xerox ®

WorkCentre 5019/5021

User Guide

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Before using the machine

<div style="text-align: right">1</div>

This chapter describes how to use this guide and provides safety and legal notices you should read before using the machine.

Preface

Thank you for selecting the WorkCentre 5019/5021 (hereafter referred to as "the machine").

This guide describes how to operate the machine and the precautions you should follow during operation. To get the most out of the machine and to use it effectively, be sure to read this guide before use.

This guide assumes that you have a basic knowledge of computer environments. For information on these environments, refer to the manuals provided with the computer and operating system.

After reading this guide, be sure to keep it handy for quick reference.

Available manuals

User Guide (this guide) (Driver CD Kit)

The guide describes how to use the copy, print, and scan features as well as how to set the paper, perform everyday maintenance, make machine status settings, and perform troubleshooting.

Print Driver Help

The help describes print features and operations.

Guides for optional components

Optional components are available for this product. Optional components come with an installation procedure guide that provides information on how to set up the product and other details.

Using this guide

This guide is intended for first time users of the machine. It describes the basic operations for the copy, print, and scan features.

Organization of this guide

This guide consists of the following chapters:

1 Before using the machine: Describes how to use this guide and provides license information.

2 Environment settings: Describes the environment required to operate the machine.

3 Product overview: Describes the names of the machine parts as well as basic operations, such as how to turn the machine on and off and how to use the energy saver feature.

4 Loading paper: Describes the types of paper and other media that you can use on the machine and how to load paper in a tray.

5 Copy: Describes the basic operation and features of the copy feature.

6 Scan: Describes the basic operations and features of the scan feature.

7 Print: Describes the basic printing operations.

8 Tools: Describes System Administration mode as well as how to change the default settings.

9 Machine status: Describes how to check the faults that occurred in the machine and to print various reports.

10 Maintenance: Describes how to replace consumables and to clean the machine.

11 Problem solving: Describes troubleshooting procedures to solve the problems with the machine.

12 Appendix: Describes the specifications of the machine, optional accessories, and cautions/restrictions.

Conventions

- The screen shots and illustrations used in this guide vary depending on the machine configuration and optional components installed. Some of the items in the screen shots may not be displayed or available depending on your machine configuration.
- The procedures in this guide may vary depending on the driver and utility software versions used.
- In this document, "Computer" refers to a personal computer or workstation.
- This guide uses Notes to call attention to important information and additional information on operations or features.

- Orientation of documents or paper is described in this guide as follows:
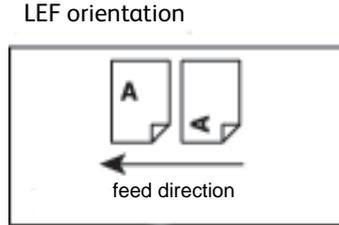
▢, ▢, Long Edge Feed (LEF)	LEF orientation	Loading the document or paper in portrait orientation when viewed from the front of the machine.

feed direction
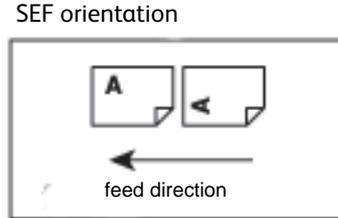
▢, ▢, Short Edge Feed (SEF):	SEF orientation	Loading the document or paper in landscape orientation when viewed from the front of the machine.

feed direction

Safety notes

Before using this product, read the safety notes carefully.

This product and recommended supplies have been tested and found to comply with strict safety requirements including safety agency approvals and environmental standards.

> Note Any unauthorized alteration including an addition of new functions or connection to external devices may not be covered by the product warranty. Contact your local Xerox representative for more information.

Follow all warning instructions marked on this product. The following symbols are used to indicate danger of personal injury or machine damage:

⚠️ **WARNING:**   Risk of severe or fatal injury if not followed strictly.

🛇 **CAUTION:**   Risk of injury to user or damage to machine if not followed strictly.

Electrical safety

This product must be operated by a power source as indicated on the machine's data plate. Consult your local power company to check if your power source meets the requirements.

⚠️ **WARNINGS:**
- Connect this product to a protective earth circuit.
- This product is supplied with a plug that has a protective earth pin. The plug fits only into an earthed electrical outlet. This is a safety feature. If the plug doesn't fit to the outlet, contact an electrician to replace the outlet to avoid risk of electric shock. Never use an earthed adapter plug to connect the product to the electrical outlet that has no earth connection terminal.

  Improper connection of a grounding conductor may cause electric shock.

- Plug the power cord directly into a grounded electrical outlet. To prevent overheat and a fire accident, do not use an extension cord, a multi-plug adaptor or a multiple connector. Consult your local Xerox representative to check if an outlet is grounded.
- Connect this product to a branch circuit or an outlet that has larger capacity than the rated ampere and voltage of this product. See the data plate on the rear panel of this product for its rated ampere and voltage.
- Never touch the power cord with wet hands. It may cause electric shock.
- Do not place any object on the power cord.
- Always keep the plug connection free of dust. A dusty or damp environment may cause a minute electric current in a connector. It may generate heat and eventually cause a fire.

- To avoid the risk of electric shock and fire, use only the power cord supplied with this product or a cord designated by Xerox.

  The power cord is for use with this product exclusively. Do not use it with any other product.

  Do not damage or alter the power cord. Damage and alteration may generate heat and eventually cause electric shock or fire.

If the power cord is damaged or insulated wires are exposed, contact your local Xerox representative for a replacement. Do not use a damaged or uninsulated cord to avoid the risk of electric shock and fire.

⚠ **CAUTIONS:**

- When cleaning this product, always switch off and unplug it. Access to a live machine interior may cause electric shock.
- Do not plug in or unplug this product with the switch in the On position. Plugging and unplugging a live connector may deform the plug and generate heat, and eventually cause a fire.
- Hold the plug, not the cord, when unplugging this product, or it may damage the cord and cause electric shock or fire.
- Always switch off and unplug the machine when it is not used over weekends or long holidays. Failure to do so may cause deterioration of the insulation and eventually electric shock or fire.
- Once a month, switch off this product and check the following:
  - the power cord is plugged firmly into an electrical outlet
  - the plug is not excessively heated, rusted or bent
  - the plug and electrical outlet are free of dust
  - the power cord is not cracked or worn down

If you notice any unusual condition, switch off and unplug this product first and contact your local Xerox representative.

Machine installation

⚠ **WARNING:** Do not locate this product where people might step on or trip over the power cord. Friction or excessive pressure may generate heat and eventually cause electric shock or a fire accident.

⚠ **CAUTIONS:**

- Never locate this product in the following places:
  - Near radiators or any other heat sources
  - Near volatile flammable materials such as curtains
  - In the hot, humid, dusty or poorly ventilated environment
  - In the place receiving direct sunlight
  - Near cookers or humidifiers
- This product weighs 79.4 lbs./36 kg (Document Feeder Model). Always use a team of two persons to avoid mishandling or injury when lifting this product: one to hold the bottom of the folded

Bypass tray on the left side of the product and the other one to hold the handhold provided on the right side of the product. Never lift it by gripping any other areas. It will prevent you from dropping the product and getting back ache or injuries.
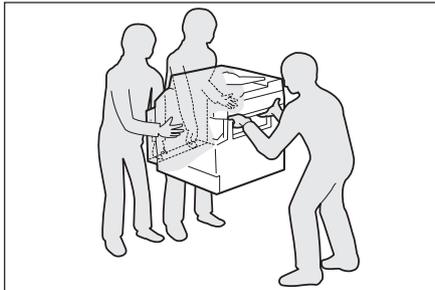
- Locate this product on a level and sturdy surface that can withstand its weight. Otherwise, if tilted, the product may fall over and cause injuries.
- Locate this product in a well-ventilated area. Do not obstruct the ventilation openings of the product.

Keep the minimum clearance indicated below for ventilation and access to the power plug. Unplug the product if an abnormal condition is noted.

With Duplex Automatic Document Feeder
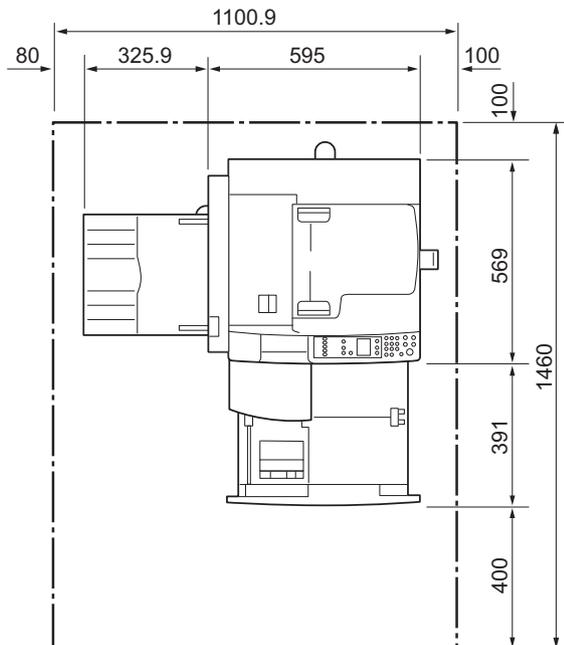
(Unit: mm)

⚠️ **WARNINGS:**

- Do not tilt the product at an angle of more than 10 degrees. Otherwise, it may fall over and cause injury.
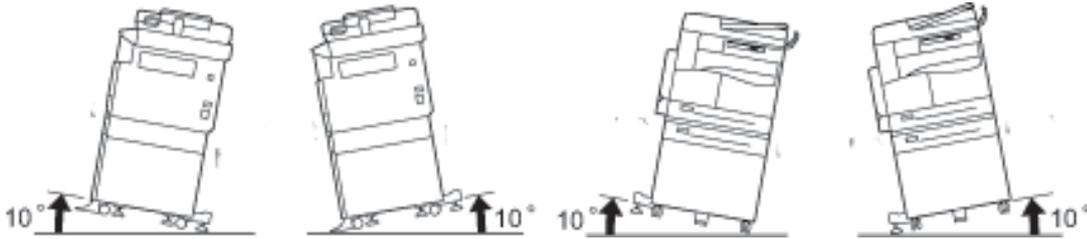
- Always lock the wheels of this product after installation. Otherwise, it may fall over or slide and cause injury
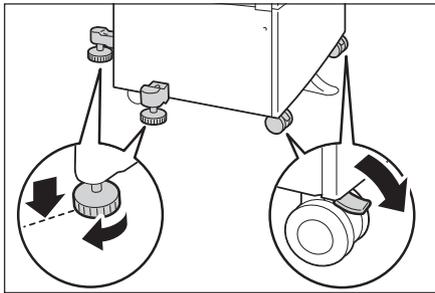
⚠ **CAUTION:** To bundle wires and cables, always use the cable ties and spiral tubes supplied by Xerox.

Other notices

- To keep this product in a good performance and condition, always use it in the following environment:

  Temperature: 50 - 90° F (10 - 32° C)
  Humidity: 35 - 85 %

- When the product is left in a chilly room and the room is rapidly warmed up by heater, dew condensation may form inside the product and cause a partial deletion on printing.

Operational safety

⚠ **WARNINGS:**

- The operator's product maintenance procedures are described in the customer documentation supplied with this product. Do not carry out any other maintenance procedures not described in the documentation.
- This product is equipped with a safety feature that prohibits access to hazardous areas. The areas are isolated by covers or protectors that require a tool to remove. To prevent electric shock and injury, never remove these covers and protectors.

⚠ **CAUTIONS:**

- Keep electrical and mechanical safety interlocks active. Keep the safety interlocks away from magnetic materials. Magnetic materials may accidentally activate the product and cause injury or electric shock.

- Do not attempt to remove paper that is deeply jammed inside the machine, particularly if it is wrapped around the fusing unit or the heat roller. Doing so may cause injury or burns. Switch off the product immediately and contact your local Xerox representative.

- Do not apply excessive force to hold a thick document on the document glass. It may break the glass and cause injury.

- Ventilate well during extended operation or mass copying. Inadequate ventilation may affect the office air environment with an ozone odor.

  Provide proper ventilation to ensure a comfortable and safe environment.

Consumables

⚠ **WARNINGS:**

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

- Use a broom or a wet cloth to wipe off spilled toner. Never use a vacuum cleaner for spills. Doing so increases the risk of fire and explosion from electric sparks igniting inside the vacuum cleaner. If you spill a large volume of toner, contact your local Xerox representative.

- Never throw a toner cartridge into an open flame. Remaining toner in the cartridge may catch fire and cause burn injury or explosion.

  If you have a used toner cartridge no longer needed, contact your local Xerox representative for its disposal.

⚠ **CAUTIONS:**

- Keep drum cartridges and toner cartridges out of the reach of children. If a child accidentally swallows toner, spit it out, rinse mouth with water, drink water and consult a physician immediately.

- When replacing drum cartridges and toner cartridges, be careful not to spill the toner. In case of any toner spills, avoid contact with clothes, skin, eyes and mouth as well as inhalation.

  If you get toner particles in your eyes, wash it out with plenty of water for at least 15 minutes until the irritation is gone. Consult a physician if necessary.

  If you inhale toner particles, move to a fresh air location and rinse your mouth with water.

  If you swallow toner, spit it out, rinse your mouth with water, drink plenty of water and consult a physician immediately.

- When removing the fusing unit, always switch it off first and wait for 40 minutes until it cools.

Location of warning and caution labels

Always follow all warning instructions marked on or supplied with this product.

⚠️ **WARNING:** To avoid the risk of burn injury and electric shock, never touch the area with the "High Temperature" or "High Voltage" indicators.

Caution label

Warning label
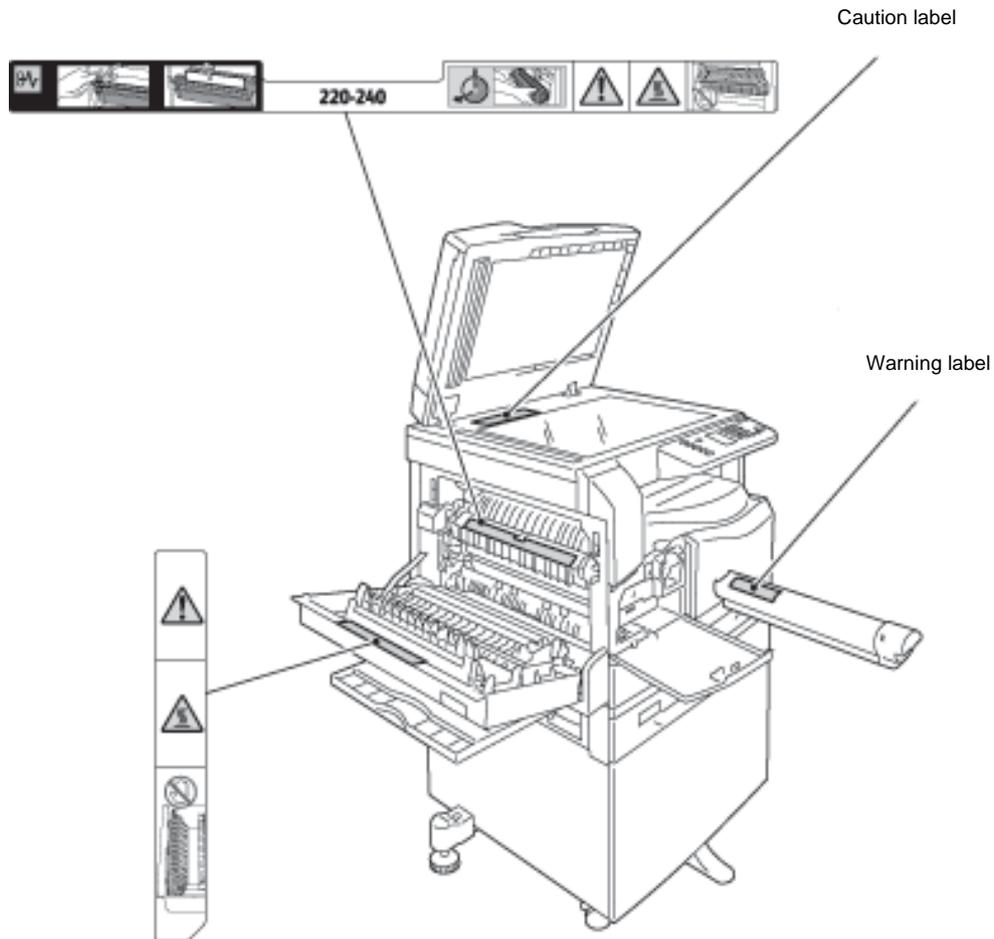
Regulations

Radio frequency emissions (Class A)

This product has been tested and found to comply with the limits for a class A digital device, pursuant to International Standard for Electromagnetic Interference (CISPR Publ. 22) and Radiocommunication Act 1992 in Australia/New Zealand. These limits are designed to provide reasonable protection against harmful interference when the product is operated in a commercial environment. This product generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the customer documentation, may cause harmful interference to radio communications. Operation of this product in a residential area is likely to cause harmful interference in which case the user is required to correct the interference at their own expense.

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

Product safety certification (UL, CB)

This product is certified by the following agency using the safety standards listed.

Agency: TUV

Standard: IEC60950-1:ed. 2

Environment

For environmental protection and efficient use of resources, Xerox recycles returned toner cartridges to manufacture parts and materials, or for energy recovery.

Proper disposal is required for used toner cartridges and drum cartridges. Do not open toner cartridge containers. Return them to your local Xerox representative.

About licenses

This section describes information about licenses. Be sure to read it thoroughly.

Libcurl

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MD5

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

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

Environment settings

2

Supported environment

This section describes the environment settings needed to use the machine's print and scan features.

Print feature

The machine can be connected directly to a computer for use as a local printer. Connect the machine to a computer with a USB cable.

Local connection
USB
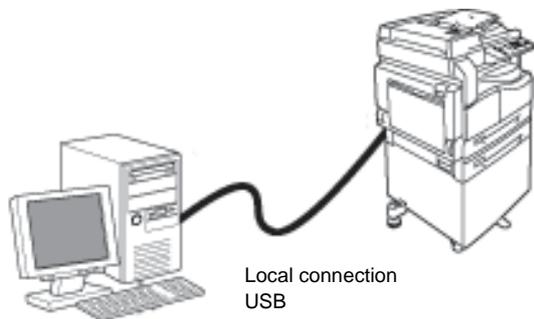
Scan feature

The machine supports the scan feature using the USB interface connection.

This feature can be used to load scan data from a TWAIN-compatible or WIA-compatible application installed on a computer.

After specifying scanning conditions on your computer display, you can scan documents while checking the scan results on the preview screen.

For more information, refer to Loading scan data using a PC-based application on page 6-6.

USB interface

The machine supports the USB 1.1/2.0 interface.

To connect the USB cable:

1. Press the power switch to the Off position to turn the power off.
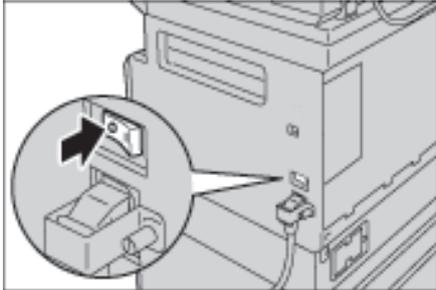
> Note Check that the machine status diagram display is off.

2. Connect a USB cable to the USB 1.1/2.0 interface connector.
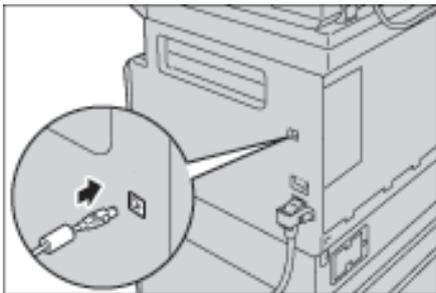
3. Connect the other end of the USB cable to the computer.
4. Press the power switch to the On position to turn the power on.
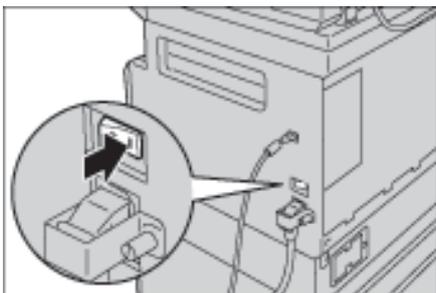
Installing the print driver/scan driver

Installing the print driver

To enable the machine to print, you must first install a print driver from the Driver CD Kit CD-ROM.

The CD-ROM contains the following print driver.

Print Driver Name	Description
Xerox WorkCentre XXXXX	Click **Print Driver** in the Main menu of the Driver CD Kit to start the installation. The standard print driver. Converts the data created by the application software to images before sending them to the printer.

XXXXX: Displayed as either "5019" or "5021," depending on the model of your machine.

To install the print driver, follow the instructions provided in the CD-ROM Documentation (HTML) included on the CD-ROM.

Installing the scan driver

A direct USB connection to a computer lets you load scanned data from the machine directly to the computer.

The Driver CD Kit CD-ROM comes with the TWAIN-compatible and WIA-compatible scan driver.

Application	Description
TWAIN-compatible and WIA-compatible scan driver	Click **Scan Driver** in the Main menu on the Driver CD Kit to start the installation. This feature can be used to load scan data from a TWAIN-compatible or WIA-compatible application installed on a computer. The supported applications are 32-bit only. For more information, refer to Loading scan data using a PC-based application on page 6-6.

To install the scan driver, follow the instructions provided in the CD-ROM Documentation (HTML) included on the CD-ROM.

Be sure to restart the computer immediately after installing the scan driver.

Uninstalling

Uninstalling the print driver

To uninstall the print driver, use the uninstallation tool on the Driver CD Kit CD-ROM. Follow the instructions provided in the CD-ROM Documentation (HTML) included on the CD-ROM.

Uninstalling other software

To uninstall other software installed from the Driver CD Kit CD-ROM, see the application's Readme file. Readme files can be displayed from the Product Information (HTML) on the CD-ROM.

Product overview

3

This chapter lists the name of each machine component, and describes basic operations such as how to turn the power on/off and use the control panel.

Machine components

This section describes the machine components and their features.

Front, left side
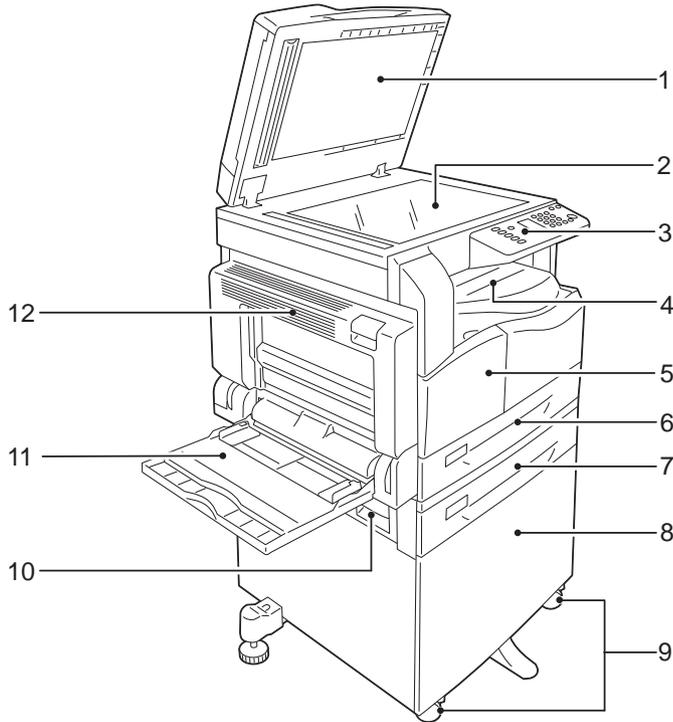
No.	Component	Description
1	Document cover	Holds the document in place.
2	Document glass	Place the document in the machine.
3	Control panel	Contains the buttons, LED indicators, and machine status diagram used for operations. For more information, refer to Control panel on page 3-10.
4	Center tray	Copies and prints are delivered here, facing down.
5	Front cover	Open this cover to replace consumables.
6	Tray 1 (standard tray)	Load paper here.
7	Tray 2 (One Tray Module) (Optional)	Optional tray. Load paper here.
8	Stand	Mounts the machine on the floor. Contains storage space for paper. This stand is available when the One Tray Module is installed.
9	Locking casters	Locks the wheels of the machine. Lock these casters after moving the machine to its installation site.
10	One tray module cover B	Open this cover to remove any jammed paper from Tray 2.

No.	Component	Description
11	Bypass tray	Load paper here. The tray can be extended.
12	Left cover A	Open this cover to remove any jammed paper. When the machine works properly, this cover is locked. To open this cover, make sure to exit Sleep mode and turn the machine's power off.

Right side, rear
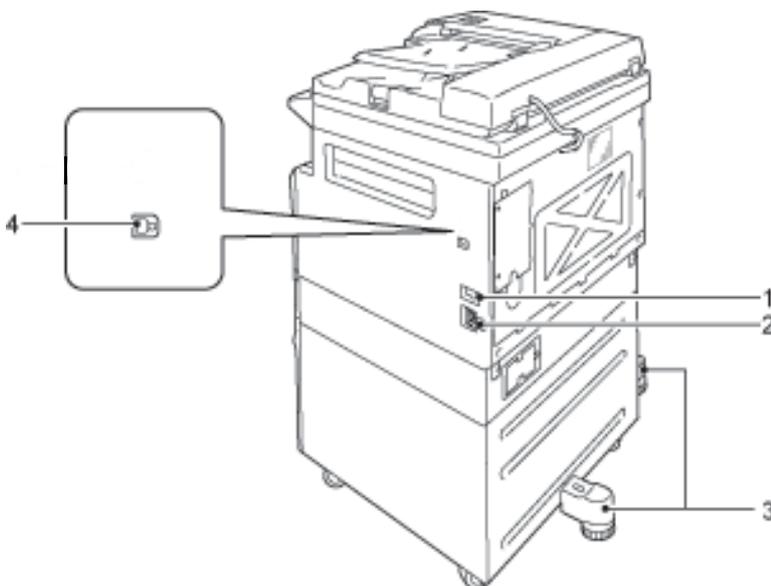
No.	Component	Description
1	Power switch	Switches the power of the machine on and off. For more information, refer to Power source on page 3-6.
2	Power cord connector	Connects the power cord.
3	Adjusting foot	Prevents the machine from toppling over. Move the machine to its installation site and then rotate this adjuster in clockwise direction until it touches a floor.
4	USB 1.1/2.0 interface connector (Type B)	Connect a USB 1.1/2.0 cable.

Inside
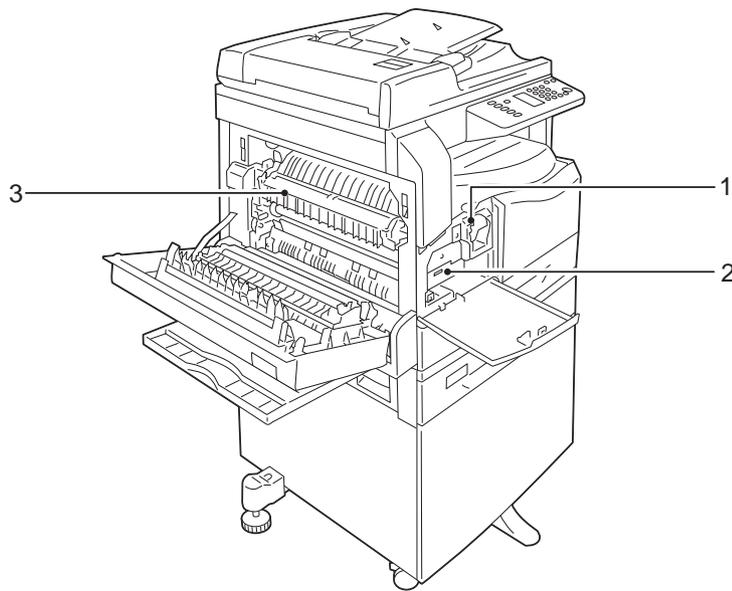
No.	Component	Description
1	Toner cartridge	Contains toner (the powder used to form the image).
2	Drum cartridge	Contains photoconductors.
3	Fusing unit	Fuses toner on paper. Do not touch this unit as it is extremely hot.

Duplex automatic document feeder (optional)
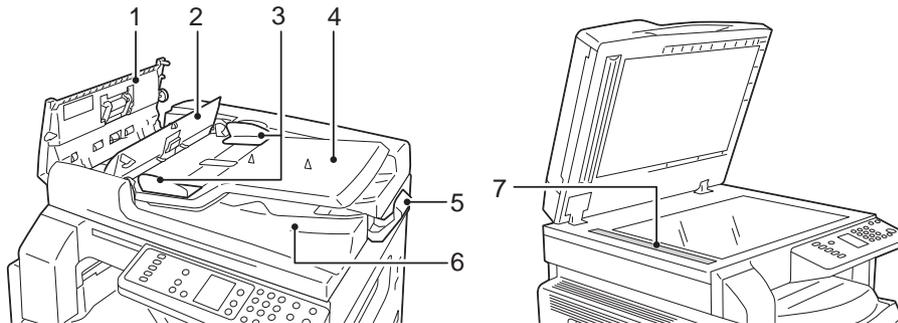
No.	Component	Description
1	Document feeder cover	Open this cover to remove any jammed paper.
2	Inner cover	Open this cover to remove any jammed paper.
3	Document guides	Aligns the edges of documents.
4	Document feeder tray	Load documents here.
5	Document stopper	Prevents outputs from falling off.
6	Document output tray	Outputs are delivered here.
7	Narrow glass strip	Scans the loaded documents.

Note In this guide, the duplex automatic document feeder is referred to as the "document feeder."

Power source

Switching the power on

The following describes how to switch the power on.

The machine takes approximately 30 seconds to warm up and to be ready to copy or print after the power is turned on. It may take slightly longer than normal depending on the device configuration.

Switch the power off at the end of the day or when not using the machine for an extended period of time.

1. Press the power switch to the On position to switch the power on.
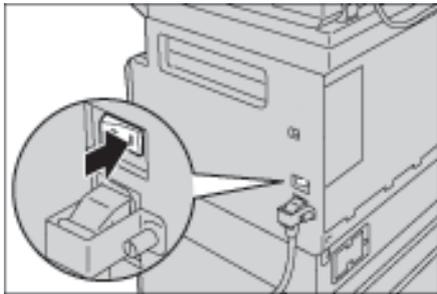
Notes

- While the machine is warming up, the machine status diagram displays as shown in the right image. The machine is not accessible while it's warming up

- Make sure that the power cable is connected to the machine and the wall outlet properly..

Switching the power off

Notes

- Do not switch the power off in the following situations. If the power is switched off, the processing data may be erased.
- While data is being received
- While a job is being printed
- While a job is being copied
- While a job is being scanned
- When switching the power off, wait 5 seconds after outputs have been delivered.
- When powering the machine on after it has been switched off, wait 10 seconds after the display goes off.

1. Before switching the power off, make sure that the machine has completed all copy or print jobs. Then, make sure that the Data indicator does not light up.
2. Press the power switch to the Off position to switch the power off.
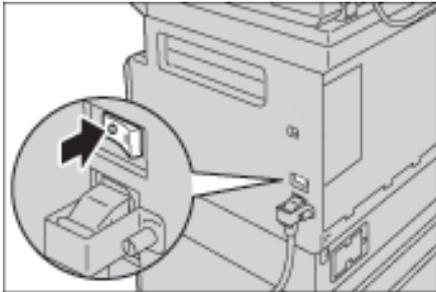
Energy saver modes

The machine is installed with the energy saver feature that will automatically cut off the electricity to the machine if no copy or print data is received for a certain duration.

There are two energy saver modes: Low Power mode and Sleep mode.

Low Power mode

The machine's power is not turned off completely in Low Power mode. Instead, this mode creates a balance between low power consumption and short warm-up time by controlling the temperature of the fusing unit to a level midway between the power off temperature and the "Ready" temperature.

Sleep mode

Sleep mode minimizes power consumption by shutting off the power to all components except the controller. Warm-up time in Sleep mode is longer than in Low Power mode.

Entering the energy saver modes

The display of the machine status diagram goes off, and the **Energy Saver** button on the control panel lights up when the machine is in an energy saver mode.

Energy Saver button

You can set the length of time to wait until the machine enters Low Power/Sleep mode.

Low Power mode is set to 1 min. and Sleep mode to 1 min. at the time of factory shipment. If the machine is left idle for 1 minute, it switches to Low Power mode and then to Sleep mode if left idle for another minute after that.

You can set the amount of time the machine waits before entering Low Power mode from 1 to 60 minutes, and the amount of time the machine waits before entering Sleep mode from 1 to 239 minutes.

> Note The life of the fusing unit is largely influenced by power distribution time on the machine. Setting the amount of time the machine waits before activating the energy saver feature to a long value will keep the machine's power on longer, and the fusing unit may have to be replaced more often. It may cause an early replacement of the fusing unit of the machine. For more information, contact our Customer Support Center.

> For more information on how to set the time interval for Low Power mode and/or Sleep mode, refer to System settings on page 8-5.

Exiting energy saver modes

The following describes how to deactivate an energy saver mode.

The energy saver mode is exited and the Energy Saver button light goes off in the following instances:

Exiting Low Power mode
- Receiving a job
- Pressing the **Energy Saver** button
- Entering System Administration mode from a computer

Exiting Sleep mode
- Receiving a job
- Pressing the **Energy Saver** button
- Entering System Administration mode from a computer
- Pressing any button on the control panel
- Taking out or putting in a tray
- Opening or closing the document cover
- Opening or closing any cover of the machine

Control panel

The names and functions of the control panel's components are described below.

No.	Component	Description
1	**2 Sided** button	Press this button to select 1 Sided or 2 Sided copying.
		Normally, the icon is off (1 Sided → 1 Sided). The selection moves to the right from Off (1 Sided → 1 Sided) → 1 Sided → 2 Sided → 2 Sided → 2 Sided → 2 Sided → 1 Sided every time the button is pressed. As you press the button when 2 Sided → 2 Sided is selected, the indicator light goes off again.
		For more information, refer to 2-sided on page 5-18.
2	**ID Card Copy** button	Press this button to use the ID Card Copy feature.
		While the ID Card Copy feature is selected, the button is lit.
		For more information, refer to ID card copy on page 5-15.
3	**Original Size** button	Press this button to specify the scanning size and orientation for using the document glass.
		When the document is placed on the document feeder, the scanning size is set automatically.
		The scanning size changes on the machine status diagram every time that the button is pressed.
		For more information, refer to Original size on page 5-13.
4	Numeric keypad	Press these numeric buttons to enter numbers, such as the total number of copies.
5	**Log In / Out** button	Press this button to enter or exit System Administration mode. The **Log In/Out** button is lit in System Administration mode.
		For more information, refer to Entering System Administration mode on page 8-2.

No.	Component	Description
6	**Energy Saver** button	Press this button to enter an energy saver mode when the machine is not in use. The button lights up. Press the **Energy Saver** button to exit an energy saver mode. For more information, refer to Energy saver modes on page 3-8.
7	**Stop** button	Press this button to cancel a current job or errored job.
8	**Clear All** button	Press this button to reset the displayed settings of each feature to default values or to clear the numbers entered. The settings return to the same condition as when the machine is powered on.
9	**Start** button	Press this button to start scanning documents or to confirm the value of each setting.
10	Error indicator	Blinks when a system error occurs. Lights when an error other than a system error (such as paper jam or out of paper) occurs in the machine.
11	Data indicator	Blinks while the machine is sending or receiving data.
12	**Last Original** button	Press this button when the last document has already been scanned. This button blinks while the machine is scanning a document and lights up while the machine is waiting for the next document to scan.
13	**C** (Clear) button	Press this button to delete one numeric value that you have entered.
14	**Paper Supply** button	Press this button to select a tray to use. The tray indicator next to the selected tray moves to the next tray on the machine status diagram every time the button is pressed. For more information, refer to Paper supply on page 5-10.
15	**Size (Press 2sec)** button	Press this button to select the size and the orientation of paper loaded in the selected tray. The paper size and orientation changes on the machine status diagram every time the button is pressed. For more information, refer to Setting the paper size on page 4-13.
16	Status Machine Diagram (mimic)	Displays error locations, machine status, and other settings. For more information, refer to Machine status on page 3-13.
17	**Reduce/Enlarge** button	Press this button to select a zoom ratio. The Reduce/Enlarge indicator next to a fixed zoom ratio moves to the next zoom ratio and the zoom ratio changes on the machine status diagram every time the button is pressed. For more information, refer to Reduce/enlarge on page 5-12.
18	**Variable Zoom Ratio** button	Press this button to specify the zoom ratio within the range of 25 to 400 % in 1 % increments. The zoom ratio increases every time the button is pressed. For more information, refer to Reduce/enlarge on page 5-12.
19	Toner Saver icon	The indicator of the Toner Saver icon is lit in toner saver mode. For more information, refer to Lighten/Darken on page 5-15.

No.	Component	Description
20	**Lighten/Darken** button	Press this button to select a copy density level or toner saver mode.
		The selection moves to the right on the machine status diagram every time the button is pressed.
		When the button is pressed while the rightmost icon (toner saver mode) is lit, the selection moves back to the leftmost icon.
		For more information, refer to Lighten/Darken on page 5-15.
21	**Original Type** button	Press this button to select a document type of the document.
		The selection moves to the right every time the button is pressed.
		For more information, refer to Original type on page 5-14.
22	**Collated** button	Press this button to set collate when copying multiple copies.
		The selection switches between sorting and stacking every time the button is pressed.
		When documents are set in the document feeder, this feature is automatically enabled.
		For more information, refer to Collate on page 5-11.
23	**Pages per Side** button	Press this button to use the Pages per Side feature.
		Normally, the light is off (Off). The selection moves to the right from Off (disabled) → 2-up → 4-up every time the button is pressed. When the button is pressed while 4-up is lit, the light goes off again.
		When 2-up or 4-up is selected, the scanning size and orientation that matches the paper size are displayed on the original size display area of the machine status diagram.
		For more information, refer to Pages per side on page 5-19.

Note Some buttons are not available on some models. If you add certain options, you will be able to use them. For more information, contact our Customer Support Center.

Machine status

The Status Machine Diagram (mimic) consists of the following contents to display the machine status.

This section provides detailed description of each indicator on the machine status diagram (mimic).
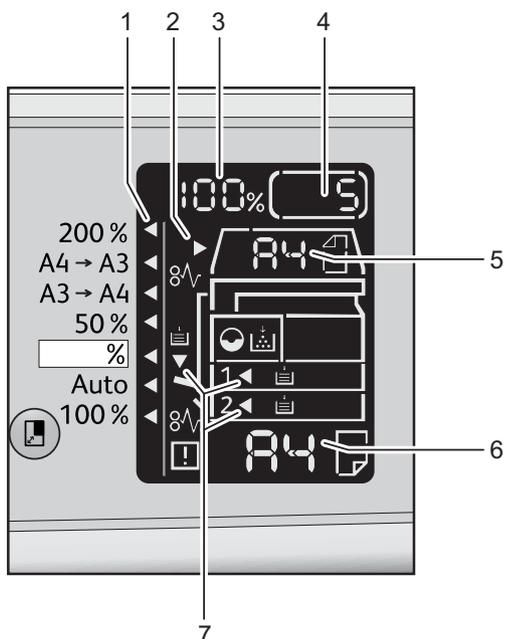
No.	Component	Description
1	Reduce/Enlarge indicator	Indicates the selected zoom ratio.
2	Document indicator	This indicator is lit when a document is placed in the document feeder or a document jam occurs.
3	Reduce/Enlarge display area	Displays the specified zoom ratio within a range of 25 to 400 %. When automatic detection is selected, "Aut" is displayed. Also displays the total number of copied pages, User ID/System Administrator ID, program number, and job type (Prt for Print, Scn for Scan, and Err for Error).
4	Total Copy display area	Displays the total number of copies. Also displays a program number or an error code.
5	Original Size display area	Displays the scanning size and orientation that are specified with the **Original Size** button when the document glass is used. When the document is placed in the document feeder, automatic detection is automatically set and "Aut" is displayed.

No.	Component	Description
6	Paper Size display area	Displays the size and the orientation of the paper loaded in the selected tray. When automatic detection is selected for the selected tray, Aut is displayed.
7	Tray indicators	Indicates the selected tray. When automatic detection is set for the selected tray, all tray indicators are lit. Also indicates the tray where the paper jam occurred.

Icons

This section describes icons that may appear in the machine status diagram.

	Toner Cartridge	The icon blinks when the toner cartridge needs to be replaced immediately. Replace the toner cartridge with a new one. The error code J-1 appears in the display.
		For information on how to replace the toner cartridge, refer to Replacing the toner cartridge on page 10-3.
	Drum Cartridge	This icon lights when the drum cartridge needs to be replaced in the near future. Prepare a new drum cartridge. No error code is displayed at this point.
		The icon blinks when the drum cartridge needs to be replaced immediately. Replace the drum cartridge with a new one. An error code, J-4, J-7, J-8, or J-9, appears on the machine status diagram.
		For information on how to replace the drum cartridge, refer to Replacing the drum cartridge on page 10-7.
	Paper Tray Empty	This icon lights when a tray runs out of paper.
	Paper / Document Jam	This icon lights when a paper or document jams in the machine. Check the error code that appears on the machine status diagram. Refer to Paper jams on page 11-29 or Document jams on page 11-36, and follow the appropriate procedure to remove the jammed paper or document.
	Error	This icon lights when an error occurs such as a tray problem, the toner cartridge runs out of ink, and the drum cartridge expires.

Area - blinking

When a paper/document jam occurs or any cover is open, the notification area blinks as shown below.
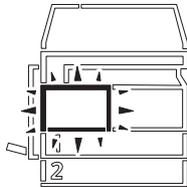
Front cover **Left cover A** **One tray module cover B** **Tray 1**
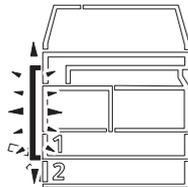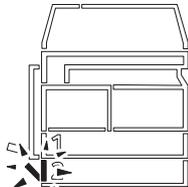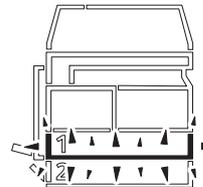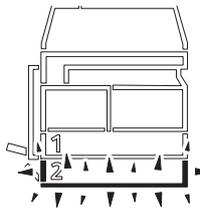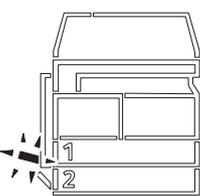
Tray 2 **Bypass tray** **Document feeder**
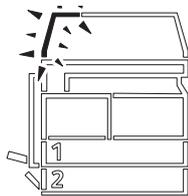
When any paper or document jam occurs, ꝏ⋀⋁ will also appear.

Account modes

This section describes three different account modes that the machine offers to manage accounts effectively for copy jobs, and how to log in to the machine.

Types of account modes

You can select one of the following account modes in the system settings: No Account mode, Single Account mode, or Multiple Account mode.

For information on how to select an account mode in the system settings, refer to Account mode settings on page 8-8.

No Account mode

No password is set on the machine in the No Account mode, allowing all users to execute any jobs.

Single Account mode

A single password is set on the machine in the Single Account mode. Only those who have the password can execute copy jobs on the machine.

> Note Password entry is not required for print jobs or scan jobs.

Multiple Account mode

Up to 10 user accounts are set on the machine in the Multiple Account mode. You can set a desired password for each user account. Users are required to enter their account number and password to log in to the machine. The system administrator can set the copy job limit on each user account, and also review the total number of copies made by each account.

> Note Password entry is not required for print jobs or scan jobs.

Logging in to the machine in Single Account mode

When the machine is in Single Account mode, "_ _ _ _ _ _" appears in the machine status diagram.
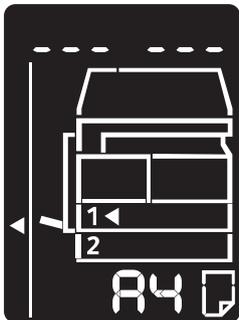
For information on how to select an account mode in the system settings, refer to Account mode settings on page 8-8.

1. Enter a password using the numeric keypad.

Numeric keypad

> Note The password is the same as the system administrator's password used for entering System Administration mode from the control panel. For information, refer to Entering System Administration mode on page 8-2.

For security reasons, as you enter each digit of the password, a hyphen appears in the display instead of the actual number you entered.
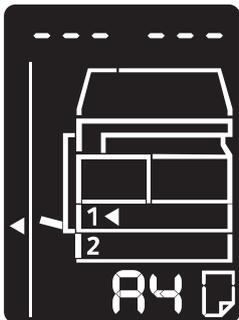
2. Press the **Start** button to confirm the entered password.

Start button

If the entered password is correctly, the machine enters Copy mode, and "1" appears in the display.
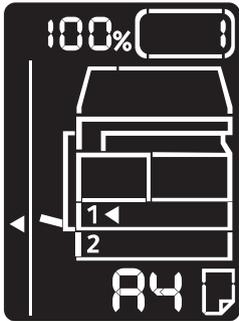
The **Log In/Out** button remains lit while you are logged in to the machine.

Log In/Out button

Notes

- You do not need to log in to the machine for a scan job or print job.
- To log out, press the **Log In/Out** button again.

Logging in to the machine in Multiple Account mode

When the machine is in Multiple Account mode, "Id _ _ " appears blinking in the machine status diagram.
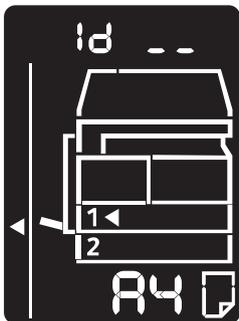
For information on how to select an account mode in the system settings, refer to Account mode settings on page 8-8.

1. Enter an account number using the numeric keypad.

Numeric keypad

The account number you entered appears in the display.
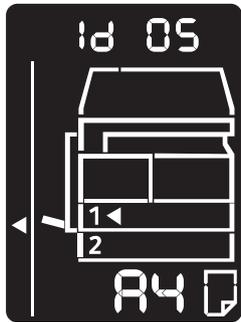
2. Press the **Start** button to confirm the number.

Start button

"_ _ _ _ _ _" appears in the machine status diagram.
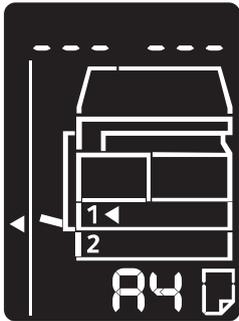
3. Enter the password that corresponds to the account number that you just entered using the numeric keypad.

Numeric keypad

For security reasons, as you enter each digit of the password, a hyphen appears in the display instead of the actual number that you entered.
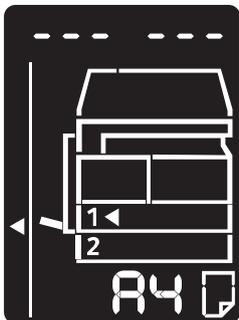
4. Press the **Start** button to confirm the password.

Start button

If the password is correct, the machine enters Copy mode, and "1" appears in the display.
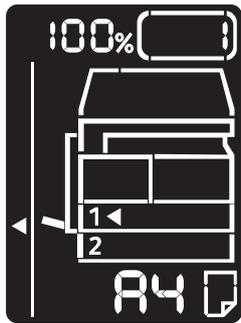
The **Log In/Out** button remains lit while you are logged in to the machine.

Log In/Out button

Notes

- You do not need to log in to the machine for a scan job or print job.
- To log out, press the **Log In/Out** button again.

Loading paper

4

This chapter describes the paper that can be used with the machine, precautions when handling paper, and how to load paper in trays.

Paper types

To achieve optimum machine performance, use only paper types recommended by Xerox. Use of non-recommended paper types may result in paper jams, lower print quality, malfunctions, or damage to the machine.

If you wish to use paper other than the paper recommended by Xerox, contact our Customer Support Center.

Notes
- Do not use conductive paper such as origami paper, carbonic paper, or conductively-coated paper. When a paper jam occurs, it may short-circuit the machine and eventually cause a fire.
- Moisture generated by water, rain, or vapor may cause the printed images to fade. For more information, contact our Customer Support Center.

Supported paper weights and sheet counts

Paper tray	Basis weight/Ream weight	Loadable quantity
Tray 1 (standard)	60 to 90 gsm Ream weight: 51.6 - 77.4 kg	250 sheets [*1] (Up to 27 mm)
Tray 2 (one tray module (optional))	60 to 90 gsm Ream weight: 51.6 - 77.4 kg	500 sheets [*1] (Up to 54 mm)
Bypass tray	60 to 110 gsm Ream weight: 51.6 - 94.6 kg	100 sheets [*2] (Up to 10 mm)

[*1] When using 80 gsm paper

[*2] When using Xerox standard paper

Notes

- Paper jams may result if you attempt to print on a different paper type or size than the type or size selected in the print driver, or from a tray that does not support the loaded paper. Select the correct paper size, type, and tray to ensure successful printing.

- Basis weight is the weight of one sheet of paper of 1 m^2 in size.

- Ream weight is the weight of 1,000 sheets of duodecimo size (788 × 1,091 mm) paper.

Supported paper sizes:

- Maximum: A3, 11 × 17"
- Minimum: Tray 1 and 2: B5, Bypass tray: A5, 5.5 × 8.5"

Duplexing (2-sided printing)

The following paper types are supported for automatic duplexing:

- Lightweight (60 to 63 gsm)
- Plain (64 to 90 gsm)
- Heavyweight (91 to 110 gsm) *Bypass tray only

Supported paper type

Standard paper

When printing or copying on commonly used paper (plain paper), use paper meeting the standards described below. To copy or print as clear as possible, we recommend the following standard paper.

Paper name	Basis weight (gsm)	Paper type	Notes/countermeasure
P paper	64	Plain	Tough plain paper suitable for internal documents at the office.

Semi-standard paper

In addition to the standard paper, the following paper also can be used.

Paper name	Basis weight (gsm)	Paper type	Notes/countermeasure
Colotech +	90	Plain	Before copying or printing, fan the paper well and reload it in the tray.
Laserprint	80	Plain	—
Performer	70	Plain	Before copying or printing, fan the paper well and reload it in the tray.
	80	Plain	
Business	80	Plain	Before copying or printing, fan the paper well and reload it in the tray.
Express	70	Plain	—
	80	Plain	—
Performer +	75	Plain	—
	80	Plain	—
Business +	70	Plain	—
	80	Plain	—
DocuPaper	70	Plain	—
	80	Plain	—
Professional	80	Plain	—
Colotech Idol	80	Plain	—
Premier	80	Plain	—
Xplore	70	Plain	Before copying or printing, fan the paper well and reload it in the tray.
Xcite	80	Plain	Before copying or printing, fan the paper well and reload it in the tray.
Xceed	70	Plain	—
	80	Plain	—
ASTRO EXTRA	70	Plain	—
	80	Plain	—
Xpress	70	Plain	—
Xtra	75	Plain	—
	80	Plain	—

Paper name	Basis weight (gsm)	Paper type	Notes/countermeasure
ECO Enviroguard Paper	75	Plain	—
Explorer	70	Plain	—
	75	Plain	—
	80	Plain	—
A-paper	75	Plain	—
H-paper	80	Plain	—
Vellum Paper	80	Plain	—
Diplomat	80	Plain	—
PAPER ONE COPIER PAPER	70	Plain	—
Colour Impression	90	Plain	—
PaperOne	80	Plain	—
XeroxOne	80	Plain	—
X'treme Platinum	80	Plain	—
Attitude	70	Plain	—
PerfectPrint	80	Plain	—
LQ-PAPER	80	Plain	—
Horizon	70	Plain	—
	80	Plain	—
Office	70	Plain	—
	80	Plain	—
Paper One (Package: Blue)	80	Plain	—

Usable paper

In addition to the standard/semi-standard paper, the following paper also can be used.

Paper name	Basis weight (gsm)	Paper type	Notes/countermeasure
DocuPaper Black	70	Plain	—
Laserprint	80	Plain	—
Green Wrap (Recycle)	80	Plain	—

Paper name	Basis weight (gsm)	Paper type	Notes/countermeasure
Recycled Pure+ (Recycle)	80	Plain	—
Performa Plus	70	Plain	—
Colotech Idol	100	Heavy-weight	—
Recycled Supreme (Recycle)	80	Plain	—
K-paper	75	Plain	—
	80	Plain	—
J Paper	82	Plain	—
JD Paper	98	Plain	—
PAPER ONE All Purpose	80	Plain	—
DOUBLE A	80	Plain	—
XEROX ONE	80	Plain	—
WARRIOR	70	Plain	—
Performer	80	Plain	Before copying or printing, fan the paper well and reload it in the tray.
Professional	80	Plain	—
Xerox Undertones - Several Colours	80	Plain	—
Recycled Pure (Recycle)	80	Plain	—
Colotech+	90	Plain	—
	100	Heavy-weight	—
Van Hawk paper	70	Plain	—
	80	Plain	—
PaperOne	70	Plain	—
	80	Plain	—
RECYCLE PAPER SHIH-TZU	70	Plain	—
Double A	80	Plain	—
Roxy Paper	80	Plain	—
Qinghe (Recycle)	80	Plain	—

Paper name	Basis weight (gsm)	Paper type	Notes/countermeasure
Star (Package: Orange)	70	Plain	—
Star	80	Plain	—

Unusable paper

Using paper not recommended by Xerox may cause a paper jam or machine malfunction. Use paper recommended by Xerox.

Storing and handling paper

Please keep the following points in mind when storing paper

- Store paper inside a cabinet or other dry place. Paper that has absorbed moisture can result in paper jams and lower image quality.
- After opening a package of paper, wrap and store any remaining paper. We recommend that you store remaining paper in moisture prevention packets.
- Store paper on a flat surface to prevent bends or warping.

Please adhere to the following points when loading paper in a tray

- Align the stack of paper neatly before loading it in a tray.
- Do not use creased or wrinkled paper.
- Do not use warped or curled paper.
- Do not load paper of mixed sizes together into a tray.
- Take care not to touch the print side. Oils from your skin could adhere to the print media, which could affect printing quality. If unavoidable, be sure to use a finger cot, gloves, or other means to cover your fingers before touching the print media.
- LEF is recommended for heavyweight media feeds from the Bypass tray. If a misfeed occurs, please apply an intentional upper curl to the leading edge of the paper.

Loading paper

Automatic tray selection

When processing a print job, specify the settings in the print driver's screen by selecting **Auto Paper Select** under Paper Tray in the Paper/Output tab. The machine automatically selects a tray to match the specified document size and orientation. This function is called automatic tray selection.

When processing a copy job, select **Aut** by pressing the **Paper Supply** button.

The automatic tray selection function selects the trays in order from Tray 1 > Tray 2 in cases where more than one paper tray contains paper with the same size and orientation.

> Notes
> - The Bypass tray cannot be selected with automatic tray selection.
> - Tray 2 is an optional component.
> - When the machine runs out of paper during copying or printing, select the tray containing the paper of the same size and orientation that was being used for copying or printing, and continue copying or printing (auto tray switch feature).

Loading paper in Trays 1 and 2 (optional)

When the machine runs out of paper during copying or printing and an error code is displayed on the machine status diagram, add paper to the tray. Copying or printing automatically resumes when paper is added.

> Note Fan the paper well before loading it in the tray. This prevents pages from sticking to each other and reduces paper jams.

> For information on how to change the paper size and orientation in a tray, refer to Changing the paper size for Trays 1 and 2 on page 4-11.

1. Pull out the tray until it stops.
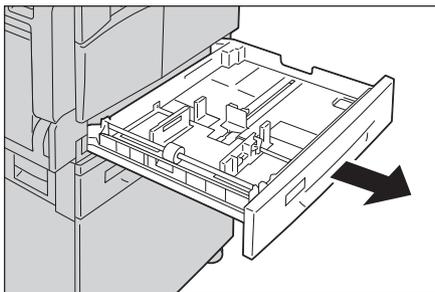
Notes

- While the machine is copying or printing, do not pull out the tray that the job uses.
- To prevent paper jams or loading errors, do not load different sizes or types of paper on top of any remaining paper in a tray.
- Pulling out all the trays at once could cause the machine to tilt or fall, causing injury..
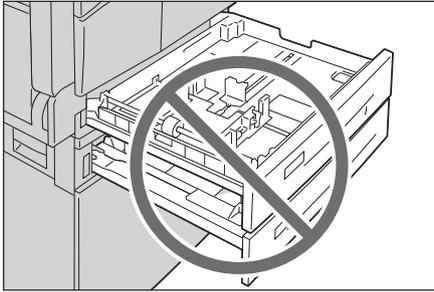
2. For Tray 1, push down the metal plate to the bottom of the tray.
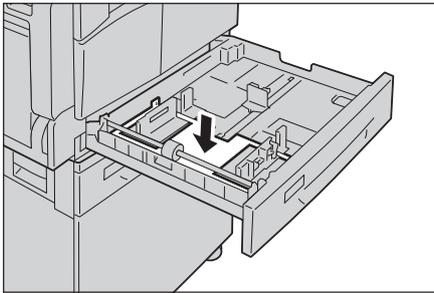
3. Load the paper with the side to be copied or printed facing up. Align the leading edge of the paper with the left side of the tray.
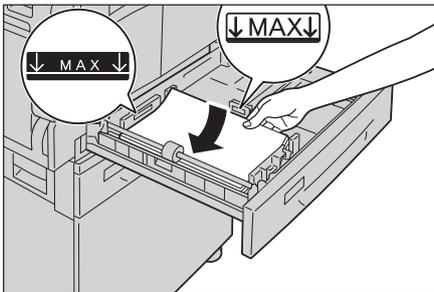
Notes

- Do not load paper above the maximum fill line. Doing so could cause paper jams or machine malfunctions.
- Do not place any paper or objects in the empty space on the right side of Tray 1 or 2. Doing so could cause paper jams or machine malfunctions.

4. Push the tray in gently until it stops.

   Notes

   - When pushing the tray in, do it slowly. Pushing the tray with too much force could cause machine malfunctions.
   - Push the tray in all the way until it stops to prevent paper jams.

Loading paper in the Bypass tray

When printing or copying on the paper that cannot be set in Tray 1 or 2, use the Bypass tray.

For printing, specify the settings on the Paper/Output tab using the print driver. Also specify the type of paper to be loaded.

   Notes

   - To prevent paper jams or loading errors, do not remove paper from its packaging until needed.
   - Fan the paper well before loading it in a tray. This prevents the pages from sticking to each other and reduces paper jams.

1. Open the Bypass tray.
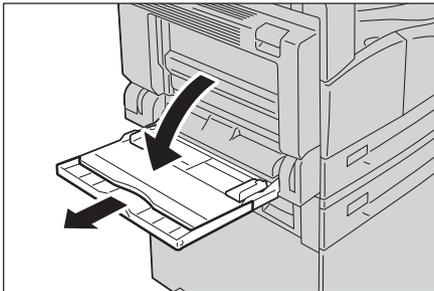

Note If necessary, pull out the extension tray. Pull out the extension tray gently.

2. Load paper with the side to be copied or printed on facing down, inserting the paper until its edge lightly touches against the paper feed entrance.
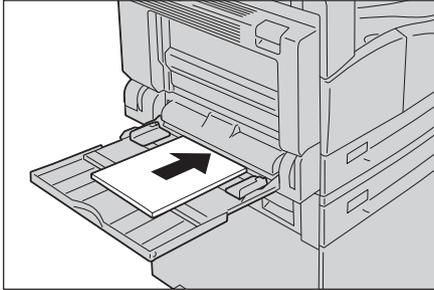
    Notes
    - Do not load mixed paper types in a tray.
    - Do not load paper above the maximum fill line. Doing so could cause paper jams or machine malfunctions.
    - The machine may not be able to feed or create the desired print quality for some types of heavyweight paper.

3. Gently align the paper guides to the loaded paper.
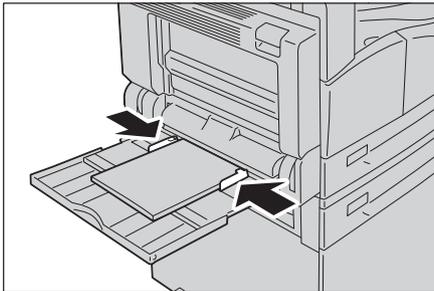
4. Execute the copy or print operation.

Changing paper size

This section describes how to change paper size in Trays 1 and 2.

- Do not load mixed paper sizes into a tray.
- When you change the size and orientation of paper in a tray, change the paper size setting to match the paper size. For more information on how to change the paper size and orientation settings, refer to Setting the paper size on page 4-13.

Changing the paper size for Trays 1 and 2

1. Pull out the tray until it stops.
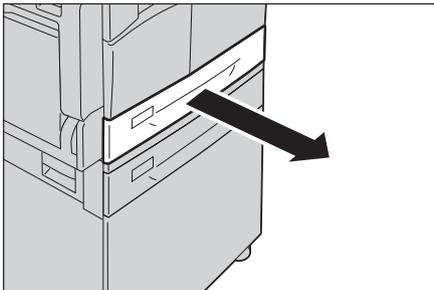
Notes

- While the machine is copying or printing, do not pull out the tray that the job uses.
- To prevent paper jams or loading errors, do not load different sizes or types of paper on top of any remaining paper in a tray.

2. Remove any paper loaded in the tray.
3. For Tray 1, push down the metal plate to the bottom of the tray.
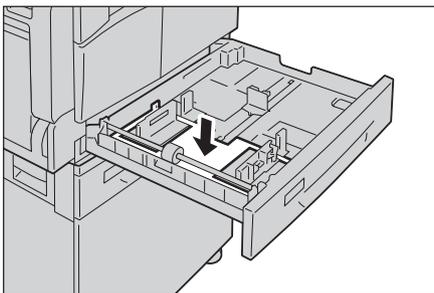
4. While pinching the two paper guide levers, move them to the edges of the paper.
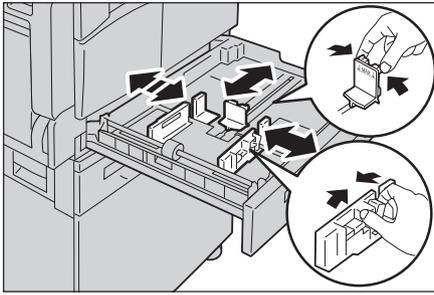
5. Load the paper with the side to copy or print on facing up. Align the leading edge of the paper with the left side of the tray.
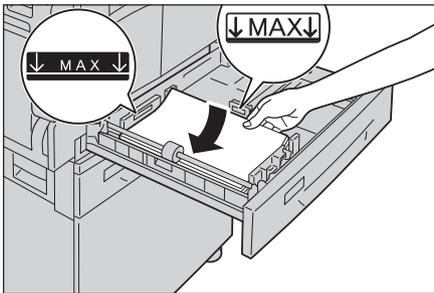
Note Do not load paper above the maximum fill line. Doing so could cause paper jams or machine malfunctions.

6. Push the tray in gently until it stops.

Notes

- When pushing the tray in, do it slowly. Pushing the tray with too much force could cause machine malfunctions.
- Affix the paper size label to the front of the tray.

7. Set the paper size setting.

Refer to Setting the paper size on page 4-13.

Setting the paper size

This section describes how to set the paper size and orientation for Trays 1 and 2.

After you load paper, make sure to set the size and orientation of the paper loaded into the tray.

> Note You cannot change the setting while the machine is processing a job.

1. Press the **Paper Supply** button to select a tray where the paper you will specify the paper size and orientation is loaded.

Paper Supply button

In the machine status diagram, the tray indicator lights up on the selected tray, and its paper size and orientation are displayed on the paper size display.

2. Press and hold the **Size (Press 2sec)** button for more than 2 seconds until the paper size in the paper size display area starts blinking.

Size (Press 2sec) button

The paper size in the paper size display area blinks and the machine enters paper size setting mode.
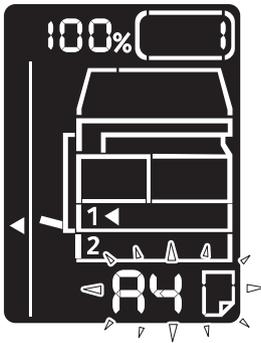
3. Press the **Size (Press 2sec)** button to select the size and orientation of the paper loaded in the selected tray.

   The selected paper size and orientation are displayed in the machine status diagram.

   The **Start** button lights up blinking during the settings.

4. Press the **Start** button to confirm the settings.

   To exit paper size setting mode without saving the settings, press the **Clear All** button or the **Stop** button.

   Note Be sure to press the **Start** button. Otherwise the settings of paper size and orientation are canceled and remain the previous settings.

Setting the paper type

This section describes how to set the type of paper loaded in tray.

The paper type is set to standard type as default. When loading a different type of paper into a tray, change the paper type setting according to the type of paper loaded in the tray to keep the print quality.

Refer to Supported paper type on page 4-2.

1. Enter System Administration mode.

    Refer to Entering System Administration mode on page 8-2.

2. Press the program number of the tray that you want to confirm.

Program number	Item
500	Tray 1
501	Tray 2
502	Bypass tray

The current value is displayed.

PS0 0_ _

0
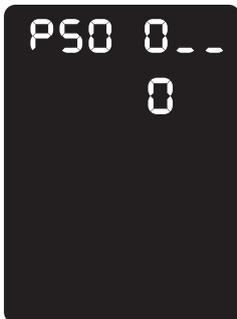
3. Press the **Size (Press 2sec)** button to start changing the setting.
4. Enter the program number of the paper type that you want to set, and press the **Start** button.

Program number	Item
0	Normal
2	Heavyweight
5	Lightweight

After the entered program number blinks twice, the new setting is confirmed.

```
PSO 0__
    5__
```
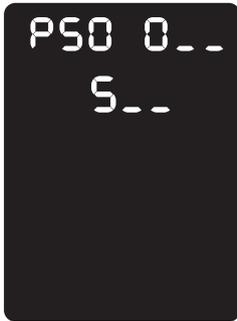
5. After you confirm the setting, press the **Log In/Out** button and exit System Administration mode.

    Note When you exit System Administration mode, the **Log In/Out** button light goes off.

Copy

<div style="text-align: right; font-size: 3em;">5</div>

Copying procedure

This section describes the basic copy procedures.

Placing the document

The following two methods are available to load documents:

Document feeder
- Single sheet
- Multiple sheets

Document glass
- Single sheet
- Bound documents, such as book

    Note The document feeder is not available for some models. An optional component is required. Contact your local Xerox representative.

Document feeder

Supported document sizes

You can place documents of the standard sizes in the document feeder.

When a document is placed in the document feeder, the machine detects the document size automatically. The following standard size documents are detected automatically: A5 ⬜, A4 ⬜, A4 ⬜, A3 ⬜, B5 ⬜, B5 ⬜, B4 ⬜, 8.5 × 11" ⬜, 8.5 × 11" ⬜, 8.5 × 13" ⬜, 8.5 × 14" ⬜, 11 × 17" ⬜, 16K ⬜, 16K ⬜, and 8K ⬜.

    Note You can select one of the following alternative document sizes. For more information, refer to System settings on page 8-5.

    - 8.5 × 13" ⬜ or 8.5 × 13.4" ⬜
    - 8.5 × 13" ⬜ or 8.5 × 14" ⬜
    - B5 ⬜ or 16K ⬜

Supported documents types (weights)

Documents with weights from 38 to 128 gsm (50 to 128 gsm for 2-sided documents) can be placed in the document feeder and scanned.

The document feeder accepts the following number of sheets.

Document type (gsm)	Number of sheets
Lightweight (38 to 49 gsm)	110 sheets
Plain (50 to 80 gsm)	110 sheets
Heavyweight (81 to 128 gsm) (Bypass tray only)	75 sheets

Note To avoid paper jams, use the document glass for mixed size, folded, wrinkled, cut-and-pasted documents, curled paper, or carbon-backed paper. If you can flatten the curled document, you can use it.

Follow the steps below to place documents in the document feeder.

You can place single or multiple sheet documents.

1. Remove any paper clips or staples from the document before placing it in the document feeder.
2. Place the document in the center of the document feeder, with the side to copy (or the front surface of a 2 Sided document) facing up.
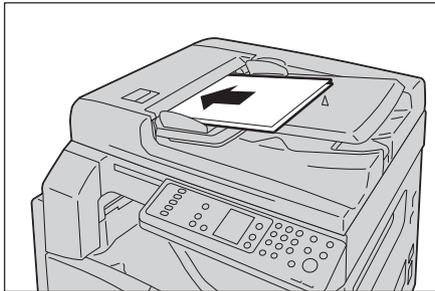
Note The document indicator lights up when a document is placed in the document feeder. If the indicator is not lit, place the document again.
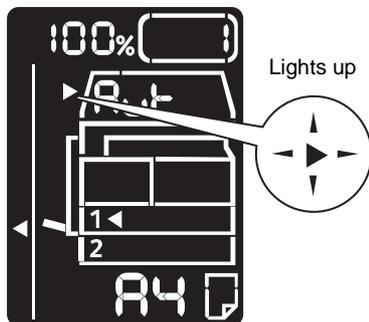
3.   Align the document guides to each side of the document.
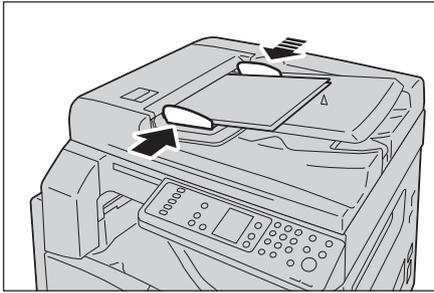
4.   Open the document stopper.
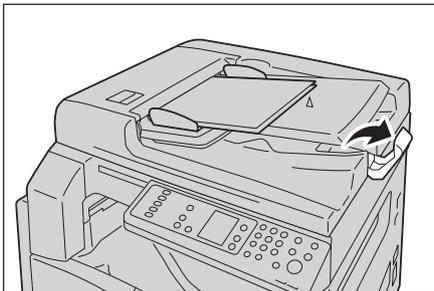
Document glass

Supported document sizes

You can select one of the following document sizes for using the document glass.

A5 ⬜, A4 ⬜, A4 ⬜, A3 ⬜, B5 ⬜, B5 ⬜, B4 ⬜, 8.5 × 11" ⬜, 8.5 × 11" ⬜, 8.5 × 13" ⬜, 8.5 × 14" ⬜, 11 × 17" ⬜, 16K ⬜, 16K ⬜, and 8K ⬜.

> Note The document size is not detected when using the document glass. For setting the paper size and orientation, refer to Original size on page 5-13.

⚠ **CAUTION:** Do not apply excessive force to hold a thick document on the document glass. Doing so may break the glass and cause injuries.

Follow the steps below to place a document on the document glass.

You can place a single sheet document or bound document, such as book, on the document glass.

1. Open the document cover.
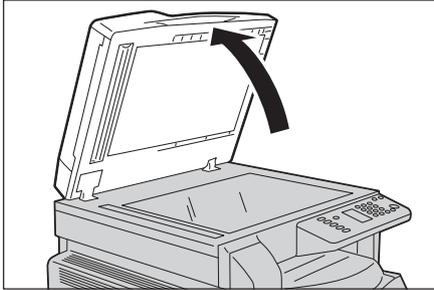
    Note When using the document glass, make sure to close the document cover after finishing your copy job.

2. Place the document face down and align it against the top left corner of the document glass.
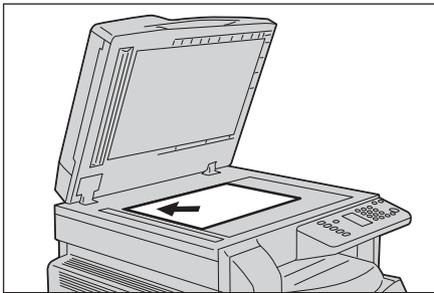
3. Close the document cover.
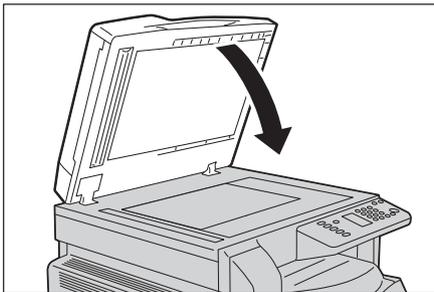
    Note Make sure to set the size and orientation of document when using the document glass.

    Refer to Original size on page 5-13.

Setting advanced settings

Notes

- The settings displayed may vary according to model.
- You may need to enter a password to use the copy feature. Ask your system administrator for the password.

For more information on advanced settings, refer to Advanced copy settings on page 5-9.

For more information on entering a password, refer to Entering System Administration mode on page 8-2.

Entering the number of copies

You can enter a value between 1 and 999 for the number of copies.

1. Use the numeric keypad to enter the desired number of copies.

Numeric keypad

The entered value appears in the machine status diagram.
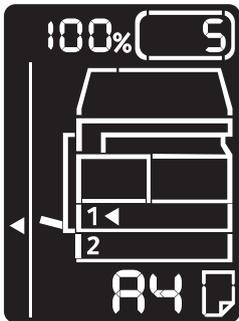
Note If you entered an incorrect value, press the **C** (Clear) button, and then enter the correct value.

C (Clear) button

Starting the copy job

1.   Press the **Start** button.

Start button

Notes
-    If the document is placed in the document feeder, do not press down on the document while it is being fed through the machine.
-    If a problem occurs, an error code appears in the machine status diagram. For information on error codes, refer to Error codes on page 11-21.

Placing a document on the document glass

Copying multiple sets of documents

If any of the following features are set, a copy job may not be started after loading a document due to the blinking **Last Original** button.

-    Collate: On
-    2 Sided: 1 → 2 Sided, 2 → 2 Sided
-    Pages per Side: 2 Pages or 4 Pages
-    ID Card Copy: On

After all the documents have been scanned, press the **Last Original** button to start copying.

Last Original button

Stopping a copy job

To cancel the currently copying job press the **Stop** button.

Stop button

Advanced copy settings

Feature	Description	See page
Paper Supply	Sets the tray to use.	P.10
Collate	Sets the output method to use when making multiple sets of copies.	P.11
Reduce/Enlarge	Sets a reduction or enlargement factor.	P.12
Original Size	Sets the document size.	P.13
Original Type	Sets the document type.	P.14
Lighten/Darken	Adjusts the copy density.	P.15
ID Card Copy	Used to copy ID cards.	P.15
2 Sided	Used to select 1 Sided or 2 Sided copying.	P.18
Pages per Side	Used to copy multiple documents on a single page.	P.19
Sharpness*	Adjusts the sharpness.	P.20
Background Suppression*	Removes the document's background suppression.	P.20
Erase Frame*	Adjusts the level of erase frame.	P.21
Auto Rotation	Rotates the scanned data when copying.	P.21

* You can change the settings for features marked with "*" in System Administration mode.

Note You can change the default value of some features.

For more information on changing these settings, refer to Feature settings on page 8-11.

Paper supply

To set the tray for copying press the **Paper Supply** button.

Paper Supply button

In the machine status diagram, the tray indicator lights up on the selected tray, and its paper size and orientation are displayed on the paper size display.

Aut (automatic paper selection)

Automatically determines the tray holding the appropriate paper, based on the document size and the specified zoom ratio.

> Note When using the automatic paper selection, you cannot set the automatic zoom ratio.

Tray 1, Tray 2, and Bypass tray

Select one of the selectable trays. The indicator moves to the selected tray every time the **Paper Supply** button is pressed.

> Note Tray 2 is an optional component.

Collate

You can set the output method for copying sets of multiple documents.

1. Press the **Collated** button to select the desired output method.

Collated button

	Off (the light is off)	Uncollated. The machine outputs the specified number of copies and sorts sheets by page.
	On	The machine outputs sheets sorted into sets that are arranged in page order.
		When a document is placed in the document feeder, it automatically turns on. You can also change the setting to off.

2. When all documents are scanned, press the **Last Original** button.

Last Original button

Reduce/enlarge

To set the copying zoom ratio press the **Reduce/Enlarge** button to select a zoom ratio.

Reduce/Enlarge button

In the machine status diagram, the selected zoom ratio is displayed on the Reduce/Enlarge display.

Display	Name	Description
	100%	The machine makes the copy the same size as the document.
	Aut (automatic zoom ratio)	The machine automatically sets an appropriate zoom ratio by calculating the document size and the specified paper size to enable the document to fit on the page.
	Fixed zoom ratio	Select from the fixed zoom ratios to set the zoom ratio.
%	**Preset zoom ratio (custom)**	You can set a custom zoom ratio in System Administration mode.
	Variable zoom ratio	Set the desired zoom ratio by selecting a value from 25 to 400 (1 % increments).

Variable Zoom Ratio button

Note When using the automatic zoom ratio, you cannot select the automatic paper selection.

Magnification table

When you make enlarged or reduced copies from standard size documents on standard size paper, the following copy ratios will apply.

Copy / documents	A5	B5	A4	B4	A3
A5	100 %	122 %	141 %	174 %	200 %
B5	81 %	100 %	115 %	141 %	163 %
A4	70 %	86 %	100 %	122 %	141 %
B4	58 %	70 %	81 %	100 %	115 %
A3	50 %	61 %	70 %	86 %	100 %

Original size

You can set the document size and orientation.

After placing the document on the document glass, make sure to set the size and orientation of the document.

Note If the document size is larger than the original size, the image may be cut off. Make sure to choose an appropriate document size.

Press the **Original Size** button to select a document size.

Original Size button

In the machine status diagram, the selected document size and the orientation are displayed on the original size display.

Fixed document size (preset)

You can set the document size of the placed document by selecting from the preset document sizes. The document size and orientation change everytime the **Original Size** button is pressed.

Not displayed (original size display area is blank) (Expected document size)

The machine automatically selects an appropriate scanning area from the specified paper size and the zoom ratio.

When using the document feeder

Aut (automatic document size detection)

When a document is placed in the document feeder, the machine automatically detects a document size from the supported standard sizes.

Original type

To set the type of document to optimize copies, press the **Original Type** button.

Original Type button

Icon	Name	Description
	Text (default)	Select this option when the document contains sharp black and white objects such as text.
	Photo & Text	Select this option when the document contains both text and photos.
	Photo	Select this option when the document contains only photos.

Lighten/Darken

You can set the density from five levels. The farther left the position of ▼, the darker the copy; the farther right, the lighter.

To set the toner saver mode, press the **Lighten/Darken** button to select a copy density level.

Lighten/Darken button

Dark +2	Creates copies with the darkest density. Use this setting to scan documents containing light objects.
Dark +1	Creates copies with a fairly dark density. Use this setting to scan documents containing fairly light objects.
Normal	Creates copies with the same density as the document.
Light +1	Creates copies with a fairly light density. Use this setting to scan documents containing fairly dark objects.
Light +2	Creates copies with the lightest density. Use this setting to scan documents containing dark objects.
Toner saver	Creates copies using less amount of toner with the following settings. • Lighten/Darken: Light +2 • Sharpness: Sharp +2 • Original type: Photo&Text (Should not be changed)

ID card copy

You can copy both sides of an ID card (name card, employee card, etc.) on one side of paper.

Copy

Press the **ID Card Copy** button to enable this feature.
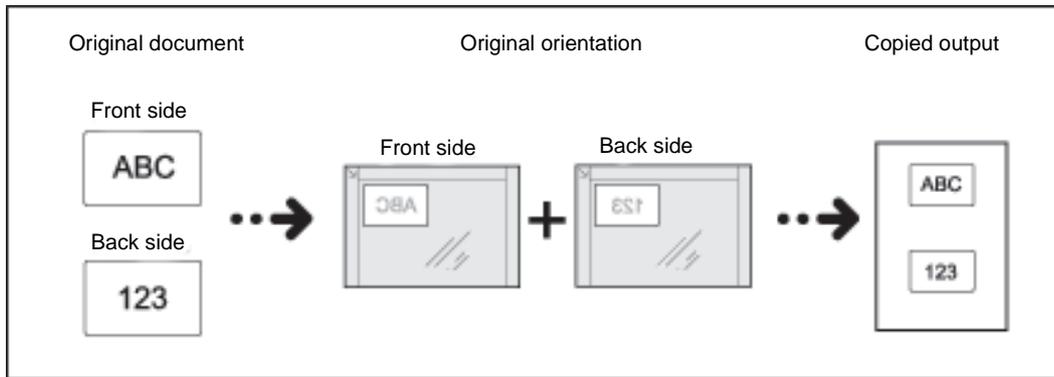
Notes

- Place an ID card in the upleft position.
- Setting ID Card Copy to On automatically sets Reduce/Enlarge to 100 %. You can change the zoom ratio manually.

Follow the steps below to use the ID Card Copy feature.

1. Place an ID card face down slightly away from the top left corner of the document glass, and then close the document cover.

   Placing the ID card too close to the corner of the document glass may not copy the edge of the ID card properly.
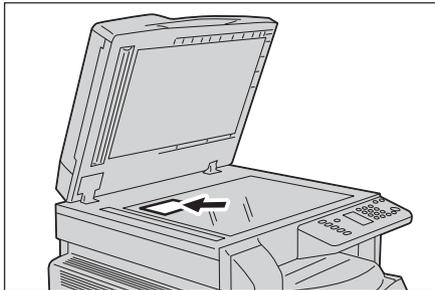
2. Press the **ID Card Copy** button.

   The **ID Card Copy** button lights up.

   ID Card Copy button

3. Press the **Paper Supply** button to select a tray.

   In the machine status diagram, the tray indicator lights up on the selected tray, and its paper size and orientation are displayed on the paper size display.

   Paper Supply button

4. Press the **Start** button.

When one-side is finished scanning, the **Start** button blinks.

   Start button

5. Place the other side of the ID card face down slightly away from the top left corner of the document glass, and close the document cover.

6. Press the **Start** button.

2-sided

You can set the machine to scan a 1-sided or 2-sided document, or copy to one or both sides of the paper.

> Note This feature is available when the duplex output unit is installed on the machine.

1. Press the **2 Sided** button to select the desired copy method.

 2 Sided button

	1→1 Sided	Copies a 1-sided document to one side of the paper. The copy appears the same as the original.
	1→ 2 Sided	Copies a 1-sided document to both sides of the paper for long edge binding.
	2→2 Sided	Copies a 2-sided document to both sides of the paper. The copy appears the same as the original.
	2→1 Sided	Copies a 2-sided document to one side of the paper. The 2-sided document is scanned as the document for long edge binding and each original page is copied to only one side of each sheet of paper.

To copy 1 → 2 Sided or 2 → 1 Sided for short edge binding, change the binding edge setting and place the document in landscape orientation. It is not copied properly for short edge binding when either the document or the paper is set for portrait orientation or is using the "Pages per Side" feature.

2. When using the document glass, **1→2 Sided** or **2→2 Sided** is selected, and all documents have been scanned, press the **Last Original** button.

This step is necessary when the **Last Original** button is blinking.

Last Original button

Pages per side

Use this setting to copy 2 or 4 documents together on the same page.

Selecting Pages per Side automatically sets a zoom ratio that will enable the documents to fit on the page.

Notes

- Align the top edge of the paper against the top edge of the tray.
- Setting Pages per Side automatically sets the Reduce/Enlarge setting to automatic.
- The zoom ratio is adjusted automatically within the range of 25 % to 400 %.

Press the **Pages per Side** button to select the desired copy method.

Pages per Side button

3. When using the document glass and all documents have been scanned, press the **Last Original** button.

    This step is necessary when the **Last Original** button is blinking.

    Last Original button

	Off	Disables the Pages per Side feature.
![2▸1]	**2 Pages**	Copies 2 documents to a single page.
![4▸1]	**4 Pages**	Copies 4 documents to a single page.

Sharpness

You can adjust the image sharpness to any of 5 levels.

You can set the sharpness in System Administration mode. For more information, refer to Feature settings on page 8-11.

Background suppression

You can set the background suppression level.

When this feature is enabled, the document's background noise is removed during copying. When this feature is disabled, the document's background noise is not removed.

You can set the background suppression in System Administration mode. For more information, refer to Feature settings on page 8-11.

Erase frame

You can set to erase the black shadows created around the edge of the paper when copying with the document cover open or copying a bound document.

You can set a value between 0 and 50 mm (in 1 mm increments) for the erase frame feature.

Notes
- The value set for erase frame applies to all four edges of the document.
- For ID card copy, erase frame is set separately.

You can set erase frame in System Administration mode. For more information, refer to Feature settings on page 8-11.

Auto rotation

You can set the machine to rotate the scanned data when copying the document with an orientation that differs from the orientation of the paper loaded in tray to fit onto the paper.

You can set this feature in the following cases:
- The tray selection is set to automatic.
- The zoom ratio is set to automatic.
- The zoom ratio is set to 100 % and both document and paper are the same size.

Make sure to set the size and orientation of the document when using the document glass.

Managing the copy paper with accounting

You can manage copy paper usage for up to 10 users.

You can set the password and maximum number of copied impressions permitted for each user.

A list of features available with accounting is given below.

- Display/set the password.
- Display the total number of copied impressions.
- Display/set the maximum number of impressions permitted for copying.
- Clear the total number of impressions.

For information on accounting modes, refer to Account mode settings on page 8-8.

Operations when using the copy feature

The operation procedure differs depending on the account mode you are using.

For more information, refer to Account modes on page 3-16.

Scan

6

Scanning procedure

The basic flow of scan operations, including placing the document in the machine and setting advance settings, is detailed below.

Notes

- The machine supports the scan feature using the USB connection
- The monochrome binary scan only.

Placing the document

The following two methods are available to load documents.

Document feeder

- Single sheet
- Multiple sheets

Document glass

- Single sheet
- Bound documents, such as books

    Note The document feeder is not available for some models. An optional component is required. Contact your local Xerox representative.

Document feeder

Supported document sizes

You can place documents of the standard sizes in the document feeder.

When a document is placed in the document feeder, the machine detects the document size automatically. The following standard size documents are detected automatically: A5◻, A4◻, A4◻,

A3 ▱, B5 ▱, B5 ▯, B4 ▱, 8.5 × 11" ▱, 8.5 × 11" ▯, 8.5 × 13" ▱, 8.5 × 14" ▱, 11 × 17" ▱, 16K ▱, 16K ▯, and 8K ▱.

> Note You can select one of the following alternative document sizes. For more information, refer to System settings on page 8-5.
>
> - 8.5 × 13" ▱ or 8.5 × 13.4" ▱
> - 8.5 × 13" ▱ or 8.5 × 14" ▱
> - B5 ▱ or 16K ▱

Selectable document sizes in the scan driver

A3 (297 × 420 mm), A4 (210 × 297 mm), A5 (148 × 210 mm), B4 (257 × 364 mm), B5 (182 × 257 mm), 8.5 × 11", 8.5 × 14", 11 × 17", 7.25 × 10.5", and Custom.

Supported documents types (weights)

Documents with weights from 38 to 128 gsm (50 to 128 gsm for 2 Sided documents) can be placed in the document feeder and scanned.

The document feeder accepts the following number of sheets.

Document type (gsm)	Number of sheets
Lightweight (38 to 49 gsm)	110 sheets
Plain (50 to 80 gsm)	110 sheets
Heavyweight (81 to 128 gsm) (Bypass tray only)	75 sheets

> Note To avoid paper jams, use the document glass for mixed size, folded, wrinkled, cut-and-pasted documents, curled paper, or carbon-backed paper. If you can flatten the curled document, you can use the document.

Follow the steps below to place the document on the document feeder.

You can place single or multiple sheet documents.

1. Remove any paper clips or staples from the document before placing it in the document feeder.

2. Place the document in the center of the document feeder, with the side to scan (or the front surface of a 2 Sided document) facing up.
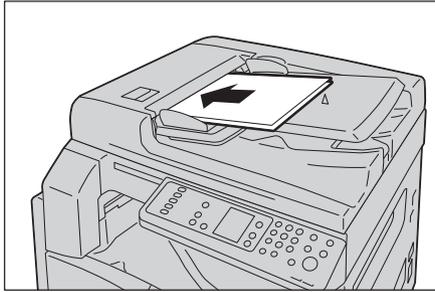
Note The document indicator lights up when a document is placed in the document feeder. If the indicator is not lit, place the document again.

Lights up
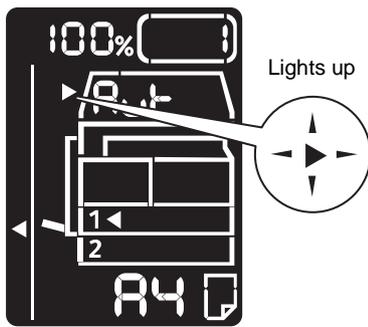
3. Align the document guides to each side of the document.
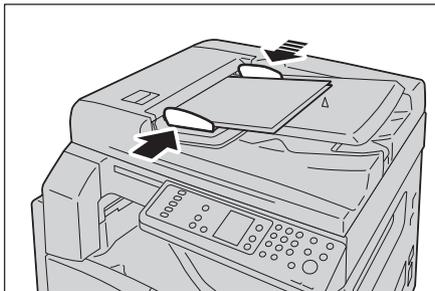
4. Open the document stopper.
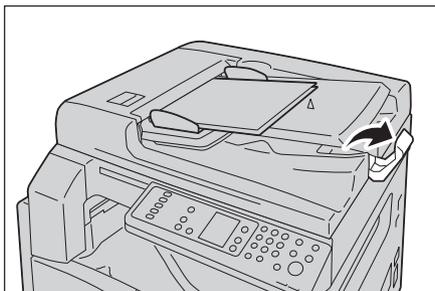
Document Glass

Supported document sizes

The maximum size is 297 × 432 mm.

Selectable document sizes in the scan driver

A3 (297 × 420 mm), A4 (210 × 297 mm), A5 (148 × 210 mm), B4 (257 × 364 mm), B5 (182 × 257 mm), 8.5 × 11", 8.5 × 14", 11 × 17", 7.25 × 10.5", and Custom.

⚠️ **CAUTION:** Do not apply excessive force to hold thick document on the document glass. It may break the glass and cause injuries.

Follow the steps below to place a single sheet document, or bound document such as book, on the document glass.

1. Open the document cover.

   Note When using the document glass, make sure to close the document cover after finishing your scan job.
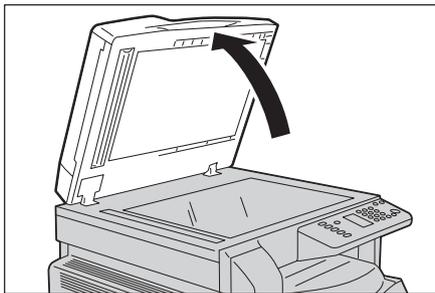
2. Place the document face down, and align it against the top left corner of the document glass.
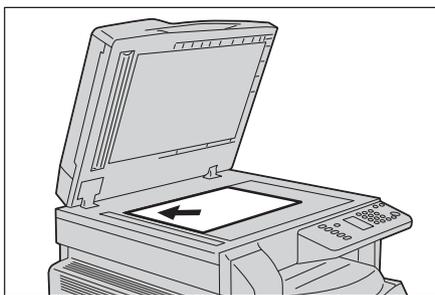
3. Close the document cover.
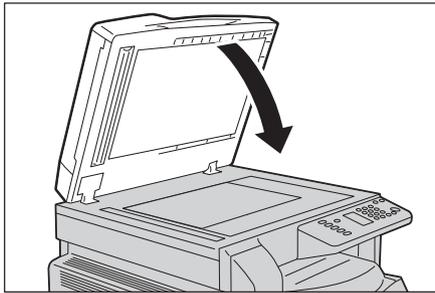
Using the scan feature

For information on using an application to load scan data into the computer, see Loading scan data using a PC-based application on page 6-6.

Notes

- The machine supports the scan feature using the USB connection.
- The monochrome binary scan only.
- The file name of the scanned data is displayed in the format YYMMDDHHMMSS.extension, where, YY = Year (4 digits), MM = Month (2 digits), DD = Day (2 digits), HH = Hour (2 digits), MM = Minutes (2 digits), and SS = Seconds (2 digits).
- The size of the scanned image may be slightly larger than the document size in some cases. This is due to the margin of error introduced with processing.

Loading scan data using a PC-based application

This feature can be used to load scan data from a TWAIN-compatible or WIA-compatible application installed on a computer. You can set the document load conditions from the PC display to enable you to load the document while checking the scan results on the Preview screen.

Notes

- Install the scan driver to use this function. For information on how to install the scan driver, refer to Installing the scan driver on page 2-3.
- The items you can set will vary according to the TWAIN-compatible and WIA-compatible applications you are using.
- The supported applications are 32-bit only.

Follow the steps below to perform the operation.

1. Place the document.

    Refer to Placing the document on page 6-1.

2. Start an application to load the scanned data.

3. From the File menu, select the item for the scanner (source).

4. Select Xerox WorkCentre 5019/5021.

5. Change other options if needed.

    Note For information on the scan functions, click **Help** in the screen to display the help information.
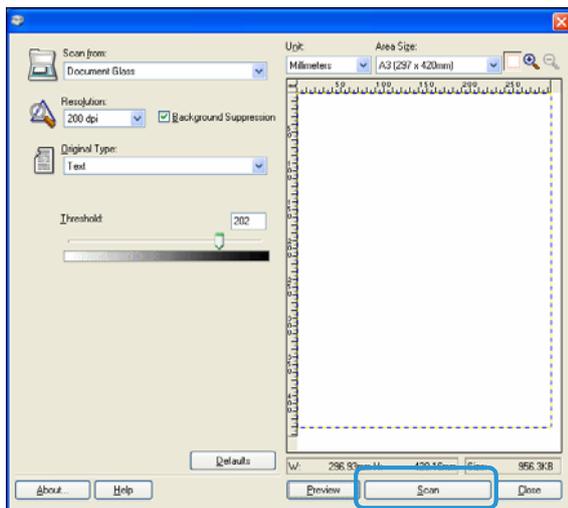
6. Click **Scan**.

Stopping the scan job

To cancel the current scanning job:

On the machine

Press the **Stop** button.

Stop button

On the computer

Press **Cancel** on the screen displayed while scanning.

Print

7

Major print driver functions

This section describes the major print driver functions used for printing. The print driver must be installed before use.

For information on how to install the print driver, refer to Installing the print driver/scan driver on page 2-3.

Notes
- For information on the Print functions, click **Help** in the print driver screen to display the help information.
- Some functions displayed in the Options tab of the Properties screen can only be used when the mounted options information has been set into the print driver. Functions that have been disabled do not display.

Function	Description
Multiple-Up	Prints a multiple-page document on a single page.
2 Sided Print	Prints on both sides of each page when the duplex output unit is installed.
Poster	Enlarges one page of print data to the specified size and prints it on multiple pages. Used to create large posters.
Booklet	Combines 2-sided printing with page collation to enable the creation of booklets with the correct page sequence.
Watermarks	Prints 'Confidential' or another preset character string on top of print data.
Mixed Document	Prints documents containing both vertical and horizontal pages, or pages of different sizes.

Printing

The procedure used to print varies according to the application you are using. See your application's manual for the specific procedure.

The steps below are used in the Xerox WorkCentre 5019/5021 print driver screen.

1. Select **Print** from the application's File menu.

2. Select **Xerox WorkCentre XXXXX**.

    Note "XXXXX" is displayed as either "5019" or "5021" depending on the model of your machine.

3. If needed, select **Properties** to change other options. Select the desired settings.

    Note For information on the Print functions, select **Help** in the print driver screen to display the help information.
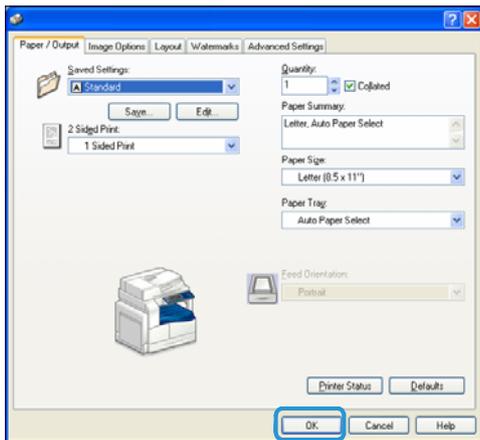
4. Click **OK**.
5. Click **OK** in the Print dialog box.

Stopping the print job

To cancel the currently printing job:

On the machine

Press the **Stop** button.

Stop button

On the computer

1. Double-click the printer icon located on the task bar in the lower right corner of the screen.
2. Select the document name that you desired to cancel, and then press the **Delete** key.

If there is no document within the window, cancel it manually on the machine.

Tools

8

Each machine feature is set to factory default (initial) settings, but you can customize these settings to match your operating environment. You can change these settings in System Administration mode.

Note Some settings cannot be displayed on certain models. An optional component is required. For more information, contact our Customer Support Center.

This chapter describes the functions you can change settings for and provides the settings procedures.

System settings procedure

This section gives an overview of how to change the machine's default settings and check machine information.

Notes

- If there are any current or pending jobs you cannot enter System Administration mode.
- While in System Administration mode you cannot receive a print job or start a print or scan job.

Entering System Administration mode

1. Press and hold the **Log In/Out** button for more than 4 seconds until the screen below displays.
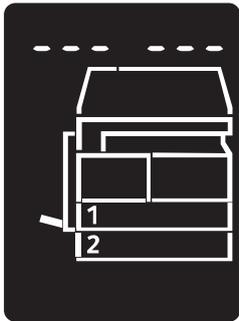
Log In/Out button

2. Use the numeric keypad to enter the password, and then press the **Start** button.

Notes The password is initially set to "1111".

- The password can be changed.
  For more information, refer to System settings on page 8-5.
- The **Log In/Out** button lights up when the machine enters System Administration mode.

The program number input screen appears, and shows the letter **P**.
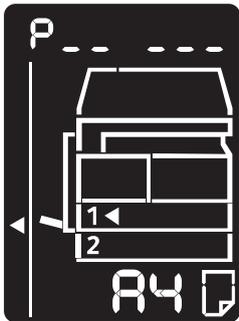
Changing the settings

1.   Enter a program number using the numeric keypad.

For more information, refer to System administrator program list on page 8-4.

Numeric keypad
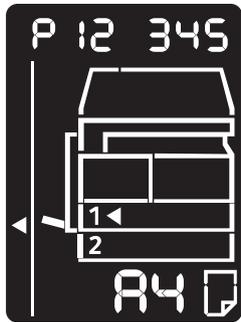
2.   Press the **Start** button to confirm the entered value.

Exiting System Administration mode

Press the **Log In/Out** button.

Note The **Log In/Out** button light goes off when the machine exits System Administration mode.

Log In/Out button

System administrator program list

This section describes the programmable system settings on the machine.

Clock settings

Note When setting the system clock at the first time, set the Date Format and the Time Format.

Program number	Menu item	Description	Value (* default setting)
1	Year	Set the year for the machine's system clock.	2010* - 2031
2	Month	Set the month for the machine's system clock.	1* - 12
3	Day	Set the day for the machine's system clock.	1* - 31
4	Hour	Set the hour for the machine's system clock.	0* - 23
5	Minute	Set the minute for the machine's system clock.	0* - 59
6	Date Format	Set the date display format.	0: YYMMDD* 1: MMDDYY 2: DDMMYY
7	Time Format	Set the time display format.	0: 12h 1: 24h*

System settings

Program number	Menu item	Description	Value (* default setting)
100	Low Power Mode Timer	Set the amount of time the machine waits before entering Low Power mode. You can set a value between 1 to 60 minutes (in 1 minute increments). The machine's power is not turned off completely in Low Power mode. Instead, this mode creates a balance between low power consumption and short warm-up time by controlling the temperature of the fusing unit to a level midway between the power off temperature and the "Ready" temperature.	1* - 60 minutes
101	Sleep Mode Timer	Set the amount of time the machine waits before entering Sleep mode from Low Power mode. You can set a value between 1 and 239 minutes (in 1 minute increments). Sleep mode minimizes power consumption by shutting off power to all components except the controller. Warm-up time in Sleep mode is longer than in Low Power mode.	1* - 239 minutes
102	Auto Reset Timer	Set the amount of time the machine waits before automatically returning to the default display screen when no operation is being performed.	0: 15 seconds 1: 30 seconds 2: 45 seconds* 3: 1 minute 4: 2 minutes 5: 3 minutes 6: 4 minutes
103	Auto Print Timer	Set the amount of time the machine waits after operations such as using the control panel, placing or removing a document in the document feeder, and taking out or putting in a tray, until starting to print automatically. You can set a value between 1 and 240 seconds (in 1 second increments).	1 - 240 seconds (Default: 10 seconds)
104	Auto Scan Complete Timer	Set the amount of time the machine waits before automatically processing the next job when there are no additional documents to be loaded when using the document glass.	1: 20 seconds 2: 30 seconds* 3: 60 seconds 4: 90 seconds

Program number	Menu item	Description	Value (* default setting)
105	Job Cancel Timer	Set the amount of time the machine waits before automatically cancelling all jobs that are paused when an error occurs.	0: Invalid 60 - 5940 seconds (Default: 600 seconds)
106	Job Done Timer	Set the amount of time for the job complete screen to be displayed in the control panel when a job is completed.	1 - 10 seconds (Default: 3 seconds)
202	Report Manual Output Direction	Select a report to print.	1: System Settings Report* 2: Service Settings Report 3: Job History Report 4: Error History Report 5: Job Counter Report
206	Paper Class	Set the paper size series to be used.	2: Inch Series 3: AB Series (8 × 13") 4: AB Series (18K/16K)* 5: AB Series (8 × 13"/8 × 14")
207	Error Display of Drum Cartridge Replacement	Set the frequency to display the error code when it is time to replace the drum cartridge. To exit the error code screen press any button on the control panel.	0: Do not display 1: When switching the machine on and off* 2: When the Auto Reset timeout is reached
208	Error Display of Drum Cartridge Life	Set the frequency to display the error code when the drum cartridge expires. To exit the error code screen press any button on the control panel.	0: Do not display 1: When switching the machine on and off 2: When the Auto Reset timeout is reached*
209	Error Display of Toner Cartridge Replacement.	Set the frequency to display the error code when it is time for replacing the toner cartridge. To exit the error code screen press any button on the control panel.	0: Do not display 1: When switching the machine on and off* 2: When the Auto Reset timeout is reached
210	Alternative Document Sizes (1)	Set the detectable document size when the program number 206 is set to 4 or 5.	When 4 is set: 0: 8.5 × 13" ▱* 1: 8.5 × 13" ▱ 2: 8.5 × 13.4" ▱ When 5 is set: 0: 8.5 × 14" ▱* 1: 8.5 × 13" ▱ 2: 8.5 × 14" ▱

Program number	Menu item	Description	Value (* default setting)
211	Alternative Document Sizes (2)	Set the detectable document size when the program number 206 is set to 5.	0: B5 ▱* 1: B5 ▱ 2: 16K ▱
400	1st digit of the System Administrator Password	Set the 1st digit for the system administrator password.	0 - 9 (Default: 1)
401	2nd digit of the System Administrator Password	Set the 2nd digit for the system administrator password.	0 - 9 (Default: 1)
402	3rd digit of the System Administrator Password	Set the 3rd digit for the system administrator password.	0 - 9 (Default: 1)
403	4th digit of the System Administrator Password	Set the 4th digit for the system administrator password.	0 - 9 (Default: 1)
404	5th digit of the System Administrator Password	Set the 5th digit for the system administrator password.	0 - 10 (When the password is 4-digit, enter 10.) (Default: 1)
405	6th digit of the System Administrator Password	Set the 6th digit for the system administrator password.	0 - 10 (When the password is 5-digit, enter 10.) (Default:10)
500	Paper Type in Tray 1	Set the paper type in Tray 1.	0: Normal* 5: Lightweight
501	Paper Type in Tray 2	Set the paper type in Tray 2.	0: Normal* 5: Lightweight
502	Paper Type in Bypass Tray	Set the paper type in Bypass Tray.	0: Normal* 2: Heavyweight 5: Lightweight
900	Firmware Version of Controller	Displays the firmware version of the controller.	-
901	Firmware Version of UI panel	Displays the firmware version of the UI panel.	-

Program number	Menu item	Description	Value (* default setting)
902	Firmware Version of DADF	Displays the firmware version of the document feeder.	-
7000	Copy Counter	Displays the total number of pages copied.	-
7001	Print Counter	Displays the total number of pages printed.	-

Account mode settings

Program number	Menu item	Description	Value (* Default setting)
203	Account mode	Set the machine account mode. Refer to Account modes on page 3-16.	0: Account Free mode* 1: Single Account mode 2: Multi Account mode
600	All Accounts Copy Count Clear	Clear the copy count for all accounts.	0: Do not clear* 1: Clear
601	Account Number 1 Password	Specify account number 1's password using three digits.	4 - 6 digit numbers (Default: 0001)
602	Account Number 2 Password	Specify account number 2's password using three digits.	4 - 6 digit numbers (Default: 0002)
603	Account Number 3 Password	Specify account number 3's password using three digits.	4 - 6 digit numbers (Default: 0003)
604	Account Number 4 Password	Specify account number 4's password using three digits.	4 - 6 digit numbers (Default: 0004)
605	Account Number 5 Password	Specify account number 5's password using three digits.	4 - 6 digit numbers (Default: 0005)
606	Account Number 6 Password	Specify account number 6's password using three digits.	4 - 6 digit numbers (Default: 0006)
607	Account Number 7 Password	Specify account number 7's password using three digits.	4 - 6 digit numbers (Default: 0007)
608	Account Number 8 Password	Specify account number 8's password using three digits.	4 - 6 digit numbers (Default: 0008)

Program number	Menu item	Description	Value (* Default setting)
609	Account Number 9 Password	Specify account number 9's password using three digits.	4 - 6 digit numbers (Default: 0009)
610	Account Number 10 Password	Specify account number 10's password using three digits.	4 - 6 digit numbers (Default: 0010)
611	Account Number 1 Copy Job Limit	Specify the maximum number of copy pages allowed for account number 1.	0 (No Limit)* - 255 (1 = 1,000)
612	Account Number 2 Copy Job Limit	Specify the maximum number of copy pages allowed for account number 2.	0 (No Limit)* - 255 (1 = 1,000)
613	Account Number 3 Copy Job Limit	Specify the maximum number of copy pages allowed for account number 3.	0 (No Limit)* - 255 (1 = 1,000)
614	Account Number 4 Copy Job Limit	Specify the maximum number of copy pages allowed for account number 4.	0 (No Limit)* - 255 (1 = 1,000)
615	Account Number 5 Copy Job Limit	Specify the maximum number of copy pages allowed for account number 5.	0 (No Limit)* - 255 (1 = 1,000)
616	Account Number 6 Copy Job Limit	Specify the maximum number of copy pages allowed for account number 6.	0 (No Limit)* - 255 (1 = 1,000)
617	Account Number 7 Copy Job Limit	Specify the maximum number of copy pages allowed for account number 7.	0 (No Limit)* - 255 (1 = 1,000)
618	Account Number 8 Copy Job Limit	Specify the maximum number of copy pages allowed for account number 8.	0 (No Limit)* - 255 (1 = 1,000)
619	Account Number 9 Copy Job Limit	Specify the maximum number of copy pages allowed for account number 9.	0 (No Limit)* - 255 (1 = 1,000)
620	Account Number 10 Copy Job Limit	Specify the maximum number of copy pages allowed for account number 10.	0 (No Limit)* - 255 (1 = 1,000)
7002	Account Number 1 Copy Count	Shows the total number of copies made under account number 1.	-

Program number	Menu item	Description	Value (* Default setting)
7003	Account Number 2 Copy Count	Shows the total number of copies made under account number 2.	-
7004	Account Number 3 Copy Count	Shows the total number of copies made under account number 3.	-
7005	Account Number 4 Copy Count	Shows the total number of copies made under account number 4.	-
7006	Account Number 5 Copy Count	Shows the total number of copies made under account number 5.	-
7007	Account Number 6 Copy Count	Shows the total number of copies made under account number 6.	-
7008	Account Number 7 Copy Count	Shows the total number of copies made under account number 7.	-
7009	Account Number 8 Copy Count	Shows the total number of copies made under account number 8.	-
7010	Account Number 9 Copy Count	Shows the total number of copies made under account number 9.	-
7011	Account Number 10 Copy Count	Shows the total number of copies made under account number 10.	-

Feature settings

Program number	Menu item	Description	Value (* default setting)
3000	Paper Supply (Copying)	Set the default tray.	0: Automatic 1: Tray1* 2: Tray2 5: Bypass tray
3002	Reduce/Enlarge (Copying)	Set the default zoom ratios.	0: Automatic 1: 50.0 % 2: 70.7 % 3: 100.0 % * 4: 141.4 % 5: 200.0 % 6: Preset
3003	Erase Frame (Copying)	Set the amount for Erase Frame.	0 - 50 mm (Default: 2 mm)
3004	Original Type (Copying)	Set the default setting for Original Type.	1: Text* 2: Text & Photo 3: Photo
3005	Lighten/Darken (Copying)	Set the default setting for Lighten/Darken.	0: Light +2 1: Light +1 2: Normal* 3: Dark +1 4: Dark +2 5: Toner Saver
3006	Sharpness (Copying)	Set the value for the sharpness.	0: Soft +2 1: Soft +1 2: Normal* 3: Sharp +1 4: Sharp +2
3007	Background Suppression (Copying)	Set whether to suppress the document's background color.	0: Off 1: On*

Program number	Menu item	Description	Value (* default setting)
3008	Document Size (Copying)	Set the default document size when the program number 206 is set to 2.	1: 11 × 17" ▱ 2: A3 ▱ 5: B4 ▱ 6: 8.5 × 14" ▱ 7: 8.5 × 13" ▱ 9: A4 ▱ 10: 8.5 × 11" ▱ 14: B5 ▱ 16: 8.5 × 11" ▱* 17: 5.5 × 8.5" ▱ 18: A4 ▱ 19: A5 ▱ 23: B5 ▱ 134: Expected document size
		Set the default document size when the program number 206 is set to 3.	1: 11 × 17" ▱ 2: A3 ▱ 5: B4 ▱ 6: 8.5 × 14" ▱ 7: 8.5 × 13" ▱ 9: A4 ▱ 10: 8.5 × 11" ▱ 14: B5 ▱ 16: 8.5 × 11" ▱* 18: A4 ▱ 19: A5 ▱ 23: B5 ▱ 56: 8.5 × 13.4" ▱ 134: Expected document size

Program number	Menu item	Description	Value (* default setting)
3008 (Continued)	Document Size (Copying)	Set the default document size when the program number 206 is set to 4.	1: 11 × 17" ▭ 2: A3 ▭ 3: 8K ▭ 5: B4 ▭ 6: 8.5 × 14" ▭ 7: 8.5 × 13" ▭ 9: A4 ▭ 10: 8.5 × 11" ▭ 11: 16K ▭ 14: B5 ▭ 16: 8.5 × 11" ▯ 18: A4 ▯* 19: A5 ▭ 20: 16K ▯ 23: B5 ▯ 134: Expected document size
		Set the default document size when the program number 206 is set to 5.	1: 11 × 17" ▭ 2: A3 ▭ 5: B4 ▭ 6: 8.5 × 14" ▭ 7: 8.5 × 13" ▭ 9: A4 ▭ 10: 8.5 × 11" ▭ 14: B5 ▭ 16: 8.5 × 11" ▯ 18: A4 ▯* 19: A5 ▭ 23: B5 ▯ 134: Expected document size
3009	2 Sided (Copying)	Set the default setting for 2 Sided.	0: 1 → 1* 1: 1 → 2 2: 2 → 1 3: 2 → 2
3010	Preset Zoom Ratio (Copying)	Set the preset zoom ratio. You can set a value between 25 and 400 % (in 1 minute increments).	25 - 400 % (Default: 81 %)

Program number	Menu item	Description	Value (* default setting)
3011	Background Suppression Level (Copying)	Set the suppression level for Background Suppression (Program number: 3007) when the feature is set to on. This feature is available when scanning a monochrome document.	0: Level1 1: Level2* 2: Level3 3: Level4 4: Level5
3012	Erase Frame ID Card Copy (Copying)	Set the amount of Erase Frame for the ID Card Copy feature.	0 - 10 mm (Default: 2 mm)
3013	Scanning Size for ID Card Copy (One side of square)	Set the size (one side of square) when scanning a document using the ID Card Copy feature.	86 - 297 mm (Default:100 mm)
3014	Binding side for 2 Sided copying	Set the binding side when the document ⬜ and paper ⬜ are set. When "Pages per Side" is selected, the long side binding is set.	3: Long side binding* 4: Short side binding
4000	Sharpness (Scanning)	Set the value for sharpness.	0: Soft +2 1: Soft +1 2: Normal* 3: Sharp +1 4: Sharp +2
4002	Background Suppression Level (Copying)	Set the suppression level. This feature is available when scanning a monochrome document.	0: Level1 1: Level2* 2: Level3 3: Level4 4: Level5

Machine status

9

This chapter describes the features provided for checking machine statuses.

Printing reports

The machine can print the following reports:

Report	Description
System Settings Report	Prints the machine's hardware configuration, version information, status of consumables, and the number of pages printed by each feature.
Service Settings Report	Prints the items that can be set from the control panel in System Administration mode.
Job History Report	Shows the job execution results. Prints the results of the most recent jobs (up to 10 jobs' worth). Notes • When the Job History exceeds 10 jobs, each new job replaces the oldest job in the history. • When printed a job (single page job) continuously, the error information of the jammed page may not be recorded.
Error History Report	Prints information on errors generated in the machine. Up to 42 errors are recorded sequentially from newest to oldest. Records information on up to 10 paper jams or similar errors. Note: The Error History may record less than 42 errors if it contains errors with a large amount of information. When the Error History exceeds its capacity, each new error recorded replaces the oldest error.
Job Counter Report	Prints the total number of pages printed by each feature, along with tallies such as the copy total and permitted maximum number of copies by each user in multiple account mode.

Note   The items printed will vary according to the machine's settings.

Follow the steps below to print a report.

1. Enter System Administration mode.
   Refer to Entering System Administration mode on page 8-2.
2. Enter the program number "202", and press the **Start** button.

3. Enter the number of the report that you want to print, and press the **Start** button.

Number	Description
1	System Settings Report
2	Service Settings Report
3	Job History Report
4	Error History Report
5	Job Counter Report

Note To stop the current printing job, press the **Stop** button.
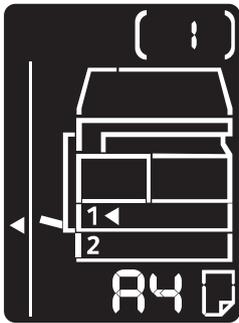
When the print job is completed, the machine status diagram displays as shown below.

4. When you finish printing, press the **Log In/Out** button to exit System Administration mode.

Note When you exit System Administration mode, the **Log In/Out** button light goes off.

Checking the job counter

You can check the number of pages printed by the machine under the "Counter" on the System Settings Report output.

Total Impressions

The total number of pages printed or copied is displayed.

Copied Impressions

The total number of pages copied is displayed.

Printed Impressions

The total number of pages printed is displayed.

Checking consumables

You can check the statuses of consumables such as toner cartridge and drum cartridge under the "Consumables" on the System Settings Report output.

Toner Status

Shows the toner cartridge status.

- **OK**

    Replacement is not currently needed.

- **Replace Soon**

    Replacement is needed soon.

Drum Status

Shows the drum cartridge status.

- **OK**

    Replacement is not currently needed.

- **Replace Soon**

    Replacement is needed soon.

- **Replace Now**

    Replacement is needed now.

Checking the total number of impressions copied

The machine can display the total number of impressions each user has copied and the maximum number of impressions each user is permitted to copy.

This feature can be used in Multiple Account mode to manage the copy paper.

Accounting for copy paper: Managing the copy paper with accounting on page 5-22

To check, follow the steps below.

1. Enter System Administration mode.

   Refer to Entering System Administration mode on page 8-2.

2. Enter the program number of the group that you want to check, press the **Start** button.

Copied impressions

Program number	Description
7002	Copied impressions by User 1
7003	Copied impressions by User 2
7004	Copied impressions by User 3
7005	Copied impressions by User 4
7006	Copied impressions by User 5
7007	Copied impressions by User 6
7008	Copied impressions by User 7
7009	Copied impressions by User 8
7010	Copied impressions by User 9
7011	Copied impressions by User 10

Copy limit

Program number	Description
611	Copy limit for User 1
612	Copy limit for User 2
613	Copy limit for User 3
614	Copy limit for User 4
615	Copy limit for User 5
616	Copy limit for User 6

Program number	Description
617	Copy limit for User 7
618	Copy limit for User 8
619	Copy limit for User 9
620	Copy limit for User 10

3. Check the value displayed.

   Notes

   - You can see the next value by pressing the **Start** button when the triangle appears.
   - To return to the program number input screen, press the **Stop** button.
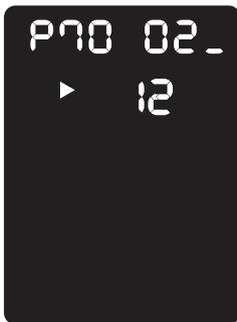
4. When you finish checking, press the **Log In/Out** button, and exit System Administration mode.

   Note When you exit System Administration mode, the **Log In / Out** button light goes off.

Maintenance

10

This chapter describes how to replace consumables and clean the machine.

Replacing consumables

The machine is provided with the following consumables and periodic replacement parts. We recommend the use of the following consumables as they are manufactured to meet the specifications of the machine.

Type of consumable / periodic replacement part	Product code	Quantity/box
Toner Cartridge	006R01573	1 unit/box
Drum Cartridge	013R00670	1 unit/box

Notes

- Our service representatives will replace the drum cartridge. Contact your local Xerox representative or sales representative.
- We recommend that you always keep spare consumables/periodic replacement parts available.

⚠ **CAUTION:** Use a broom or a wet cloth to wipe off spilled toner. Never use a vacuum cleaner for the spills. It may catch fire by electric sparks inside the vacuum cleaner and cause explosion. If you spill a large volume of toner, contact your local Xerox representative.

⚠ **WARNING:** Never throw a toner cartridge into an open flame. Remaining toner in the cartridge may catch fire and cause burn injuries or explosion. If you have a used toner cartridge no longer needed, contact your local Xerox representative for its disposal.

⚠ **CAUTION:**

- Keep drum cartridge and toner cartridge out of the reach of children. If a child accidentally swallows toner, spit it out, rinse mouth with water, drink water and consult a physician immediately.
- When replacing drum cartridge and toner cartridge, be careful not to spill the toner. In case of any toner spills, avoid contact with clothes, skin, eyes and mouth as well as inhalation.
- If toner spills onto your skin or clothing, wash it off with soap and water. If you get toner particles in your eyes, wash it out with plenty of water for at least 15 minutes until

irritation is gone. Consult a physician if necessary. If you inhale toner particles, move to a fresh air location and rinse your mouth with water. If you swallow toner, spit it out, rinse your mouth with water, drink plenty of water and consult a physician immediately.

Handling consumables/periodic replacement parts

- Do not store boxes of consumables/periodic replacement parts upright.
- Do not unpack consumables/periodic replacement parts before use. Avoid storing consumables/periodic replacement parts in the following locations:
  - High temperature and humid locations
  - Near heat-generating devices
  - Areas exposed to direct sunlight
  - Dusty areas
- When using consumables/periodic replacement parts, carefully read precautions for use. Precautions for use are instructed on their bodies or packages, or a precaution sheet is included in their packages.
- We recommend always keeping spare consumables/periodic replacement parts in stock.
- When calling our Customer Support Center to order consumables/periodical replacement parts, have the product codes ready.
- The use of consumables/periodic replacement parts not recommended by Xerox could impair machine quality and performance. Use only consumables/periodic replacement parts recommended by Xerox.

Checking the status of consumables

You can check the status of consumables.

For more information, refer to

Replacing the toner cartridge

The following error codes and icons display in the machine status diagram when the remaining toner level becomes low.

Error code	Status machine diagram	Required action
-	Lights up	When the toner cartridge icon is lit (blinks for three seconds), the toner cartridge needs to be replaced after about 100 pages[*1]. Have a replacement toner cartridge ready.
J-1	Blinks	When the error code appears, the toner cartridge icon starts blinking, and the error indicator is lit, the toner cartridge needs to be replaced. Replace the toner cartridge.
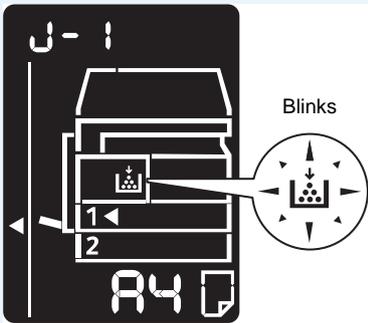
[*1] The remaining page yield for copy/print jobs is applicable when A4 paper LEF (▱) is used. The value is an estimate and varies depending on the conditions such as the content printed, paper size, paper type, and the machine operating environment.

Notes

- When you replace a toner cartridge, toner may spill and soil the floor. We recommend laying paper on the floor beforehand.
- The use of toner cartridges not recommended by Xerox may degrade image quality and performance. Use only toner cartridges recommended by Xerox.
- When the remaining amount of toner is low, the machine may stop printing and display an error code. If this occurs, replace the toner cartridge to resume copying or printing.
- Leave the machine's power on when replacing the toner cartridge.

Follow the steps below to replace the toner cartridge.

1. Make sure that the machine is not operating, and open the front cover.
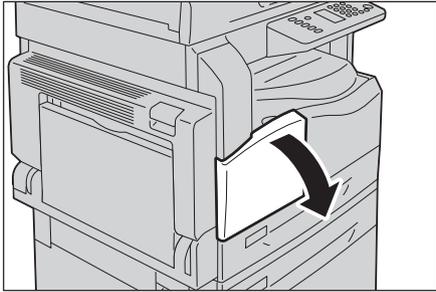
2. Hold the handle of toner cartridge and lift it up slightly.
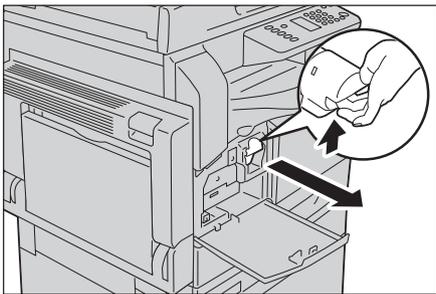
3. Gently pull the toner cartridge out of the machine.
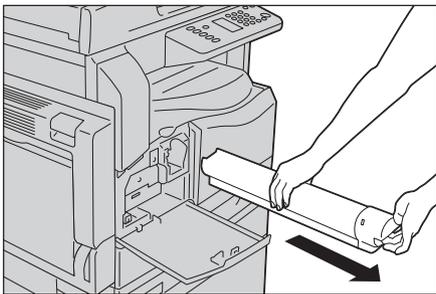
⚠️ **WARNING:** Never throw a toner cartridge into an open flame. Remaining toner in the cartridge may catch fire and cause burn injuries or explosion.

If you have a used toner cartridge no longer needed, contact your local Xerox representative for its disposal.

Notes

- Pull out the toner cartridge slowly. Otherwise, toner may spill from the cartridge.
- Return used toner cartridges to your local Xerox representative.

4. Unpack a new toner cartridge, and shake it lightly up/down, and left/right 10 times.

    Note Do not touch the shutter.
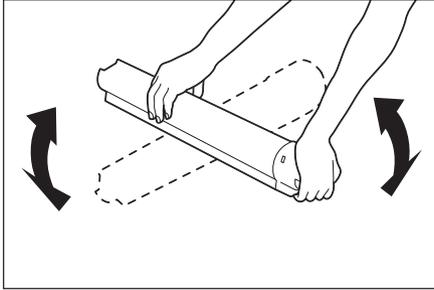
5.   Orient the toner cartridge with the arrow (↑) facing up, and insert it as far as it will go.
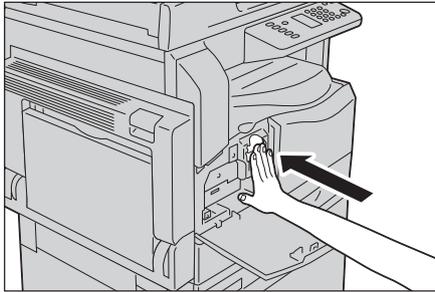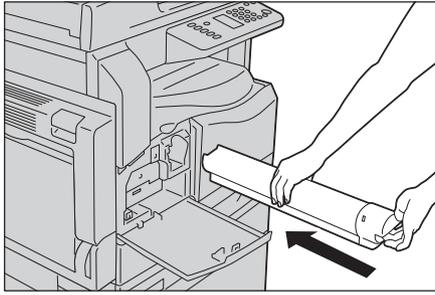

6.   Close the front cover.

Note If the front cover is not completely closed, an error code will appear and the machine will remain paused.
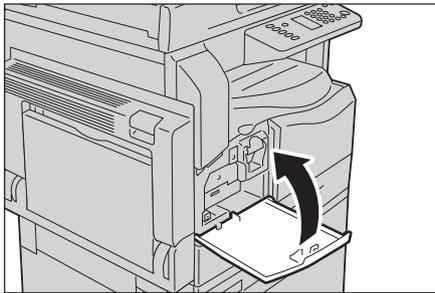
Replacing the drum cartridge

The following error codes and icons display in the machine status diagram when the drum cartridge is near the end of its service life.

Contact your local Xerox representative or sales representative to have your drum cartridge replaced.

Error code	Status machine diagram	Required action
-	100% ... Lights up ... A4	When the drum cartridge icon is lit (blinks for three seconds), the drum cartridge will need to be replaced after about 1,000 pages[*1]. Have a replacement drum cartridge ready.
J-4	J-4 ... Blinks ... A4	When this error code appears, the drum cartridge icon starts blinking, and the error icon is lit, the drum cartridge needs to be replaced. Replace the drum cartridge.
J-7	J-7 ... Lights up ... A4	When this error code appears and the drum cartridge icon is lit, the warranty period for the image quality on the drum cartridge has expired.
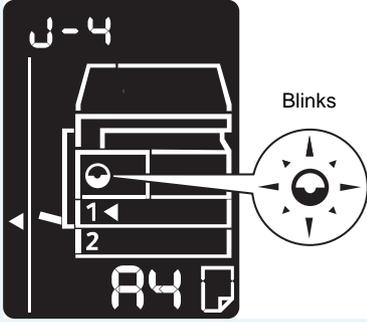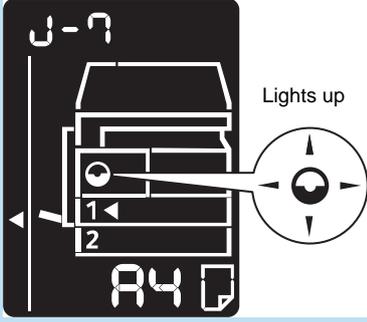
Error code	Status machine diagram	Required action
J-8	J-8 — Lights up	When this error code appears and the drum cartridge icon is lit (blinks for three seconds), the warranty period for performance on the drum cartridge has expired.
J-9	J-9 — Blinks	When this error code appears, the drum cartridge icon blinks, and the error indicator is lit, the machine detected a failure due to using a drum cartridge that is not supported. Replace the drum cartridge immediately.
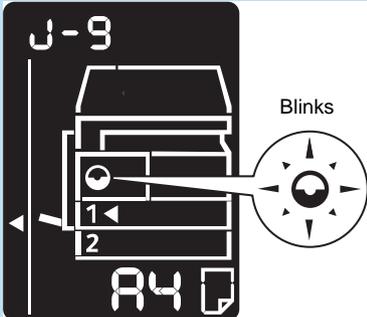
[*1] The remaining page yield for copy/print jobs is applicable when A4 paper LEF ( ) is used. The value is an estimate and varies depending on the conditions such as the content printed, paper size, paper type, and the machine operating environment.

Notes

- The use of drum cartridges not recommended by Xerox may degrade image quality and performance. Use only drum cartridges recommended by Xerox.
- Do not expose drum cartridges to direct sunlight or strong light from indoor fluorescent lighting. Do not touch or scratch the surface of the drum. Doing so may result in unsatisfactory printing.

Cleaning the machine

This section describes how to clean the machine outer casing, document cover, document feeder, and document glass.

⚠ **WARNING:** When cleaning this product, use the designated cleaning materials exclusive to it.

Other cleaning materials may result in poor performance of the machine. To avoid fire and explosion never use aerosol cleaners.

⚠ **WARNING:** When cleaning this product, always switch off the power and unplug it. Access to a live machine interior may cause electric shock.

Cleaning the exterior

⚠ **CAUTIONS:**
- Do not use benzene, paint thinner, or other volatile liquids or spray insect repellent on the machine as they might discolor, deform, or crack the covers.
- Cleaning the machine with an excessive amount of water may cause the machine to malfunction or damage documents during copying.

1. Wipe the exterior with a firmly wrung soft cloth moistened with water.

   Notes
   - Do not use cleaning agents other than water or neutral detergent.
   - If you cannot remove the dirt easily, gently wipe the machine with a soft cloth moistened with a small amount of neutral detergent.
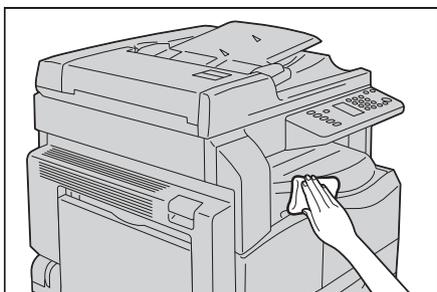
2. Wipe off any excess water with a soft cloth.

Cleaning the document cover and document glass

If the document cover and document glass become soiled, smudges may appear on copies, or scanned documents and the machine may not properly detect document sizes.

To ensure clean copies at all times, clean the document cover and the document glass about once a month.

⚠ **CAUTIONS:**

- Do not use benzene, paint thinner, or other organic solvents. Doing so might damage the paint or coating on plastic parts.
- Cleaning the machine with an excessive amount of water may cause the machine to malfunction or damage documents during copying, or scanning.

1. Wipe the document cover with a soft cloth moistened with water to remove any dirt, and then wipe it with a soft, dry cloth.

   Notes

   - Do not use cleaning agents other than water or neutral detergent.
   - If you cannot remove dirt easily, gently wipe the document cover with a soft cloth moistened with a small amount of neutral detergent.
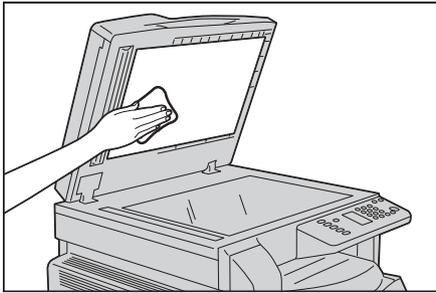
2. Wipe the document glass with a soft cloth moistened with water to remove any dirt, and then wipe it with a soft, dry cloth.

   Notes

   - Do not use cleaning agents other than water or neutral detergent.
   - If you cannot remove dirt easily, gently wipe the document glass with a soft cloth moistened with a small amount of neutral detergent.
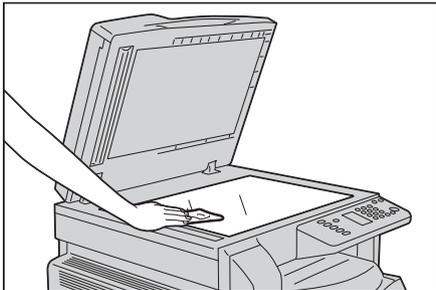
Cleaning the document presser and narrow glass strip

If the document presser or narrow glass strip becomes soiled, smudges may appear on copies, or scanned documents and the machine may not properly detect document sizes.

To ensure clean copies at all times, clean the document presser and narrow glass strip about once a month.

⚠️ **CAUTIONS:**

- Do not use benzene, paint thinner, or other organic solvents. Doing so might damage the paint or coating on plastic parts.
- Cleaning the machine with an excessive amount of water may cause the machine to malfunction or damage documents during copying or scanning.

1. Wipe the document presser with a soft cloth moistened with water to remove any dirt, and then wipe it with a soft, dry cloth.

    Notes

    - Do not press the film with excessive force as it can be easily damaged.
    - Do not use cleaning agents other than water or neutral detergent.
    - If you cannot remove dirt easily, gently wipe the document presser with a soft cloth moistened with a small amount of neutral detergent.
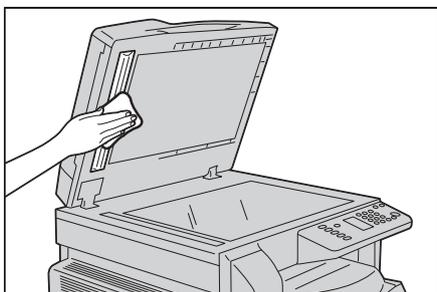
2. Wipe the narrow glass strip with a soft cloth moistened with water to remove any dirt, and then wipe it with a soft dry cloth.

    Notes

    - Do not use cleaning agents other than water or neutral detergent.
    - If you cannot remove dirt easily, gently wipe the narrow glass strip with a soft cloth moistened with a small amount of neutral detergent.
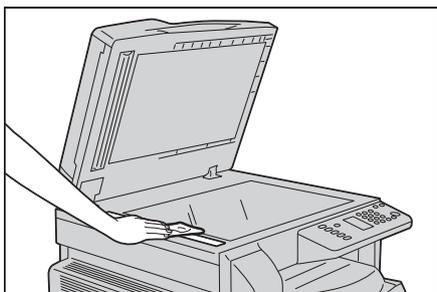
Cleaning the document feeder rollers

If the document feeder rollers become soiled, smudges may appear on copies, or scanned documents and paper jams may occur.

To ensure clean copies at all times, clean the document feeder rollers about once a month.

⚠ **CAUTIONS:**

- Do not use benzene, paint thinner, or other organic solvents. Doing so might damage paint or coating on plastic parts.
- Cleaning the machine with an excessive amount of water may cause the machine to malfunction or damage documents during copying, scanning, or printing.

1. Lift the latch for the document feeder top cover until it is completely open.

    Note When you fully open the cover, it comes to a fixed position. Open the cover gently.
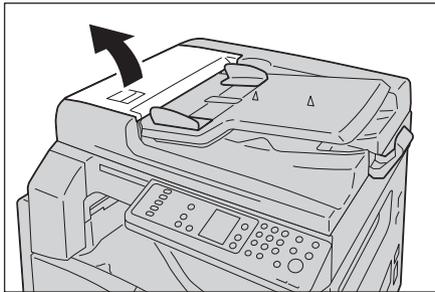
2. While turning the rollers, wipe them with a soft cloth moistened with water.

    Notes

    - Do not use cleaning agents other than water or neutral detergent.
    - Use a cloth firmly wrung to prevent water drops from falling into the machine. If water gets into the machine, it may cause the machine to malfunction.
    - If you cannot remove dirt easily, gently wipe the rollers with a soft cloth moistened with a small amount of neutral detergent.
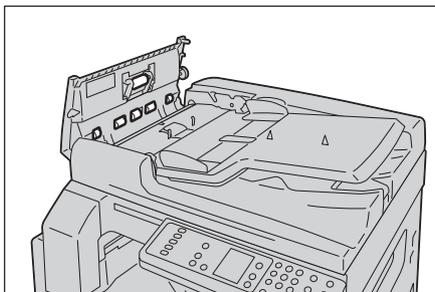
3. Close the document feeder top cover until it clicks into place, and confirm that there is no space between either side of the cover and the document feeder.

Problem solving

11

This chapter provides possible solutions to various problems you may encounter with the machine.

Troubleshooting

Follow the troubleshooting procedures below to solve problems.

Problem	Cause/action
The machine does not work properly.	Refer to Machine problems on page 11-2.
An error code is displayed.	For information on paper jams, refer to Paper jams on page 11-29. For information on document jams, refer to Document jams on page 11-36. Refer to Error codes on page 11-21.
The image quality is poor.	Refer to Image quality problems on page 11-6.
Trouble during copying	Refer to Copying problems on page 11-12.
Trouble during printing	Refer to Printer problems on page 11-16.
Trouble during scanning	Refer to Scan problems on page 11-18.

If the error is not resolved even after following the above procedure, contact our Customer Support Center.

Machine problems

Check the machine's status again if you suspect a malfunction.

Symptom	Possible cause	Remedy
The machine is not powered on.	Is the power switched on?	Switch the power on. Refer to Power source on page 3-6.
	Is the power cord plugged into the power outlet?	Switch the power off and make sure the power plug is inserted securely. Then switch the power on.
	Is the power cord disconnected from the machine?	
	Does the AC outlet supply power properly?	Connect another appliance to the outlet to verify the power supply.
The Error indicator is blinking.	The system of the machine or the components installed may have a trouble.	Switch the power off, then on again. If the problem persists, contact our Customer Support Center.
The Error indicator is lit.	Is paper or document jammed?	Remove the jammed paper or document. Refer to Paper jams on page 11-29. Refer to Document jams on page 11-36.
	Is the machine front cover or another cover open?	Follow the instructions in the displayed error code to take the required action. Refer to Error codes on page 11-21.
The display is dark.	Is the **Energy Saver** button lit?	The machine is in an energy saver mode. Press the control panel's **Energy Saver** button to turn off the energy saver mode.
Unable to print or copy.	Is there an error code displayed in the control panel's display?	Follow the instructions in the displayed error code to take the required action. Refer to Error codes on page 11-21.
	Is the power cord connected?	Switch the power off and make sure the power plug is inserted securely into the power outlet. Then switch the power on.
The Data indicator does not light even though you instructed the machine to print.	Is the interface cable connected?	Check the interface cable connection. Refer to USB interface on page 2-2.
	Is the computer's environment correctly set?	Check the computer's environment, such as print driver settings.

Symptom	Possible cause	Remedy
Unable to print although a print job is instructed to Bypass tray.	Is the specified paper size loaded in the tray?	Follow the instructions in the displayed error code to place paper of the correct size, and then try again. Refer to Error codes on page 11-21. Refer to Loading paper in the Bypass tray on page 4-9.
The print quality is poor.	An image quality problem may have occurred.	Take the required action described in Image quality problems. Refer to Image quality problems on page 11-6.
Unable to insert or remove a tray.	Did you open a cover or switch the machine off during printing?	Do not forcibly insert or remove the tray. Switch off the power. In a few seconds, switch on the power. When the machine is ready to receive data, insert or remove the tray.
Unable to copy with the specified size.	Is the document glass or the document cover dirty?	Clean the document glass or document cover. Refer to Cleaning the document cover and document glass on page 10-9.
	Is the document a transparency or highly translucent medium?	Use the document glass to copy the document, placing a sheet of white paper on top of it.
	Is the document in the correct position?	Place the document correctly. Refer to Placing the document on page 5-1.
	Is the document loaded correctly?	
	Are the document guides on the document feeder set in the correct positions?	Align the document guides correctly. Refer to Placing the document on page 5-1.
	Is the document folded?	Smooth out the document and place it again correctly. Refer to Placing the document on page 5-1.

Symptom	Possible cause	Remedy
Paper is often jammed or wrinkled.	Is paper loaded correctly in the tray?	Load paper correctly. Refer to Loading paper in Trays 1 and 2 (optional) on page 4-7.
	Is the tray inserted correctly?	Correctly insert the tray by firmly pushing it until it stops. Refer to Loading paper in Trays 1 and 2 (optional) on page 4-7.
	Is the paper damp?	Replace the paper with a new one.
	Is the paper curled?	Turn over the paper in the tray, or replace the paper with a new one.
	Are the paper and tray settings correct?	Correctly set the paper settings to correspond to the paper loaded. Refer to Changing the paper size for Trays 1 and 2 on page 4-11.
	Are any torn pieces of paper remaining or is there a foreign object in the machine?	Open the cover of the machine or pull out the tray to remove any torn pieces or foreign objects. Refer to Paper jams on page 11-29.
	Is non-standard paper loaded in the tray?	Replace with paper that meets machine specifications. Refer to Paper types on page 4-1.
	Is paper exceeding the maximum fill line in the tray?	Load paper in the tray so that it does not exceed the maximum fill line. Refer to Loading paper in Trays 1 and 2 (optional) on page 4-7.
	Are the paper guides set correctly?	Load paper correctly, and align the paper guides to the paper. Refer to Loading paper in Trays 1 and 2 (optional) on page 4-7. Refer to Loading paper in the Bypass tray on page 4-9.
	Is the paper finely cut out?	Some paper types may not be cut out finely. Load the paper after fanning it well.
A document is not fed onto document feeder.	Is the document small?	The minimum size of document that can be loaded into the document feeder is A5 ▱.

Symptom	Possible cause	Remedy
An error code appears when paper is loaded in Bypass tray and the **Start** button is pressed.	Check the positions of the paper guides of Bypass tray.	Adjust the paper guides to the correct positions. Refer to Error codes on page 11-21. Refer to Loading paper in the Bypass tray on page 4-9.
Documents often jam.	Are suitable types of documents being used?	Correctly load the documents suitable for the document feeder. Refer to Placing the document on page 5-1.
	Are you using the irregular shaped documents, business cards, transparencies, or thin documents?	
	Are there any sticky tags, paper clips or adhesive tape on the document?	Remove any sticky tags, paper clips or adhesive tape from the document before copying.
	Are the document guides set in the correct positions?	Adjust the document guide positions. Refer to Placing the document on page 5-1.
	Is a piece of torn paper remaining in the document feeder?	Open the document feeder cover and check inside. Refer to Document jams on page 11-36.
An edge of the document is folded.	Is the document curled?	Flatten the curl and load the document again.

Image quality problems

If the image quality of the printout is poor, use the table below to find our most likely cause, and take the action required.

If the image quality remains poor after taking the required action, contact our Customer Support Center.

Symptom	Possible cause	Remedy
Copies are dirty.	Is the document glass or the document cover dirty?	Clean the document glass or the document cover. Refer to Cleaning the document cover and document glass on page 10-9.
	Is the document a transparent type such as a transparency medium?	When copying highly translucent documents, dirt on the document cover shows up in the copy. Place a sheet of white paper over the document before copying.
	Is the document on colored or rough paper, or a blueprint?	Adjust the copy density or remove the background paper color before copying. Refer to Lighten/Darken on page 5-15.
	Is the document on glossy printing paper?	Glossy printing paper easily sticks to the document glass, and shadows can resemble dirt in the copy. Place a transparency or transparent film under the document before copying.
Black lines appear in copies.	Is the document feeder's narrow glass strip dirty?	Clean the narrow glass strip. Refer to Cleaning the document presser and narrow glass strip on page 10-10.
Copies are too dark.	Is the copy density set to a high value?	Adjust the copy density. Refer to Lighten/Darken on page 5-15.
Copies are too light.	Is the document light?	
	Is the copy density set to a low value?	
The copy is slightly out of position.	Is the paper loaded in the correct position such as the paper's leading edge drifted away from the corners of the tray?	Load paper correctly, and align the paper guides to the paper. Refer to Loading paper in Trays 1 and 2 (optional) on page 4-7. Refer to Loading paper in the Bypass tray on page 4-9.

Symptom	Possible cause	Remedy
Copies are out of position or crooked.	Have you placed the document correctly?	Place the document correctly. Refer to Placing the document on page 5-1.
	Is the paper loaded correctly in the tray?	Load the paper correctly. Refer to Loading paper in Trays 1 and 2 (optional) on page 4-7.
	If using Bypass tray, have you loaded the paper so that the paper guides are in contact with it?	Load the paper correctly. Refer to Loading paper in the Bypass tray on page 4-9.
	Are the document feeder's document guides misaligned?	Place the document correctly, moving the document guides into contact with the edges of the document. Refer to Placing the document on page 5-1.
	Have you mounted the tray securely?	Mount the tray by inserting it securely all the way into the machine. Refer to Loading paper in Trays 1 and 2 (optional) on page 4-7.
Copies have missing parts in them.	Is the paper damp?	Damp paper creates missing parts or unclear copies. Replace it with paper from an unopened pack.
	Is the paper in the tray creased or wrinkled?	Remove any problematic sheets, or replace the paper with paper from an unopened pack.
	Are you copying a cut-and-pasted or creased document?	Cut-and-pasted or creased parts of the document might not be making proper contact with the document glass. Place a stack of white paper on top of the document to bring it into proper contact with the document glass.
Striped patterns appear in copies.	Are you attempting to make an enlarged copy of the document with too large an enlargement factor?	When making enlarged copies, some enlargement factors can create striped patterns. Adjust the copy enlargement factor. Refer to Reduce/enlarge on page 5-12.

Symptom	Possible cause	Remedy
The printout is light (faded, unclear). `Printer`	The paper is damp.	Replace the paper with new paper.
	The drum cartridge has deteriorated or been damaged.	Replace the drum cartridge with a new one. Refer to Replacing the drum cartridge on page 10-7.
	The toner cartridge has run out of toner.	Replace the toner cartridge with a new one. Refer to Replacing the toner cartridge on page 10-3.
Black spots appear in copies. `Printer`	The drum cartridge has deteriorated or been damaged.	Replace the drum cartridge with a new one. Refer to Replacing the drum cartridge on page 10-7.
Black or colored lines appear in printouts. `Printer` `Printer`	The drum cartridge has deteriorated or been damaged.	Replace the drum cartridge with a new one. Refer to Replacing the drum cartridge on page 10-7.
	The narrow glass strip is dirty.	Clean the narrow glass strip. Refer to Cleaning the document presser and narrow glass strip on page 10-10.
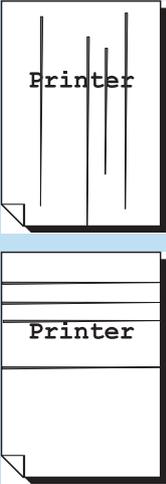
Symptom	Possible cause	Remedy
Dirt appears at regular intervals in the printout. Printer Paper feed direction	The paper feed path is dirty.	Print several sheets.
	The drum cartridge has deteriorated or been damaged.	Replace the drum cartridge with a new one. Refer to Replacing the drum cartridge on page 10-7.
White spots appear in areas of black fill. P	The paper is unsuitable.	Load the correct type of paper.
	The drum cartridge has deteriorated or been damaged.	Replace the drum cartridge with a new one. Refer to Replacing the drum cartridge on page 10-7.
The printout comes off on the fingers. The toner is not fused to the paper. The paper is contaminated with toner. Printer	The paper is damp.	Replace the paper with new paper.
	The paper is unsuitable.	Load the correct type of paper.
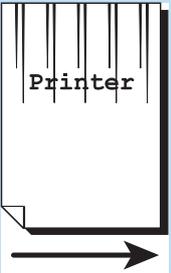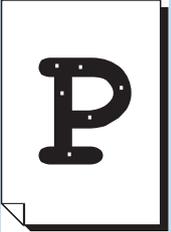
Symptom	Possible cause	Remedy
The entire printout is black.	The drum cartridge has deteriorated or been damaged.	Replace the drum cartridge with a new one. Refer to Replacing the drum cartridge on page 10-7.
	A high-voltage power supply failure may have occurred.	Contact our Customer Support Center.
The printout is blank.	Multiple pages were fed through the machine at once (double feeding).	Riffle through the stack of paper thoroughly before loading it.
	The toner cartridge has run out of toner.	Replace the toner cartridge with a new one. Refer to Replacing the toner cartridge on page 10-3.
	A power failure or high-voltage power supply failure may have occurred.	Contact our Customer Support Center.
The printout contains white areas, or white or colored stripes.	The paper is damp.	Replace the paper with new paper.
	The paper is unsuitable.	Load the correct type of paper.
The printout is faint overall.	When using the Bypass tray to print, the paper size specified in the print driver does not match the type and size of the paper actually loaded.	Load paper of the correct type and size in the Bypass tray. Refer to Loading paper in the Bypass tray on page 4-9.
	Multiple pages were fed through the machine at once.	Riffle through the stack of paper thoroughly before loading it.
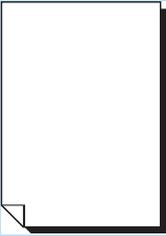
Symptom	Possible cause	Remedy
The paper is wrinkled.	The paper is unsuitable.	Replace the paper with new paper.
	Paper has been added to the paper loaded.	
	The paper is damp.	
Text is blurry. Printer Printer Printer Printer	The paper is unsuitable.	Replace the paper with new paper.
	Paper has been added to the paper loaded.	
	The paper is damp.	
White or color patches appear vertically. Paper feed direction	The drum cartridge has deteriorated or been damaged.	Replace the drum cartridge with a new one. Refer to Replacing the drum cartridge on page 10-7.
	The toner cartridge has run out of toner.	Replace the toner cartridge with a new one. Refer to Replacing the toner cartridge on page 10-3.
The printout is slanted. Printer	The paper cassette's paper guides are not aligned to the correct position.	Align the horizontal and vertical paper guides properly. Refer to Loading paper in Trays 1 and 2 (optional) on page 4-7. Refer to Loading paper in the Bypass tray on page 4-9.

Copying problems

This section provides possible solutions to various problems you may encounter when using the Copy features.

Unable to copy

The table below lists possible solutions when you are unable to copy.

Symptom	Possible cause	Remedy
The document is not fed properly through the document feeder.	The document size is too small.	The minimum size of document that can be loaded on the document feeder is A5 ▱.
	The document is not a supported type.	The document feeder does not support warped documents, business cards, transparencies, thin documents, or documents with attached stick-on notes, paper clips or tape. Refer to Paper types on page 4-1.
	The document guides are misaligned.	Align the document guides properly to match the document size.
	There are document shreds stuck in the document feeder.	Open the document feeder cover, and remove the document shreds. Refer to Document jams on page 11-36.
	You have placed a document containing pages of different sizes.	You cannot place documents with different size pages.

Copy output problems

The table below lists possible solutions to problems with the copy output.

Symptom	Possible cause	Remedy
Copies are dirty.	The document cover or document glass is dirty.	Clean the document cover or document glass. Refer to Cleaning the document cover and document glass on page 10-9.
	The document is a transparency or highly translucent medium.	When copying highly translucent documents, dirt on the document cover shows up in the copy. Place a sheet of white paper over the document before copying.
	The document is on colored or rough paper, or is a blueprint.	The paper's background color is being copied. Adjust the copy density or image quality, or specify background suppression before copying.
	The document is printed on glossy printing paper.	Glossy printing paper easily sticks to the document glass, and shadows can resemble dirt in the copy. Place a transparency or transparent film under the document before copying.
Copies are too dark or too light.	The copy density adjustment is not right.	Adjust the copy density. Refer to Lighten/Darken on page 5-15.
	The document is light.	Adjust the copy density. Refer to Lighten/Darken on page 5-15.
	The image quality setting is not correct for the document.	If the copy output of black text is too light, set Original Type to Text. Refer to Original type on page 5-14.
The copy is slightly out of position.	The paper loaded in the tray is misaligned.	Align the paper stack, and load it so that the leading edge of the paper is aligned with the front corners of the tray.

Symptom	Possible cause	Remedy
Copies have missing parts in them.	The paper is damp.	Damp paper creates missing parts or unclear copies. Replace it with paper from an unopened pack.
	The paper in the tray is creased or wrinkled.	Remove any problematic sheets, or replace the paper with paper from an unopened pack.
	The document has been cut-and-pasted, or is creased.	Cut-and-pasted or creased parts of the document might not be making proper contact with the document glass. Place a stack of white paper on top of the document to bring it into proper contact with the document glass.
	The document size is not correct.	Check the document size set correctly. Refer to Original size on page 5-13.
	The paper size is not correct.	Check the paper size set correctly. Refer to Setting the paper size on page 4-13.
Striped patterns appear in copies.	The document's enlargement factor is too large.	When making enlarged copies, some enlargement factors can create striped patterns. Adjust the copy enlargement factor. Refer to Reduce/enlarge on page 5-12.
Copies are out of position or crooked.	You have not placed the document correctly.	Place the document correctly. Refer to Placing the document on page 5-1.
	The document feeder's document guides are misaligned.	Place the document correctly, moving the document guides into contact with the edges of the document.
	You have not mounted the tray securely.	Mount the tray by inserting it securely all the way into the machine.
	The paper guides of the Bypass tray are misaligned.	Place the document correctly, moving the document guides into contact with the edges of the document.
	The document size is not correct.	Check the document size set correctly. Refer to Original size on page 5-13.
	The paper size is not correct.	Check the paper size set correctly. Refer to Setting the paper size on page 4-13.

Symptom	Possible cause	Remedy
The copy is not the desired size.	The document cover or document glass is dirty.	Clean the document cover or document glass. Refer to Cleaning the document cover and document glass on page 10-9.
	The document is a transparency or highly translucent medium.	Place a sheet of white paper over the document before copying.
	The document has shifted out of position.	Place the document correctly. Refer to Placing the document on page 5-1.
	The document feeder's document guides are misaligned.	Place the document correctly, moving the document guides into contact with the edges of the document. Refer to Placing the document on page 5-1.
	The document is creased.	Smooth out the document and place it again correctly. Refer to Placing the document on page 5-1.
	The document size setting is incorrect.	Check the document size set correctly. Refer to Original size on page 5-13.
	The paper size setting is incorrect.	Check the paper size set correctly. Refer to Setting the paper size on page 4-13.
The edges of copies are cut off.	The document exceeds the printable area.	Adjust the reduction/enlargement factor to reduce the copy slightly.
	The document size is not correct.	Check the document size set correctly. Refer to Original size on page 5-13.
	The paper size is not correct.	Check the paper size set correctly. Refer to Setting the paper size on page 4-13.

Printer problems

This section provides possible solutions to various problems you may encounter when using the Print features.

Unable to print

The table below lists possible solutions when you are unable to print.

Symptom	Possible cause	Remedy
Data remains in the printer icon.	The machine's power is not on.	Switch the machine's power on . Refer to Power source on page 3-6.
	The PC's cable is disconnected.	Connect the PC's cable.
	The machine's cable is disconnected.	Connect the machine's cable. Refer to USB interface on page 2-2.
	An error has occurred in the machine.	Check the error information, and take the required action.
Data has been sent to the machine.	No paper has been loaded.	Load paper.
	There is no paper of the specified size.	Load paper of the specified size. Refer to Loading paper on page 4-7.
	An error has occurred in the machine.	Check the error information, and take the required action.
	Job execution has been paused.	Use the screen to select whether to cancel the job.

Print output problems

The table below lists possible solutions to print output problems.

Symptom	Possible cause	Remedy
The printout is on the wrong paper size.	The wrong size paper was loaded in the specified tray.	Change the size of the paper loaded in the tray, or change the print options to use a tray containing the specified paper size.
The image at the edges of the paper is missing.	The document exceeds the machine's printable area.	Enlarge the machine's print area, or reduce the document's print area.

Symptom	Possible cause	Remedy
The settings specified in the printing options are disabled.	The print driver of another model machine is in use.	Install the machine's print driver.
	An option has not been mounted.	Check the options mounted in the machine, then reselect the items in Items under Options in the print driver.
The computer is not using the print driver supplied with the machine (is using another company's print driver).	Confirm whether the print driver on the computer is the one supplied with the machine.	On the computer, select the print driver supplied with the machine. If the print driver is not listed for selection, install the print driver and then select it. Operation is not guaranteed if another company's print driver is used.

Scan problems

This section provides possible solutions to various problems you may encounter when using the Scan feature.

Unable to scan

The table below lists possible solutions when you are unable to scan.

Symptom	Possible cause	Remedy
The document is not fed properly through the document feeder.	The document size is too small.	The minimum size of document that can be loaded on the document feeder is A5 ▱.
	The document is not a supported type.	The document feeder does not support warped documents, business cards, transparencies, thin documents, or documents with attached stick-on notes, paper clips or tape. Refer to Paper types on page 4-1.
	The document guides are misaligned.	Align the document guides properly to match the document size. Refer to Placing the document on page 6-1.
	There are document shreds stuck in the document feeder.	Open the document feeder cover, and remove the document shreds. Refer to Document jams on page 11-36.

Unable to load scan data to a PC

The table below lists possible solutions when you are unable to load a scanned document to a computer.

Symptom	Possible cause	Remedy
Unable to find the scanner.	The machine's power is not on.	Switch the machine's power on. Refer to Power source on page 3-6.
	The PC's USB cable is disconnected.	Reconnect the computer's disconnected USB cable. Refer to USB interface on page 2-2.
	The machine's USB cable is disconnected.	Reconnect the machine's disconnected USB cable. Refer to USB interface on page 2-2.

Symptom	Possible cause	Remedy
Unable to load data from the scanner due to a TWAIN communication error.	The scan driver is not installed.	Install the scan driver.
Operation stopped while loading data.	Is the file size too large?	Lower the resolution setting, and then try loading the data again.

Scan image quality problems

This table below lists possible solutions to problems with the image quality of scan data.

Symptom	Possible cause	Remedy
The scanned image is dirty.	The document cover or document glass is dirty.	Clean the document cover or document glass. Refer to Cleaning the document cover and document glass on page 10-9.
	The document is a transparency or highly translucent medium.	When scanning highly translucent documents, dirt on the document cover shows up in the output. Place a sheet of white paper over the document before scanning.
	The document is on colored or rough paper, or is a blueprint.	Adjust the scan density or image quality before scanning.
	The scanned document is printed on glossy printing paper.	Glossy printing paper easily sticks to the document glass, and shadows can resemble dirt in the scan. Place a transparency or transparent film under the document before scanning.
The image is too dark or too light.	The scan density is not properly adjusted.	Adjust the scan density.
	The Original Type is unsuitable.	Select the proper Original Type for the document.
There are missing parts in the image.	The document has been cut-and-pasted, or is creased.	Cut-and-pasted or creased parts of the document might not be making proper contact with the document glass. Place a stack of white paper on top of the document to bring it into proper contact with the document glass.

Symptom	Possible cause	Remedy
The image is not the desired size.	The document cover or document glass is dirty.	Clean the document cover or document glass. Refer to Cleaning the document cover and document glass on page 10-9.
	The document is a transparency or highly translucent medium.	Place a sheet of white paper over the document before scanning.
	The document has shifted out of position.	Place the document correctly. Refer to Placing the document on page 6-1.
	The document feeder's document guides are misaligned.	Place the document correctly, moving the document guides into contact with the edges of the document. Refer to Placing the document on page 6-1.
	The document is creased.	Smooth out the document and place it again correctly.
The image is grainy.	A low resolution is set.	Set a higher resolution. Refer to Placing the document on page 6-1.

Error codes

An error code (X-X) or (XXX-XXX) blinks if printing terminated abnormally because of an error, or a malfunction occurred in the machine.

Display example of an error code
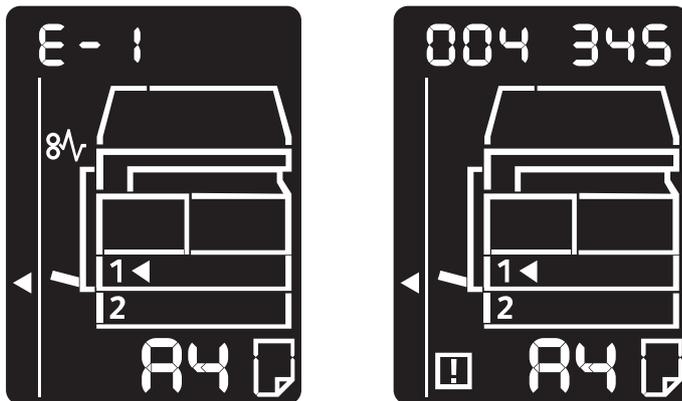
Refer to the error codes in the following table to resolve problems.

Notes

- If an error code is displayed, any print data remaining in the machine and information stored in the machine's memory is not secured.
- If an error code is displayed that is not listed in the following table, or if you cannot resolve an error despite following the instructions described in the table, contact our Customer Support Center. The contact number is printed on the label or card attached to the machine.
- If a two-digit error code (X-X) appears, you can view the grouped six-digit error code (XXX-XXX) while holding down the **ID Card Copy** button.

Error code (X-X)

Error code	Cause	Remedy
A-1	Documents jammed in the document feeder.	Remove the jammed document. Refer to Document jams on page 11-36.
A-2	The size of documents that are loaded in the document feeder is not supported.	Place the document on the document glass. Refer to Document jams on page 11-36. If a document is jammed, remove the jammed paper. Refer to Document jams on page 11-36.
A-3	The document size cannot be detected.	Check the followings: - Only documents are placed on the document feeder. - The document guides are aligned to the document. - All documents are the same size. The mixed size documents cannot be loaded at the same time. If containing different sizes, use the document glass. To continue the processing job, reload the documents that have not been copied or scanned yet, and then press the **Start** button. Refer to Placing the document on page 5-1.
A-5	The document feeder cover is open.	Close the cover. Refer to Machine components on page 3-1.
C-0	Either there is no tray to auto-select or no appropriate size of paper loaded in the selected tray.	First, select the desired tray from the trays with lit indicators by pressing the **Paper Supply** button and pull out the selected tray. Next, load paper that is the same size and orientation displayed in the paper size display area of the machine status diagram, and then press the **Start** button. To cancel a job, press the **Stop** button. Refer to Loading paper on page 4-7.

Error code	Cause	Remedy
C-1	Out of paper in Tray 1.	Reload paper in Tray 1. If the tray is empty, load paper. Refer to Loading paper in Trays 1 and 2 (optional) on page 4-7.
C-2	Out of paper in Tray 2.	Reload paper in Tray 2. If the tray is empty, load paper. Refer to Loading paper in Trays 1 and 2 (optional) on page 4-7.
C-3	Out of paper in the Bypass tray.	Reload paper in the Bypass tray. If the tray is empty, load paper. Refer to Loading paper in the Bypass tray on page 4-9.
C-5	The size and orientation of paper loaded in Tray 1 do not match the settings of the machine.	Confirm that the size and orientation of paper loaded in Tray 1 match the settings displayed in the paper size display area, and reload paper adjusting with the paper guides. Refer to Loading paper in Trays 1 and 2 (optional) on page 4-7. When changing the setting of paper size and orientation, cancel the job first by pressing the **Stop** button. Refer to Changing the paper size for Trays 1 and 2 on page 4-11.
C-6	The size and orientation of paper loaded in Tray 2 do not match the settings specified in the machine.	Confirm that the size and orientation of paper loaded in Tray 2 match the settings displayed in the paper size display area, and reload paper adjusting with the paper guides. Refer to Loading paper in Trays 1 and 2 (optional) on page 4-7. When changing the setting of paper size and orientation, cancel the job first by pressing the **Stop** button. Refer to Changing the paper size for Trays 1 and 2 on page 4-11.

Error code	Cause	Remedy
C-7	The size and orientation of paper loaded in the Bypass tray do not match the settings of the machine.	Confirm that the size and orientation of paper loaded in the Bypass tray match the settings displayed in the paper size display area, and reload paper adjusting with the paper guides. Refer to Loading paper in the Bypass tray on page 4-9. When changing the setting of paper size and orientation, cancel the job first by pressing the **Stop** button. Refer to Changing the paper size for Trays 1 and 2 on page 4-11.
C-9	When copying using the "Pages per Size" feature, the zoom ratio required to fit the specified number of pages on a sheet is beyond the range of 25 - 400 %.	Press the **Stop** button. Change the zoom ratio to fit entirely in the paper, place all documents, and then press the **Start** button.
E-1	Papers jammed in the machine's left cover.	Open the machine's left cover, and remove the jammed paper. Refer to E-1: Paper jam in left cover A on page 11-30.
E-2	Papers jammed in the machine's One Tray Module cover.	Open the machine's One Tray Module cover, and remove the jammed paper. Refer to E-2: Paper jam in one tray module cover B on page 11-32.
E-3	Papers jammed in Tray 1.	Remove the jammed paper. Refer to E-3: Paper jams in Tray 1 on page 11-32.
E-4	Papers jammed in Tray 2.	Remove the jammed paper. Refer to E-4: Paper jams in Tray 2 on page 11-33.
E-5	Papers jammed in the Bypass tray.	Remove the jammed paper. Refer to E-5: Paper jams in the Bypass Tray on page 11-34.
E-6	Machine's left cover is open.	Close the cover. Refer to Machine components on page 3-1.
E-7	Machine's front cover is open.	Close the cover. Refer to Machine components on page 3-1.

Error code	Cause	Remedy
E-8	Machine's One Tray Module cover is open.	Close the cover. Refer to Machine components on page 3-1.
E-9	The image will be cut off with the current setting.	Place the document in landscape orientation, and then press the **Start** button. Note: When using the document feeder, reload all documents in the document feeder without opening the document cover.
H-0	Cooling inside the machine.	Automatically started. Do not open any cover of the machine.
J-1	Out of toner.	Replace the toner cartridge. Refer to Replacing the toner cartridge on page 10-3.
J-4	The drum cartridge needs to be replaced.	Turn the power off, wait for 10 seconds after the display goes off, and then turn the power on again. If the display cannot be turned off, replace the drum cartridge. Refer to Replacing the drum cartridge on page 10-7.
J-6	The drum cartridge is defective.	Replace the drum cartridge. Refer to Replacing the drum cartridge on page 10-7.
J-7	The warranty period of the image quality on the drum cartridge is expired.	It may affect the image quality. Replacing the drum cartridge is recommended. Refer to Replacing the drum cartridge on page 10-7.
J-8	The warranty period of performance on the drum cartridge is expired.	It may damage the machine. Replace the drum cartridge. Refer to Replacing the drum cartridge on page 10-7.
J-9	The drum cartridge is defective.	Replace the drum cartridge immediately. Otherwise, the machine will be damaged. Refer to Replacing the drum cartridge on page 10-7.
L-1	Reached the maximum copy limit while the limit is set. Also, the user who reached the copy job limit has logged in.	Press the **Stop** button, and contact your system administrator.

Error code	Cause	Remedy
n-1	A job is canceled due to out of memory in reading.	Change the setting, and then try again.
n-2	A job is canceled.	Change the setting, and then try again.

Error code (XXX-XXX)

Error code	Cause	Remedy
004-345	An error occurred.	Switch off the machine power, make sure that the display is blank, and then switch on the machine power.
005-210	An error occurred.	Switch off the machine power, make sure that the display is blank, and then switch on the machine power. If the same error code is displayed again, contact our Customer Support Center.
005-275	An error occurred.	Switch off the machine power, make sure that the display is blank, and then switch on the machine power.
005-280	An error occurred.	Switch off the machine power, make sure that the display is blank, and then switch on the machine power. If the same error code is displayed again, contact our Customer Support Center.
005-500	An error occurred.	Switch off the machine power, make sure that the display is blank, and then switch on the machine power.
005-940	An error occurred in the document feeder.	When finished copying, proceed one of the followings: press any button on the control panel, execute new job, or wait until the machine reaches the time out to releases the error.
010-311 **010-312** **010-320** **010-327** **010-392**	An error occurred.	Switch off the machine power, make sure that the display is blank, and then switch on the machine power. If the same error code is displayed again, contact our Customer Support Center.

Error code	Cause	Remedy
016-500 **016-501** **016-502** **016-504** **016-571** **016-742** **016-744**	An error occurred.	Switch off the machine power, make sure that the display is blank, and then switch on the machine power.
016-776	A job is canceled.	Change the setting, and then try again.
041-210 **041-211**	An error occurred.	Switch off the machine power, make sure that the display is blank, and then switch on the machine power. If the same error code is displayed again, contact our Customer Support Center.
042-325 **042-400** **042-608** **042-614**		
045-313		
061-321 **061-325**		
062-277 **062-311** **062-360** **062-371** **062-380** **062-386** **062-389** **062-396**		
072-210 **072-212** **072-215**		
077-212 **077-214**		
091-402	The drum cartridge is at end of life.	Replace the drum cartridge. Refer to Replacing the drum cartridge on page 10-7.
091-440	Prepare for the drum cartridge replacement.	Have a replacement drum cartridge ready.
091-441	Replace the drum cartridge soon.	Have a replacement drum cartridge ready.

Error code	Cause	Remedy
092-660 **092-668**	ATC SNR (in drum cartridge) value is out of range.	Switch off the machine power, make sure that the display is blank, and then switch on the machine power. If the same message is displayed again, contact our Customer Support Center.
092-661	Temperature SNR (in drum cartridge) value is out of range.	
092-910	An error occurred.	
093-312		
093-400	Out of toner.	Replace the toner cartridge. Refer to Replacing the toner cartridge on page 10-3.
116-321 **116-323** **116-334** **116-377**	An error occurred.	Switch off the machine power, make sure that the display is blank, and then switch on the machine power. If the same message is displayed again, contact our Customer Support Center.
116-747	Unable to complete scanning due to the scanning area being too small.	Decrease the value of the Erase Frame or reduce the zoom ratio. Refer to Reduce/enlarge on page 5-12.
117-326 **117-327**	An error occurred.	Switch off the machine power, make sure that the display is blank, and then switch on the machine power. If the same message is displayed again, contact our Customer Support Center.
123-314	An error occurred.	

Paper jams

This section describes procedures to clear paper jams.

When paper jams in the machine, the machine stops, and a tray indicator and the Paper/Document Jam icon on the machine status diagram (mimic) light up. An error code also appears in the display, which indicates which procedures to take to remove the jammed paper.

Carefully remove the jammed paper without tearing it. Do not leave any pieces of paper in the machine.

Notes

- If a paper jam error code remains in the display after you have removed the jammed paper, it is possible that paper is jammed in another location in the machine or that pieces of paper are still left in the machine. Check the machine status diagram (mimic) and the error code, and remove the jammed paper completely.
- After removing the jammed paper, a copy job resumes automatically.
- A print job resumes automatically from the page being printed just before the paper jam occurred.
- While running a copy job using the document feeder without collating the copied output (meaning that the document feeder feeds and scans the documents one sheet at a time), if a paper jam occurs on the machine, the machine resumes to make a copy of the already scanned document automatically after removing the jammed paper. However, as for the remaining document, you must press the **Start** button again to allow the document feeder to feed and scan the rest of the loaded documents.

⚠ **WARNING:** If you need to pull out a tray to remove paper jam, contact your local Xerox representative. Do not pull out a tray, otherwise it may cause injuries.

⚠ **CAUTION:** Do not attempt to remove a paper deeply jammed inside the product, particularly a paper wrapped around the fusing unit or the heat roller. Otherwise, it may cause Injuries or burns. Switch off the product immediately and contact your local Xerox representative.

Notes

- Pulling out a tray after a paper jam without checking where the jam is located may cause the paper to tear and leave shreds inside the machine. To prevent equipment failure, check the location of paper jams before attempting to clear them.
- The paper jam display will not go out if paper shreds remain in the machine.
- When clearing paper jams, leave the machine's power on. Switching the power off erases information stored in the machine's memory.
- Do not touch parts inside the machine. Printing errors may result.

E-1: Paper jam in left cover A

Follow the steps below to clear paper jams inside the machine's left cover.

Note When removing paper, there may be an image on the machine's Transfer Belt (the black film belt) inside the left cover. Do not touch the Transfer Belt. Image quality could be affected, or the Transfer Belt could be damaged and need replacement.

1. Open the Bypass tray (1), and then while lifting up the release lever (2) gently open the left cover (3).
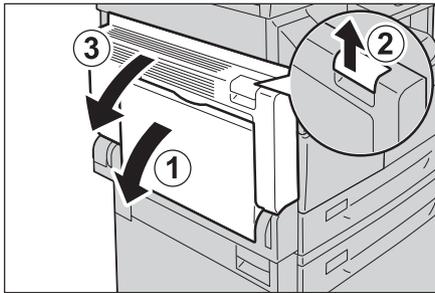
If the paper is jammed around the fusing unit

   a. Pull down the latch.
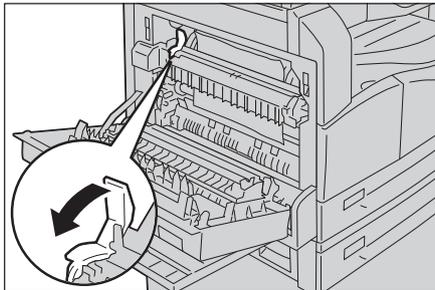
   b. Remove the jammed paper.
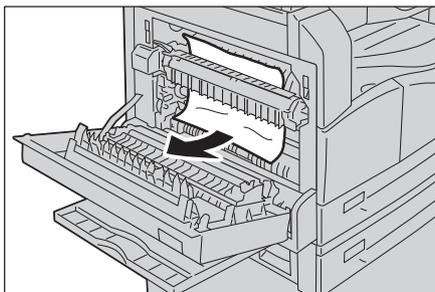
Note Do not leave any torn pieces of paper inside the machine.

   c. Return the latch back to its position.

If the paper is jammed within the left cover

a.   If the paper is jammed in the location shown in the diagram, remove the jammed paper pulling upwards.
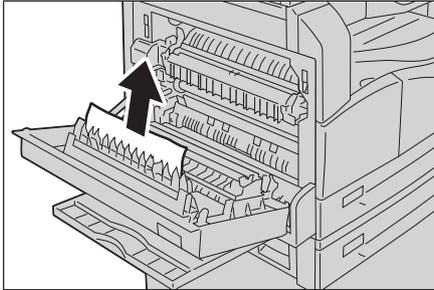
b.   If the paper is jammed in the location shown in the diagram, remove the jammed paper pulling upwards.
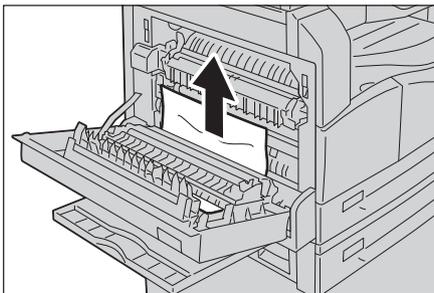
2.   Push on the center of the left cover, close it slowly, and raise the Bypass tray.
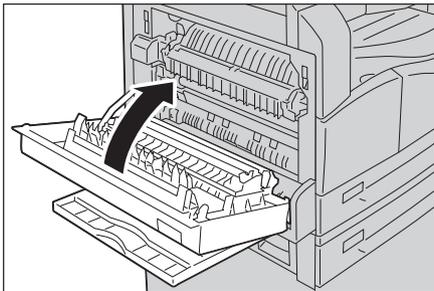
E-2: Paper jam in one tray module cover B

Follow the steps below to clear paper jams inside the machine's one tray module cover.

1. Pull the release lever, and slowly open the one tray module cover.
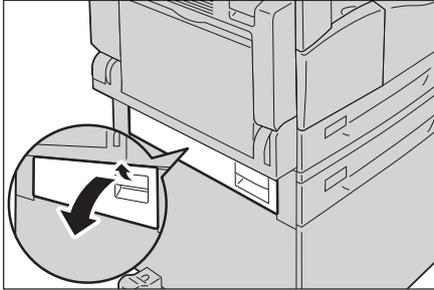
2. Remove the jammed paper.
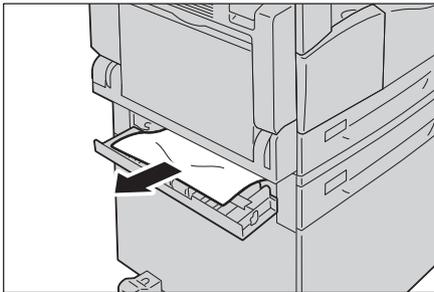
> **Notes**
> - The paper may be jammed in the upper part where it is difficult to see. Check thoroughly for jammed paper.
> - If the paper tears, check to make sure there are no remaining shreds in the machine.

3. Close the one tray module cover gently.
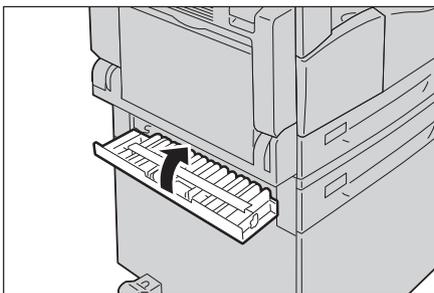
E-3: Paper jams in Tray 1

Follow the steps below to clear paper jams in Tray 1.

1. Remove the jammed paper by referring to E-1: Paper jam in left cover A on page 11-30.

2. If the jammed paper cannot be removed, pull out the tray.
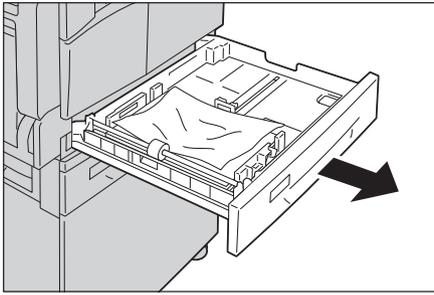
    Note Pulling out a tray after a paper jam without checking where the jam is located may cause the paper to tear and leave shreds inside the machine. To prevent equipment failure, check the location of paper jams on the display before attempting to clear them.

3. Remove the jammed paper.

    If the tray is empty, load paper.
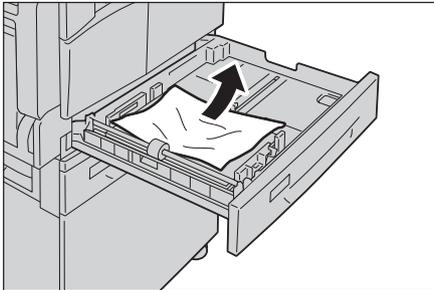
    Note If the paper tears, check to make sure there are no remaining shreds in the machine.

4. Push the tray in gently until it stops.
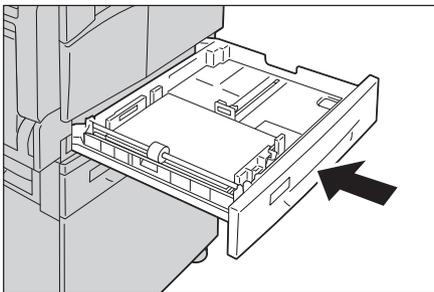
E-4: Paper jams in Tray 2

Follow the steps below to clear paper jams in Tray 2.

1. Remove the jammed paper by referring to E-2: Paper jam in one tray module cover B on page 11-32.

2. If the jammed paper cannot be removed, pull out the tray.

> Note Pulling out a tray after a paper jam without checking where the jam is located may cause the paper to tear and leave shreds inside the machine. To prevent equipment failure, check the location of paper jams on the display before attempting to clear them.

3. Remove the jammed paper.
   If the tray is empty, load paper.

> Note If the paper tears, check to make sure there are no remaining shreds in the machine.

4. Push the tray in gently until it stops.
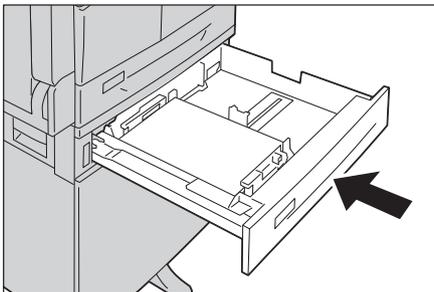
E-5: Paper jams in the Bypass Tray

Follow the steps below to clear a paper jam in the Bypass tray.

1. Remove the jammed paper by referring to E-1: Paper jam in left cover A on page 11-30.

2. Inspect the inside (around the paper feed entrance) of the Bypass tray, and remove the jammed paper.
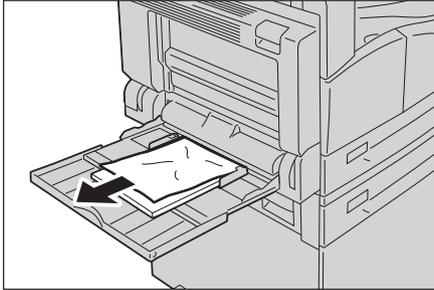
Notes

- If multiple sheets of paper were loaded, remove all the paper while you clear the jam.
- If the paper tears, check to make sure there are no remaining shreds in the machine.

3. If multiple sheets of paper were loaded, align the corners of the removed paper.

4. Insert the paper with the side to print on facing down, aligning it so that its leading edge lightly contacts the paper feed entrance.
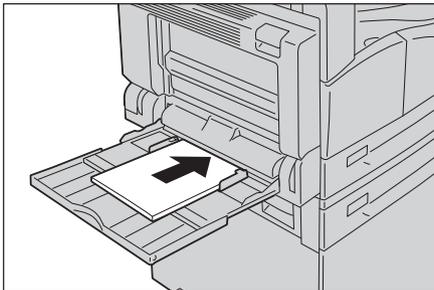
Document jams

If a document jams in the document feeder, the machine stops, and an error code A-1, A-2, A-3 appears in the display. A document indicator and the Paper/Document Jam icon on the machine status diagram (mimic) light up.

The following procedure describes how to remove the jammed documents in the document feeder.

Note The document feeder does not come as standard on some machine configurations.

Follow the steps below to remove the jammed document.

1. Pull up the front handle of the document feeder cover, and open the document feeder cover completely.
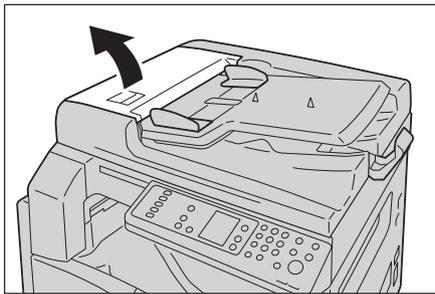
Note The cover will remain fixed in position when fully opened. Open the cover slowly.

2. If the document has not yet been fed into the feeder, remove it.
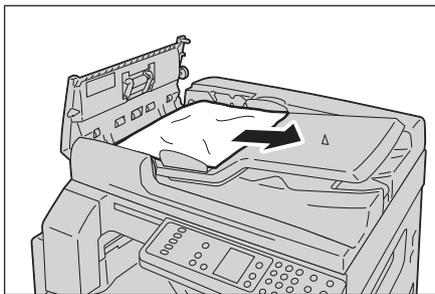
3. If you cannot find the document, lift up the handle to open the inner cover.
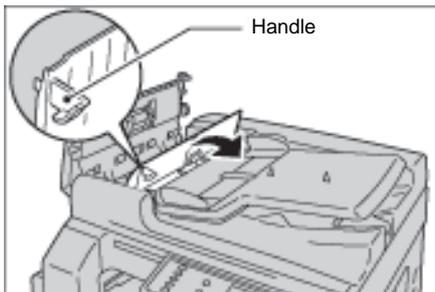
4. Close the document feeder's inner cover.

5. Close the document feeder cover until it clicks into place, and confirm that there is no space between the near or far side of the cover and the document feeder.

6. If you cannot find the document, carefully lift up the document feeder. If you find the document, remove it, then close the document feeder.

7. If you cannot find the document in Step 6, lift up the document feeder tray and remove the document.
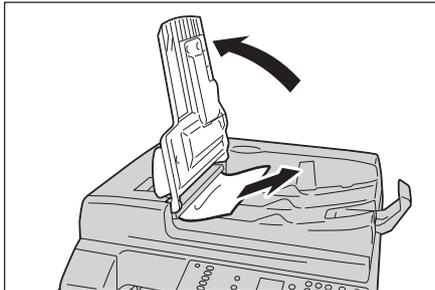
8. Carefully move the document feeder tray back into position.

9. Make sure that the document is not torn, wrinkled, or folded, and then reload the documents that have not been copied or scanned.
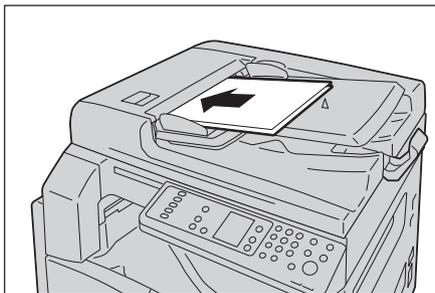
Note Torn, wrinkled or folded document pages can cause document jams or damage. Always copy torn, wrinkled or folded documents by placing them directly on the document glass.

10. For copying, press the **Start** button.

For scanning, operate your computer to restart scanning.

Appendix

12

This chapter describes the machine specifications, notes and restrictions optional components, and cautions and restrictions.

Specifications

This section lists the main specifications of the machine. Note that the specifications and the appearance of the product may change without prior notice.

Basic functions/Copy functions

Type	Desktop
Memory	128 MB
Scanning Resolution	600 × 600 dpi
Printing Resolution	600 × 600 dpi
Halftone	256 shades of gray scales
Warm-up Time	30 seconds or less (220 V to 240 V) Note: At room temperature, 20°C
Original Paper Size	The maximum size is 297 × 432 mm (A3, 11 × 17") for both sheets and books.
Output Paper Size	Maximum: A3, 11 × 17" Minimum: Tray 1 and 2: B5, Bypass tray: 5.5 × 8.5" Image loss width: 4 mm max. at top, bottom, right, and left
Output Paper Weight	Tray 1 (standard) and 2 (optional): 60 - 90 gsm Bypass tray: 60 - 110 gsm Note: Use paper recommended by Xerox. Copying may not be performed correctly depending on the conditions.
First Copy Output Time	Document glass: 7.5 sec. or less (A4 ⤵) Document feeder: 14 sec. or less (A4 ⤵)
Reduction/Enlargement	Size-for-Size 1:1 ± 0.8 % Preset % 1:0.500, 1:0.707, 1:1.414 1:2.000 Variable % 1:0.250 - 1:4.000 % (1 % increments)

Type	Desktop
Continuous Copy Speed	**WorkCentre 5021** Paper Trays 1 and 2 Continuous 1 Sided copy/same magnification A4 ▯, B5 ▯: 20 sheets/minute A4: 15 sheets/minute B5, B4: 12 sheets/minute A3: 10 sheets/minute Paper Trays 1 and 2 Continuous 2 Sided copy/same magnification A4 ▯, B5 ▯: 13.1 sheets/minute A4: 8.7 sheets/minute B4: 7.9 sheets/minute B5, A3: 7.2 sheets/minute **WorkCentre 5019** Paper Trays 1 and 2 Continuous 1 Sided copy/same magnification A4 ▯, B5 ▯: 18 sheets/minute A4: 14 sheets/minute B5, B4: 12 sheets/minute A3: 10 sheets/minute Paper Trays 1 and 2 Continuous 2 Sided copy/same magnification A4 ▯, B5 ▯: 13.1 sheets/minute A4: 8.7 sheets/minute B4: 7.9 sheets/minute B5, A3: 7.2 sheets/minute Notes • The speed may be reduced due to image quality adjustment. • These are the speeds used for Bond, Plain, and Recycled paper. Print performance can be varied depending on the type of paper used.
Paper Tray Capacity	Standard: 350 sheets (Tray 1 (250 sheets [1]) + Bypass tray (100 sheets [2])) Optional: 500 sheets [1] (One Tray Module) Maximum: 850 sheets (Standard + Optional) [1]: When using 80 gsm paper [2]: When using Xerox standard paper
Continuous Copy	999 sheets Note: The machine may pause temporarily to perform image stabilization.
Output Tray Capacity	250 sheets (A4) Note: When using 80 gsm paper
Power Supply	AC 220 - 240 V ±10 % , 8A, 50/60 Hz ±3 %

Type	Desktop
Power Consumption	AC 220 V: 1.76 kW or less AC 240 V: 1.92 kW or less Sleep mode: 2.8 W or less
Dimensions	Width 595 mm × Depth 569 mm x Height 496 mm (with platen cover) Width 595 mm × Depth 569 mm x Height 581 mm (with document feeder)
Machine Weight	30 kg (with platen cover) 36 kg (with document feeder) Note: Toner cartridge is not included.
Space Requirement	Width 947 mm × Depth 569 mm (with platen cover) Width 972 mm × Depth 569 mm (with document feeder) Note: When the Bypass tray is fully extended.

Print functions

Type	Built-in
Output Paper Size	Same as the Basic Functions/Copy Functions
Continuous Print Speed	Same as the Basic Functions/Copy Functions Note: The speed may be reduced due to image quality adjustment. Print speed may also drop depending on the document.
Print Resolution	Output resolution: 600 × 600 dpi Data processing resolution: 600 × 600 dpi
PDL	HBPL

Scan functions

Type	Monochrome scanner
Original Paper Size	Same as the Basic Functions/Copy Functions
Scanning Resolution	Monochrome: 600 × 600 dpi, 400 × 400 dpi, 300 × 300 dpi, 200 × 200 dpi
Scanning Halftone	Monochrome 8-bit input/output
Scanning Speed	Monochrome: 18 sheets/minute With a standard Xerox document (A4⤸), at 200 dpi, using TWAIN driver (USB) Note: The scanning speed varies depending on documents.

Type		Monochrome scanner
Connectivity		USB 1.1/2.0
TWAIN Driver (USB)	Operating System	Microsoft® Windows® XP Microsoft® Windows Server® 2003 Microsoft® Windows® XP Professional x64 Edition Microsoft® Windows Server® 2003 x64 Edition Microsoft® Windows Vista® Microsoft® Windows Vista® x64 Microsoft® Windows Server® 2008 Microsoft® Windows Server® 2008 x64 Edition Microsoft® Windows® 7 Microsoft® Windows® 7 x64 Microsoft® Windows Server® 2008 R2 Note: For information about the latest supported OS, refer to the www.xerox.com.

Duplex automatic document feeder (Optional)

Type	Duplex automatic document feeder
Original Paper Size	Maximum: A3, 11 × 17" Minimum: A5 38 - 128 gsm (2 Sided: 50 - 128 gsm)
Capacity	110 sheets Note: When using 80 gsm paper
Feeding Speed	20 sheets/min (A4 ⬜, 1 Sided)
Dimensions/Weight	Width 540 × Depth 492 × Height 95 mm, 6.3 kg

Duplex output unit (optional)

Paper Size   Same as the basic functions/copy functions

Paper Weight   60 - 110 gsm

Note: Use the Bypass tray when using 91 - 110 gsm paper.

Printable area

The standard printable area is the area of the page within 4.0 mm from the top, bottom, left and right edges of the paper. The actual printable area may vary depending on the printer (plotter) and control language.
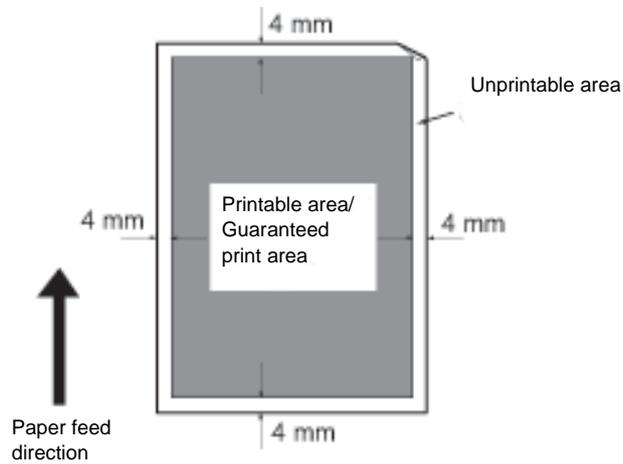
Optional components

The following table shows the optional components available. To purchase these options, contact our Customer Support Center.

Product Name	Description
One Tray Module	A tray that can load 500 sheets of paper (when using 80 gsm paper).
Stand	A special stand used to mount the machine on the floor. Contains storage space for paper. This stand is available when the One Tray Module is installed.

Notes

- The optional components are subject to change without notice.
- For the latest information, contact our Customer Support Center.

Notes and restrictions

This section describes the notes and restrictions to observe when using the machine.

Notes and restrictions on the use of the machine

Notes on switching off the power

After the power is switched off, the machine performs internal power off processes for a while. After turning the power off, turning it on again before the screen display has disappeared will not start the machine right away. Before turning the power on, check that the operation screen display has disappeared.

Installing and moving the machine

- Contact our Customer Support Center or a Customer Engineer before moving the machine.
- Do not subject the machine to shocks while it is in operation.
- Take care not to get fingers caught when closing the document cover.
- Do not place objects near fan intakes on the machine's outer casing.

Character codes

In data transmission from a computer, if characters that the machine does not support are included in the file names, these characters may not be displayed correctly. Only ASCII characters can be used.

Hard disk

You cannot install a hard disk into this product.

Printing results

- Depending on the type of media used, rubber roller marks may be left behind along the scanning direction or toner wax components adhere to the paper during 2 Sided printing or when the output destination is changed during continuous printing.
- Droplets of water may adhere to the printing paper immediately after the power is turned on to the machine.
- Depending on the type of media used, pinch roller marks and minute scratches may form in the scanning direction.
- During two-side printing with coated paper, indentations may appear on the back side of the paper.
- Line unevenness may occur along the scanning direction in high-volume printing in low-humidity environments.
- Colors may appear muted on the underside of high-density images in printing in low-temperature, low-humidity environments.
- Small white spots may appear within images on the back side of the paper in printing in low-humidity environments.

Document feeder

The machine does not detect a document placed in the document feeder during Sleep mode.

Notes and restrictions on the use of the copy feature

Copy feature

The machine does not offer the Improves Fit function.

ID Card Copy

The front and back side of the placed ID card are printed on each half sheet of a paper in center except the following cases:

- When the size of the ID card is larger than the standard printable size of the ID Card Copy feature, the image is not printed in center.
- When the size of ID card is larger than the standard printable size of the ID Card Copy feature, a part of the image may be cut off.
- The edges of the ID card may be cut off due to the edge erase.

About memory

If the machine's memory capacity becomes insufficient when copying using the collate feature, it outputs only the document data which is being scanned.

Notes and restrictions on the use of the Print feature

Output of long feed documents

The output of long feed documents is not supported.

Print jobs while the control panel is being operated

The print job processing or output speed may be reduced when the control panel is operated during print job execution.

When the print results differ from the settings

As in the following cases, insufficient memory for the print page buffer may cause print result in not printing as specified.

- A 2-sided print job is printed on one side.
- A job was terminated (If data cannot be written to the print page buffer, the job including that page is terminated).

Job counter counts for 2-sided printing

When printing a 2 Sided print job, depending on the application being used, blank sheets can be inserted automatically to adjust pages. These blank sheets inserted by the application also are counted by the job counter.

2-sided printing

When performing 2-sided printing with the machine that the duplex output unit is not installed, it prints only one side. In this case, the orientation of prints may not be the same as expected.

Error codes

The error "E-1" occurs besides a paper jam when the paper size setting is not correctly specified. Refer to the Error Code "C-7" and check paper size setting. Refer to Error codes on page 11-21.

Notes and restrictions on the use of the Scan feature

This section describes notes and restrictions to observe when using the Scan feature.

For the notes and restrictions on the scan driver, see the "Readme" information on the CD-ROM for the Driver CD Kit that came with the machine.

Restriction on scanning capacity

The maximum scanning capacity for one page is 297 × 432 mm. For standard sizes, A3 or 11 × 17 inches.

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