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Xerox® B230 Printer

User Guide

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Safety

This chapter contains:

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

Conventions



Note: A note identifies information that could help you.



Warning: A warning identifies something that could damage the product hardware or software.



Caution: A caution indicates a potentially hazardous situation that could injure you.

Different types of statements include:



CAUTION—POTENTIAL INJURY: Indicates a risk of injury.



CAUTION—SHOCK HAZARD: Indicates a risk of electrical shock.



WARNING—HOT SURFACE: Indicates a risk of burn if touched.



CAUTION—PINCH HAZARD: Indicates a risk of being caught between moving parts.



CAUTION—MOVING PARTS: Indicates a risk of laceration or abrasion injuries from rotating parts.

Product Statements



CAUTION—POTENTIAL INJURY: To avoid the risk of fire or electrical shock, connect the power cord to an appropriately rated and properly grounded electrical outlet that is near the product and easily accessible.



CAUTION—POTENTIAL INJURY: To avoid the risk of fire or electrical shock, use only the power cord provided with this product or the manufacturer authorized replacement.



CAUTION—POTENTIAL INJURY: Do not use this product with extension cords, multi-outlet power strips, multi-outlet extenders, or UPS devices. The power capacity of these types of accessories can be easily overloaded by a laser printer and may result in a risk of fire, property damage, or poor printer performance.



CAUTION—POTENTIAL INJURY: Do not use this product with an inline surge protector. The use of a surge protection device may result in a risk of fire, property damage, or poor printer performance.



CAUTION—SHOCK HAZARD: To avoid the risk of electrical shock, do not place or use this product near water or wet locations.



CAUTION—SHOCK HAZARD: To avoid the risk of electrical shock, do not set up this product or make any electrical or cabling connections, such as the power cord, fax feature, or telephone, during a lightning storm.



CAUTION—POTENTIAL INJURY: Do not cut, twist, bind, crush, or place heavy objects on the power cord. Do not subject the power cord to abrasion or stress. Do not pinch the power cord between objects such as furniture and walls. If any of these things happen, a risk of fire or electrical shock results. Inspect the power cord regularly for signs of such problems. Remove the power cord from the electrical outlet before inspecting it.



CAUTION—SHOCK HAZARD: To avoid the risk of electrical shock, ensure that all external connections, such as Ethernet and telephone system connections, are properly installed in their marked plug-in ports.



CAUTION—SHOCK HAZARD: To avoid the risk of electrical shock, if you are accessing the controller board or installing optional hardware or memory devices sometime after setting up the printer, then turn the printer off, and unplug the power cord from the electrical outlet before continuing. If you have any other devices attached to the printer, then turn them off as well, and unplug any cables going into the printer.



CAUTION—SHOCK HAZARD: To avoid the risk of electrical shock when cleaning the exterior of the printer, unplug the power cord from the electrical outlet and disconnect all cables from the printer before proceeding.



CAUTION—POTENTIAL INJURY: If the printer weight is greater than 20 kg (44 lb), then it may require two or more people to lift it safely.



CAUTION—POTENTIAL INJURY: When moving the printer, follow these guidelines to avoid personal injury or printer damage:

- Ensure that all doors and trays are closed.
- Turn off the printer, then unplug the power cord from the electrical outlet.
- Disconnect all cords and cables from the printer.
- If the printer has separate floor-standing optional trays or output options attached to it, then disconnect them before moving the printer.
- If the printer has a caster base, then carefully roll it to the new location. Use caution when passing over thresholds and breaks in flooring.
- If the printer does not have a caster base but is configured with optional trays or output options, then remove the output options and lift the printer off the trays. Do not try to lift the printer and any options at the same time.
- Always use the handholds on the printer to lift it.
- Any cart used to move the printer must have a surface able to support the full footprint of the printer.
- Any cart used to move the hardware options must have a surface able to support the dimensions of the options.
- Keep the printer in an upright position.
- Avoid severe jarring movements.
- Ensure that your fingers are not under the printer when you set it down.
- Ensure that there is adequate clearance around the printer.



WARNING—HOT SURFACE: The inside of the printer might be hot. To reduce the risk of injury from a hot component, allow the surface to cool before touching it.



CAUTION—PINCH HAZARD: To avoid the risk of a pinch injury, use caution in areas marked with this label. Pinch injuries may occur around moving parts, such as gears, doors, trays, and covers.



CAUTION—MOVING PARTS: Indicates a risk of laceration or abrasion injuries from rotating parts.



CAUTION—POTENTIAL INJURY: This product uses a laser. Use of controls or adjustments or performance of procedures other than those specified in the User Guide may result in hazardous radiation exposure.



CAUTION—POTENTIAL INJURY: The lithium battery in this product is not intended to be replaced. There is a danger of explosion if a lithium battery is incorrectly replaced. Do not recharge, disassemble, or incinerate a lithium battery. Discard used lithium batteries according to the manufacturer instructions and local regulations.

This product is designed, tested, and approved to meet strict global safety standards with the use of specific manufacturer components. The safety features of some parts may not always be obvious. The manufacturer is not responsible for the use of other replacement parts.

Refer service or repairs, other than those described in the user documentation, to a service representative.

This product uses a printing process that heats the print media, and the heat may cause the media to release emissions. You must understand the section in your operating instructions that discusses the guidelines for selecting print media to avoid the possibility of harmful emissions.

This product may produce small amounts of ozone during normal operation, and may be equipped with a filter designed to limit ozone concentrations to levels well below the recommended exposure limits. To avoid high ozone concentration levels during extensive usage, install this product in a well-ventilated area and replace the ozone and exhaust filters if instructed to do so in the product maintenance instructions. If there are no references to filters in the product maintenance instructions, then there are no filters requiring replacement for this product.

SAVE THESE INSTRUCTIONS.

Maintenance Safety

Do not carry out any maintenance on this product that is not described in the customer documentation.



CAUTION—POTENTIAL INJURY: Do not use aerosol cleaners. Aerosol cleaners can be explosive or flammable when used on electromechanical equipment.

Use supplies and cleaning materials only as directed.

Do not remove the covers or guards that are fastened with screws. Customer service items are not located behind these covers.

In case of a Dry Ink or Toner Spill, use a broom or a wet cloth to wipe off spilled dry ink or toner. Sweep slowly to minimize generation of dust during clean up. Avoid using a vacuum. If a vacuum must be used, the unit should be designed for combustible dusts, having an explosion rated motor and non-conductive hose.



WARNING—HOT SURFACE: The metallic surfaces in the fuser area are hot. Use caution when you remove paper jams from this area and avoid touching any metallic surfaces.

Consumable Information



CAUTION—POTENTIAL INJURY: When handling cartridges such as ink or fuser, avoid skin or eye contact. Eye contact can cause irritation and inflammation. Do not attempt to disassemble the cartridge. This can increase the risk of skin or eye contact.

Store all consumables in accordance with the instructions given on the package or container.

Keep all consumables away from the reach of children.

Never throw dry ink/toner, print cartridges, or dry ink/toner containers into an open flame.

For information on Xerox® supplies recycling programs, go to: <https://www.xerox.com/recycling>.

Learn About the Printer

This chapter contains:

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- Finding the Printer Serial Number.....20
- Printer Configuration21
- Using the Control Panel.....22
- Understanding the Status of the Indicator Light and the Power Button.....23
- Selecting Paper.....24

Finding Information About the Printer

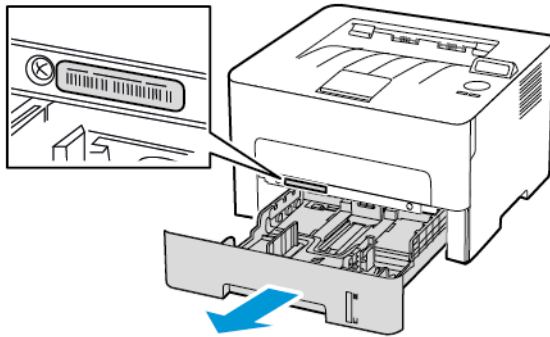
WHAT ARE YOU LOOKING FOR?	FIND IT HERE
Initial setup instructions: • Connecting the printer • Installing the printer software	See the setup documentation that came with the printer or go to www.xerox.com .
• Printer software • Print driver • Printer firmware • Utility	Go to www.xerox.com , search for your printer model, then select the driver, firmware, or utility that you need.
More setup and instructions for using the printer: • Selecting and storing paper and specialty media • Loading paper • Configuring printer settings • Viewing and printing documents and photos • Setting up and using the printer software • Configuring the printer on a network • Caring for and maintaining the printer • Troubleshooting and solving problems	Go to www.xerox.com . How-to videos: Go to www.xerox.com . Touch Screen Guide: Go to www.xerox.com .
Help using the printer software	Help for Microsoft Windows or Macintosh operating systems—Open a printer software program or application, then click Help . To view context-sensitive information, click the Help button. • Help is automatically installed with the printer software. • Depending on the operating system, the printer software is located in the printer program folder or on the desktop.

WHAT ARE YOU LOOKING FOR?	FIND IT HERE
The latest supplemental information, updates, and customer support: • Documentation • Driver downloads • Email support	Go to www.xerox.com. Select your country or region, then select your product to view the appropriate support site. Support contact information for your country or region can be found on the website or on the printed warranty that came with the printer. Have the following information ready when you contact customer support: • Place and date of purchase • Machine type and serial number For more information, refer to Finding the Printer Serial Number.
• Safety information • Regulatory information • Warranty information • Environmental information	Warranty information varies by country or region: • In the U.S.—See the Statement of Limited Warranty included with the printer, or go to www.xerox.com. • In other countries and regions—See the printed warranty that came with the printer.

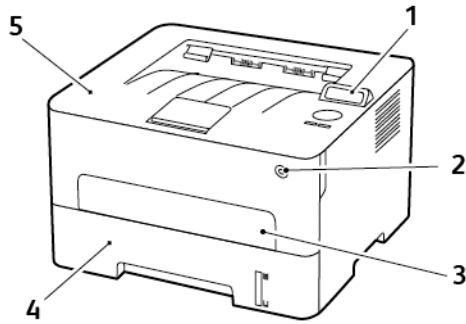
Finding the Printer Serial Number

To find the printer serial number:

1. Pull out the tray.
2. Locate the serial number below the manual feeder.

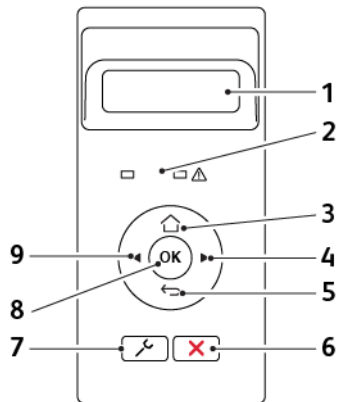


Printer Configuration



1. Control Panel
2. Power Button
3. Manual Feeder
4. 250-Sheet Tray
5. Standard Output Tray

Using the Control Panel



NUMBER	CONTROL PANEL PART	FUNCTION
1	Display	- View printer messages and supply status. - Set up and operate the printer.
2	Indicator light	Check the status of the printer.
3	Home button	Go to the home screen.
4	Right arrow button	- Scroll through menus or move between screens and menu options. - Increase the numeric value of a setting.
5	Back button	Return to the previous screen.
6	Stop or Cancel button	Stop the current job.
7	Menu button	Access the printer menus.
8	Select button	- Select a menu option. - Save the changes in a setting.
9	Left arrow button	- Scroll through menus or move between screens and menu options. - Decrease the numeric value of a setting.

Understanding the Status of the Indicator Light and the Power Button

INDICATOR LIGHT	PRINTER STATUS
Off	The printer is off or in Sleep mode.
Blue	The printer is on or ready.
Blinking blue	The printer is processing data.
Blinking red	The printer requires user intervention.

POWER BUTTON LIGHT	PRINTER STATUS
Off	The printer is off, ready, or processing data.
White	The printer is in Sleep mode.

Selecting Paper

PAPER GUIDELINES

Use the appropriate paper to prevent jams and help ensure trouble-free printing.

- Always use new, undamaged paper.
- Before loading paper, know the recommended printable side of the paper. This information is usually indicated on the paper package.
- Do not use paper that has been cut or trimmed by hand.
- Do not mix paper sizes, types, or weights in the same tray; mixing results in jams.
- Do not use coated papers unless they are specifically designed for electrophotographic printing.

PAPER CHARACTERISTICS

The following paper characteristics affect print quality and reliability. Consider these factors before printing on them.

Weight

The tray can feed paper weights from 60 to 105 g/m² (16 to 28 lb) grain long paper. Paper lighter than 60 g/m² (16 lb) may not be stiff enough to feed properly, and may cause jams.

Curl

Curl is the tendency for paper to curl at its edges. Excessive curl can cause paper feeding problems. Curl can occur after the paper passes through the printer, where it is exposed to high temperatures. Storing paper unwrapped in hot, humid, cold, or dry conditions can contribute to paper curling before printing and can cause feeding problems.

Smoothness

Paper smoothness directly affects print quality. If paper is too rough, toner cannot fuse to it properly. If paper is too smooth, it can cause paper feeding or print quality issues. We recommend the use of paper with 50 Sheffield points.

Moisture Content

The amount of moisture in paper affects both print quality and the printer ability to feed the paper correctly. Leave paper in its original wrapper until you use it. Exposure of paper to moisture changes can degrade its performance.

Store paper in its original wrapper in the same environment as the printer for 24 to 48 hours before printing. Extend the time several days if the storage or transportation environment is very different from the printer environment. Thick paper may also require a longer conditioning period.

Grain Direction

Grain refers to the alignment of the paper fibers in a sheet of paper. Grain is either grain long, running the length of the paper, or grain short, running the width of the paper.

For 60–105 g/m² (16–28 lb) paper, grain long paper is recommended.

Fiber Content

Most high-quality xerographic paper is made from 100% chemically treated pulped wood. This content provides the paper with a high degree of stability, resulting in fewer paper feeding problems and better print quality. Paper containing fibers such as cotton can negatively affect paper handling.

UNACCEPTABLE PAPER

The following paper types are not recommended for use with the printer:

- Chemically treated papers used to make copies without carbon paper, also known as carbonless papers, carbonless copy paper (CCP), or no carbon required (NCR) paper
- Preprinted papers with chemicals that may contaminate the printer
- Preprinted papers that can be affected by the temperature in the printer fuser
- Preprinted papers that require a registration (the precise print location on the page) greater than ± 2.3 mm (± 0.9 in.), such as optical character recognition (OCR) forms

In some cases, registration can be adjusted with a software application to successfully print on these forms

- Coated papers (erasable bond), synthetic papers, thermal papers
- Rough-edged, rough or heavily textured surface papers, or curled papers
- Recycled papers that fail EN12281:2002 (European)
- Paper weighing less than 60 g/m² (16 lb)
- Multiple-part forms or documents

SELECTING PREPRINTED FORMS AND LETTERHEAD

- Use grain long paper.
- Use only forms and letterhead printed using an offset lithographic or engraved printing process.
- Avoid paper with rough or heavily textured surfaces.
- Use inks that are not affected by the resin in toner. Inks that are oxidation-set or oil-based generally meet these requirements latex inks might not.
- Print samples on preprinted forms and letterheads considered for use before buying large quantities. This action determines whether the ink in the preprinted form or letterhead affects print quality.
- When in doubt, contact your paper supplier.
- When printing on letterhead, load the paper in the proper orientation for your printer. For more information, refer to *Paper and Specialty Media Guide*.

STORING PAPER

Use these paper storage guidelines to help avoid jams and uneven print quality:

- Store paper in its original wrapper in the same environment as the printer for 24 to 48 hours before printing.
- Extend the time several days if the storage or transportation environment is very different from the printer environment. Thick paper may also require a longer conditioning period.
- For best results, store paper where the temperature is 21° C (70° F) and the relative humidity is 40 percent.
- Most label manufacturers recommend printing in a temperature range of 18–24° C (65–75° F) with relative humidity between 40 and 60 percent.
- Store paper in cartons, on a pallet or shelf, rather than on the floor.
- Store individual packages on a flat surface.
- Do not store anything on top of individual paper packages.
- Take paper out of the carton or wrapper only when you are ready to load it in the printer. The carton and wrapper help keep the paper clean, dry, and flat.

SUPPORTED PAPER SIZES

- Paper less than 210 mm (8.3 in.) wide always prints at reduced speed.
- Use the manual feeder when printing on paper less than 105 mm (4.1 in.) wide.
- The minimum paper dimension supported for 2-sided printing is 210 x 279.4 mm (8.3 x 11 in.).
- For 2-sided printing on letter-, legal-, Oficio-, or folio-size paper, ensure that the paper size setting in the duplex unit is set to Letter.

PAPER SIZE	250-SHEET TRAY	MANUAL FEEDER	2-SIDED PRINTING
A4 210 x 297 mm (8.3 x 11.7 in.)	✓	✓	✓
A5 (short edge feed) 148 x 210 mm (5.8 x 8.3 in.)	✓	✓	x
A5 (long edge feed) 210 x 148 mm (8.3 x 5.8 in.)	✓	✓	x
A6 105 x 148 mm (4.1 x 5.8 in.)	✓	✓	x
JIS B5 182 x 257 mm (7.2 x 10.1 in.)	✓	✓	x

PAPER SIZE	250-SHEET TRAY	MANUAL FEEDER	2-SIDED PRINTING
Oficio (Mexico) 215.9 x 340.4 mm (8.5 x 13.4 in.)	✓	✓	✓
Hagaki 100 x 148 mm (3.94 x 5.83 in.)	x	✓	x
Statement 139.7 x 215.9 mm (5.5 x 8.5 in.)	✓	✓	x
Executive 184.2 x 266.7 mm (7.25 x 10.5 in.)	✓	✓	x
Letter 215.9 x 279.4 mm (8.5 x 11 in.)	✓	✓	✓
Legal 215.9 x 355.6 mm (8.5 x 14 in.)	✓	✓	✓
Folio 215.9 x 330.3 mm (8.5 x 13 in.)	✓	✓	✓
Universal 98 x 148 mm (3.9 x 5.8 in.) to 216 x 356 mm (8.5 x 14 in.)	x	✓	x
Universal 105 x 148 mm (4.1 x 5.8 in.) to 216 x 356 mm (8.5 x 14 in.)	✓	✓	x
7 ¾ Envelope (Monarch) 98.4 x 190.5 mm (3.875 x 7.5 in.)	x	✓	x
9 Envelope 98.4 x 225.4 mm (3.875 x 8.9 in.)	x	✓	x

PAPER SIZE	250-SHEET TRAY	MANUAL FEEDER	2-SIDED PRINTING
10 Envelope 104.8 x 241.3 mm (4.12 x 9.5 in.)	x	✓	x
DL Envelope 110 x 220 mm (4.33 x 8.66 in.)	x	✓	x
C5 Envelope 162 x 229 mm (6.38 x 9.01 in.)	x	✓	x
B5 Envelope 176 x 250 mm (6.93 x 9.84 in.)	x	✓	x
Other Envelope 98.4 x 162 mm (3.87 x 6.38 in.) to 176 x 250 mm (6.93 x 9.84 in.)	x	✓	x

SUPPORTED PAPER TYPES



Note: Labels, envelopes, and card stock always print at reduced speed.

PAPER TYPE	250-SHEET TRAY	MANUAL FEEDER	2-SIDED PRINTING
Plain paper	✓	✓	✓
Card stock	x	✓	x
Labels	x	✓	x
Bond	✓	✓	✓
Envelope	x	✓	x
Letterhead	✓	✓	✓
Preprinted	✓	✓	✓
Colored paper	✓	✓	✓

PAPER TYPE	250-SHEET TRAY	MANUAL FEEDER	2-SIDED PRINTING
Light	✓	✓	✓
Heavy	✓	✓	✓
Recycled	✓	✓	✓

SUPPORTED PAPER WEIGHTS

250-SHEET TRAY	MANUAL FEEDER	2-SIDED PRINTING
60–105 g/m ² (16–28 lb bond)	60–200 g/m ² (16–54 lb bond)	60–105 g/m ² (16–28 lb bond)

Set Up, Install, and Configure

This chapter contains:

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- Loading Paper and Specialty Media..... 36
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Selecting a Location for the Printer

- Leave enough room to open trays, covers, and doors and to install hardware options.
- Set up the printer near an electrical outlet.

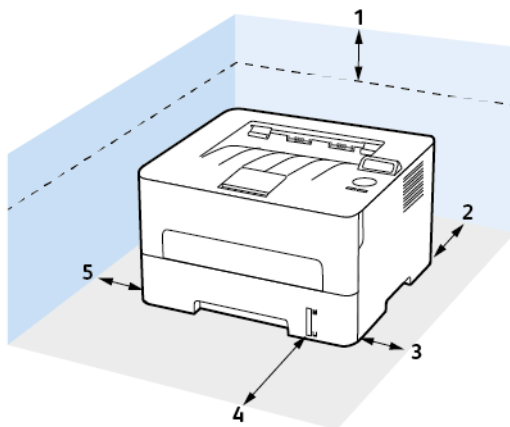


CAUTION—POTENTIAL INJURY: To avoid the risk of fire or electrical shock, connect the power cord to an appropriately rated and properly grounded electrical outlet that is near the product and easily accessible.



CAUTION—SHOCK HAZARD: To avoid the risk of electrical shock, do not place or use this product near water or wet locations.

- Ensure that airflow in the room meets the latest revision of the ASHRAE 62 standard or the CEN Technical Committee 156 standard.
- Provide a flat, sturdy, and stable surface.
- Keep the printer:
 - Clean, dry, and free of dust
 - Away from stray staples and paper clips
 - Away from the direct airflow of air conditioners, heaters, or ventilators
 - Free from direct sunlight and humidity extremes
- Observe the recommended temperatures and avoid fluctuations.
Ambient temperature: 10 to 32.2° C (50 to 90° F)
Storage temperature: -40 to 43.3° C (-40 to 110° F)
- Allow the following recommended amount of space around the printer for proper ventilation:



1. Top: 120 mm (5 in.)
2. Rear: 260 mm (10 in.)
3. Right Side: 120 mm (5 in.)

4. Front: 550 mm (22 in.)

The minimum space needed in front of the printer is 76 mm (3 in.).

5. Left Side: 120 mm (5 in.)

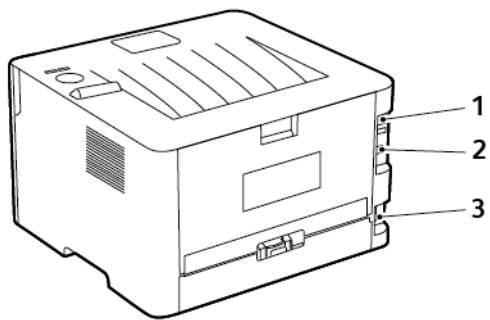
Attaching Cables

**CAUTION—SHOCK HAZARD:** To avoid the risk of electrical shock, do not set up this product or make any electrical or cabling connections, such as the power cord, fax feature, or telephone, during a lightning storm.

**CAUTION—POTENTIAL INJURY:** To avoid the risk of fire or electrical shock, connect the power cord to an appropriately rated and properly grounded electrical outlet that is near the product and easily accessible.

**CAUTION—POTENTIAL INJURY:** To avoid the risk of fire or electrical shock, use only the power cord provided with this product or the manufacturer's authorized replacement.

**Warning:** To avoid loss of data or printer malfunction, do not touch the USB cable, any wireless network adapter, or the printer in the areas shown while actively printing.



NUMBER	PRINTER PORT	FUNCTION
1	Ethernet port	Connect the printer to a network.
2	USB printer port	Connect the printer to a computer.
3	Power cord socket	Connect the printer to an electrical outlet.

Finding the IP Address of the Printer

To view the IP address of the printer, open the Home Screen. The IP address appears as four sets of numbers separated by periods, such as 123.123.123.123.

If you are using a proxy server, temporarily disable it to load the Web page correctly.

Loading Paper and Specialty Media

SETTING THE PAPER SIZE AND TYPE

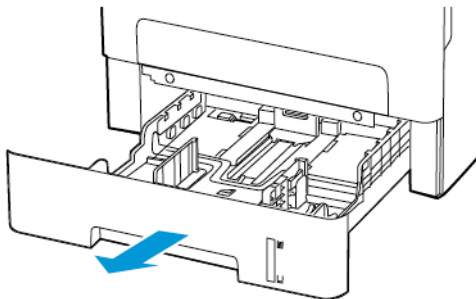
1. From the control panel, navigate to **Tools > Paper > OK > Tray Configuration > OK > Paper Size/Type > OK**.
2. Select a paper source, then configure the paper size and type.
 - For 2-sided printing on A4-size paper, ensure that the paper size setting in the duplex unit is set to A4.
 - For 2-sided printing on letter-, legal-, Oficio-, or folio-size paper, ensure that the paper size setting in the duplex unit is set to Letter.

CONFIGURING UNIVERSAL PAPER SETTINGS

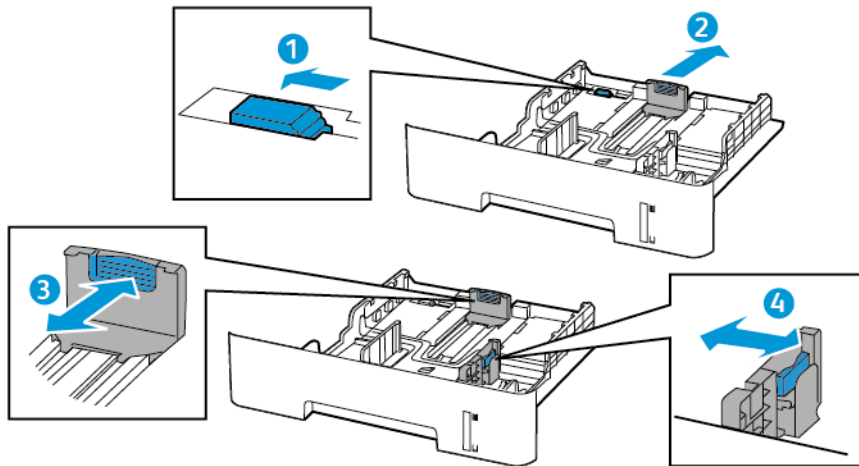
1. From the control panel, navigate to: **Settings > Paper > OK > Media Configuration > OK > Universal Setup > OK**.
2. Configure the settings, then press **OK**.

LOADING THE TRAY

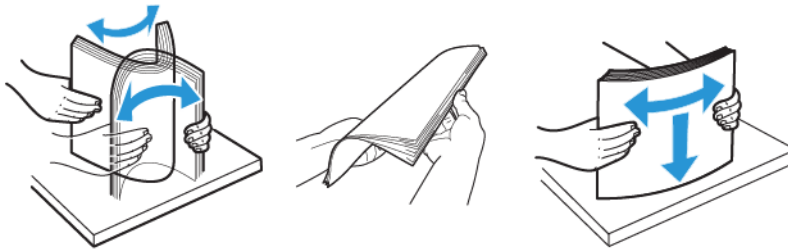
1. Remove the tray.



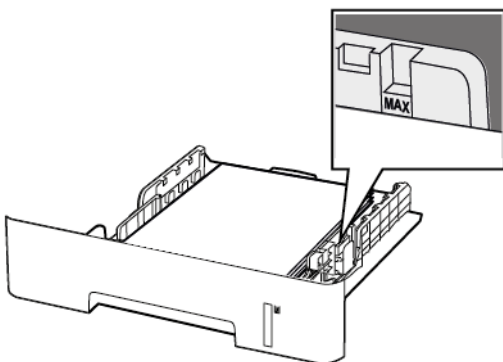
- Adjust the paper guides to match the size of the paper that you are loading.



- Flex, fan, then align the paper edges before loading.



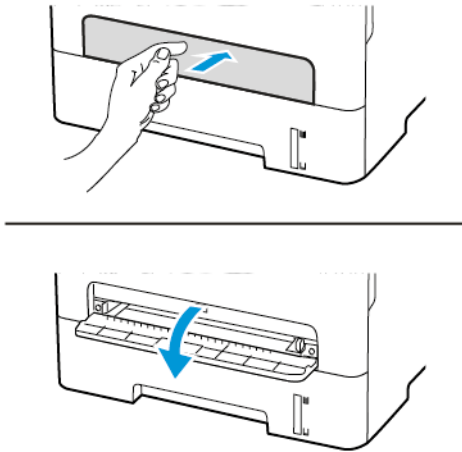
- Load the paper stack with the printable side face-down, then ensure that the side guides fit snugly against the paper.



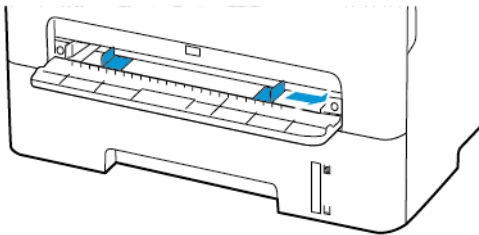
- Load letterhead face-down with the top edge of the sheet toward the front of the tray for 1-sided printing.
 - Load letterhead face-up with the bottom edge of the sheet toward the front of the tray for 2-sided printing.
 - Do not slide paper into the tray.
 - To avoid paper jams, ensure that the stack height is below the maximum paper fill indicator.
- Insert the tray.
If necessary, set the paper size and paper type from the control panel to match the paper loaded.

LOADING THE MANUAL FEEDER

1. Open the manual feeder.



2. Adjust the guide to match the size of the paper that you are loading.



3. Load a sheet of paper with the printable side face-up.
 - Load letterhead with the printable side face-up and the top edge entering the printer first for 1-sided printing.
 - Load letterhead with the printable side face-down and the top edge entering the printer last for 2-sided printing.
 - Load envelope with the flap side down and against the left side of the paper guide.



Warning: To avoid paper jams, do not force paper into the manual feeder.

Installing and Updating Software, Drivers, and Firmware

INSTALLING THE SOFTWARE

Before you install the print driver software, verify that the printer is plugged in, powered on, connected correctly, and has a valid IP address. The IP address usually appears in the upper right corner of the control panel.

To view the IP address of the printer, refer to [Finding the IP Address of the Printer](#).



Note: If the Software and Documentation disc is not available, download the latest drivers from www.xerox.com/drivers.

Operating System Requirements

- Windows 7 SP1, Windows 8, Windows 8.1, Windows 10, Windows 11, Windows Server 2008 R2, Windows Server 2012, Windows Server 2016, Windows Server 2019, and Windows Server 2022.
- MacOS version 10.14 and later.
- UNIX and Linux: Your printer supports connection to various UNIX platforms through the network interface.

Installing the Print Drivers for a Windows Network Printer

1. Insert the *Software and Documentation disc* into the appropriate drive on your computer. If the installer does not start automatically, navigate to the drive, then double-click the **Setup.exe** installer file.
2. Click **Xerox Smart Start — Driver Installer (Recommended)**.
3. At the License Agreement, click **Agree**.
4. From the list of discovered printers, select your printer.
When you install print drivers for a network printer, if your printer does not appear in the list, click **Don't See Your Printer?**, then enter the IP address for your printer.

To view the IP address of your printer, refer to [Finding the IP Address of the Printer](#).

5. Click **Quick Install**.

A message appears that confirms that the installation is successful.

6. To complete the installation and close the Installer window, click **Done**.

Installing the Windows Print Driver .zip File

You can download print drivers from Xerox.com in a .zip file, then use the Windows Add Printer Wizard to install the print drivers on your computer.

To install the print driver from the .zip file:

1. Download, then extract the required .zip file to a local directory on your computer.
2. At your computer, open the **Control Panel**, then select **Devices and Printers > Add a Printer**.
3. Click **The printer that I want isn't listed**, then click **Add a local printer or network printer with manual settings**.

4. To use a previously established port, select **Use an existing port**, then from the list, select a Standard TCP/IP Port.
5. To create a Standard TCP/IP port:
 - a. Select **Create a New Port**.
 - b. For Type of port, select **Standard TCP/IP Port**, then click **Next**.
 - c. In the Hostname or IP address field, type the printer IP address or host name.
 - d. To disable the feature, clear the check box for **Query the printer and automatically select the driver to use**, then click **Next**.
6. Click **Have Disk**.
7. Click **Browse**. Browse to, then select the driver.inf file for your printer. Click **Open**.
8. Select your printer model, then click **Next**.
9. If a prompt appears because the print driver was installed previously, click **Use the driver that is currently installed (recommended)**.
10. In the Printer name field, type a name for your printer.
11. To install the print driver, click **Next**.
12. If needed, set the printer as the default printer.



Note: Before you select **Share Printer**, contact your system administrator.

13. To send a test page to the printer, click **Print a test page**.
14. Click **Finish**.

Installing the Print Drivers for a Windows USB Printer

1. Connect the B end of a standard A/B USB 2.0 or USB 3.0 cable to the USB Port on the back of the printer.
2. Connect the A end of the USB cable to the USB port on the computer.
3. If the Windows Found New Hardware Wizard appears, click **cancel**.
4. Insert the *Software and Documentation disc* into the appropriate drive on your computer. If the installer does not start automatically, navigate to the drive, then double-click the **Setup.exe** installer file.
5. Click **Xerox Smart Start — Driver Installer (Recommended)**.
6. At the License Agreement, click **Agree**.
7. From the list of discovered printers, select your printer, then click **Quick Install**.

A message appears that confirms that the installation is successful.
8. To complete the installation and close the Installer window, click **Done**.

Installing the Printer as a Web Service on Devices

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

Installing a WSD Printer Using the Add Device Wizard

1. At your computer, click **Start**, then select **Printers and Scanners**.
2. To add the required printer, click **Add a Printer or Scanner**.
3. In the list of available devices, select the device that you want to use, then click **Next**.



Note: If the printer that you want to use does not appear in the list, click **Cancel**. To add the printer manually, use the IP address of the printer. For details, refer to [Installing the Windows Print Driver .zip File](#).

4. Click **Close**.

Installing the Drivers and Utilities for MacOS

1. Download the latest print driver from <https://www.xerox.com/office/drivers>.
2. Open the Xerox® Print Drivers 5.xx.x.dmg or .pkg as needed for your printer.
3. To run Xerox® Print Drivers 5.xx.x.dmg or .pkg, double-click the appropriate file name.
4. When prompted, click **Continue**.
5. To accept the license agreement, click **I Agree**.
6. To accept the current installation location, click **Install**, or select another location for the installation files, then click **Install**.
7. If prompted, enter your password, then click **OK**.
8. From the list of discovered printers, select your printer, then click **Next**.
9. If your printer does not appear in the list of discovered printers:
 - a. Click the **Network Printer Icon**.
 - b. Type the IP address of your printer, then click **Continue**.
 - c. Select your printer in the list of discovered printers, then click **Continue**.
10. If your printer was not detected, verify that the printer is powered on and that the Ethernet or USB cable is connected properly.
11. To accept the print queue message, click **OK**.
12. Select or clear the **Set Printer as Default** and **Print a Test Page** check boxes.
13. Click **Continue**, then click **Close**.

Adding the Printer for MacOS

For networking, set up your printer using Bonjour® (mDNS), or for an LPD, LPR connection, connect using the IP address of your printer. For a non-network printer, create a desktop USB connection.

For more information, go to the Online Support Assistant at: <https://www.xerox.com/support>.

Adding the Printer Using Bonjour

To add the printer using Bonjour®:

1. From the computer Applications folder or from the dock, open **System Preferences**.

2. Click **Printers & Scanners**.

The list of printers appears on the left of the window.

3. For the list of printers, click the Plus icon (+).

4. At the top of the window, click the **Default** icon.

5. Select your printer from the list, then click **Add**.



Note: If your printer is not detected, verify that the printer is powered on and that the Ethernet cable is connected properly.

Adding the Printer by Specifying the IP Address

To add the printer by specifying the IP address:

1. From the computer Applications folder or from the dock, open **System Preferences**.

2. Click **Printers & Scanners**.

The list of printers appears on the left of the window.

3. In the list of printers, click the Plus (+) icon.

4. Click **IP**.

5. From the Protocol list, select the protocol.

6. In the Address field, enter the IP address of the printer.

7. In the Name field, enter a name for the printer.

8. From the Use list, choose **Select a driver to use**.

9. From the printer software list, select the print driver for your printer model.

10. Click **Add**.

Installing Print Drivers and Utilities for UNIX and Linux

For more information on installing print drivers and utilities for UNIX and Linux, refer to <https://www.xerox.com/office/drivers>.

UPDATING SOFTWARE

Some applications require a minimum device software level to operate correctly.

For more information on updating the device software, contact your customer service representative.



Note: Firmware downgrades are not permitted.

1. Open a web browser, then type the printer IP address in the address field.

- View the printer IP address on the printer home screen. The IP address appears as four sets of numbers separated by periods, such as 123.123.123.123.
- If you are using a proxy server, then temporarily disable it to load the web page correctly.

2. Click **Settings > Device > Software Update**.

3. Choose one of the following:
 - Click **Check Now > I agree, start update.**
 - To upload the software file, perform the following steps:
To get the latest software, go to www.xerox.com, and search for your printer model.
 1. Browse to the software file.
 2. Click **Upload > Start.**

EXPORTING OR IMPORTING A CONFIGURATION FILE

You can export the configuration settings of your printer into a text file, then import the file to apply the settings to other printers.

1. Open a web browser, then type the printer IP address in the address field.
 - View the printer IP address on the printer home screen. The IP address appears as four sets of numbers separated by periods, such as 123.123.123.123.
 - If you are using a proxy server, then temporarily disable it to load the web page correctly.
2. From the Embedded Web Server, click **Export Configuration** or **Import Configuration**.
3. Follow the instructions on the screen.
4. If the printer supports applications, then do the following:
 - a. Click **Apps > [select the application] > Configure.**
 - b. Click **Export** or **Import.**

Xerox® Easy Assist (XEA) App

Xerox Easy Assist app allows you to access and configure the printer from your smartphone. To access the printer from your smartphone, download and install the Xerox Easy Assist app on your mobile device. By installing the Xerox Easy Assist app on your smartphone, you can set up your new printer easily, manage its configuration, view alerts indicating supply requirements and order them, and get live troubleshooting support for your printer.

To install the Xerox Easy Assist app on your smartphone, you need to scan a QR Code or search the app in the Apple App Store or Google Play Store. There are two types of XEA QR Codes:

- **QR Code to acquire the XEA app:** This QR Code is for the initial installation of the app. To install the Xerox Easy Assist app for the first time, you are required to scan this QR Code using your smartphone camera. You can find this QR Code on the packaging box or the *Installation Guide* that comes with the printer.
- **QR Code to connect the mobile device to the printer:** This QR Code is to set up a wireless network connection between the smartphone and the printer. For example, connection to Wi-Fi Direct. For the printers with touchscreen User Interface or bigger than 2-line display interface, you can find this QR Code at the control panel of the printer. The QR Code provides all key information to connect your smartphone and the printer without manually entering any technical information. To connect to the printer, scan this QR Code within the Xerox Easy Assist app. For more information, refer to [After Initial Installation: Connecting to the Xerox Easy Assist App for Existing Printers](#).

If the printer has Internet connection, then you can connect to the XEA app in your smartphone by typing the IP address of the printer.

Primary features of Xerox Easy Assist app are:

Set Up a New Printer

If you have the QR Code or IP Address available, you can set up a new Xerox printer with the help of Xerox Easy Assist app. On My Printers screen in the app, touch the **+** icon, then touch **Unbox a New Printer**. Follow the instructions from the app.

For more information, refer to [Adding Multiple Printers to the Xerox Easy Assist App](#).

Alerts

The Xerox Easy Assist app can notify you of any errors or problems in the printer. To view the error statement, touch the **Bell** icon.

Printer Status

The status displays the printer information, such as readiness of the printer, toner level, and paper tray status for each tray. To view additional information regarding Printer Status, touch the **(i)** icon. When you have a registered supplier, to reorder a new toner, select the **Toner** icon, then touch **Reorder**.

Order Supplies

You can order parts and supplies through the Xerox Easy Assist app. If the toner level appears to be low, to order a new toner, touch **Order Supplies**. You can add and order supplies from a custom supply provider. Touch **Order Supplies**, then follow the instructions to add a custom supplier from **Device Settings > Supplier Profile**. In the Supplier Profile page, fill up the details of your supplier, such as Name, Contact Information, Phone Number, and Website URL. After you complete setting up your custom supply provider, touch **Buy**. It takes you to the web page of your supply provider.

Xerox Retail Store is your default option to order supplies. Also, in the Order Supplies page, you can view the Supplies Plan and Supplies Log of your printer.

Print

You can perform a print job through the Xerox Easy Assist app. In the app, select your printer, then touch **Print**. Select the document that you need to print from your mobile device, confirm the print settings, then touch **Print**.

Device Settings

You can view and edit your printer settings from the **Device Settings** tab. If you have not set up a password during the initial setup, to view or edit existing printer settings, you need to set up the password. The **Device Settings** tab includes the following:

- **About**
- **Language**
- **Wi-Fi Setup**
- **Measurements**
- **Date & Time**
- **Sound**
- **Power Saver**
- **Supplier Profile**
- **Fax** (if applicable)
- **Admin Password**

Support Center

You can request support and find solutions for printer-related problems through the Xerox Easy Assist app.

Support Center includes the following services:

- **Self Serve:** To access this feature in the app, select your printer, then touch **Support Center > Self Serve**. Self Serve option takes you to a new page for CareAR Instruct. You can download, learn, and search about the printer through CareAR Instruct app.
- **Chat:** To access this feature in the app, select your printer, then touch **Support Center > Chat**. It connects you to a Live Chatbot for Xerox's Support Agent.
- **Printer's Website:** To access this feature in the app, select your printer, then touch **Support Center > Printer's Website**. You are taken to a new page of Additional Printer Settings. You can view the complete printer configuration and access the website of the printer. The Additional Printer Settings page also has an option to **Share Link**. To have the Printer IP Address and other details sent to your registered Email, touch **Share Link**.
- **Set Up My Computer:** To access this feature in the app, select your printer, then touch **Support Center > Set Up My Computer**. You can download Print and Scan Drivers for your printer through Xerox Easy Assist app. In the Email field, type your registered email address, then touch the **+** icon to add your email. To download and install the Print and Scan Drivers, the app sends a Quick Link to your email address.
- **Print Test Page:** To access this feature in the app, select your printer, then touch **Support Center > Print Test Page**. You can print a test page and confirm that all settings are correct.
- **Sustainability:** To access this feature in the app, select your printer, then touch **Support Center > Sustainability**. You are taken to a new page for Xerox Sustainability Efforts. You can view the Waste

management information, Health & Safety data and Other Initiatives. You can access Xerox Sustainability ([Environmental Health & Sustainability - Xerox](#)) web page in default browser on the mobile device.

Remove a Printer

You can remove a printer from the Xerox Easy Assist app. On your app, select a printer, then touch **Remove From My Printers**.

PRIOR TO INSTALLING THE PRINTER: INITIAL SET UP WITH THE XEROX® EASY ASSIST APP

To complete the initial setup and install the Xerox Easy Assist app for the first time, do the following:

1. For initial setup when the printer is powered on for the first time, the initial setup screens appears. On the printer control panel, do the following:
 - a. Select your **Language**, then touch **Next**.
The Xerox Easy Assist Mobile App screen appears.
 - b. To use your mobile device to set up and manage your printer, touch **Yes**.
Get the App screen appears to confirm the type of your mobile device. Choose any one option:
 - **iOS:** To install the Xerox Easy Assist app for your iPhone, select this option.
 - **Android:** To install the Xerox Easy Assist app for your Android mobile device, select this option.
 - **I have the App:** If you have installed Xerox Easy Assist app on your mobile device already, select this option.
2. If you have selected iOS or Android option, a screen appears to help you download the app. On the control panel, touch **Show QR Code** option.
A screen appears with the QR Code. To install the app, scan the QR Code using your smartphone camera.
3. Download and install the Xerox Easy Assist app on your smartphone:
 - For Android phones: Go to Google Play Store, then search for Xerox Easy Assist app.
 - For iOS or iPhones: Go to Apple App Store, then search for Xerox Easy Assist app.
4. When you install the app for the first time on your smartphone, for End-User License Agreement (EULA), touch **I Agree**.
 **Note:** The Xerox Easy Assist App has instructions that help you to unpack the printer from its packaging box. To watch a helpful video on how to unpack your printer, scan the QR Code on the packaging box or the *Installation Guide* that came with your printer, using your smartphone camera. Accept the End-User License Agreement (EULA), then follow the instructions that appear on the app.
5. To set up a new printer from your smartphone XEA app, on the Add Printer screen, select **Unbox a New Printer**. Follow the instructions that appear on the app.
Select Printer Model page appears.
6. Select your printer model from the list of valid printers.
A Welcome screen appears for Xerox Easy Assist.

7. Choose from the following options:
 - **Help Me Unpack My Printer:** Select this option to view instructions that help you to unpack the printer from its packaging box.
 - **I've Unpacked My Printer:** Select this option to connect the XEA app to the printer.
8. In the app, touch **I've Unpacked My Printer**.
9. To connect with the printer, the following options appear in the app:
 - **Manual Connection:**
 - **Scan QR Code:** This option enables you to connect to the printer by scanning the QR Code. In the app, touch **Scan QR Code**, then follow the instructions that appear on the app. On the printer control panel, to connect to the app, touch **Show QR Code** option. The second or Connect-QR Code appears. Scan the QR Code through the Xerox Easy Assist app. Follow the instructions that appear on the app.

When the connection is configured, your smartphone and the printer share the same Wireless network, temporarily.



Important: For the printers with 2-line display interface, there is no QR Code on the control panel. To connect the printer to your mobile device, follow the instructions that appear on the control panel. When prompted, type the Wi-Fi Direct SSID Name and Password for your printer. The printer and the app are connected through Wi-Fi Direct.

- **Enter IP Address:** This option enables you to connect to the printer by typing the IP Address of the printer. Connect the printer to a network or Internet through an Ethernet cable. Follow the instructions that appear on the app to find the IP Address of the printer. When you have located the IP Address, touch **Enter IP Address**. Type the IP Address in the Add Printer field of the XEA app, then touch **OK**.
 - **Quick Connection – Search for Devices:** When the printer is connected to Internet through Quick Connection, XEA app searches for nearby printers.
10. With the support of Xerox Easy Assist app, complete the general settings and register the printer on the network.
General settings include Admin Password, Connectivity, Measurements, Date and Time, Sound, Power Saver settings, and more.



Note: Ensure that your smartphone is connected to the same Wireless or wired network as the printer and they can communicate after the setup is complete.

11. To complete the initial setup in the app, type the necessary information for your printer, then touch **Complete Setup**.

The Welcome screen appears.

When the initial setup is complete, with the Xerox Easy Assist app, you can perform the following:

- Setting up a new printer
- Checking the printer status
- Ordering supplies
- Downloading Print and Scan Drivers
- Printing
- Getting troubleshooting support

- Accessing the website of the printer
- Accessing Environment, Health, and Safety information
- Removing a printer from the XEA app My Printers list

For Xerox Easy Assist app features, refer to [Xerox® Easy Assist \(XEA\) App](#).

AFTER INITIAL INSTALLATION: CONNECTING TO THE XEROX EASY ASSIST APP FOR EXISTING PRINTERS

To install and use the Xerox Easy Assist (XEA) app for a printer that does not require initial installation setup, you can find the QR Code from the control panel **Notification Center > Connected to Network > Connect to Xerox Easy Assist App > Show QR Code**. Scan the QR Code, then follow the instructions that appear on the control panel and your mobile device:

- Based on your smartphone, to install the app for the first time, you are prompted to download the app from Apple App Store or Google Play Store.
- If you have the app installed already, to access Xerox Easy Assist features, connect to the printer with your smartphone.



Important: For the printers with 2-line display interface, there is no QR Code on the control panel. To connect the printer to your mobile device, follow the instructions that appear on the control panel. When prompted, type the Wi-Fi Direct SSID Name and Password for your printer. The printer and the app are connected through Wi-Fi Direct.

To install and use the Xerox Easy Assist (XEA) app for a printer that is already installed and connected to your network, do the following:

Connecting through QR Code:

1. Download the Xerox Easy Assist (XEA) app from Apple App Store or Google Play Store.
2. At the Add Printer page, touch **Connect to Existing Printer**.
3. Select your printer model from the list of valid printers.
4. The app searches for printers on your network. You can skip this process. To connect through QR Code, touch **Skip**, then touch **Add a Printer**.
5. From Connect to Existing Printer screen, touch **Scan QR Code**. Choose from the following options:
 - **Help Me Find the QR Code**: Select this option and follow the instructions to find the QR Code in the printer control panel.
 - **I'm Ready to Scan**: Select this option when you have found the QR Code in the printer control panel and ready to scan it through the app.
6. On the printer control panel, touch the status bar on top of the Home screen to access the Notification Center.
7. From the Notification Center, touch the QR Code icon for **Connected to Network**. A new window opens for **Connect to Xerox Easy Assist Mobile App** that displays the Connect QR Code.
8. Scan the QR Code using the XEA app. This adds your printer to My Printers list in the XEA app.

Connecting through IP Address:

1. Download the Xerox Easy Assist (XEA) app from Apple App Store or Google Play Store.
2. At the Add Printer page, touch **Connect to Existing Printer**.
3. Select your printer model from the list of valid printers.
4. The app searches for printers on your network. You can skip this process. To connect through IP Address, touch **Skip**, then touch **Add a Printer**.
5. From Connect to Existing Printer screen, touch **Enter IP Address**. Choose from the following options:
 - **Help Me Find the IP Address:** Select this option and follow the instructions to find the IP Address of the printer in the control panel.
 - **Enter IP Address:** Select this option when you have found the IP Address of the printer and ready to type it in the app.
6. On the printer control panel, refer to the IP Address in the status bar on top of the Home screen of the printer.
7. Type the IP Address in the Add Printer screen of the XEA app, then touch **OK**. This adds your printer to My Printers list in the XEA app.

ADDING MULTIPLE PRINTERS TO THE XEROX EASY ASSIST APP

If your printer is already set up on your network and the initial setup is complete, through the XEA app, you can include additional printers directly to the list of My Printers. You can see the printer status, get print drivers, and get Chatbot support. To add printers that are on the network, open the XEA app Home page in your smartphone. On the My Printers screen, touch the **+** icon or **Add** from the top of the screen. Refer to the following options:

- **Setting Up a New Printer:** To set up a new printer from your smartphone XEA app, on the Add Printer screen, select **Unbox a New Printer**. Follow the instructions that appear on the printer control panel and on your mobile device.
- **Adding an Existing Printer:** To add an existing printer that is already connected to the network, on the Add Printer screen, select **Connect to Existing Printer**. Follow the instructions that appear on the printer control panel and on your mobile device.

You can add a printer by following any one these methods:

- **QR Code:** To scan the printer QR Code with the XEA app scanner, touch **QR Code**. To find the QR Code of the printer, refer to [After Initial Installation: Connecting to the Xerox Easy Assist App for Existing Printers](#).
- **IP Address:** To connect to the printer by typing the IP Address manually, touch **IP Address**. Type the IP Address of the printer, then touch **OK**. For more information, refer to [After Initial Installation: Connecting to the Xerox Easy Assist App for Existing Printers](#).
- **Finding the Nearby Network Printers:** When your smartphone is connected to the same wireless or wired network as the printer, for Quick Connection, the app searches for nearby printers on your network.
 - If the app finds the printer, you can select and add the printer directly.
 - If the app is unable to find the printer you are looking for, then you can add the printer by typing its IP address.



Note: If the printer and mobile device cannot communicate, ensure that they are on the same network.

Networking

CONNECTING THE PRINTER TO A WI-FI NETWORK

Ensure that Active Adapter is set to Auto. From the control panel, navigate to **Tools > Network/Ports > OK > Network Overview > OK > Active Adapter > OK > Auto > OK**.

CONNECTING THE PRINTER TO A WIRELESS NETWORK USING WI-FI PROTECTED SETUP (WPS)

Before you begin, ensure that:

- The access point (wireless router) is WPS-certified or WPS-compatible. For more information, see the documentation that came with your access point.
- A wireless network adapter is installed in your printer. For more information, see the instructions that came with the adapter.
- Ensure that Active Adapter is set to Auto. From the control panel, navigate to: **Settings > Network/Ports > OK > Network Overview > OK > Active Adapter > OK > Auto > OK**.

Using the Push Button method

1. From the home screen, touch **Settings > Network/Ports > Wireless > Wi-Fi Protected Setup > Start Push Button Method**.
2. Follow the instructions on the display.

Using the personal identification number (PIN) method

1. From the home screen, touch **Settings > Network/Ports > Wireless > Wi-Fi Protected Setup > Start PIN Method**.
2. Copy the eight-digit WPS PIN.
3. Open a web browser, then type the IP address of your access point in the address field.
 - To know the IP address, see the documentation that came with your access point.
 - If you are using a proxy server, then temporarily disable it to load the web page correctly.
4. Access the WPS settings. For more information, see the documentation that came with your access point.
5. Enter the eight-digit PIN, then save the changes.

CONFIGURING WI-FI DIRECT

Wi-Fi Direct® is a Wi-Fi-based peer-to-peer technology that allows wireless devices to connect directly to a Wi-Fi Direct-enabled printer without using an access point (wireless router).

1. From the control panel, navigate to:
Settings > OK > Network/Ports > OK > Wi-Fi Direct > OK.

2. Configure the settings.
 - **Enable Wi-Fi Direct:** Enables the printer to broadcast its own Wi-Fi Direct network.
 - **Wi-Fi Direct Name:** Assigns a name for the Wi-Fi Direct network.
 - **Wi-Fi Direct Password:** Assigns the password for negotiating the wireless security when using the peer-to-peer connection.
 - **Show Password on Setup Page:** Shows the password on the Network Setup Page.
 - **Auto-Accept Push Button Requests:** Lets the printer accept connection requests automatically.



Note: Accepting push-button requests automatically is not secured.

CONNECTING A MOBILE DEVICE TO THE PRINTER

Before connecting your mobile device, ensure that Wi-Fi Direct has been configured. For more information, refer to [Configuring Wi-Fi Direct](#).

Connecting Using Wi-Fi Direct



Note: These instructions apply only to Android mobile devices.

1. From the mobile device, go to the settings menu.
2. Enable **Wi-Fi**, then tap **Wi-Fi Direct**.
3. Select the printer Wi-Fi Direct name.
4. Confirm the connection on the printer control panel.

Connecting Using Wi-Fi

1. From the mobile device, go to the settings menu.
2. Tap **Wi-Fi**, then select the printer Wi-Fi Direct name.



Note: The string DIRECT-xy (where x and y are two random characters) is added before the Wi-Fi Direct name.

3. Enter the Wi-Fi Direct password.

CONNECTING A COMPUTER TO THE PRINTER

Before connecting your computer, ensure that Wi-Fi Direct has been configured. For more information, refer to [Configuring Wi-Fi Direct](#).

For Windows Users

1. Open **Printers & scanners**, then click **Add a printer or scanner**.
2. Click **Show Wi-Fi Direct printers**, then select the printer Wi-Fi Direct name.
3. From the printer display, take note of the eight-digit PIN of the printer.

4. Enter the PIN on the computer.



Note: If the print driver is not already installed, then Windows downloads the appropriate driver.

For Macintosh Users

1. Click the wireless icon, then select the printer Wi-Fi Direct name.



Note: The string DIRECT-xy (where x and y are two random characters) is added before the Wi-Fi Direct name.

2. Type the Wi-Fi Direct password.



Note: Switch your computer back to its previous network after disconnecting from the Wi-Fi Direct network.

DEACTIVATING THE WI-FI NETWORK

1. From the printer control panel, navigate to: **Settings > Network/Ports > OK > Network Overview > OK > Active Adapter > OK > Standard Network > OK**.
2. Follow the instructions on the display.

CHECKING THE PRINTER CONNECTIVITY

1. From the control panel, navigate to: **Settings > Reports > OK > Network > OK**.
2. Select **Network Setup Page**, then press **OK**.
3. Check the first section of the network setup page, and confirm that the status is connected.

If the status is not connected, then the LAN drop may be inactive, or the network cable may be unplugged or malfunctioning. Contact your administrator for assistance.

Secure the printer

This chapter contains:

- Erasing Printer Memory 54
- Restoring Factory Default Settings..... 55
- Statement of Volatility..... 56

Erasing Printer Memory

To erase volatile memory or buffered data, turn off the printer.

To erase non-volatile memory or individual settings, device and network settings, security settings, and embedded solutions, do the following:

1. From the control panel, navigate to: **Settings > Device > OK > Maintenance > OK > Out of Service Erase > OK > Sanitize all information on nonvolatile memory > OK.**
2. Select **Yes > OK.**
3. Select either **Start initial setup** or **Leave printer offline**, then press **OK.**

Restoring Factory Default Settings

1. From the control panel, navigate to: **Settings > Device > OK > Restore Factory Defaults > OK > Restore all settings > OK**.
2. Select **Yes**, then press **OK**.

Statement of Volatility

Your printer contains various types of memory that can store device and network settings, and user data.

TYPE OF MEMORY	DESCRIPTION
Volatile memory	Your printer uses standard random access memory (RAM) to temporarily buffer user data during simple print jobs.
Non-volatile memory	Your printer may use two forms of non-volatile memory: EEPROM and NAND (flash memory). Both types are used to store operating system, device settings, and network information.

Erase the content of any installed printer memory in the following circumstances:

- The printer is being decommissioned.
- The printer is being moved to a different department or location.
- The printer is being serviced by someone from outside your organization.
- The printer is being removed from your premises for service.
- The printer is being sold to another organization.

Print

This chapter contains:

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- Printing from a Mobile Device 59
- Configuring Confidential Jobs..... 60
- Printing Confidential and Other Held Jobs 61
- Printing a Font Sample List 62
- Placing Separator Sheets between Copies..... 63
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Printing from a Computer



Note: For labels, card stock, and envelopes, set the paper size and type in the printer before printing the document.

1. From the document that you are trying to print, open the Print dialog.
2. If necessary, adjust the settings.
3. Print the document.

Printing from a Mobile Device

PRINTING FROM A MOBILE DEVICE USING MOPRIA™ PRINT SERVICE

Mopria Print Service is a mobile printing solution for mobile devices running on Android™ version 5.0 or later. It allows you to print directly to any Mopria-certified printer.



Note: Ensure that you download the Mopria Print Service application from the Google Play™ store and enable it in the mobile device.

1. From your Android mobile device, launch a compatible application or select a document from your file manager.
2. Tap **More options > Print**.
3. Select a printer, then adjust the settings, if necessary.
4. Tap the **Print** icon.

PRINTING FROM A MOBILE DEVICE USING AIRPRINT®

The AirPrint software feature is a mobile printing solution that allows you to print directly from Apple devices to an AirPrint-certified printer.

- Ensure that the Apple device and the printer are connected to the same network. If the network has multiple wireless hubs, then ensure that both devices are connected to the same subnet.
 - This application is supported only in some Apple devices.
1. From your mobile device, select a document from your file manager or launch a compatible application.
 2. Tap **Share > Print**.
 3. Select a printer, then adjust the settings, if necessary.
 4. Print the document.

PRINTING FROM A MOBILE DEVICE USING WI-FI DIRECT®

Wi-Fi Direct is a printing service that lets you print to any Wi-Fi Direct®-ready printer.



Note: Ensure that the mobile device is connected to the printer wireless network. For more information, refer to [Connecting a Mobile Device to the Printer](#).

1. From your mobile device, launch a compatible application or select a document from your file manager.
2. Depending on your mobile device, do one of the following:
 - Tap **More options > Print**.
 - Tap **Share > Print**.
 - Tap **More options > Print**.
3. Select a printer, then adjust the settings, if necessary.
4. Print the document.

Configuring Confidential Jobs

1. Open a web browser, then type the printer IP address in the address field.
 - View the printer IP address on the home screen. The IP address appears as four sets of numbers separated by periods, such as 123.123.123.123.
 - If you are using a proxy server, then temporarily disable it to load the web page correctly.
2. Click **Settings > Security > Confidential Print Setup**.
3. Configure the settings.

USE	TO
Max Invalid PIN	Set the number of times an invalid PIN can be entered. When the limit is reached, the print jobs for that user name are deleted.
Confidential Job Expiration	Set the expiration time for confidential print jobs. Confidential held jobs are stored in the printer until they are released or deleted manually.
Repeat Job Expiration	Set the expiration time for a repeat print job. Repeat held jobs are stored in the printer memory for reprinting.
Verify Job Expiration	Set the expiration time that the printer prints a copy before printing the remaining copies. Verify jobs print one copy to check if it is satisfactory before printing the remaining copies.
Reserve Job Expiration	Set the expiration time that the printer stores print jobs. Reserve held jobs are automatically deleted after printing.
Require All Jobs to be Held	Set the printer to hold all print jobs.
Keep duplicate documents	Set the printer to print all documents with the same file name.

Printing Confidential and Other Held Jobs

FOR WINDOWS USERS

1. With a document open, click **File > Print**.
2. Select a printer, then click **Properties, Preferences, Options, or Setup**.
3. Click **Print and Hold**.
4. Select **Use Print and Hold**, then assign a user name.
5. Select the print job type (Confidential, Repeat, Reserve, or Verify).
If you select **Confidential**, then secure the print job with a personal identification number (PIN).
6. Click **OK** or **Print**.
7. From the printer control panel, release the print job.
 - For confidential print jobs, navigate to: **Held jobs > OK > [select your user name] > OK > Confidential > OK > [enter the PIN] > OK > [select the print job] > OK > [configure the settings] > OK > Print > OK**
 - For other print jobs, navigate to: **Held jobs > OK > [select your user name] > OK > [select the print job] > OK > [configure the settings] > OK > Print > OK**

FOR MACINTOSH USERS

Using AirPrint

1. With a document open, choose **File > Print**.
2. Select a printer, then from the drop-down menu following the Orientation menu, choose **PIN Printing**.
3. Enable **Print with PIN**, then enter a four-digit PIN.
4. Click **Print**.
5. From the printer control panel, release the print job. Navigate to: **Held jobs > OK > [select your computer name] > OK > Confidential > OK > [enter the PIN] > OK > [select the print job] > OK > Print > OK**.

Using the print driver

1. With a document open, choose **File > Print**.
2. Select a printer, then from the drop-down menu following the Orientation menu, choose **Print and Hold**.
3. Choose **Confidential Print**, then enter a four-digit PIN.
4. Click **Print**.
5. From the printer control panel, release the print job. Navigate to: **Held jobs > OK > [select your computer name] > OK > Confidential > OK > OK > [select the print job] > OK > Print > OK**

Print

Printing a Font Sample List

1. From the control panel, navigate to: **Settings > Reports > OK > Print > OK > Print Fonts > OK**.
2. Select **PCL Fonts**, then press **OK**.

Placing Separator Sheets between Copies

1. From the control panel, navigate to: **Settings > Print > OK > Layout > OK > Separator Sheets > OK > Between Copies > OK.**
2. Print the document.

Canceling a Print Job

FROM THE PRINTER CONTROL PANEL

1. From the control panel, press **Back** twice, then press **Cancel**.
2. Select a print job to cancel, then press **OK**.

FROM THE COMPUTER

1. Depending on the operating system, do either of the following:
 - Open the printers folder, then select your printer.
 - From the System Preferences in the Apple menu, navigate to your printer.
2. Select a print job to cancel.

Adjusting Toner Darkness

1. From the control panel, navigate to: **Settings > Print > OK > Quality > OK > Toner Darkness**.
2. Adjust the setting, then press **OK**.

Use printer menus

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Menu map

Device	• Preferences • Eco-Mode • Remote Operator Panel* • Notifications • Power Management	• Restore Factory Defaults • Maintenance • About this Printer • Site Map • Software Update • Remote Services Data Upload
Print	• Layout • Setup • Quality	• PCL • Image
Paper	• Tray Configuration	• Media Configuration
Network/Ports	• Network Overview • Wireless • Wi-Fi Direct • AirPrint • Mobile Services Management • Ethernet • TCP/IP • SNMP	• IPSec • 802.1x • LPD Configuration • HTTP/FTP Settings • USB • Restrict external network access • Universal Print
Security*	• Login Methods • Certificate Management • Login Restrictions • Confidential Print Setup	• Erase Temporary Data Files • Solutions LDAP Settings • Miscellaneous
Reports	• Menu Settings Page • Device	• Network
Supplies Plan	• Plan Activation • Plan Conversion	• Subscription Service
Troubleshooting	Print Quality Test Pages	
* This menu appears only in the Embedded Web Server.		

Device

PREFERENCES

MENU ITEM	DESCRIPTION
Display Language [List of languages]	Set the language of the text that appears on the display.
Country/Region [List of countries]	Identify the country or region where the printer is configured to operate.
Run Initial Setup • Yes • No*	Run the setup wizard.
Displayed information • Display Text 1 • Display Text 2 • Custom Text 1 • Custom Text 2	Specify the information to appear on the home screen.
Date and Time • Configure – Current Date and Time – Manually Set Date and Time – Date Format [MM-DD-YYYY*] – Time Format [12 hour A.M./P. M.*] – Time Zone [GMT*] • Network Time Protocol – Enable NTP – NTP Server – Enable Authentication (None*)	Configure the printer date and time.
Paper Sizes • U.S.* • Metric	Specify the unit of measurement for paper sizes.  Note: The country or region selected in the initial setup wizard determines the initial paper size setting.
Screen Timeout 10–300 (60*)	Set the idle time in seconds before the display shows the home screen, or before the printer logs out a user account automatically.
 Note: An asterisk (*) next to a value indicates the factory default setting.	

ECO-MODE

MENU ITEM	DESCRIPTION
Print: Sides 1-Sided* 2-Sided	Specify whether to print on one side or two sides of the paper.
Print : Pages per Side - Off* 2 pages per side 3 pages per side 4 pages per side 6 pages per side 9 pages per side 12 pages per side 16 pages per side	Print multiple page images on one side of a sheet of paper.
Print : Toner Darkness - Light - Normal* - Dark	Determine the lightness or darkness of text images.
 Note: An asterisk (*) next to a value indicates the factory default setting.	

REMOTE OPERATOR PANEL

MENU ITEM	DESCRIPTION
External VNC Connection	Connect an external Virtual Network Computing (VNC) client to the remote control panel.
Authentication Type - None* - Standard Authentication	Set the authentication type when accessing the VNC client server.
VNC Password	Specify the password to connect to the VNC client server.  Note: This menu item appears only if Authentication Type is set to Standard Authentication.
 Note: An asterisk (*) next to a value indicates the factory default setting.	

NOTIFICATIONS

MENU ITEM	DESCRIPTION
Supplies : Show Supply Estimates - Show estimates* - Do not show estimates	Show the estimated status of the supplies.
Supplies Custom Supply Notifications	Configure notification settings when the printer requires user intervention.  Note: This menu item appears only in the Embedded Web Server.
Email Alerts Setup : Email Setup - Primary SMTP Gateway - Primary SMTP Gateway Port (25*) - Secondary SMTP Gateway - Secondary SMTP Gateway Port (25*) - SMTP Timeout (30 seconds*) - Reply Address - Always use SMTP default Reply Address (Off*) - Use SSL/TLS (Disabled*) - Require Trusted Certificate (On*) - SMTP Server Authentication (No authentication required*) - Device-Initiated Email (None*) - Device Userid - Device Password - NTLM Domain - Disable "SMTP server not set up" error (On*) - SMTP Connection Log	Configure the email settings of the printer.  Note: This menu item appears only in the Embedded Web Server.
Email Alerts Setup Test Connection Connection test supports device-based authentication. Recipient Email Address Send Test Email to Recipient	Specify the email address for the test connection. This menu item appears only in some printer models.
Error Prevention : Jam Assist - Off - On*	Set the printer to check for jammed paper automatically.
Error Prevention : Auto Continue	Let the printer continue processing or printing a job automatically

MENU ITEM	DESCRIPTION
- Disabled 5–255 (5*)	after clearing certain attendance conditions.
Error Prevention : Auto Reboot Auto Reboot (Reboot always*)	Set the printer to restart when an error occurs.
Error Prevention :Auto Reboot Max Auto Reboots (2*)	Set the number of automatic reboots that the printer can perform.
Error Prevention : Auto Reboot Auto Reboot Window (720*)	Set the number of seconds before the printer performs an automatic reboot.
Error Prevention: Auto Reboot Auto Reboot Counter	Show a read-only information of the reboot counter.
Error Prevention: Display Short Paper Error - Auto-clear* - On	Set the printer to show a message when a short paper error occurs.  Note: Short paper refers to the size of the paper loaded.
Error Prevention : Page Protect - Off* - On	Set the printer to process the entire page into the memory before printing it.
Jam Content Recovery : Jam Recovery - Auto* - Off - On	Set the printer to reprint jammed pages.
 Note: An asterisk (*) next to a value indicates the factory default setting.	

POWER MANAGEMENT

MENU ITEM	DESCRIPTION
Sleep Mode Profile : Print from Sleep Mode - Stay awake after printing - Enter Sleep Mode after printing*	Set the printer to stay in Ready mode or return to Sleep mode after printing.
Timeouts : Sleep Mode 1–120 minutes (15*)	Set the idle time before the printer begins operating in Sleep mode.
Timeouts : Hibernate Timeout - Disabled 1 hour 2 hours	Set the time before the printer turns off.

MENU ITEM	DESCRIPTION
• 3 hours • 6 hours • 1 day • 2 days • 3 days* • 1 week • 2 weeks • 1 month	
Timeouts : Hibernate Timeout on Connection • Hibernate • Do Not Hibernate*	Set Hibernate Timeout to turn off the printer while an active Ethernet connection exists.
 Note: An asterisk (*) next to a value indicates the factory default setting.	

RESTORE FACTORY DEFAULTS

MENU ITEM	DESCRIPTION
Restore Settings • Restore all settings • Restore printer settings • Restore network settings	Restore the printer factory default settings.

MAINTENANCE

Config Menu

MENU ITEM	DESCRIPTION
USB Configuration : USB PnP • 1* • 2	Change the USB driver mode of the printer to improve its compatibility with a personal computer.
USB Configuration : USB Speed • Full • Auto*	Set the USB port to run at full speed and disable its high-speed capabilities.
Tray Configuration : Show Tray Insert Message • Off • Only for unknown sizes* • Always	Display a message to select paper size and type after inserting the tray.

MENU ITEM	DESCRIPTION
Tray Configuration : A5 Loading • Short Edge • Long Edge*	Specify the page orientation when loading A5 paper size.
Tray Configuration : Paper Prompts • Auto* • Manual Paper	Set the paper source that the user fills when a prompt to load paper appears.
Tray Configuration : Envelope Prompts • Auto* • Manual Envelope	Set the paper source that the user fills when a prompt to load envelope appears.
Tray Configuration : Action for Prompts • Prompt user* • Continue • Use current	Set the printer to resolve paper- or envelope-related change prompts.
Reports : • Menu Settings Page • Event Log • Event Log Summary	Print reports about printer menu settings, status, and event logs.
Supply Usage And Counters Clear Supply Usage History	Reset the supply page counter or view the total printed pages.
Printer Emulations : Emulator Security • Page Timeout • 0–60 (60*)	Set the page timeout during emulation.
Printer Emulations : Emulator Security • Reset Emulator After Job – Off* – On	Reset the emulator after a print job.
Printer Emulations : Emulator Security • Disable Printer Message Access – Off – On*	Disable access to the printer message during emulation.
Print Configuration : Font Sharpening	Set a text point-size value below which the high-frequency screens are used when printing font data.

MENU ITEM	DESCRIPTION
0–150 (24*)	
Print Configuration : Print Density - Disabled 1–5 (3*)	Adjust the toner density when printing documents.
Device Operations : Quiet Mode - On - Off*	Set the printer to reduce the amount of noise that it makes when printing.  Note: This setting slows down the overall performance of the printer.
Device Operations : Panel Menus - Enable* - Disable*	Set the printer to enable access to the control panel menus.  Note: This menu can be configured only from the Embedded Web Server.
Device Operations Clear Custom Status	Erase all custom messages.
 Note: An asterisk (*) next to a value indicates the factory default setting.	

Out of Service Erase

MENU ITEM	DESCRIPTION
Erase Printer Memory - Sanitize all information on nonvolatile memory - Erase all printer and network settings	Clear all settings and shortcuts that are stored in the printer.  Note: Erase all shortcuts and shortcut settings is available only in some printer models.

ABOUT THIS PRINTER

MENU ITEM	DESCRIPTION
Xerox Asset Tag	The maximum length is 32 characters.
Customer Asset Tag	Show the serial number of the printer. The maximum length is 32 characters.
Printer Location	Identify the printer location. The maximum length is 63 characters.
Contact	Personalize the printer name. The maximum length is 63 characters.

SITE MAP

MENU ITEM	DESCRIPTION
Helpful Links • Home Page • Registration • Orders Supplies • Downloads and Updates • Technical Support • Printer Manuals	The Helpful Links page provides direct links to Web pages on www.xerox.com. These links provide you with helpful information for your printer.
Site Index	The site index provides links to all of the pages in the Embedded Web Server.

SOFTWARE UPDATE

MENU ITEM	DESCRIPTION
Status Current Version	Click Check Now to verify the current version of the software.
Remote Services Policies • Allow device to receive updates – Yes (check box is selected) – No (check box is cleared) • Daily Check Time – Hour – Minute • Installation Schedule – Automatic – Daily – Weekly • Time – Hour – Minute	Allowing the device to receive updates, set daily checking time, and scheduling installation.
Upload a Software File	To locate the software file to upload, click Browse then navigate to the folder where the software file is located. Click Upload or Reset.

REMOTE SERVICES DATA UPLOAD

MENU ITEM	DESCRIPTION
Status • Last Upload • Next Upload Current Version: Click Check Now to verify the current version of the software.	Last Upload indicates the date and time that the last upload occurred. Next Upload indicates date and time for the next scheduled upload. To download the information from the last upload, click Download Data. To upload a scheduled file immediately, click Upload Now.
Remote Services Settings Allow Data Upload • Allow Data Upload – Yes (check box is selected) – No (check box is cleared) • Test Connection	

Print

LAYOUT

MENU ITEM	DESCRIPTION
Sides 1-sided* 2-sided	Specify whether to print on one side or two sides of the paper.
Flip Style - Long Edge* - Short Edge	Determine which side of the paper (long edge or short edge) is bound when performing two-sided printing.  Note: Depending on the option selected, the printer automatically offsets each printed information of the page to bind the job correctly.
Blank Pages - Print - Do Not Print*	Print blank pages that are included in a print job.
Collate - Off [1,1,1,2,2,2] - On [1,2,1,2,1,2]*	Keep the pages of a print job stacked in sequence, particularly when printing multiple copies of the job.
Separator Sheets - None* - Between Copies - Between Jobs - Between Pages	Insert blank separator sheets when printing.
Separator Sheet Source Tray [x] (1*)	Specify the paper source for the separator sheet.
Pages per Side - Off* 2 pages per side 3 pages per side 4 pages per side 6 pages per side 9 pages per side 12 pages per side 16 pages per side	Print multiple page images on one side of a sheet of paper.
Pages per Side Ordering - Horizontal* - Reverse Horizontal - Vertical - Reverse Vertical	Specify the positioning of multiple page images when using Pages per Side.  Note: The positioning depends on the number of page images and their page orientation.

MENU ITEM	DESCRIPTION
Pages per Side Orientation • Auto* • Landscape • Portrait	Specify the orientation of a multiple-page document when using Pages per Side.
Pages per Side Border • None* • Solid	Print a border around each page image when using Pages per Side.
Copies 1–9999 (1*)	Specify the number of copies for each print job.
Print Area • Normal* • Whole Page	Set the printable area on a sheet of paper.
 Note: An asterisk (*) next to a value indicates the factory default setting.	

SETUP

MENU ITEM	DESCRIPTION
Printer Language PCL Emulation	Set the printer language.
Print All Order • Alphabetical* • Newest First • Oldest First	Specify the order you choose to print all held and confidential jobs.
PJL File Access Control Off On*	Allow the users to set the printer job language file access control.
Time until Suspended Print Jobs are Automatically	Wait time for the printer to cancel queued print jobs that are interrupted by errors. Range 1–60 minutes.  Note: This menu item appears only when Automatic Deletion of Suspended Print Jobs is enabled.
Automatic Deletion of Suspended Print Jobs	Automatically cancels or deletes the queued print jobs that are interrupted by errors such as paper jams and missing supplies.
 Note: An asterisk (*) next to a value indicates the factory default setting.	

QUALITY

MENU ITEM	DESCRIPTION
Print Resolution • 300 dpi • 600 dpi* • 1200 Image Q • 2400 Image Q	Set the resolution for the text and images on the printed output.  Note: Resolution is determined in dots per inch or image quality.
Toner Darkness • Light • Normal* • Dark	Determine the lightness or darkness of text images.
Halftone • Normal* • Detail	Enhance the printed output to have smoother lines with sharper edges.
 Note: An asterisk (*) next to a value indicates the factory default setting.	

PCL

MENU ITEM	DESCRIPTION
Font Name [List of available fonts] (Courier*)	Select a font from the specified font source.
Symbol Set [List of available symbol set] (10U PC-8*)	Specify the symbol set for each font name.  Note: A symbol set is a set of alphabetic and numeric characters, punctuation, and special symbols. Symbol sets support the different languages or specific programs such as math symbols for scientific text.
Pitch 0.08–100 (10*)	Specify the pitch for fixed or monospaced fonts.  Note: Pitch refers to the number of fixed-space characters in a horizontal inch of type.
Orientation • Portrait* • Landscape • Reverse Portrait • Reverse Landscape	Specify the orientation of text and graphics on the page.
Lines per Page 1–255	Specify the number of lines of text for each page printed through the PCL data stream.

MENU ITEM	DESCRIPTION
	- This menu item activates vertical escapement that causes the selected number of requested lines to print between the default margins of the page. 60 is the U.S. factory default setting. 64 is the international factory default setting.
PCL5 Minimum Line Width 1–30 (2*)	Set the initial minimum stroke width of any job printed in 1200 dpi.
PCLXL Minimum Line Width 1–30 (2*)	
A4 Width 198mm* 203mm	Set the width of the logical page on A4-size paper.  Note: Logical page is the space on the physical page where data is printed.
Auto CR after LF - Off* - On	Set the printer to perform a carriage return after a line feed control command.  Note: Carriage return is a mechanism that commands the printer to move the position of the cursor to the first position on the same line.
Auto LF after CR - Off* - On	Set the printer to perform a line feed after a carriage return control command.
Print Timeout - Disabled - Enabled*	Enable the printer to end a print job after it has been idle for the specified amount of time in seconds.
Print Timeout Time 1–255 (90*)	Set the time in seconds for the printer to end a print job after it has been idle.  Note: This menu item appears only when Print Timeout is enabled.
 Note: An asterisk (*) next to a value indicates the factory default setting.	

IMAGE

MENU ITEM	DESCRIPTION
Auto Fit - On - Off*	Select the best available paper size and orientation setting for an image.  Note: When set to On, this menu item overrides the scaling and orientation settings for the image.
Invert - Off* - On	Invert bitonal monochrome images.  Note: This menu item does not apply to GIF or JPEG image formats.
Scaling - Anchor Top Left - Best Fit* - Anchor Center - Fit Height/Width - Fit Height - Fit Width	Adjust the image to fit the printable area.  Note: When Auto Fit is set to On, Scaling is automatically set to Best Fit.
Orientation - Portrait* - Landscape - Reverse Portrait - Reverse Landscape	Specify the orientation of text and graphics on the page.
 Note: An asterisk (*) next to a value indicates the factory default setting.	

Paper

TRAY CONFIGURATION

MENU ITEM	DESCRIPTION
Default Source • Tray [x] (1*) • Manual Paper • Manual Envelope	Set the paper source for all print jobs.
Paper Size/Type • Tray [x] (1*) • Manual Paper • Manual Envelope	Specify the paper size or paper type loaded in each paper source.
Substitute Size • Off • Letter/A4 • All Listed*	Set the printer to substitute a specified paper size if the requested size is not loaded in any paper source. • Off prompts the user to load the required paper size. • Letter/A4 prints an A4-size document on letter when loading letter, and letter-size jobs on A4 paper size when loading A4. • All Listed substitutes Letter/A4.
 Note: An asterisk (*) next to a value indicates the factory default setting.	

MEDIA CONFIGURATION

Universal Setup

MENU ITEM	DESCRIPTION
Units of Measure • Inches • Millimeters	Specify the unit of measurement for the universal paper.  Note: Inches is the U.S. factory default setting. Millimeters is the international factory default setting.
Portrait Width • 3.00–14.17 in. (8.50*) • 76–360 mm (216*)	Set the portrait width of the universal paper.
Portrait Height • 3.00–14.17 in. (14*) • 76–360 mm (356*)	Set the portrait height of the universal paper.

MENU ITEM	DESCRIPTION
Feed Direction • Short Edge* • Long Edge	Set the printer to pick paper from the short edge or long edge direction.  Note: Long Edge appears only when the longest edge is shorter than the maximum width supported.
 Note: An asterisk (*) next to a value indicates the factory default setting.	

Media Types

MENU ITEM	DESCRIPTION
• Plain Paper • Card Stock • Recycled • Labels • Bond • Envelope • Letterhead • Preprinted • Colored Paper • Light • Heavy	Specify the texture, weight, and orientation of the paper loaded.

Network/Ports

NETWORK OVERVIEW

MENU ITEM	DESCRIPTION
Active Adapter • Auto* • Standard Network • Wireless	Specify the type of the network connection.
Network Status	Show the connectivity status of the printer network.
Display Network Status on Printer • Off • On*	Show the network status on the display.
Speed, Duplex	Show the speed of the currently active network card.
IPv4	Show the IPv4 address.
All IPv6 Addresses	Show all IPv6 addresses.
Reset Print Server Start	Reset all active network connections to the printer.  Note: This setting removes all network configuration settings.
Network Job Timeout • Off • On* (90 seconds)	Set the time before the printer cancels a network print job.
Banner Page • Off* • On	Print a banner page.
Enable Network Connections • Enable* • Disable	Enable or disable all network connections.
Enable LLDP • Off* • On	Enable Link Layer Discovery Protocol (LLDP) in the printer.
 Note: An asterisk (*) next to a value indicates the factory default setting.	

WIRELESS



Note: This menu is available only in printers connected to a Wi-Fi network or printers that have a wireless network adapter.

MENU ITEM	DESCRIPTION
Wireless Connection Setup • Network Name	Determine the wireless network that the printer connects to. Select Choose Network to pick from a list of discovered wireless networks. Select Add Wi-Fi Network to manually add a non-advertised network. When set to 802.1x-RADIUS, ensure to configure the 802.1x authentication settings to avoid network disconnection.  Note: This menu item appears as Wireless Connection Setup in the Embedded Web Server.
Compatibility 802.11b/g/n (2.4GHz)*	Specify the wireless standard for the wireless network.
Wireless Security Mode • Disabled • WPA2/WPA-Personal – WPA2/WPA-PSK Encryption Mode – AES – Set Pre-Shared Key • WPA2-Personal* – WPA2-PSK Encryption Mode – AES – Set Pre-Shared Key • WPA2/WPA3 - Personal – WPA2/WPA3 - PSK Encryption Mode – Set Pre-Shared Key • WPA3 - Personal – WPA3 - PSK Encryption Mode – Set Pre-Shared Key • 802.1x - RADIUS – 802.1x Encryption Mode – WPA + – WPA2* – WPA2 + PMF	Set the type of security for connecting the printer to wireless devices. Enable wireless security through Wi-Fi Protected Access (WPA) or through 802.1x standard. When set to WPA security mode, for the Pre-Shared Key, enter the password for the secure wireless connection. When set to 802.1x-RADIUS, ensure to configure the 802.1x authentication settings to avoid network disconnection. PMF is Protected Management Frames.

MENU ITEM	DESCRIPTION
IPv4 • Enable DHCP – On* – Off • Set Static IP Address – IP Address – Netmask – Gateway	Enable Dynamic Host Configuration Protocol (DHCP) and configure static IP address. DHCP is a standard protocol that allows a server to distribute IP addressing and configuration information dynamically to clients.
IPv6 • Enable IPv6 – On* – Off • Enable DHCPv6 – On – Off* • Stateless Address Auto configuration – On* – Off • DNS Server Address • Manually Assigned IPv6 Address • Manually Assigned IPv6 Router • Address Prefix 0–128 (64*) • All IPv6 Addresses • All IPv6 Router Addresses	Enable and configure IPv6 settings in the printer.
Network Address • UAA • LAA	View the network addresses.
PCL SmartSwitch • On* • Off	Set the printer to switch automatically to PCL emulation when a print job requires it, regardless of the default printer language. If PCL SmartSwitch is off, then the printer does not examine incoming data and uses the default printer language specified in the Setup menu.
PS SmartSwitch • On*	Set the printer to switch automatically to PS emulation when a print job requires it, regardless of the default

MENU ITEM	DESCRIPTION
Off	printer language. If PS SmartSwitch is off, then the printer does not examine incoming data and uses the default printer language specified in the Setup menu.
Mac Binary PS - Auto* - On - Off	Set the printer to process Macintosh binary PostScript print jobs. - On processes raw binary PostScript print jobs. - Off filters print jobs using the standard protocol.
* An asterisk next to a value indicates the factory default setting.	

WI-FI DIRECT

MENU ITEM	DESCRIPTION
Enable Wi-Fi Direct - On - Off*	Set the printer to connect directly to Wi-Fi devices.
Wi-Fi Direct Name	Specify the name of the Wi-Fi Direct network.
Wi-Fi Direct Password	Set the password to authenticate and validate users on a Wi-Fi connection.
Show Password on Setup Page - Off - On*	Show the Wi-Fi Direct Password on the Network Setup Page.
Preferred Channel Number 1–11 - Auto*	Set the preferred channel of the Wi-Fi network.
Group Owner IP Address	Specify the IP address of the group owner.
Auto-Accept Push Button Requests - Off* - On	Accept requests to connect to the network automatically.  Note: Accepting clients automatically is not secured.
 Note: An asterisk (*) next to a value indicates the factory default setting.	

AIRPRINT

MENU ITEM	DESCRIPTION
AirPrint • Enabled • Disabled	
Bonjour Name	The name used to identify the printer on Airprint.
Organization Name	
Organizational Unit	
Printer Location	
Printer's Latitude	GPS latitude of the printer. The range is –90 to 90.
Printer's Longitude	GPS longitude of the printer. The range is –180 to 180.
Printer's Altitude	GPS altitude of the printer. The range is –100000 to 100000.
More Options	From the Embedded Web Server, navigate to Settings > Network/Ports > AirPrint > More Options for the following options.
Supplies Black Cartridge Imaging Unit	This menu lists the supplies status/notifications.
Printer Device Type Device Speed Firmware Level Tray 1 Standard Bin	This menu lists the printer specifications and input/output tray status/notifications.
Login Methods	For more information, refer to Login Methods .
Certificate Management	For more information, refer to Certificate Management .
Confidential Print Setup	For more information, refer to Confidential Print Setup .

MOBILE SERVICES MANAGEMENT

MENU ITEM	DESCRIPTION
Enable IPP Print - On* - Off	Enable IPP Print setting in the printer.
Enable IPP Over USB - On* - Off	Enable IPP Over USB setting in the printer.  Note: After changing this setting, user needs to restart the Printer.
Enable Mopria Print Discovery - On* - Off	Enable Mopria Print Discovery setting in the printer.
* An asterisk next to a value indicates the factory default setting.	

ETHERNET

MENU ITEM	DESCRIPTION
Network Speed	Show the speed of an active network adapter.
IPv4 : Enable DHCP - On* - Off	Enable Dynamic Host Configuration Protocol (DHCP).  Note: DHCP is a standard protocol that lets a server dynamically assign an IP address and other network configuration parameters to each device on the network, so that they can communicate with other IP networks.
IPv4 : Set Static IP Address - IP Address - Netmask - Gateway	Set the static IP address of your printer.
IPv6 : Enable IPv6 - On* - Off	Enable IPv6 in the printer.
IPv6 : Enable DHCPv6 - Off* - On	Enable DHCPv6 in the printer.
IPv6 : Stateless Address Autoconfiguration - Off - On*	Set the network adapter to accept the automatic IPv6 address configuration entries provided by a router.
IPv6 DNS Address	Specify the DNS server address.

MENU ITEM	DESCRIPTION
IPv6 : Address Prefix 0–128 (64*)	Specify the address prefix.
IPv6 All IPv6 Addresses	Show all IPv6 addresses.
IPv6 All IPv6 Router Addresses	Show all IPv6 router addresses.
Network Address - UAA - LAA	Show the printer Media Access Control (MAC) addresses: Locally Administered Address (LAA) and Universally Administered Address (UAA).  Note: You can change the printer LAA manually.
PCL SmartSwitch - On* - Off	Set the printer to switch automatically to PCL emulation when a print job requires it, regardless of the default printer language.  Note: If PCL SmartSwitch is off, then the printer does not examine incoming data and uses the default printer language specified in the Setup menu.
Energy Efficient Ethernet - Auto* - On - Off	Reduce power consumption when the printer does not receive data from the Ethernet network.
 Note: An asterisk (*) next to a value indicates the factory default setting.	

TCP/IP

 Note: This menu appears only in network printers or printers attached to print servers.

MENU ITEM	DESCRIPTION
Set Hostname	Set the current TCP/IP host name.
Domain Name	Set the domain name.  Note: This menu item appears only in the Embedded Web Server.
Allow DHCP/BOOTP to update NTP server - On* - Off	Allow the DHCP and BOOTP clients to update the NTP settings of the printer.
Zero Configuration Name	Specify a service name for the zero configuration network.

MENU ITEM	DESCRIPTION
	 Note: This menu item appears only in the Embedded Web Server.
Enable Auto IP - On* - Off	Assign an IP address automatically.
DNS Server Address	Specify the current Domain Name System (DNS) server address.
Backup DNS	Specify the backup DNS server addresses.
Backup DNS 2	
Backup DNS 3	
Domain Search Order	Specify a list of domain names to locate the printer and its resources that reside in different domains on the network.  Note: This menu item appears only in the Embedded Web Server.
Enable DDNS - Off* - On	Update the Dynamic DNS settings.
DDNS TTL	Specify the current DDNS settings.
Default TTL	
DDNS Refresh Time	
Enable mDNS - On* - Off	Update multicast DNS settings.
WINS Address	Specify a server address for Windows Internet Name Service (WINS).
Enable BOOTP - Off* - On	Allow the BOOTP to assign a printer IP address.
Restricted Server List	Specify an IP address for the TCP connections. - This menu item appears only in the Embedded Web Server. - Use a comma to separate each IP address. - You can add up to 50 IP addresses.
Restricted Server List Options Block All Ports*	Specify how the IP addresses in the list can access the printer functionality.

MENU ITEM	DESCRIPTION
- Block Printing Only - Block Printing and HTTP Only	 Note: This menu item appears only in the Embedded Web Server.
MTU	Specify a maximum transmission unit (MTU) parameter for the TCP connections.
Raw Print Port 1–65,535 (9100*)	Specify a raw port number for printers connected on a network.
Outbound Traffic Maximum Speed - Disabled* - Enabled	Enable the printer maximum transfer rate.
Kilobits/second	If you select On for Outbound Traffic Maximum Speed , the Kilobits/second field appears. Select a range between 100 and 10,00,000.
TLS Support	From the Embedded Web Server, go to Settings > Network/Ports > TCP/IP. Enhance printer privacy and data integrity.  Note: The TLS settings pertain to the Embedded Web Server only. They do not pertain to clients using TLS. For more information, refer to the <i>Embedded Web Server Administrator Guide</i>.  Note: TLSv1.3 is supported by default, and cannot be disabled. Deselecting the other TLS settings will force the EWS to use TLSv1.3 only.
Enable TLSv1.0 - On* - Off	Set the Enable TLSv1.0 protocol settings.
Enable TLSv1.1 - On* - Off	Set the Enable TLSv1.1 protocol settings.
Enable TLSv1.2 - On - Off	Set the Enable TLSv1.2 protocol settings.
SSL Cipher List	Specify the cipher algorithms to use for the SSL or the TLS connections.
TLSv1.3 SSL Cipher List	TLS_AES_256_GCM_SHA384:TLS_AES_128_GCM_SHA256

MENU ITEM	DESCRIPTION
TCP /IP Port Access [Port Names x] - On - Off	Lists all of the Ports available and their status.
 Note: An asterisk (*) next to a value indicates the factory default setting.	

SNMP



Note: This menu appears only in network printers or printers that are attached to print servers.

MENU ITEM	DESCRIPTION
SNMP Versions 1 and 2c - Enabled - Off - On* - Allow SNMP Set - Off - On* - Enable PPM MIB - Off - On* Get SNMP Community Public* Set SNMP Community Private*	Configure Simple Network Management Protocol (SNMP) versions 1 and 2c to install print drivers and applications.
SNMP Version 3 - Enabled - Off - On* - Context Name - Set Read/Write Credentials - User Name - Authentication Password - Privacy Password	Configure SNMP version 3 to install and update the printer security.

MENU ITEM	DESCRIPTION
• Set Read-only Credentials – User Name – Authentication Password – Privacy Password • Authentication Hash – MD5 – SHA1* • Minimum Authentication Level – No Authentication, No Privacy – Authentication, No Privacy – Authentication, Privacy* • Privacy Algorithm – DES – AES-128*	
Set SNMP Traps	Set the SNMP Traps.
 Note: An asterisk (*) next to a value indicates the factory default setting.	

IPSEC



Note: This menu appears only in network printers or printers that are attached to print servers.

MENU ITEM	DESCRIPTION
Enable IPsec Off* On	Enable Internet Protocol Security (IPSec).
Base Configuration Default* Compatibility Secure	Set the IPsec base configuration. This menu item appears only when Enable IPsec is set to On.
DH (Diffie-Hellman) Group Proposal modp2048 (14)* modp3072 (15) modp4096 (16)	Set the IPsec encryption. This menu item appears only when Base Configuration is set to Compatibility.

MENU ITEM	DESCRIPTION
modp6144 (17)	
Proposed Encryption Method	Specify an encryption method. This menu item appears only when Base Configuration is set to Compatibility.
Proposed Authentication Method	Specify an authentication method. This menu item appears only when Base Configuration is set to Compatibility.
IKE SA Lifetime (Hours)	Specify the IKE SA expiry period. This menu item appears only when Base Configuration is set to Secure.
IPSec SA Lifetime (Hours)	Specify the IPSec SA expiry period. This menu item appears only when Base Configuration is set to Secure.
IPSec Device Certificate	Specify an IPSec certificate. This menu item appears only when Base Configuration is set to Compatibility or Secure.
Pre-Shared Key Authenticated Connections Host [x] Address Key	Configure the authenticated connections of the printer. These menu items appear only when Enable IPSec is set to On.
Certificate Authenticated Connections Host [x] Address[/subnet] Address[/subnet]	

802.1X

Note: This menu appears only in network printers or printers that are attached to print servers.

MENU ITEM	DESCRIPTION
Active Off* On	Let the printer join networks that require authentication before allowing access.
802.1x Authentication • Device Login Name	The Device Login Name is used to login to the authentication server.

MENU ITEM	DESCRIPTION
• Device Login Password • Validate Server Certificate • Enable Event Logging • 802.1x Device Certificate	The Device Login Password must be at least eight characters long. Server Certificate validation is a security feature integral to TLS, PEAP, and TTLS. To reduce FLASH part wear, turn on Enable Event Logging only when necessary.
Authentication Mechanisms • EAP-MD5 – On – Off • EAP-MSCHAPv2 – On – Off • LEAP – On – Off • PEAP – On – Off • EAP-TLS – On – Off • EAP-TTLS – On – Off • TTLS Authentication Method – CHAP – MSCHAP – MSCHAPv2 – PAP	
 Note: An asterisk (*) next to a value indicates the factory default setting.	

LPD CONFIGURATION



Note: This menu appears only in network printers or printers that are attached to print servers.

MENU ITEM	DESCRIPTION
LPD Timeout 0–65535 seconds (90*)	Set the time-out value to stop the Line Printer Daemon (LPD) server from waiting indefinitely for hung or invalid print jobs.
LPD Banner Page Off* On	Print a banner page for all LPD print jobs.  Note: A banner page is the first page of a print job used as a separator of print jobs and to identify the originator of the print job request.
LPD Trailer Page Off* On	Print a trailer page for all LPD print jobs.  Note: A trailer page is the last page of a print job.
LPD Carriage Return Conversion Off* On	Enable carriage return conversion.  Note: Carriage return is a mechanism that commands the printer to move the position of the cursor to the first position on the same line.
 Note: An asterisk (*) next to a value indicates the factory default setting.	

HTTP/FTP SETTINGS



Note: This menu appears only in network printers or printers that are attached to print servers.

MENU ITEM	DESCRIPTION
Proxy	Configure the HTTP and FTP server settings.
HTTP Proxy IP Address	This feature is available only in some printer models.
HTTP Default IP Port 1–65535 (80*)	
FTP Proxy IP Address	
FTP Default IP Port 1–65535 (21*)	
Authentication Auto*	
Username	

MENU ITEM	DESCRIPTION
Password	
Local Domains	
Other Settings	
Enable HTTP Server Off On*	Access the Embedded Web Server to monitor and manage the printer.
Enable HTTPS Off On*	Configure the Hypertext Transfer Protocol Secure (HTTPS) settings.
Force HTTPS Connections Off* On	Force the printer to use the HTTPS connections.
Enable FTP/TFTP Off On*	Send files using FTP.
HTTPS Device Certificate default	
Timeout for HTTP/FTP Requests 1–299 (30*)	Specify the amount of time before the server connection stops.
Retries for HTTP/FTP Requests 1–299 (3*)	Set the number of retries to connect to the HTTP/FTP server.
 Note: An asterisk (*) next to a value indicates the factory default setting.	

USB

MENU ITEM	DESCRIPTION
PCL SmartSwitch Off On*	Set the printer to switch to PCL emulation when a print job received through a USB port requires it, regardless of the default printer language.  Note: If PS Smart Switch is off, then the printer does not examine incoming data and uses the default printer language specified in the Setup menu.
Enable USB Port Enable* Disable	Enable the standard USB port.
 Note: An asterisk (*) next to a value indicates the factory default setting.	

RESTRICT EXTERNAL NETWORK ACCESS

MENU ITEM	DESCRIPTION
Restrict external network access Off* On	Restrict access to network sites.
External network address	Specify the network addresses with restricted access.
Email address for notification	Specify an email address to send a notification of logged events.
Ping frequency 1–300 (10*)	Specify the network query interval in seconds.
Subject	Specify the subject and message of the notification email.
Message	
 Note: An asterisk (*) next to a value indicates the factory default setting.	

UNIVERSAL PRINT

Universal Print is a cloud-based print protocol that provides a simple and secure print solution for Microsoft® 365 users. Universal Print allows administrators to manage printers without the need for on-premises print servers. Universal Print enables users to access cloud printers without the need for print drivers.

You can use the Universal Print page to register your Xerox® device for Universal Print.

Prerequisites

- Microsoft Azure AD Account
- Windows 10 Client version 1903 or higher

MENU ITEM	DESCRIPTION
Status	Device is not currently registered with Universal Print.
Registration	User can use the Universal print page to register the Xerox® device for Universal Print.
Printer Name	The Default printer name appears. User can also update the Xerox® printer name.
Register	To register, do the following steps: 1 Go to Settings > Network/Ports > Universal Print, then click Register. The Registration process authenticates the device with Microsoft® Azure® Active Directory. 2 The Register Device window appears. To copy the registration code, click Copy, then click the link https://microsoft.com/devicelogin.  Note: The registration code expires after 15 minutes. The registration process needs to be completed before the code expires. 3 A Microsoft-managed webpage opens. Do the following steps: - a Paste the registration code into the code field in the Enter code window, then click Next. - b Select the appropriate Microsoft® account in the Pick an account window.  Note: For registration, select an available Microsoft® account. The selected account is used solely to establish a trusted connection for the device with the Universal Print service. After registration, Universal Print does not use the account again. 4 A Xerox Universal Print window appears. Click Continue and close the window.
 Note: For more information, refer to the <i>Embedded Web Server Administrator Guide</i> .	

MENU ITEM	DESCRIPTION
Status	Device is online and registered with Universal Print.
Registration	User can use the Universal print page to deregister the Xerox® device for Universal Print.
Printer Name	Registered printer name appears.
Deregister	Use this function to deregister the device from the Universal Print Service.

Additional information for Universal Print

To add a Printer from Windows Server

1. Go to **Settings > Printer & Scanners**, then click **Add a printer or scanner**.
2. Select the printer from the printer list, then click **Add Device**. If the printer does not appear in the list, do the following steps:
 - a. Go to **Search for printers in my organization**.
 - b. Type the registered name on the text field, and click **Search**. Once the printer appears on the list, click **Add Device**.



Note: Windows 11 supports PIN-protected printing. For example, to protect your print, you can use a 4-digit PIN between 0 and 9.

Security

LOGIN METHODS

Public

MENU ITEM	DESCRIPTION
Manage Permissions - Function Access - Held Jobs Access - Cancel Jobs at the Device - Change Language - Internet Printing Protocol (IPP) - B/W Print - Network Folder - Scan	Control access to the printer functions.
Manage Permissions - Administrative Menus - Security Menu - Network/Ports Menu - Paper Menu - Reports Menu - Function Configuration Menus - Supplies Menu - SE Menu - Device Menu - Supplies Plan Menu	Control access to the printer menus.
Manage Permissions - Device Management - Remote Management - Firmware Updates - Embedded Web Server Access - Import / Export All Settings - Out of Service Erase	Control access to the printer management options.

Local Accounts

MENU ITEM	DESCRIPTION
Add User • User Name/Password • User Name • Password • PIN	Create local accounts to manage access to the printer functions.
Manage Groups/Permissions • Add Group – Import Access Controls – Function Access – Administrative Menus – Device Management • All Users – Import Access Controls – Function Access – Administrative Menus – Device Management • Admin – Function Access – Administrative Menus – Device Management	Control group or user access to the printer functions, applications, and security settings.

NETWORK ACCOUNTS

MENU ITEM	DESCRIPTION
Add Login Method LDAP Setup Authentication Type • LDAP General Information • Setup Name • Server Address • Server Port • Required User Input – User Name and Password	Control group or user access to printer functions, applications, and security settings.

MENU ITEM	DESCRIPTION
– User Name Device Credentials • Anonymous LDAP Bind • Device Username • Device Password Advanced Options • Use SSL/TLS • Require Certificate • User ID Attribute • Mail Attribute • Fax Number Attribute • Full Name Attribute • Home Directory Attribute • Group Membership Attribute • Search Base • Search Timeout • Follow LDAP Referrals Search Specific Object Classes • person • Custom Object Class 1 • Custom Object Class 2 • Custom Object Class 3 Address Book Setup • Displayed Name • Max Search Results • Use user credentials • Search Attributes – cn – sn – givenName – samaccountname – uid – [mail attribute] – [fax attribute] – Custom Attribute 1 – Custom Attribute 2 – Custom Attribute 3	

MENU ITEM	DESCRIPTION
– Custom Filter	

CERTIFICATE MANAGEMENT

MENU ITEM	MENU ITEM
Configure Certificate Defaults • Common Name • Organization Name • Unit Name • Country/Region • Province Name • City Name • Subject Alternate Name	Set the default values for generated certificates.
Device Certificates	Generate, delete, or view device certificates.
Manage CA Certificates	Load, delete, or view Certificate Authority (CA) certificates.

LOGIN RESTRICTIONS

MENU ITEM	DESCRIPTION
Login failures 1–10 (3*)	Specify the number of failed login attempts before the user gets locked out.
Failure time frame 1–60 minutes (5*)	Specify the time frame between failed login attempts before the user gets locked out.
Lockout time 1–60 minutes (5*)	Specify the lockout duration.
Web Login Timeout 1–120 minutes (10*)	Specify the delay for a remote login before the user is logged off automatically.
 Note: An asterisk (*) next to a value indicates the factory default setting.	

CONFIDENTIAL PRINT SETUP

MENU ITEM	DESCRIPTION
Max Invalid PIN 2–10	Set the number of times an invalid PIN can be entered. • A value of zero turns off this setting. • When the limit is reached, the print jobs for that user name and PIN are deleted.
Confidential Job Expiration • Off* • 1 Hour • 4 Hours • 24 Hours • 1 Week	Set the expiration time for confidential print jobs. • If this menu item is changed while confidential print jobs reside in the printer memory, then the expiration time for those print jobs does not change to the new default value. • If the printer is turned off, then all confidential jobs held in the printer memory are deleted.
Repeat Job Expiration • Off* • 1 Hour • 4 Hours • 24 Hours • 1 Week	Set the expiration time for a print job that you want to repeat.
Verify Job Expiration • Off* • 1 Hour • 4 Hours • 24 Hours • 1 Week	Set the expiration time that the printer prints a copy for the user to examine its quality, before printing the remaining copies.
Reserve Job Expiration • Off* • 1 Hour • 4 Hours • 24 Hours • 1 Week	Set the expiration time that the printer stores print jobs for printing later.
Require All Jobs to be Held • Off* • On	Set the printer to hold all print jobs.
Keep duplicate documents • Off* • On	Set the printer to print other documents with the same file name without overwriting any of the print jobs.
 Note: An asterisk (*) next to a value indicates the factory default setting.	

ERASE TEMPORARY DATA FILES

MENU ITEM	DESCRIPTION
Stored in onboard memory - Off* - On	Delete all files stored on the printer memory.
 Note: An asterisk (*) next to a value indicates the factory default setting.	

SOLUTIONS LDAP SETTINGS

USE	TO
Follow LDAP Referrals Off* On	Search the different servers in the domain for the logged-in user account.
LDAP Certificate Verification No* Yes	Enable verification of LDAP certificates.
 Note: An asterisk (*) next to a value indicates the factory default setting.	

MISCELLANEOUS

MENU ITEM	DESCRIPTION
Print Permission - Off* - On	Allow the user to print.
Default Print Permission Login	Shows the default permission used for the user to print.  Note: This setting shows only when one or more Login Methods are created.
Security Reset Jumper - Enable "Guest" access* - No Effect	Specify user access to the printer. - The jumper is located beside a lock icon on the controller board. - Enable "Guest" access gives anyone access to all aspects of the printer. - No Effect may make access to the printer impossible when the required security information is unavailable.

MENU ITEM	DESCRIPTION
Minimum Password Length 0–32	Specify the password length.
 Note: An asterisk (*) next to a value indicates the factory default setting.	

Reports

MENU SETTINGS PAGE

MENU ITEM	DESCRIPTION
Menu Settings Page	Print a report that contains the printer menus.

DEVICE

MENU ITEM	DESCRIPTION
Device Information	Print a report that contains information about the printer.
Device Statistics	Print a report about printer usage and supply status.
Profile List	Print a list of profiles that are stored in the printer.
Asset Report	Print a report that contains the printer serial number and model name.

NETWORK

MENU ITEM	DESCRIPTION
Network Setup Page	Print a page that shows the configured network and wireless settings on the printer.  Note: This menu item appears only in network printers or printers connected to print servers.
Wi-Fi Direct Connected Clients	Print a page that shows the list of devices that are connected to the printer using Wi-Fi Direct.  Note: This menu item appears only when Enable Wi-Fi Direct is set to On.

Supplies Plan

PLAN ACTIVATION

MENU ITEM	DESCRIPTION
- Sequence Number - Device Serial Number - Activation Code	It describes the details of the activation process for the purchased Supplies plan. Contact your Xerox representative to get a Supplies Activation Code. Subscription Service plans are not offered in all geographic locations For more information about Xerox® supplies and service plans, contact your Xerox representative.

PLAN CONVERSION

MENU ITEM	DESCRIPTION
- Current Plan - Device Serial Number - Total Impressions - Conversion Code	It describes the details of the conversion process for the existing Supplies plan. Contact your Xerox representative to get a Supplies Conversion Code. Subscription Service plans are not offered in all geographic locations For more information about Xerox® supplies and service plans, contact your Xerox representative.

SUBSCRIPTION SERVICE

MENU ITEM	DESCRIPTION
Status	It indicates the subscription status.
Check Subscription	To activate a Subscription Service Plan, do the following: 1 Go to Settings > Supplies Plan > Subscription Service. 2 For Subscription Service, click Check Subscription, then follow the directions provided by your Xerox representative.

Troubleshooting

MENU ITEM	DESCRIPTION
Print Quality Test Pages	Print sample pages to identify and correct print quality defects.

Use printer menus

Maintain the Printer

This chapter contains:

- Checking the Status of Supplies..... 116
- Configuring Supply Notifications..... 117
- Setting Up Email Alerts 118
- Viewing Reports..... 119
- Ordering Supplies..... 120
- Replacing Supplies 121
- Cleaning the Printer..... 127
- Saving Energy and Paper 128
- Moving the Printer to Another Location..... 129

Checking the Status of Supplies

1. From the control panel, navigate to: **Settings > Reports > OK > Device > OK > Device Statistics > OK.**
2. From the Supply Information section of the pages printed, check the status of supplies.

Configuring Supply Notifications

1. Open a web browser, then type the printer IP address in the address field.
 - View the printer IP address on the printer home screen. The IP address appears as four sets of numbers separated by periods, such as 123.123.123.123.
 - If you are using a proxy server, then temporarily disable it to load the webpage correctly.
2. Click **Settings > OK > Device > OK > Notifications > OK**.
3. From the Supplies menu, click **Custom Supply Notifications**.
4. Select a notification for each supply item.
5. Apply the changes.

Setting Up Email Alerts

Configure the printer to send email alerts when supplies are low, when paper must be changed or added, or when there is a paper jam.

1. Open a web browser, then type the printer IP address in the address field.
 - View the printer IP address on the printer home screen. The IP address appears as four sets of numbers separated by periods, such as 123.123.123.123.
 - If you are using a proxy server, then temporarily disable it to load the web page correctly.
2. Click **Settings > Device > Notifications > Email Alert Setup**, then configure the settings.



Note: For more information on SMTP settings, contact your email provider.

3. Click **Setup Email Lists and Alerts**, then configure the settings.
4. Apply the changes.

Viewing Reports

1. From the control panel, navigate to: **Settings > OK > Reports > OK**.
2. Select the report that you want to view, then press **OK**.

Ordering Supplies

To view and order supplies for your printer, go to <https://www.xerox.com/supplies>, then enter your product in the search field.



Note: All life estimates for printer supplies assume printing on letter or A4-size plain paper.



Warning: Failure to maintain optimum printer performance or to replace supplies can cause damage to your printer.

USING GENUINE XEROX SUPPLIES

Your Xerox printer is designed to function best with genuine Xerox supplies. Use of third-party supplies can affect the performance, reliability, or life of the printer and its imaging components. It can also affect warranty coverage. Damage caused by the use of third-party supplies is not covered by the warranty.

All life indicators are designed to function with Xerox supplies and can deliver unpredictable results if third-party supplies are used. Imaging component usage beyond the intended life can damage your Xerox printer or associated components.



Warning: Supplies without Return Program agreement terms can be reset and remanufactured. However, the manufacturer's warranty does not cover any damage caused by non-genuine supplies. Resetting counters on the supply without proper remanufacturing can cause damage to your printer. After resetting the supply counter, your printer may display an error indicating the presence of the reset item.

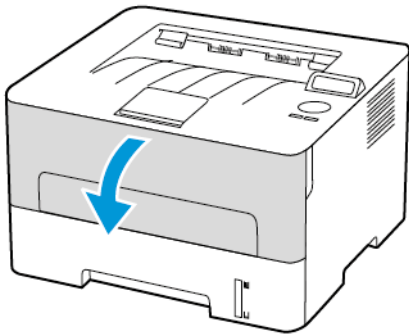
Replacing Supplies

REPLACING THE TONER CARTRIDGE

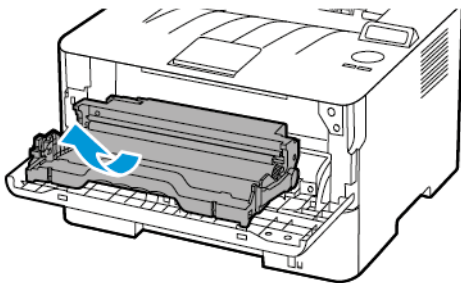
 Note: For recycling details, refer to [Xerox Green World Alliance](#).

1. Open the front door.

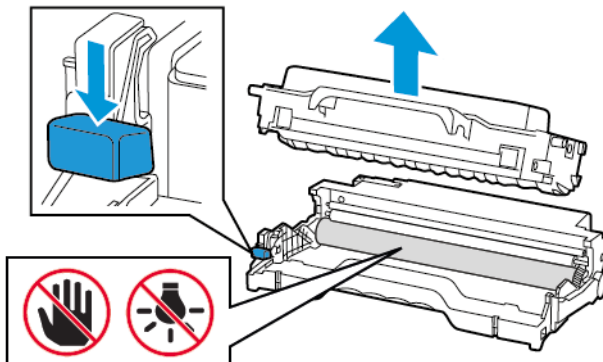
 **Warning:** To prevent damage from electrostatic discharge, touch any exposed metal frame of the printer before accessing or touching interior areas of the printer.



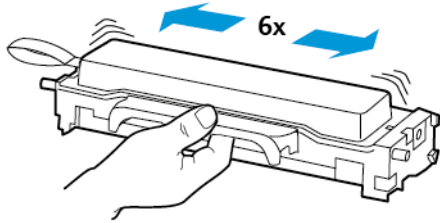
2. Remove the imaging unit.



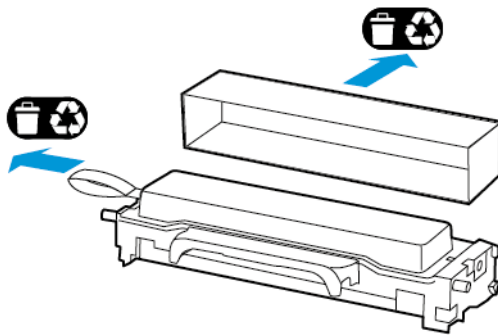
3. Remove the used toner cartridge from the imaging unit.



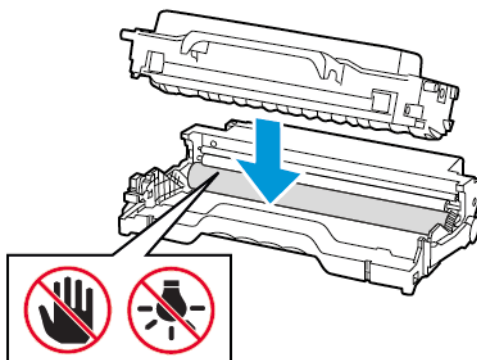
4. Unpack the new toner cartridge.
5. Shake the toner cartridge to redistribute the toner.



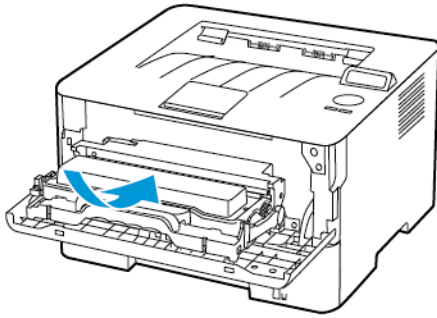
6. Remove the seal, then remove the cover.



7. Insert the new toner cartridge into the imaging unit.



8. Insert the imaging unit.

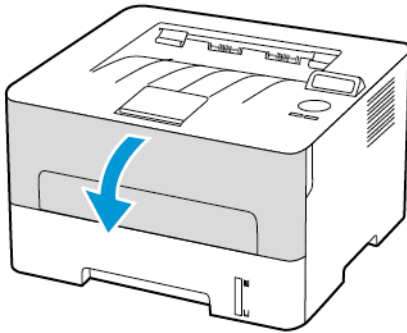


9. Close the door.

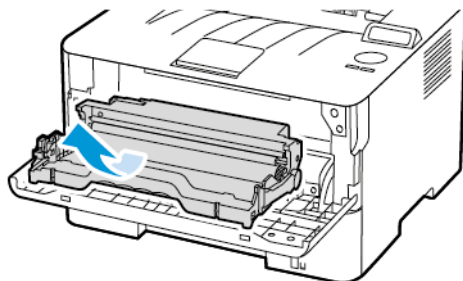
REPLACING THE IMAGING UNIT

1. Open the front door.

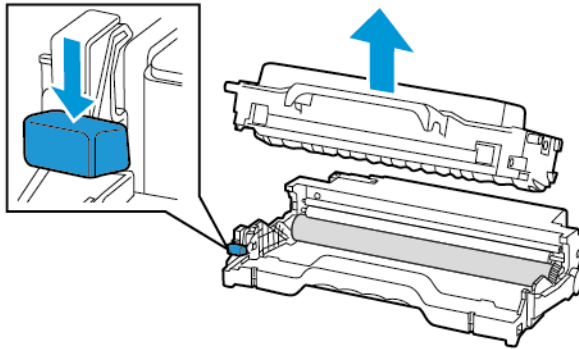
 **Warning:** To prevent damage from electrostatic discharge, touch any exposed metal frame of the printer before accessing or touching interior areas of the printer.



2. Remove the used imaging unit.



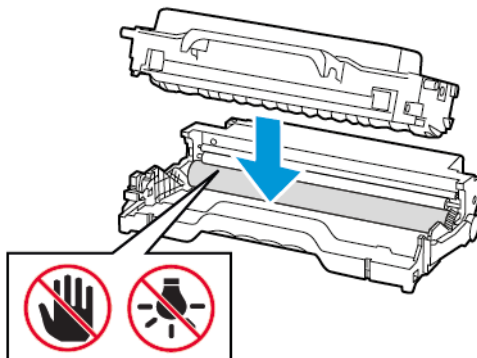
3. Remove the toner cartridge from the used imaging unit.



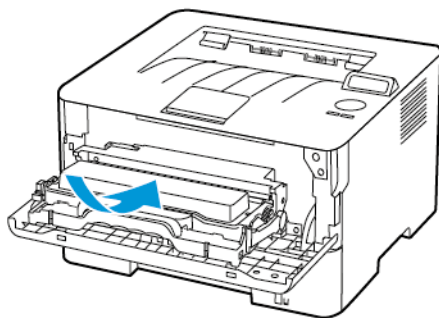
4. Unpack the new imaging unit, then insert the toner cartridge.

Warning: Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems.

Warning: Do not touch the photoconductor drum. Doing so may affect the quality of future print jobs.



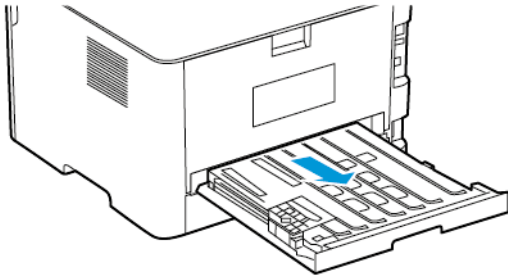
5. Insert the new imaging unit.



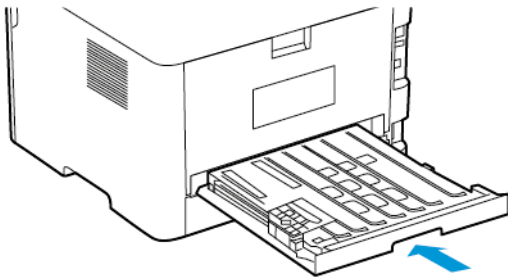
6. Close the door.

REPLACING THE DUPLEX UNIT

1. Remove the used duplex unit.

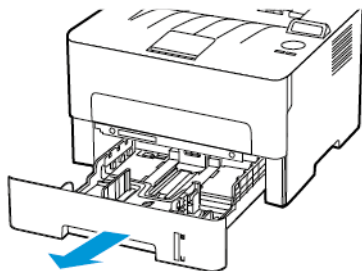


2. Unpack the new duplex unit.
3. Insert the new duplex unit.



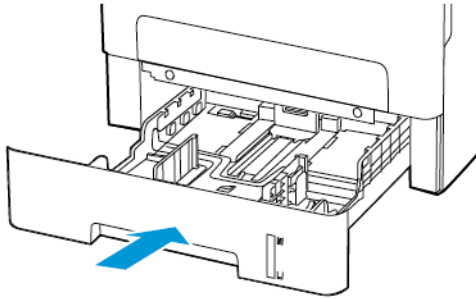
REPLACING THE TRAY

1. Remove the used tray.



2. Unpack the new tray.

3. Insert the new tray.



RESETTING THE SUPPLY USAGE COUNTERS

1. From the control panel, navigate to **Settings > Device > OK > Maintenance > OK > Config Menu > OK > Supply Usage And Counters > OK**.
2. Select the counter that you want to reset.



Warning: Supplies and parts without Return Program agreement terms may be reset and remanufactured. However, the manufacturer's warranty does not cover any damage caused by non-genuine supplies or parts. Resetting counters on the supply or part without proper remanufacturing can cause damage to your printer. After resetting the supply or part counter, your printer may display an error indicating the presence of the reset item.

Cleaning the Printer



CAUTION—SHOCK HAZARD: To avoid the risk of electrical shock when cleaning the exterior of the printer, unplug the power cord from the electrical outlet and disconnect all cables from the printer before proceeding.

- Perform this task after every few months.
 - Damage to the printer caused by improper handling is not covered by the printer warranty.
1. Turn off the printer, then unplug the power cord from the electrical outlet.
 2. Remove paper from the standard output tray.
 3. Remove any dust, lint, and pieces of paper around the printer using a soft brush or vacuum.
 4. Wipe the outside of the printer with a damp, soft, lint-free cloth.
 - Do not use household cleaners or detergents, as they might damage the finish of the printer.
 - Ensure that all areas of the printer are dry after cleaning.
 5. Connect the power cord to the electrical outlet, then turn on the printer.



CAUTION—POTENTIAL INJURY: To avoid the risk of fire or electrical shock, connect the power cord to an appropriately rated and properly grounded electrical outlet that is near the product and easily accessible.

Saving Energy and Paper

CONFIGURING POWER SAVE MODE SETTINGS

Sleep Mode

1. From the control panel, navigate to: **Settings > OK > Device > OK > Power Management > OK > Timeouts > OK > Sleep Mode > OK.**
2. Enter the amount of time that the printer stays idle before it enters Sleep mode.

Hibernate Mode

1. From the control panel, navigate to: **Settings > OK > Device > OK > Power Management > OK > Timeouts > OK > Hibernate Mode > OK.**
2. Select the amount of time before the printer enters Hibernate mode.
 - Ensure to wake the printer from Hibernate mode before sending a print job.
 - To wake the printer from Hibernate mode, press the power button.
 - The Embedded Web Server is disabled when the printer is in Hibernate mode.

CONSERVING SUPPLIES

- Print on both sides of the paper.



Note: Two-sided printing is the default setting in the print driver.

- Print multiple pages on a single sheet of paper.
- Use the preview feature to see how the document looks like before printing it.
- Print one copy of the document to check its content and format for accuracy.

Moving the Printer to Another Location



CAUTION—POTENTIAL INJURY: If the printer weight is greater than 20 kg (44 lb), then it may require two or more people to lift it safely.



CAUTION—POTENTIAL INJURY: To avoid the risk of fire or electrical shock, use only the power cord provided with this product or the manufacturer's authorized replacement.



CAUTION—POTENTIAL INJURY: When moving the printer, follow these guidelines to avoid personal injury or printer damage:

- Ensure that all doors and trays are closed.
- Turn off the printer, then unplug the power cord from the electrical outlet.
- Disconnect all cords and cables from the printer.
- If the printer has separate floor-standing optional trays or output options attached to it, then disconnect them before moving the printer.
- If the printer has a caster base, then carefully roll it to the new location. Use caution when passing over thresholds and breaks in flooring.
- If the printer does not have a caster base but is configured with optional trays or output options, then remove the output options and lift the printer off the trays. Do not try to lift the printer and any options at the same time.
- Always use the handholds on the printer to lift it.
- Any cart used to move the printer must have a surface able to support the full footprint of the printer.
- Any cart used to move the hardware options must have a surface able to support the dimensions of the options.
- Keep the printer in an upright position.
- Avoid severe jarring movements.
- Ensure that your fingers are not under the printer when you set it down.
- Ensure that there is adequate clearance around the printer.



Note: Damage to the printer caused by improper moving is not covered by the printer warranty.

Troubleshoot a problem

This chapter contains:

- Print Quality Problems..... 132
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- The Printer Is Not Responding 172
- Network Connection Problems..... 174
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- Contacting Customer Support 191

Print Quality Problems

Find the the print quality problem you are having, then click the link below it to read problem-solving steps.

- [Blank or White Pages](#)
- [Dark Print](#)
- [Fine Lines Are Not Printed Correctly](#)
- [Folded or Wrinkled Paper](#)
- [Gray Background](#)
- [Horizontal Light Bands](#)
- [Incorrect Margins](#)
- [Light Print](#)
- [Mottled Print and Dots](#)
- [Paper Curl](#)
- [Print Crooked or Skewed](#)
- [Repeating Defects](#)
- [Solid Black Pages](#)
- [Text or Images Cut Off](#)
- [Toner Easily Rubs Off](#)
- [Vertical Dark Bands](#)
- [Vertical Dark Lines or Streaks](#)
- [Vertical Dark Streaks with Print Missing](#)
- [Vertical White Lines](#)

Printing Problems

PRINT QUALITY IS POOR

Blank or White Pages



Note: Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**. For non-touch-screen printer models, press **OK** to navigate through the settings.

ACTION	YES	NO
Step 1 a. Check if the printer is using a genuine and supported Xerox toner cartridge. If the cartridge is not supported, then install a supported one. b. Print the document. Is the printer printing blank or white pages?	Go to step 2.	The problem is solved.
Step 2 a. Remove the imaging unit.  Warning: Do not touch the photoconductor drum. Doing so may affect the quality of future print jobs.	Go to step 3.	The problem is solved.

ACTION	YES	NO
 Warning: Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems. b. Check the imaging unit for signs of damage. Ensure that the photoconductor drum contact is not bent or out of place. c. Firmly shake the imaging unit to redistribute the toner. d. Insert the imaging unit. e. Print the document. Is the printer printing blank or white pages?		
Step 3 Replace the toner cartridge. Is the printer printing blank or white pages?	Go to step 4.	The problem is solved.
Step 4 Replace the imaging unit. Is the printer printing blank or white pages?	Refer to Contacting Customer Support.	The problem is solved.

Dark Print



Note: Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**. For non-touch-screen printer models, press **OK** to navigate through the settings.

ACTION	YES	NO
Step 1 a. Check if the printer is using a genuine and supported Xerox toner cartridge. If the cartridge is not supported, then install a supported one. b. Print the document. Is the print dark?	Go to step 2.	The problem is solved.
Step 2 a. Turn off the printer, wait for about 10 seconds, then turn on the printer. b. Reduce toner darkness. From the control panel, navigate to: Settings > Print > Quality > Toner Darkness c. Print the document. Is the print dark?	Go to step 3.	The problem is solved.
Step 3 a. Depending on your operating system, specify the paper type from the Printing Preferences or Print dialog. • Ensure that the setting matches the paper loaded. • You can also change the setting on the printer control panel. Navigate to Settings > Paper > Tray Configuration > Paper Size/Type. b. Print the document. Is the print dark?	Go to step 4.	The problem is solved.
Step 4 Check if the paper has texture or rough finishes. Are you printing on textured or rough paper?	Go to step 5.	Go to step 6.
Step 5	Go to step 6.	The problem is solved.

ACTION	YES	NO
a. Replace textured paper with plain paper. b. Print the document. Is the print dark?		
Step 6 a. Load paper from a fresh package.  Note: Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you are ready to use it. b. Print the document. Is the print dark?	Go to step 7.	The problem is solved.
Step 7 a. Remove, then insert the imaging unit.  Warning: Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems.  Warning: Do not touch the photoconductor drum. Doing so may affect the quality of future print jobs. b. Print the document. Is the print dark?	Go to step 8.	The problem is solved.
Step 8 a. Replace the imaging unit. b. Print the document. Is the print dark?	Refer to Contacting Customer Support .	The problem is solved.

Fine Lines Are Not Printed Correctly



Note: Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**. For non-touch-screen printer models, press **OK** to navigate through the settings.

ACTION	YES	NO
Step 1 a. Check if the printer is using a genuine and supported Xerox toner cartridge. If the cartridge is not supported, then install a supported one. b. Print the document. Are fine lines not printed correctly?	Go to step 2.	The problem is solved.
Step 2 a. Increase toner darkness. From the control panel, navigate to: Settings > Print > Quality > Toner Darkness b. Print the document. Are fine lines not printed correctly?	Refer to Contacting Customer Support .	The problem is solved.

Folded or Wrinkled Paper



Note: Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**. For non-touch-screen printer models, press **OK** to navigate through the settings.

ACTION	YES	NO
Step 1 a. Check if the printer is using a genuine and supported Xerox toner cartridge. If the cartridge is not supported, then install a supported one. b. Print the document. Is the paper folded or wrinkled?	Go to step 2.	The problem is solved.
Step 2 a. Load paper from a fresh package.  Note: Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you are ready to use it. b. Print the document. Is the paper folded or wrinkled?	Go to step 3.	The problem is solved.
Step 3 a. Depending on your operating system, specify the paper type from the Printing Preferences or Print dialog. • Ensure that the setting matches the paper loaded. • You can also change the setting from the printer control panel. Navigate to Settings > Paper > Tray Configuration > Paper Size/Type b. Print the document. Is the paper folded or wrinkled?	Refer to Contacting Customer Support .	The problem is solved.

Gray Background



Note: Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**. For non-touch-screen printer models, press **OK** to navigate through the settings.

ACTION	YES	NO
Step 1 a. Turn off the printer, wait for 10 seconds, then turn on the printer. b. Decrease toner darkness. From the control panel, navigate to: Settings > Print > Quality > Toner Darkness . c. Print the document. Does gray background appear on prints?	Go to step 2.	The problem is solved.
Step 2 a. Check if the printer is using a genuine and supported Xerox toner cartridge. If the toner cartridge is not supported, then install a supported one. b. Print the document. Does gray background appear on prints?	Go to step 3.	The problem is solved.
Step 3 a. Depending on your operating system, specify the paper type from the Printing Preferences or Print dialog. Ensure that the setting matches the paper loaded.	Go to step 4.	The problem is solved.

ACTION	YES	NO
You can also change the setting from the printer control panel. Navigate to Settings > Paper > Tray Configuration > Paper Size/Type. b. Print the document. Does gray background appear on prints?		
Step 4 a. Remove, then insert the imaging unit.  Warning: Do not touch the photoconductor drum. Doing so may affect the quality of future print jobs.  Warning: Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems. b. Print the document. Does gray background appear on prints?	Go to step 5.	The problem is solved.

ACTION	YES	NO
Step 5 a. Update the printer firmware. For more information, refer to Updating Software. b. Print the document. Does gray background appear on prints?	Go to step 6.	The problem is solved.
Step 6 a. Replace the imaging unit. b. Print the document. Does gray background appear on prints?	Refer to Contacting Customer Support.	The problem is solved.

Incorrect Margins



ACTION	YES	NO
Step 1 a. Adjust the paper guides to the correct position for the paper loaded. b. Print the document. Are the margins correct?	The problem is solved.	Go to step 2.
Step 2 a. Set the paper size. From the control panel, navigate to: Settings > Paper > Tray Configuration > Paper Size/Type b. Print the document. Are the margins correct?	The problem is solved.	Go to step 3.
Step 3 a. Depending on your operating system, specify the paper size from the Printing Preferences or Print dialog.  Note: Ensure that the setting matches the paper loaded. b. Print the document. Are the margins correct?	The problem is solved.	Refer to Contacting Customer Support .

Light Print



Note: Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**. For non-touch-screen printer models, press **OK** to navigate through the settings.

ACTION	YES	NO
Step 1 a. Check if the printer is using a genuine and supported Xerox toner cartridge. If the cartridge is not supported, then install a supported one. b. Print the document. Is the print light?	Go to step 2.	The problem is solved.
Step 2 a. Turn off the printer, wait for about 10 seconds, then turn on the printer. b. Increase toner darkness. From the control panel, navigate to Settings > Print > Quality > Toner Darkness c. Print the document. Is the print light?	Go to step 3.	The problem is solved.
Step 3 a. Depending on your operating system, specify the paper type from the Printing Preferences or Print dialog. • Ensure that the setting matches the paper loaded. • You can also change the setting on the printer control panel. Navigate to Settings > Paper > Tray Configuration > Paper Size/Type. b. Print the document. Is the print light?	Go to step 4.	The problem is solved.
Step 4 a. Depending on your operating system, specify the print resolution from the Printing Preferences or Print dialog. b. Set the resolution to 600 dpi. c. Print the document.	Go to step 5.	The problem is solved.

ACTION	YES	NO
Is the print light?		
Step 5 a. Remove the imaging unit.  Warning: Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems.  Warning: Do not touch the photoconductor drum. Doing so may affect the quality of future print jobs. b. Firmly shake the imaging unit to redistribute the toner. c. Insert the imaging unit. d. Turn off the printer, wait for 10 seconds, then turn on the printer. e. Print the document. Is the print light?	Go to step 6.	The problem is solved.

ACTION	YES	NO
Step 6 a. Check the status of the toner cartridge. From the control panel, navigate to Settings > Reports > Device > Device Statistics. b. From the Supply Information section of the pages printed, check the status of the toner cartridge. Is the toner cartridge near end of life?	Go to step 7.	Refer to Contacting Customer Support.
Step 7 a. Replace the toner cartridge. b. Print the document. Is the print light?	Refer to Contacting Customer Support.	The problem is solved.

Mottled Print and Dots



Note: Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**. For non-touch-screen printer models, press **OK** to navigate through the settings.

ACTION	YES	NO
Step 1 a. Check if the printer is using a genuine and supported Xerox toner cartridge. If the cartridge is not supported, then install a supported one. b. Print the document. Is the print mottled?	Go to step 2.	The problem is solved.
Step 2 Check the printer for leaked toner contamination. Is the printer free of leaked toner?	Go to step 3.	Refer to Contacting Customer Support .
Step 3 a. Check the status of the imaging unit. From the control panel, navigate to Settings > Reports > Device > Device Statistics. b. From the Supply Information section of the pages printed, check the status of the imaging unit. Is the imaging unit near end of life?	Go to step 4.	Refer to Contacting Customer Support .
Step 4 a. Replace the imaging unit. b. Print the document. Is the print mottled?	Refer to Contacting Customer Support .	The problem is solved.

Paper Curl



Note: Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**. For non-touch-screen printer models, press **OK** to navigate through the settings.

ACTION	YES	NO
Step 1 a. Check if the paper loaded is supported. If paper is not supported, then load a supported paper. b. Print the document. Is the paper curled?	Go to step 2.	The problem is solved.
Step 2 a. Check if the printer is using a genuine and supported Xerox toner cartridge.  Note: If the cartridge is not supported, then install a supported one. b. Print the document. Is the paper curled?	Go to step 3.	The problem is solved.
Step 3 a. Adjust the guides in the tray to the correct position for the paper loaded. b. Print the document. Is the paper curled?	Go to step 4.	The problem is solved.
Step 4 a. Depending on your operating system, specify the paper size and paper type from the	Go to step 5.	The problem is solved.

ACTION	YES	NO
Printing Preferences or Print dialog. • Ensure that the settings match the paper loaded. • You can also change the setting on the printer control panel. Navigate to Settings > Paper > Tray Configuration > Paper Size/Type. b. Print the document. Is the paper curled?		
Step 5 a. Remove paper, flip it over, then reload paper. b. Print the document. Is the paper curled?	Go to step 6.	The problem is solved.
Step 6 a. Load paper from a fresh package.  Note: Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you are ready to use it. b. Print the document. Is the paper curled?	Refer to Contacting Customer Support .	The problem is solved.

Print Crooked or Skewed



Note: Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**. For non-touch-screen printer models, press **OK** to navigate through the settings.

ACTION	YES	NO
Step 1 a. Adjust the guides in the tray to the correct position for the paper loaded. b. Print the document. Is the print crooked or skewed?	Go to step 2.	The problem is solved.
Step 2 a. Load paper from a fresh package.  Note: Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you are ready to use it. b. Print the document. Is the print crooked or skewed?	Go to step 3.	The problem is solved.
Step 3 a. Check if the paper loaded is supported. If paper is not supported, then load a supported paper. b. Print the document. Is the print crooked or skewed?	Refer to Contacting Customer Support.	The problem is solved.
Step 4 a. For 2-sided printing, check if the paper size setting in the duplex unit is set correctly. Letter, legal, Oficio, or folio must be set to Letter. b. Print the document. Is the print crooked or skewed?	Refer to Contacting Customer Support.	The problem is solved.

Solid Black Pages



Note: Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**. For non-touch-screen printer models, press **OK** to navigate through the settings.

ACTION	YES	NO
Step 1 a. Check if the printer is using a genuine and supported Xerox toner cartridge. If the toner cartridge is not supported, then install a supported one. b. Print the document. Is the printer printing solid black pages?	Go to step 2.	The problem is solved.
Step 2 a. Remove, then insert the imaging unit.  Warning: Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems.  Warning: Do not touch the photoconductor drum. Doing so may affect the quality of future print jobs. b. Print the document.	Go to step 3.	The problem is solved.

ACTION	YES	NO
Is the printer printing solid black pages?		
Step 3 Check the imaging unit for signs of damage. Ensure that the photoconductor drum contact is not bent or out of place. Is the imaging unit free from damage?	Refer to Contacting Customer Support .	Go to step 4.
Step 4 a. Replace the imaging unit. b. Print the document. Is the printer printing solid black pages?	Refer to Contacting Customer Support .	The problem is solved.

Text or Images Cut Off



Note: Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**. For non-touch-screen printer models, press **OK** to navigate through the settings.

ACTION	YES	NO
Step 1 a. Check if the printer is using a genuine and supported Xerox toner cartridge.  Note: If the toner cartridge is not supported, then install a supported one. b. Print the document. Are text or images cut off?	Go to step 2.	The problem is solved.
Step 2 a. Remove, then insert the imaging unit.  Warning: Do not touch the photoconductor drum. Doing so may affect the quality of future print jobs.  Warning: Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems. b. Print the document. Are text or images cut off?	Go to step 3.	The problem is solved.
Step 3 a. Replace the imaging unit. b. Print the document. Are text or images cut off?	Refer to Contacting Customer Support .	The problem is solved.

Toner Easily Rubs Off



Note: Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**. For non-touch-screen printer models, press **OK** to navigate through the settings.

ACTION	YES	NO
Step 1 a. Check if the printer is using a genuine and supported Xerox toner cartridge. If the toner cartridge is not supported, then install a supported one. b. Print the document. Does toner easily rub off?	Go to step 2.	The problem is solved.
Step 2 a. Depending on your operating system, specify the paper type from the Printing Preferences or Print dialog. - Ensure that the setting matches the paper loaded. - You can also change the setting on the printer control panel. Navigate to Settings > Paper > Tray Configuration > Paper Size/Type. b. Print the document. Does toner easily rub off?	Refer to Contacting Customer Support.	The problem is solved.

Horizontal Light Bands



Note: Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**. For non-touch-screen printer models, press **OK** to navigate through the settings.

ACTION	YES	NO
Step 1 a. Check if the printer is using a genuine and supported Xerox toner cartridge. If the cartridge is not supported, then install a supported one. b. Print the document. Do horizontal light bands appear on prints?	Go to step 2.	The problem is solved.
Step 2 a. Remove, and insert the imaging unit.  Warning: Do not touch the photoconductor drum. Doing so may affect the quality of future print jobs.  Warning: Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems. b. Print the document. Do horizontal light bands appear on prints?	Go to step 3.	The problem is solved.
Step 3 a. Replace the imaging unit. b. Print the document. Do horizontal light bands appear on prints?	Refer to Contacting Customer Support.	The problem is solved.

Vertical Light Bands



Note: Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**. For non-touch-screen printer models, press **OK** to navigate through the settings.

ACTION	YES	NO
Step 1 a. Check if the printer is using a genuine and supported Xerox toner cartridge. If the cartridge is not supported, then install a supported one. b. Print the document. Do vertical light bands appear on prints?	Go to step 2.	The problem is solved.
Step 2 a. Check the status of the toner cartridge. From the control panel, navigate to Settings > Reports > Device > Device Statistics . b. From the Supply Information section of the pages printed, check the status of the toner cartridge. Do vertical light bands appear on prints?	Go to step 3.	The problem is solved.
Step 3 a. Replace the toner cartridge. b. Print the document. Do vertical light bands appear on prints?	Refer to Contacting Customer Support .	The problem is solved.

Vertical White Lines



Note: Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**. For non-touch-screen printer models, press **OK** to navigate through the settings.

ACTION	YES	NO
Step 1 a. Check if the printer is using a genuine and supported Xerox toner cartridge. If the cartridge is not supported, then install a supported one. b. Print the document. Do vertical white lines appear on prints?	Go to step 2.	The problem is solved.
Step 2 a. Depending on your operating system, specify the paper type from the Printing Preferences or Print dialog. - Ensure that the setting matches the paper loaded. - You can also change the setting on the printer control panel. Navigate to Settings > Paper > Tray Configuration > Paper Size/Type. b. Print the document. Do vertical white lines appear on prints?	Refer to Contacting Customer Support .	The problem is solved.

Vertical Dark Bands



Note: Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**. For non-touch-screen printer models, press **OK** to navigate through the settings.

ACTION	YES	NO
Step 1 a. Check if the printer is using a genuine and supported Xerox toner cartridge.  Note: If the toner cartridge is not supported, then install a supported one. b. Print the document. Do vertical dark bands appear on prints?	Go to step 2.	The problem is solved.
Step 2 a. Remove, then insert the imaging unit.  Warning: Do not touch the photoconductor drum. Doing so may affect the quality of future print jobs.  Warning: Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems. b. Print the document. Do vertical dark bands appear on prints?	Go to step 3.	The problem is solved.
Step 3 a. Check if a bright light enters the right side of the printer, and move the printer if necessary. b. Print the document. Do vertical dark bands appear on prints?	Refer to Contacting Customer Support.	The problem is solved.

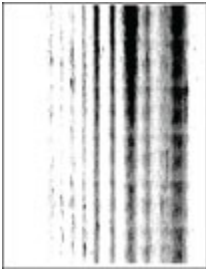
Vertical Dark Lines or Streaks



Note: Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**. For non-touch-screen printer models, press **OK** to navigate through the settings.

ACTION	YES	NO
Step 1 a. Check if the printer is using a genuine and supported Xerox toner cartridge.  Note: If the toner cartridge is not supported, then install a supported one. b. Print the document. Do vertical dark lines or streaks appear on prints?	Go to step 2.	The problem is solved.
Step 2 a. Remove, then reinstall the imaging unit.  Warning: Do not touch the photoconductor drum. Doing so may affect the quality of future print jobs.  Warning: Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems. b. Print the document. Do vertical dark lines or streaks appear on prints?	Go to step 3.	The problem is solved.
Step 3 a. Replace the imaging unit. b. Print the document. Do vertical dark lines or streaks appear on prints?	Refer to Contacting Customer Support .	The problem is solved.

Vertical Dark Streaks with Print Missing



Note: Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**. For non-touch-screen printer models, press **OK** to navigate through the settings.

ACTION	YES	NO
Step 1 a. Remove, then insert the imaging unit. Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems. Do not touch the photoconductor drum under the imaging unit. Doing so may affect the quality of future print jobs. b. Print the document. Do vertical dark streaks with missing images appear on prints?	Go to step 2.	The problem is solved.
Step 2 a. Check if the printer is using a genuine and supported Xerox toner cartridge. If the toner cartridge is not supported, then install a supported one. b. Print the document. Do vertical dark streaks with missing images appear on prints?	Refer to Contacting Customer Support .	The problem is solved.

Repeating Defects



Note: Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**. For non-touch-screen printer models, press **OK** to navigate through the settings.

ACTION	YES	NO
Step 1 Using the Print Quality Test Pages, check if the distance between the repeating defects is equal to any of the following: Imaging unit • 75.40 mm (2.97 in.) • 34.70 mm (1.37 in.) • 23.9 mm (0.94 in.) Toner cartridge • 35.70 mm (1.41 in.) • 36.80 mm (1.45 in.) Transfer roller • 44 mm (1.73 in.) Fuser • 78.1 mm (3.07 in.) • 75.4 mm (2.97 in.) Does the distance between the repeating defects match any of the measurements?	Go to step 2.	Take note of the distance, then revert to Contacting Customer Support .
Step 2 a. Replace the supply item that matches the repeating defects distance. If the supply item is a transfer roller or fuser, then refer to Contacting Customer Support. b. Print the document. Do the repeating defects appear?	Refer to Contacting Customer Support .	The problem is solved.

PRINT JOBS DO NOT PRINT

ACTION	YES	NO
Step 1 a. From the document you are trying to print, open the Print dialog, then check if you have selected the correct printer. b. Print the document. Is the document printed?	The problem is solved.	Go to step 2.
Step 2 a. Check if the printer is on. b. Resolve any error messages that appear on the display. c. Print the document. Is the document printed?	The problem is solved.	Go to step 3.
Step 3 a. Check if the ports are working and if the cables are securely connected to the computer and the printer. For more information, refer to setup documentation that came with the printer. b. Print the document. Is the document printed?	The problem is solved.	Go to step 4.
Step 4 a. Turn off the printer, wait for about 10 seconds, then turn on the printer. b. Print the document. Is the document printed?	The problem is solved.	Go to step 5.
Step 5 a. Remove, then reinstall the print driver. b. Print the document. Is the document printed?	The problem is solved.	Refer to Contacting Customer Support .

SLOW PRINTING

ACTION	YES	NO
Step 1 Ensure that the printer cable is securely connected to the printer and to the computer, print server, or other network device. Is the printer printing slow?	Go to step 2.	The problem is solved.
Step 2 a. Ensure that the printer is not in Quiet Mode. From the control panel, navigate to: Settings > Device > OK > Maintenance > OK > Config Menu > OK > Device Operations > OK > Quiet Mode > OK. b. Print the document. Is the printer printing slow?	Go to step 3.	The problem is solved.
Step 3 a. Depending on your operating system, specify the print resolution from the Printing Preferences or Print dialog. b. Set the resolution to 600 dpi. c. Print the document. Is the printer printing slow?	Go to step 4.	The problem is solved.
Step 4 a. From the control panel, navigate to: Settings > Print > OK > Quality > OK > Print Resolution > OK. b. Set the resolution to 600 dpi. c. Print the document. Is the printer printing slow?	Go to step 5.	The problem is solved.
Step 5 a. Depending on your operating system, specify the paper type setting from the Printing Preferences or Print dialog.	Go to step 6.	The problem is solved.

ACTION	YES	NO
• Ensure that the setting matches the paper loaded. • You can also change the setting on the printer control panel. Navigate to Settings > Paper > Tray Configuration > Paper Size/Type. • Heavier paper prints more slowly. • Paper narrower than letter, A4, and legal may print more slowly. b. Print the document. Is the printer printing slow?		
Step 6 a. Ensure that the printer settings for texture and weight match the paper being loaded. From the control panel, navigate to: Settings > Paper > OK > Media Configuration > OK > Media Types > OK. Rough paper textures and heavy paper weights may print more slowly. b. Print the document. Is the printer printing slow?	Go to step 7.	The problem is solved.

ACTION	YES	NO
Step 7 Remove held jobs. Is the printer printing slow?	Go to step 8.	The problem is solved.
Step 8 a. Ensure that the printer is not overheating. • Allow the printer to cool down after a long print job. • Observe the recommended ambient temperature for the printer. For more information, refer to Selecting a Location for the Printer. b. Print the document. Is the printer printing slow?	Refer to Contacting Customer Support .	The problem is solved.

JOB PRINTS FROM THE WRONG TRAY OR ON THE WRONG PAPER

ACTION	YES	NO
Step 1 a. Check if you are printing on the correct paper. b. Print the document. Is the document printed on the correct paper?	Go to step 2.	Load the correct paper size and paper type.
Step 2 a. Depending on your operating system, specify the paper size and paper type from the Printing Preferences or Print dialog. You can also change the settings on the printer control panel. Navigate to: Settings > Paper > Tray Configuration > Paper Size/Type . b. Ensure that the settings match the paper loaded. c. Print the document. Is the document printed on the correct paper?	The problem is solved.	Refer to Contacting Customer Support .

CONFIDENTIAL AND OTHER HELD DOCUMENTS DO NOT PRINT

ACTION	YES	NO
Step 1 a. From the control panel, check if the documents appear in the Held Jobs list. If the documents are not listed, then print the documents using the Print and Hold options. b. Print the documents. Are the documents printed?	The problem is solved.	Go to step 2.
Step 2 The print job may contain a formatting error or invalid data.	The problem is solved.	Go to step 3.

ACTION	YES	NO
Delete the print job, then send it again. Are the documents printed?		
Step 3 If you are printing from the Internet, then the printer may be reading the multiple job titles as duplicates. For Windows users a. Open the Printing Preferences dialog. b. From the Print and Hold tab, click Use Print and Hold , then click Keep duplicate documents . c. Enter a PIN, then save the changes. d. Send the print job. For Macintosh users a. Save and name each job differently. b. Send the job individually. Are the documents printed?	The problem is solved.	Go to step 4.
Step 4 a. Delete some held jobs to free up printer memory. b. Print the documents. Are the documents printed?	The problem is solved.	Refer to Contacting Customer Support .

The Printer Is Not Responding

ACTION	YES	NO
Step 1 Check if the power cord is connected to the electrical outlet.  CAUTION— POTENTIAL INJURY: To avoid the risk of fire or electrical shock, connect the power cord to an appropriately rated and properly grounded electrical outlet that is near the product and easily accessible. Is the printer responding?	The problem is solved.	Go to step 2.
Step 2 Check if the electrical outlet is turned off by a switch or breaker. Is the electrical outlet turned off by a switch or breaker?	Turn on the switch or reset the breaker.	Go to step 3.
Step 3 Check if the printer is on. Is the printer on?	Go to step 4.	Turn on the printer.
Step 4 Check if the printer is in Sleep or Hibernate mode. Is the printer in Sleep or Hibernate mode?	Press the power button to wake the printer.	Go to step 5.
Step 5 Check if the cables connecting the printer and the computer are inserted to the correct ports. Are the cables inserted to the correct ports?	Go to step 6.	Insert the cables to the correct ports.

ACTION	YES	NO
Step 6 Install the correct print driver. Is the printer responding?	The problem is solved.	Go to step 7.
Step 7 Turn off the printer, wait for about 10 seconds, then turn on the printer. Is the printer responding?	The problem is solved.	Refer to Contacting Customer Support .

Network Connection Problems

CANNOT OPEN EMBEDDED WEB SERVER

ACTION	YES	NO
Step 1 Check if the printer is on. Is the printer on?	Go to step 2.	Turn on the printer.
Step 2 Ensure that the printer IP address is correct. - View the IP address on the home screen. - An IP address appears as four sets of numbers separated by periods, such as 123.123.123.123. Is the printer IP address correct?	Go to step 3.	Type the correct printer IP address in the address field.
Step 3 Check if you are using a supported browser: - Internet Explorer version 11 or later - Microsoft Edge - Safari version 6 or later - Google Chrome™ version 32 or later - Mozilla Firefox version 24 or later Is your browser supported?	Go to step 4.	Install a supported browser.
Step 4 Check if the network connection is working. Is the network connection working?	Go to step 5.	Contact your administrator.
Step 5 Ensure that the cable connections to the printer and print server are secure. For more information, see the documentation that came with	Go to step 6.	Secure the cable connections.

ACTION	YES	NO
the printer. Are the cable connections secure?		
Step 6 Check if the web proxy servers are disabled. Are the web proxy servers disabled?	Go to step 7.	Contact your administrator.
Step 7 Access the Embedded Web Server. Did the Embedded Web Server open?	The problem is solved.	Refer to Contacting Customer Support .

CANNOT CONNECT THE PRINTER TO THE WI-FI NETWORK

ACTION	YES	NO
Step 1 Ensure that Active Adapter is set to Auto. From the control panel, navigate to: Settings > OK > Network/Ports > OK > Network Overview > OK > Active Adapter > OK > Auto > OK. Can the printer connect to the Wi-Fi network?	The problem is solved.	Go to step 2.
Step 2 Check if the correct Wi-Fi network is selected. Some routers may share the default SSID. Are you connecting to the correct Wi-Fi network?	Go to step 4.	Go to step 3.
Step 3 Connect to the correct Wi-Fi network. For more information, refer to Connecting the Printer to a Wi-Fi Network . Can the printer connect to the Wi-Fi network?	The problem is solved.	Go to step 4.

ACTION	YES	NO
Step 4 Check the wireless security mode. From the control panel, navigate to Settings > OK > Network/Ports > OK > Wireless > OK > Wireless Security Mode > OK. Is the correct wireless security mode selected?	Go to step 6.	Go to step 5.
Step 5 Select the correct wireless security mode. Can the printer connect to the Wi-Fi network?	The problem is solved.	Go to step 6.
Step 6 Ensure that you entered the correct network password. Take note of the spaces, numbers, and capitalization in the password. Can the printer connect to the Wi-Fi network?	The problem is solved.	Refer to Contacting Customer Support.

Issues with Supplies

REPLACE CARTRIDGE, PRINTER REGION MISMATCH

To correct this problem, purchase a cartridge with the correct region that matches the printer region, or purchase a worldwide cartridge.

- The first number in the message after 42 indicates the region of the printer.
- The second number in the message after 42 indicates the region of the cartridge.

Printer and Toner Cartridge Regions

REGION	NUMERIC CODE
Worldwide	0
Not Applicable	1
Not Applicable	2
Not Applicable	3
Latin America, Eastern Europe, Middle East, Africa	4
Not Applicable	5
Not Applicable	6
Not Applicable	7
Not Applicable	8
North America and Western Europe	9



Note: To find the region settings of the printer and toner cartridge, print the print quality test pages. From the control panel, navigate to: **Settings > Troubleshooting > Print Quality Test Pages**.

NON-XEROX SUPPLIES

The printer has detected a non-Xerox supply installed in the printer.

Your Xerox printer is designed to function best with genuine Xerox supplies. Use of third-party supplies can affect the performance, reliability, or life of the printer and its imaging components.

All life indicators are designed to function with Xerox supplies and can deliver unpredictable results if third-party supplies are used. Imaging component usage beyond the intended life damage your Xerox printer or associated components.



Warning: Use of third-party supplies or parts can affect warranty coverage. Damage caused by the use of third-party supplies or parts not be covered by the warranty.

To accept any and all of these risks and to proceed with the use of non-genuine supplies in your printer, press and hold X and OK simultaneously for 15 seconds.

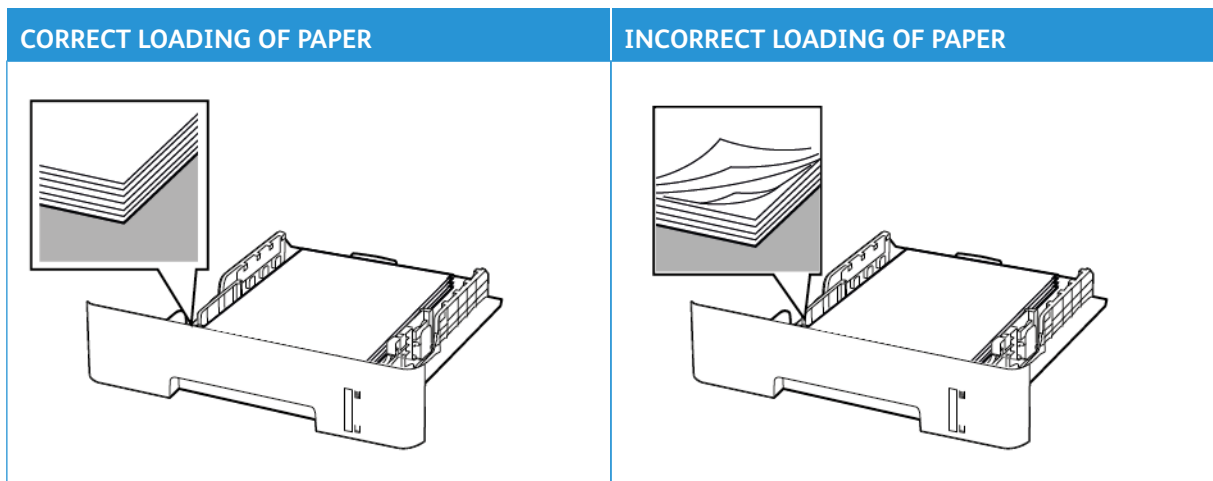
If you do not want to accept these risks, then remove the third-party supply or part from your printer and install a genuine Xerox supply or part. For more information, refer to [Using Genuine Xerox Supplies](#).

Clearing Jams

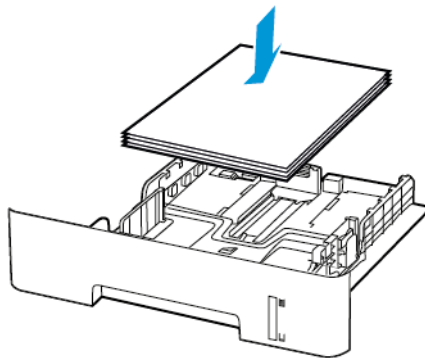
AVOIDING JAMS

Load Paper Properly

- Ensure that the paper lies flat in the tray.



- Do not load or remove a tray while the printer is printing.
- Do not load too much paper. Ensure that the stack height is below the maximum paper fill indicator.
- Do not slide paper into the tray. Load paper as shown in the illustration.



- Ensure that the paper guides are positioned correctly and are not pressing tightly against the paper or envelopes.
- For 2-sided printing on A4-size paper, ensure that the paper size setting in the duplex unit is set to A4.
- For 2-sided printing on letter-, legal-, Oficio-, or folio-size paper, ensure that the paper size setting in the duplex unit is set to Letter.
- Push the tray firmly into the printer after loading paper.

Use Recommended Paper

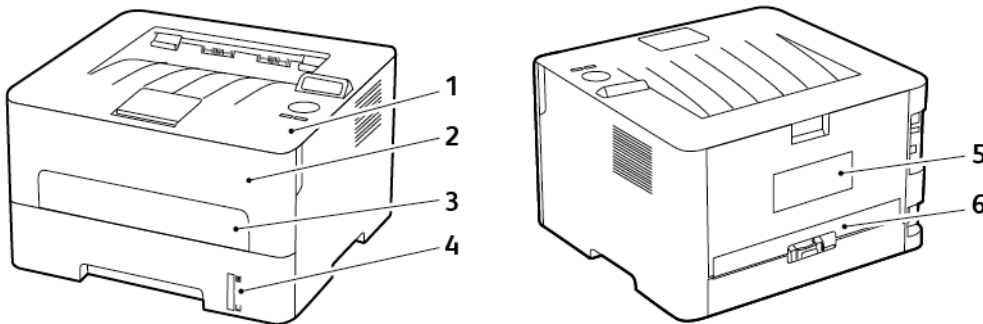
- Use only recommended paper or specialty media.
- Do not load paper that is wrinkled, creased, damp, bent, or curled.
- Flex, fan, and align the paper edges before loading.



- Do not use paper that has been cut or trimmed by hand.
- Do not mix paper sizes, weights, or types in the same tray.
- Ensure that the paper size and type are set correctly on the computer or printer control panel.
- Store paper according to manufacturer recommendations.

IDENTIFYING JAM LOCATIONS

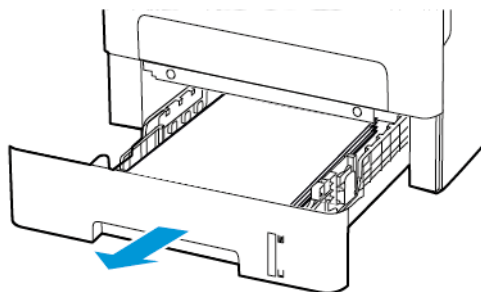
- When Jam Assist is set to On, the printer flushes blank pages or pages with partial prints after a jammed page has been cleared. Check your printed output for blank pages.
- When Jam Recovery is set to On or Auto, the printer reprints jammed pages.



1. Standard output tray
2. Front door
3. Manual feeder
4. Standard 250-sheet tray
5. Rear door
6. Duplex unit

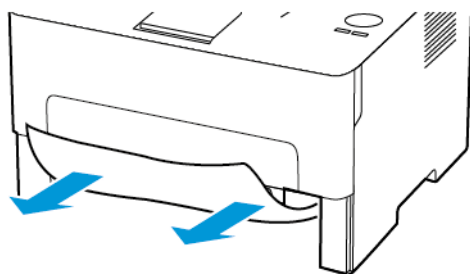
PAPER JAM IN THE TRAY

1. Remove the tray.



2. Remove the jammed paper.

 Note: Ensure that all paper fragments are removed.

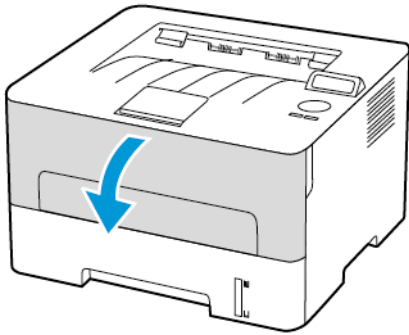


3. Insert the tray.

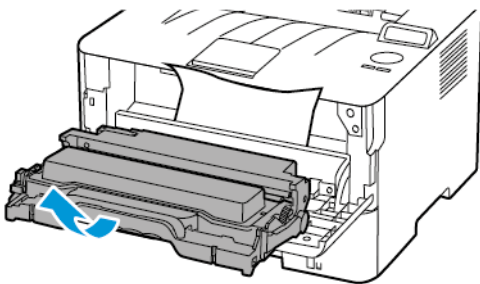
PAPER JAM IN THE FRONT DOOR

1. Open the front door.

 **Warning:** To prevent damage from electrostatic discharge, touch any exposed metal frame of the printer before accessing or touching interior areas of the printer.

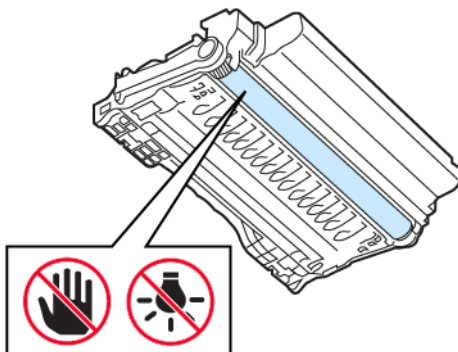


2. Remove the imaging unit.



 **Warning:** Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems.

 **Warning:** Do not touch the photoconductor drum. Doing so may affect the quality of future print jobs.



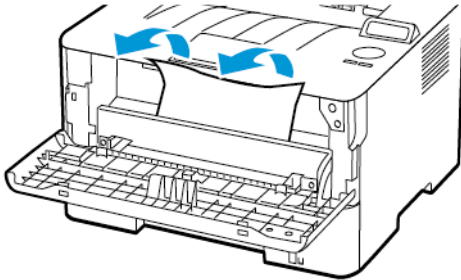
3. Remove the jammed paper.



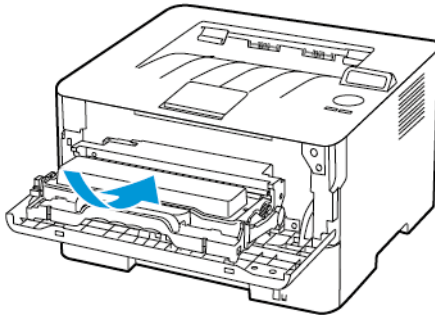
WARNING—HOT SURFACE: The inside of the printer might be hot. To reduce the risk of injury from a hot component, allow the surface to cool before touching it.



Note: Ensure that all paper fragments are removed.



4. Insert the imaging unit.



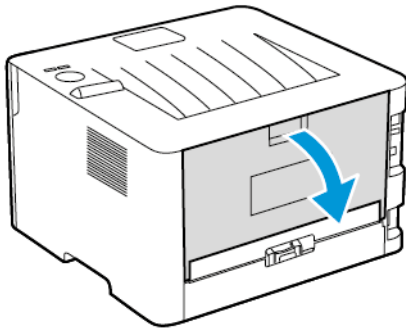
5. Close the door.

PAPER JAM IN THE REAR DOOR

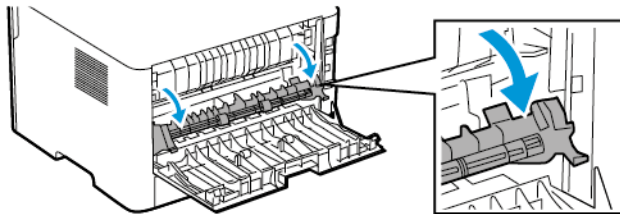
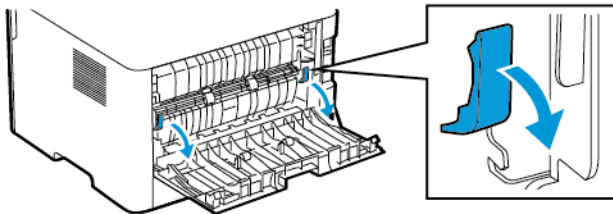
1. Open the rear door.



WARNING—HOT SURFACE: The inside of the printer might be hot. To reduce the risk of injury from a hot component, allow the surface to cool before touching it.



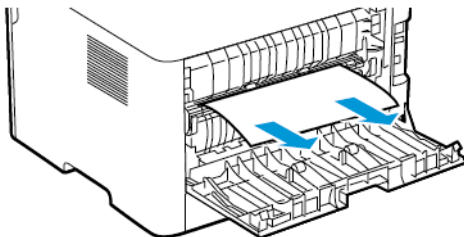
2. Open the fuser access door.



3. Remove the jammed paper.



Note: Ensure that all paper fragments are removed.



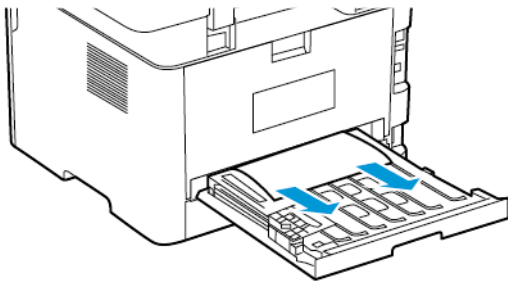
4. Close the fuser access door.
5. Close the rear door.

PAPER JAM IN THE DUPLEX UNIT

1. Pull out the duplex unit, then remove the jammed paper.



Warning: To prevent damage from electrostatic discharge, touch any exposed metal frame of the printer before accessing or touching interior areas of the printer.



Note: Ensure that all paper fragments are removed.

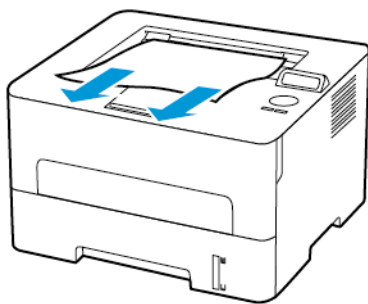
2. Insert the duplex unit.

PAPER JAM IN THE STANDARD OUTPUT TRAY

Remove the jammed paper.



Note: Ensure that all paper fragments are removed.



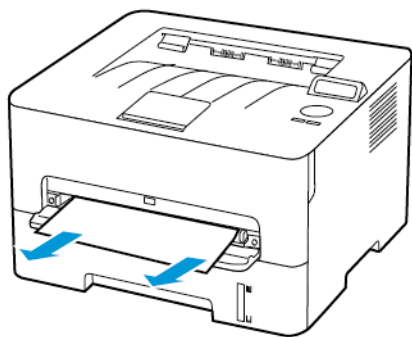
PAPER JAM IN THE MANUAL FEEDER

Remove the jammed paper.



Note: Ensure that all paper fragments are removed.

Troubleshoot a problem



Paper Feed Problems

ENVELOPE SEALS WHEN PRINTING

ACTION	YES	NO
Step 1 a. Use an envelope that has been stored in a dry environment. Printing on envelopes with high moisture content can seal the flaps. b. Send the print job. Does the envelope seal when printing?	Go to step 2.	The problem is solved.
Step 2 a. Ensure that paper type is set to Envelope. From the control panel, navigate to: Settings > Paper > Tray Configuration > Paper Size/Type b. Send the print job. Does the envelope seal when printing?	Refer to Contacting Customer Support .	The problem is solved.

COLLATED PRINTING DOES NOT WORK

ACTION	YES	NO
Step 1 a. From the control panel, navigate to: Settings > Print > OK > Layout > OK > Collate > OK > On [1,2,1,2,1,2] > OK b. Print the document. Is the document collated correctly?	The problem is solved.	Go to step 2.
Step 2 a. From the document that you are trying to print, open the Print dialog, then select Collate b. Print the document. Is the document collated correctly?	The problem is solved.	Go to step 3.
Step 3 a. Reduce the number of pages to print. b. Print the document. Are the pages collated correctly?	The problem is solved.	Refer to Contacting Customer Support .

PAPER FREQUENTLY JAMS

ACTION	YES	NO
Step 1 - Remove the tray. - Check if paper is loaded correctly. - Ensure that the paper guides are positioned correctly. - Ensure that the stack height is below the maximum paper fill indicator. - Ensure to print on recommended paper size and type. - Insert the tray. - Print the document. Do paper jams occur frequently?	Go to step 2.	The problem is solved.
Step 2 - From the control panel, navigate to: Settings > Paper > Tray Configuration > Paper Size/Type - Set the correct paper size and type. - Print the document. Do paper jams occur frequently?	Go to step 3.	The problem is solved.
Step 3 - Load paper from a fresh package.  Note: Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you are ready to use it. - Print the document. Do paper jams occur frequently?	Refer to Contacting Customer Support .	The problem is solved.

JAMMED PAGES ARE NOT REPRINTED

ACTION	YES	NO
a. From the control panel, navigate to: Settings > Device > OK > Notifications > OK > Jam Content Recovery > OK > Jam Recovery > OK b. Select On or Auto, then press OK. Are the jammed pages reprinted?	The problem is solved.	Refer to Contacting Customer Support.

Contacting Customer Support

To access the Customer Support Center phone numbers, go to <https://www.xerox.com/office/worldcontacts>. Before contacting customer support, ensure to have the following information:

- Printer problem
- Error message
- Printer model type and serial number

To receive email, chat support, or to browse the supported documentation, drivers, and other downloads, go to www.xerox.com, click on the **Customer Support** link, and search for your product.

Technical support via telephone is also available. In the U.S. or Canada, go to www.xerox.com/supplies. For other countries or regions, go to or contact the place where you purchased the printer.

Regulatory Information

This appendix contains:

Basic Regulations 194

Material Safety Data Sheets 200

Basic Regulations

NOISE EMISSION LEVELS

The following measurements were made in accordance with ISO 7779 and reported in conformance with ISO 9296.

 Note: Some modes may not apply to your product.

1-METER AVERAGE SOUND PRESSURE, DBA	
Printing	One-sided: 53 Two-sided: 50
Ready	16

STATIC SENSITIVITY NOTICE



This symbol identifies static-sensitive parts. Do not touch the areas near these symbols without first touching a metal surface in an area away from the symbol.

To prevent damage from electrostatic discharge when performing maintenance tasks, such as clearing paper jams or replacing supplies, touch any exposed metal frame of the printer before accessing or touching interior areas of the printer, even if the symbol is not present.

ENERGY STAR

Any Xerox product bearing the ENERGY STAR emblem on the product or on a start-up screen is certified to comply with Environmental Protection Agency (EPA) ENERGY STAR requirements as of the date of manufacture.

TEMPERATURE INFORMATION

Ambient operating temperature	10 to 32.2° C (50 to 90° F)
Shipping temperature	-40 to 43.3° C (-40 to 110° F)
Storage temperature and relative humidity	-40 to 43.3° C (-40 to 110° F) 8 to 80% RH

INFORMACIÓN DE LA ENERGÍA DE MÉXICO

- Consumo de energía en operación: 460 Wh
- Consumo de energía en modo de espera: 0.1 Wh
- Cantidad de producto por unidad de energía consumida: 4.15 páginas/Wh

LASER NOTICE

The printer is certified in the U.S. to conform to the requirements of DHHS 21 CFR, Chapter I, Subchapter J for Class I (1) laser products, and elsewhere is certified as a Class I laser product conforming to the requirements of IEC 60825-1: 2014.

Class I laser products are not considered to be hazardous. The laser system and printer are designed so there is never any human access to laser radiation above a Class I level during normal operation, user maintenance, or prescribed service conditions. The printer has a non-serviceable printhead assembly that contains a laser with the following specifications:

- Class: IIIb (3b) AlGaAs
- Nominal output power (milliwatts): 15
- Wavelength (nanometers): 775–800

POWER

Product Power Consumption

The following table documents the power consumption characteristics of the product.



Note: Some modes may not apply to your product.

MODE	DESCRIPTION	POWER CONSUMPTION (WATTS)
Printing	The product is generating hard-copy output from electronic inputs.	460
Ready	The product is waiting for a print job.	4.0
Sleep Mode	The product is in a high-level energy-saving mode.	1.2
Hibernate	The product is in a low-level energy-saving mode.	N/A
Off	The product is plugged into an electrical outlet, but the power switch is turned off.	0.1

The power consumption levels listed in the previous table represent time-averaged measurements. Instantaneous power draws may be substantially higher than the average.

Sleep Mode

This product is designed with an energy-saving mode called Sleep Mode. The Sleep Mode saves energy by lowering power consumption during extended periods of inactivity. The Sleep Mode is automatically engaged after this product is not used for a specified period of time, called the Sleep Mode Timeout.



Note: Factory default Sleep Mode Timeout for this product is 15 minutes.

By using the configuration menus, the Sleep Mode Timeout can be modified between 1 minute and 120 minutes. If the print speed is less than or equal to 30 pages per minute, then you can set the timeout only up to 60 minutes. Setting the Sleep Mode Timeout to a low value reduces energy consumption, but may increase the response time of the product. Setting the Sleep Mode Timeout to a high value maintains a fast response, but uses more energy.

Hibernate Mode

This product is designed with an ultra-low power operating mode called Hibernate mode. When operating in Hibernate Mode, all other systems and devices are powered down safely.

The Hibernate mode can be entered in any of the following methods:

- Using the Hibernate Timeout
- Using the Schedule Power modes



Note: Factory default Hibernate Timeout for this product in all countries or regions is 3 days.

The amount of time the printer waits after a job is printed before it enters Hibernate mode can be modified between one hour and one month.

Off Mode

If this product has an off mode which still consumes a small amount of power, then to completely stop product power consumption, disconnect the power supply cord from the electrical outlet.

Total Energy Usage

It is sometimes helpful to estimate the total product energy usage. Since power consumption claims are provided in power units of Watts, the power consumption should be multiplied by the time the product spends in each mode in order to calculate energy usage. The total product energy usage is the sum of each mode's energy usage.

REGULATORY NOTICES FOR WIRELESS PRODUCTS

This section contains regulatory information that applies only to wireless models.

If in doubt as to whether your model is a wireless model, go to <https://support.xerox.com>.

Modular Component Notice

Wireless models contain modular components. To determine which modular components are installed in your particular product, refer to the labeling on your actual product.

Exposure to Radio Frequency Radiation

The radiated output power of this device is far below the radio frequency exposure limits of the FCC and other regulatory agencies. A minimum separation of 20 cm (8 inches) must be maintained between the antenna and any persons for this device to satisfy the RF exposure requirements of the FCC and other regulatory agencies.

Innovation, Science and Economic Development Canada

This device complies with Innovation, Science and Economic Development Canada license-exempt RSS standards. Operation is subject to the following two conditions:

1. This device may not cause interference, and
2. This device must accept any interference, including interference that may cause undesired operation of the device.

Innovation, Sciences et Développement économique Canada

Cet appareil est conforme aux normes RSS exemptes de licence d'Innovation, Sciences et Développement économique Canada. Son fonctionnement est soumis aux deux conditions suivantes:

1. Cet appareil ne doit pas causer d'interférences et
2. Il doit accepter toutes les interférences, y compris les celles qui peuvent entraîner un fonctionnement indésirable.

European Union and European Economic Area Compliance



The CE mark applied to this product indicates compliance to applicable EU Directives. The full text of the EU Declaration of Conformity is located at <https://www.xerox.com/en-us/about/ehs>.

EU and Other Countries Statement of Radio Transmitter Operational Frequency Bands and Maximum RF Power

This radio product transmits in either the 2.4GHz (2.412–2.472 GHz in the EU) or 5GHz (5.15–5.35, 5.47–5.725 in the EU) bands. The maximum transmitter EIRP power output, including antenna gain, is ≤ 20 dBm for both bands.

FEDERAL COMMUNICATIONS COMMISSION (FCC) COMPLIANCE INFORMATION STATEMENT

This product has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired operation.

The FCC Class B limits are designed to provide reasonable protection against harmful interference when the equipment is operated 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 interference to radio 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 receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult your point of purchase or service representative for additional suggestions.

The manufacturer is not responsible for radio or television interference caused by using other than recommended cables or by unauthorized changes or modifications to this equipment. Unauthorized changes or modifications could void the user's authority to operate this equipment.



Note: To assure compliance with FCC regulations on electromagnetic interference for a Class B computing device, use a properly shielded and grounded cable. Use of a substitute cable not properly shielded and grounded may result in a violation of FCC regulations.

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

Web address: <https://www.xerox.com/en-us/about/ehs>

Call (US and Canada only): 1–800–ASK-XEROX (1–800–275–9376)

Email: EHS-Europe@xerox.com

INNOVATION, SCIENCE AND ECONOMIC DEVELOPMENT CANADA COMPLIANCE STATEMENT

This Class B digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Standard ICES-003.

Avis de conformité aux normes de l'Innovation, Sciences et Développement économique Canada

Cet appareil numérique de classe B est conforme aux exigences de la norme canadienne relative aux équipements pouvant causer des interférences NMB-003.

GERMANY

Blendschutz

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

Importeur

Xerox GmbH
Hellersbergstraße 2-4
41460 Neuss
Deutschland

TURKEY ROHS REGULATION

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

"EEE yönetmeliğine uygundur."

UKRAINE ROHS COMPLIANCE

Обладнання відповідає вимогам Технічного регламенту щодо обмеження використання деяких небезпечних речовин в електричному та електронному обладнанні, затвердженого постановою Кабінету Міністрів України від 3 грудня 2008 № 1057.

(The equipment complies with requirements of the Technical Regulation, approved by the Resolution of Cabinet of Ministry of Ukraine as of December 3, 2008, in terms of restrictions for the use of certain dangerous substances in electrical and electronic equipment.)

Material Safety Data Sheets

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

- Web Address: <https://safetysheets.business.xerox.com/en-us/>
- United States and Canada: 1-800-ASK-XEROX (1-800-275-9376)
- Other markets, send an email request to EHS-Europe@xerox.com

Recycling and Disposal

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Xerox Green World Alliance 204

Waste from Electrical and Electronic Equipment (WEEE) Directive 205

Product Disposal and Recycling

Do not dispose of the printer or supplies in the same manner as normal household waste. Consult your local authorities for disposal and recycling options.

North America

Xerox operates an equipment take-back and reuse and recycle program. Contact your Xerox representative (1-800-ASK-XEROX) to determine if this Xerox product is part of the program. For more information about Xerox environmental programs, go to <https://www.xerox.com/en-us/about/ehs>.

Xerox Green World Alliance

The Xerox Green World Alliance Program allows you to return qualified supplies to Xerox for reuse or recycling. One hundred percent of the empty cartridges returned to Xerox are either reused or de-manufactured for recycling. The boxes used to return the cartridges are also recycled.

To return Xerox cartridges for reuse or recycling, do the following:

1. Go to <https://www.xerox.com/recycling>.
2. Select your country from the list provided.
3. Select an option for return.

Waste from Electrical and Electronic Equipment (WEEE) Directive



The WEEE logo signifies specific recycling programs and procedures for electronic products in countries of the European Union. We encourage the recycling of our products. If you have further questions about recycling options, contact your local sales office.

INDIA E-WASTE NOTICE



This product including components, consumables, parts and spares complies with the “India E-Waste Rules” and prohibits use of lead, mercury, hexavalent chromium, polybrominated biphenyls or polybrominated diphenyl ethers in concentrations exceeding 0.1 % by weight and 0.01 % by weight for cadmium, except for the exemption set in the Rule.

