if the Print as separate jobs option has been selected.*

14. The Print as file type pull-down menu allows the user to select the appropriate output format for files that do not have the necessary file extension. Selecting an option other than Printer default will NOT cause the file to be converted to the selected file type.

**15.** Select the appropriate radio button:

- a. **Print as one job:** Jobs are printed as one job. The default job ticket is applied, but can be modified by clicking the **Job Setup** button.
- b. **Print as separate jobs:** Jobs are printed separately with the default job ticket applied to each file. Job Setup and Page Range options are disabled.
- c. Click **Print** to submit jobs to the printer. If multiple jobs are being printed, they will be submitted in the order they are listed.



**NOTE 1:** *A dialog will appear if the file contains PDF pages secured against printing. Follow the instructions in the dialog to print the file.*

**NOTE 2:** *If Image Optimization for the selected printer has been enabled, print speed will be effected. Click the <Cancel> button and disable the optimization option if print speed is more important than image quality.*

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## 5. File Manager

This chapter discusses the File Manager application and provides instructions on how to copy, move, and delete objects or files.

### What is File Manager?

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File Manager is a substitute for the Windows Explorer, enabling you to manage large numbers of documents stored on the Windows file system. Use File Manager for moving and copying RDO objects.



**KEY POINT:** DO NOT try to copy or move RDO documents using Windows Explorer; it is unfamiliar with RDO files and cannot manage them.

File Manager also enables you to copy, delete, and move objects, print files, connect to network drives, run applications, and maintain disks.

### File Manager capabilities

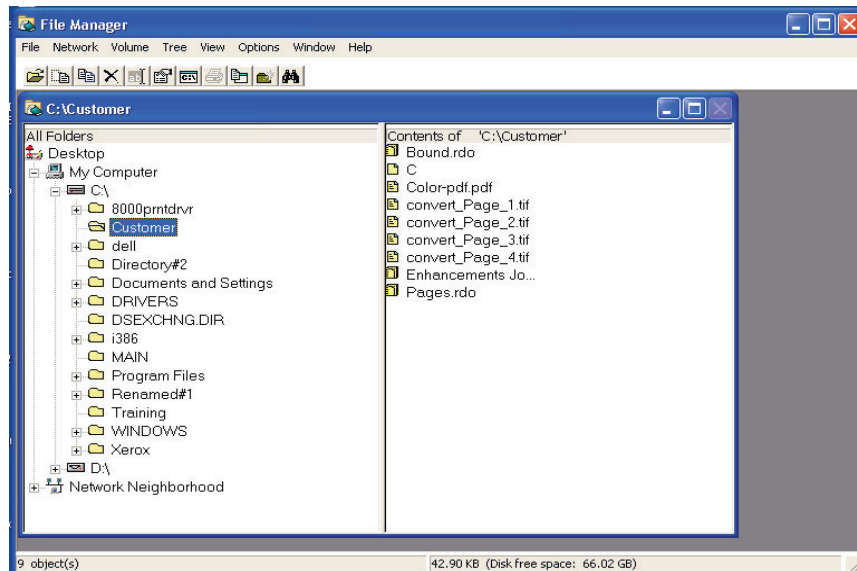
---

File Manager provides the following capabilities:

- Creating and managing directories
- Searching to find files
- Managing files
- Labeling and formatting disks

### What is displayed in the File Manager window?

The File Manager window displays a directory tree and a directory contents list; a directory tree only; or a directory contents list only.

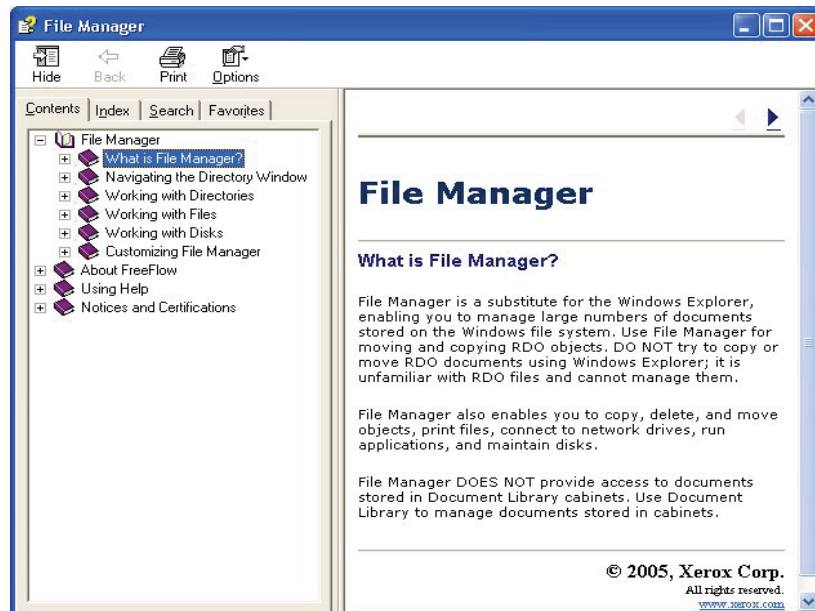


- The directory tree displays the structure of the desktop as a set of levels. The highest level is the desktop which contains all other levels. Drives and storage devices, both local and remote, generally comprise the next level. The remaining levels are comprised of directories, subdirectories, and files.
- The directory contents list displays the subdirectories and files for a specified directory. The contents can be displayed as icons or a list of names. When contents are listed, their attributes are also displayed.

If both the directory tree and directory contents list are displayed, they are separated by a split bar.

Both a Status Bar and Toolbar can be displayed. The Toolbar can be customized.

## Using File Manager Help



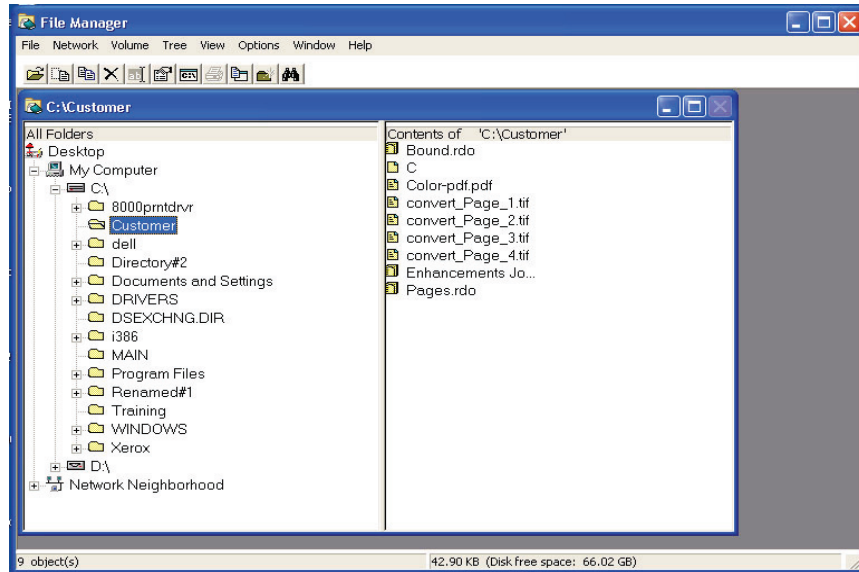
The online Help provides in depth, step-by-step instructions for using the various File Manager features and functions, including:

- Navigating the directory window
- Working with directories
- Working with files
- Working with disks
- Customizing File Manager

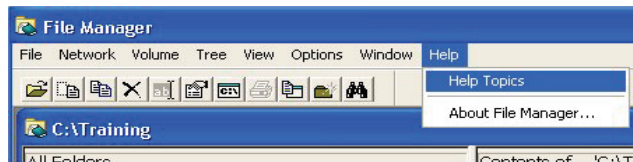


To access and use the online Help for File Manager, perform the following steps:

1. From Windows **Start: Programs**, select **Xerox FreeFlow Software: File Manager**. The File Manager application opens:

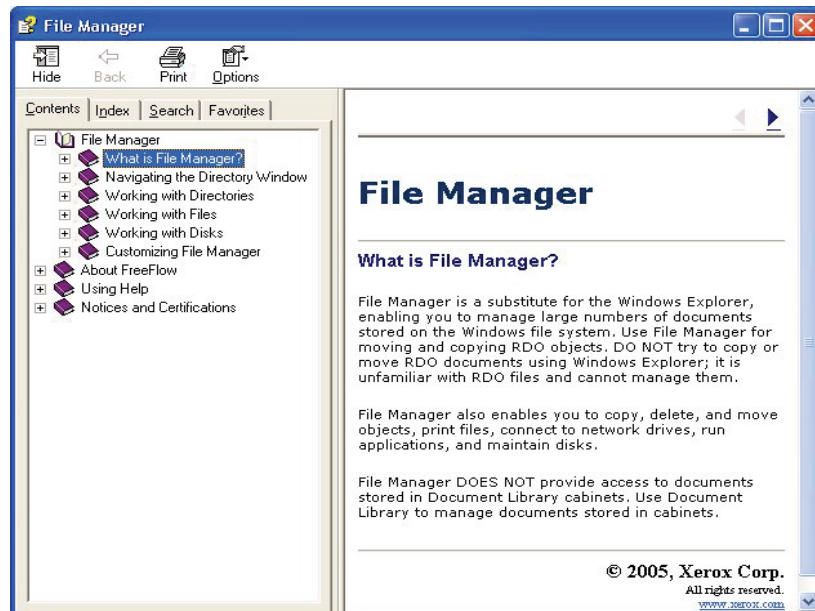



2. From the Help drop-down list, select **Help Topics**.





The Help dialog is displayed.



3. Select the desired Help topic.
4. When finished, close the Help dialog box by selecting  (Close) in the title bar.

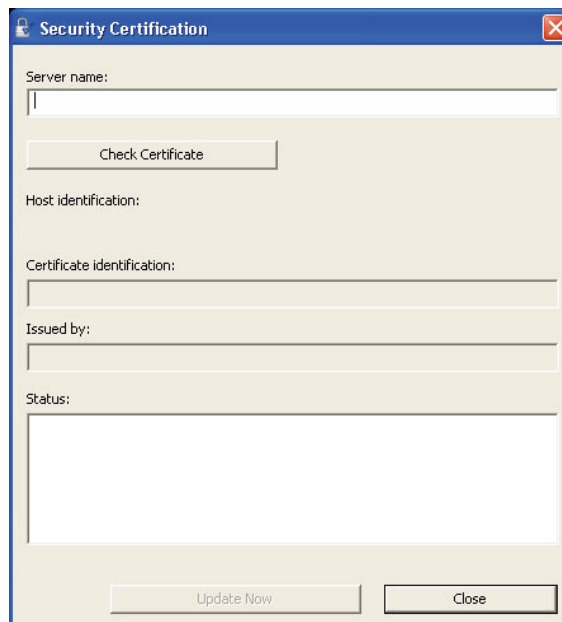


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## 6. Security Certification

If your site requires a high security communication and you are connected to a DocuSP color server, you will need to implement the client-side secured FTP and/or Secure IPP security certificate in order to communicate with the DocuSP 4.x/5.x color server. This is discussed in detail in the System Administration Guide, Chapter 6, "Installing a security certificate" on page 6-11.

The Security Certification application is used for installing the certificate and checking the status of an existing certificate on the DocuSP 4.x/5.x color server.



The screenshot shows a window titled "Security Certification" with a blue title bar and a close button. The window contains the following fields and buttons:

- Server name:** A text input field.
- Check Certificate:** A button.
- Host identification:** A text input field.
- Certificate identification:** A text input field.
- Issued by:** A text input field.
- Status:** A large text area.
- Update Now:** A button.
- Close:** A button.



**NOTE 1:** The security certificate must be enabled on the DocuSP color server. Refer to your DocuSP documentation for more information.



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## 7. Maintenance






This chapter provides maintenance information and instructions for the various scanner components.

## Maintenance intervals

The scanner requires minimal maintenance by the operator. However, it is essential that you perform these tasks when indicated to ensure reliable operation and maximum product life.

### Preventive maintenance intervals

To avoid any maintenance delays, ensure that you have the necessary spare parts and cleaning supplies on hand.

Component	Action	Maintenance interval
Air Filter	Replace	<ul style="list-style-type: none"> <li>Replace after 3,000 hours.</li> <li>The scanner software will notify you when the Air Filter requires replacement.</li> </ul>  Refer to the online Help (Advanced Scanning) for step-by-step instructions on replacing the filter.
Feed and Retard Rollers	Replace	<ul style="list-style-type: none"> <li>Replace after 100,000 feeds.</li> <li>The scanner software will notify you when the Feed and Retard Rollers require replacement.</li> </ul>  Refer to the online Help (Advanced Scanning) for step-by-step instructions on replacing the rollers.
Automatic Document Feeder	Clean	<p>Clean the ADF whenever there is paper dust visible in the feeder.</p>  Refer to the online Help (Advanced Scanning) for step-by-step instructions on cleaning the ADF.
Document Glass	Clean	<p>Clean daily or whenever specks are noticeable in scanned images.</p>  Refer to the online Help (Advanced Scanning) for step-by-step instructions on cleaning the Document Glass.
Constant Velocity Transport (CVT) Ski	Clean	<p>Clean whenever hole-punch marks are noticeable in scanned images.</p>  Refer to the online Help (Advanced Scanning) for step-by-step instructions on cleaning the CVT Ski.

## Contacting Xerox

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Before contacting Xerox for a service problem, perform the following steps:



*Also refer to the Online Help for additional information and step-by-step instructions.*

- 1.** For image quality problems, first attempt to resolve the problem using the image quality troubleshooter.
- 2.** For worn out customer replaceable units, first attempt to replace the component yourself.
- 3.** If you have received a message directing you to call for service:
  - a. Write down the service code.
  - b. Locate the scanner serial number and telephone number on the Scanner Support Configuration tab.
  - c. If there is no telephone number listed on the Configuration tab, use the number listed below.

### Telephone numbers and World Wide Web address

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**Telephone:** (Customer Technical Support)  
1-800-821-2797

**TTY:** (Customer Technical Support)  
1-800-821-2797

**Supplies Hotline:** 1-800-828-5881

**Internet:** <http://www.xerox.com>

## Spare parts and supplies

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Part name	Part number
ADF Feed Roller Assembly	600K89591
Air Filter Kit	600K89580
Xerox Platen Glass Cleaner	8R3669



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## 8. Troubleshooting

This chapter directs you to basic troubleshooting information. This troubleshooting information is found in the online Help (Advanced Scanning/Help menu/Troubleshooting). The online Help provides step-by-step instructions for troubleshooting and fixing various problems.

### Image quality problems

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Image quality problems may include:

- The output image has lines, streaks or other artifacts:
  - Output image has a dark line, white narrow streak(s), or a distinct edge not present in the original
  - Output image is dark, a "Negative Compression Fault" occurs, or the image appears broken up
  - Images or text from the back side of the page shows through on the output image
  - Output image has spots or specks
  - Output image has hole punch marks
- The output image is distorted in some way
  - Output image is skewed, stretched, or distorted
  - Output images are inconsistent, despite using the same scan settings
  - Output image is posterized (light to dark transitions are choppy)
  - Output image seems artificial, or areas around objects in the image seem to glow
  - Diagonal edges and other fine details look jagged
  - Output image is blotchy in areas of smooth gradation



*For specific information and step-by-step instructions go to the online Help: From the Advanced Scanning dialog box, select Troubleshooting from the Help menu drop-down list. The online Help dialog box opens; click on the Image Quality Problems link.*

## Clearing paper jams and misfeeds

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*The online Help provides specific step-by-step procedures for clearing paper jams and misfeeds from the scanner. You can access this information by opening the Advanced Scanning feature (click on the Advanced Scanning button from the Scan and Print dialog box). From Advanced Scanning, select Troubleshooting from the Help menu drop-down list. The online Help dialog box opens; click the Clearing Jams & Misfeeds link.*



**701P44150**



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