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# Xerox® VersaLink® C8000/C9000 Color Printer User Guide

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# Safety

This chapter contains:

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- [Electrical Safety](#) ..... 11
- [Operational Safety](#)..... 13
- [Maintenance Safety](#)..... 15
- [Printer Symbols](#)..... 16
- [Environmental, Health, and Safety Contact Information](#)..... 18

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

## Notices and Safety

Read the following instructions carefully before operating your printer. Refer to these instructions to ensure the continued safe operation of your printer.

Your Xerox® printer and supplies are designed and tested to meet strict safety requirements. These include safety agency evaluation and certification, and compliance with electromagnetic regulations and established environmental standards.

The safety and environment testing and performance of this product have been verified using Xerox® materials only.



**Note:** Unauthorized alterations, which can include the addition of new functions or connection of external devices, can affect the product certification. For more information, contact your Xerox representative.

# Electrical Safety

## General Guidelines



### **WARNING:**

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

The following are hazards to your safety:

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

If any of these conditions occur, do the following:

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

## Power Cord

Use the power cord supplied with your printer.

- Plug the power cord directly into a properly grounded electrical outlet. Ensure that each end of the cord is connected securely. If you do not know if an outlet is grounded, ask an electrician to check the outlet.



**WARNING:** To avoid risk of fire or electrical shock, do not use extension cords, power strips, or power plugs for more than 90 days. When a permanent outlet receptacle cannot be installed, use only one factory-assembled extension cord of the appropriate gauge for each printer or multifunction printer. Always adhere to national and local building, fire, and electrical codes regarding length of cord, conductor size, grounding, and protection.

- Do not use a ground adapter plug to connect the printer to an electrical outlet that does not have a ground connection terminal.
- Verify that the printer is plugged into an outlet that is providing the correct voltage and power. Review the electrical specification of the printer with an electrician if necessary.
- Do not place the printer in an area where people can step on the power cord.

## Safety

- Do not place objects on the power cord.
- Do not plug or unplug the power cord while the power switch is in the On position.
- If the power cord becomes frayed or worn, replace it.
- To avoid electrical shock and damage to the cord, grasp the plug when unplugging the power cord.

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

## Emergency Power Off

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

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

# Operational Safety

Your printer and supplies were designed and tested to meet strict safety requirements. These include safety agency examination, approval, and compliance with established environmental standards.

Your attention to the following safety guidelines helps to ensure the continued, safe operation of your printer.

## Operational Guidelines

- Do not remove any trays when the printer is printing.
- Do not open the doors when the printer is printing.
- Do not move the printer when it is printing.
- Keep hands, hair, neckties, and so on, away from the exit and feed rollers.
- Covers, which require tools for removal, protect the hazard areas within the printer. Do not remove the protective covers.
- Do not override any electrical or mechanical interlock devices.
- Do not attempt to remove paper that is jammed deeply inside the printer. Switch off the printer promptly and contact your local Xerox representative.



### **WARNING:**

- The metallic surfaces in the fuser area are hot. Always use caution when removing paper jams from this area and avoid touching any metallic surfaces.
- To avoid a tip hazard, do not push or move the device with all the paper trays extended.

## Ozone Release

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

For more information in the United States and Canada, go to [www.xerox.com/environment](http://www.xerox.com/environment). In other markets, please contact your local Xerox representative or go to [www.xerox.com/environment\\_europe](http://www.xerox.com/environment_europe).


## Printer Location

- Place the printer on a level, solid, non-vibrating surface with adequate strength to hold its weight. To find the weight for your printer configuration, refer to [Physical Specifications](#).
- Do not block or cover the slots or openings on the printer. These openings are provided for ventilation and to prevent overheating of the printer.
- Place the printer in an area where there is adequate space for operation and servicing.
- Place the printer in a dust-free area.
- Do not store or operate the printer in an extremely hot, cold, or humid environment.
- Do not place the printer near a heat source.
- Do not place the printer in direct sunlight to avoid exposure to light-sensitive components.

## Safety

- Do not place the printer where it is directly exposed to the cold air flow from an air conditioning system.
- Do not place the printer in locations susceptible to vibrations.
- For optimum performance, use the printer at the elevations specified in [Elevation](#).

## Printer Supplies

- Use the supplies designed for your printer. The use of unsuitable materials can cause poor performance and a possible safety hazard.
  - Follow all warnings and instructions marked on, or supplied with, the product, options, and supplies.
  - Store all consumables in accordance with the instructions given on the package or container.
  - Keep all consumables away from the reach of children.
  - Never throw toner, toner cartridges, drum cartridges, or waste cartridges into an open flame.
  - When handling cartridges, for example toner and such, avoid skin or eye contact. Eye contact can cause irritation and inflammation. Do not attempt to disassemble the cartridge, which can increase the risk of skin or eye contact.
-  **Caution:** Use of non-Xerox supplies is not recommended. The Xerox Warranty, Service Agreement, and Total Satisfaction Guarantee do not cover damage, malfunction, or degradation of performance caused by use of non-Xerox supplies, or the use of Xerox supplies not specified for this printer. The Total Satisfaction Guarantee is available in the United States and Canada. Coverage could vary outside these areas. Please contact your Xerox representative for details.

## Maintenance Safety

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












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

When installing the device in a hallway or similar restricted area, additional space requirements can apply. Ensure that you comply with all workspace safety regulations, building codes, and fire codes for your area.








## Printer Symbols

For details about all the printer symbols that appear on your printer, refer to the *Printer Symbols* guide:

- Xerox® VersaLink® C8000 Color Printer: [www.xerox.com/office/VLC8000docs](http://www.xerox.com/office/VLC8000docs)
- Xerox® VersaLink® C9000 Color Printer: [www.xerox.com/office/VLC9000docs](http://www.xerox.com/office/VLC9000docs)

Symbol	Description
	Warning: Indicates a serious hazard that can result in death or serious injury if not avoided.
	Hot Warning: Hot surface on or in the printer. Use caution to avoid personal injury.
	Warning: Moving parts. To avoid personal injury, use caution.
	Caution: Indicates a mandatory action to take in order to avoid damage to the property.
	Caution: To avoid damage to the property, be careful not to spill toner when handling the waste cartridge.
	Do not touch the part or area of the printer.
	Do not expose the drum cartridges to direct sunlight.
	Do not burn the toner cartridges.
	Do not burn the waste cartridge.



Symbol	Description
	Do not burn the drum cartridges.
	Do not use paper attached with staples or any form of binding clip.
	Do not use folded, creased, curled, or wrinkled paper.
	Do not use inkjet paper.
	Do not use transparencies or overhead projector sheets.
	Do not reload paper previously printed on or used.
	Do not copy money, revenue stamps, or postage stamps.

## Environmental, Health, and Safety Contact Information

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

- United States and Canada: 1-800-ASK-XEROX (1-800-275-9376)
- Europe: [EHS-Europe@xerox.com](mailto:EHS-Europe@xerox.com)

For product safety information in the United States and Canada, go to [www.xerox.com/environment](http://www.xerox.com/environment).

For product safety information in Europe, go to [www.xerox.com/environment\\_europe](http://www.xerox.com/environment_europe).

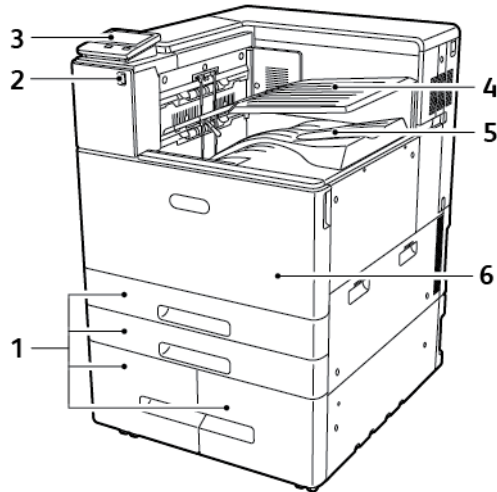
# Getting Started

This chapter contains:

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- [Power Options](#)..... 29
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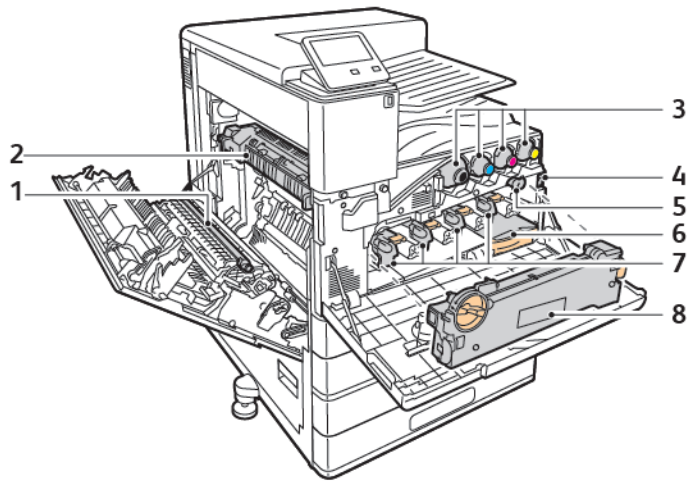
## Parts of the Printer

### Front View



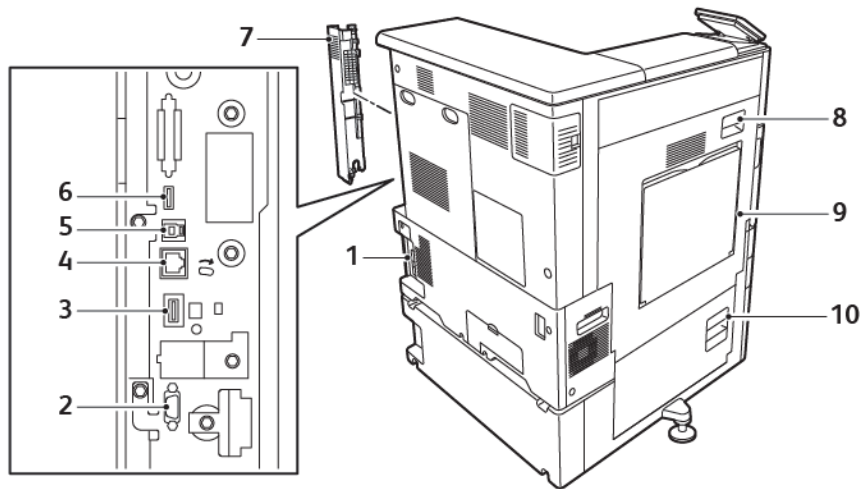
1. Paper Trays (configurations vary from 2 to 4 trays)
2. USB Port
3. Control Panel
4. Center Top Tray
5. Center Bottom Tray
6. Front Door

## Internal Parts



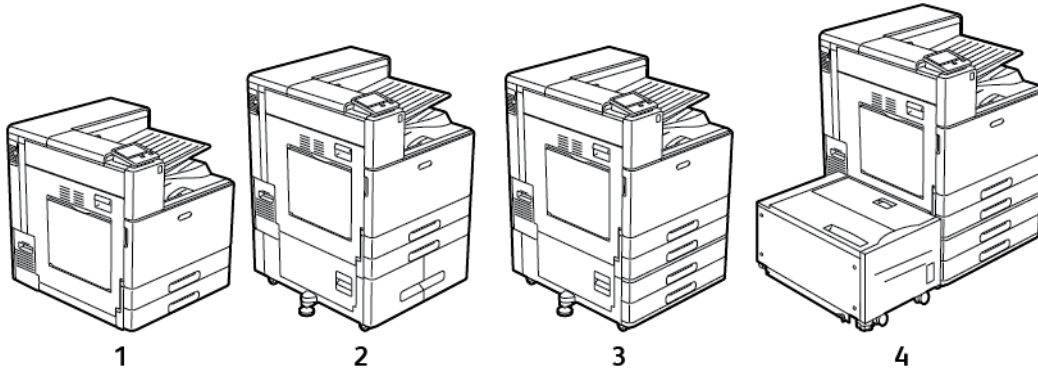
- |                      |                               |
|----------------------|-------------------------------|
| 1. Transfer Roller   | 5. Transfer Belt Cleaner      |
| 2. Fuser             | 6. Waste Cartridge            |
| 3. Toner Cartridges  | 7. Drum Cartridges            |
| 4. Main Power Switch | 8. Waste Toner Transport Unit |

## Rear View



- |                             |                     |
|-----------------------------|---------------------|
| 1. Power Connection         | 6. USB Device Port  |
| 2. Foreign Device Interface | 7. Right Rear Cover |
| 3. Wi-Fi Connectivity Port  | 8. Door A           |
| 4. Ethernet Port            | 9. Bypass Tray      |
| 5. USB Host Port            | 10. Door B          |

## Paper Tray Options

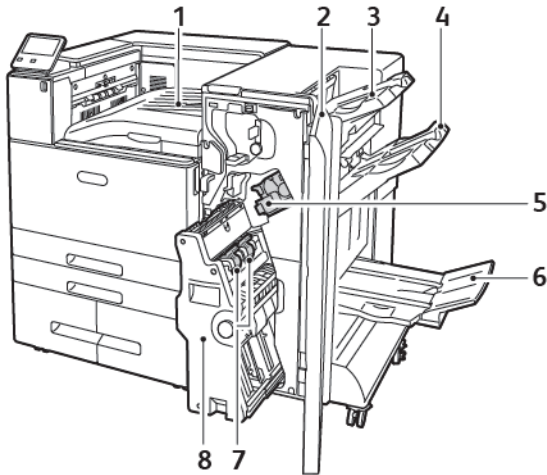


1. Base Model
2. Printer with Tandem Tray Module
3. Printer with Two-Tray Module
4. Printer with Two-Tray Module and High-Capacity Feeder

## Finishing Options

There are three optional finishers: the Business Ready Finisher, the Office Finisher, and the Office Finisher LX. The two Office Finishers offer similar functions, but the procedures that you use to open their front covers differ. When you use this manual, use the procedures for the finisher installed on your printer. For example, to open the Office Finisher front cover, you lower it. In contrast, to open the Office Finisher LX front cover, you swing it the right.

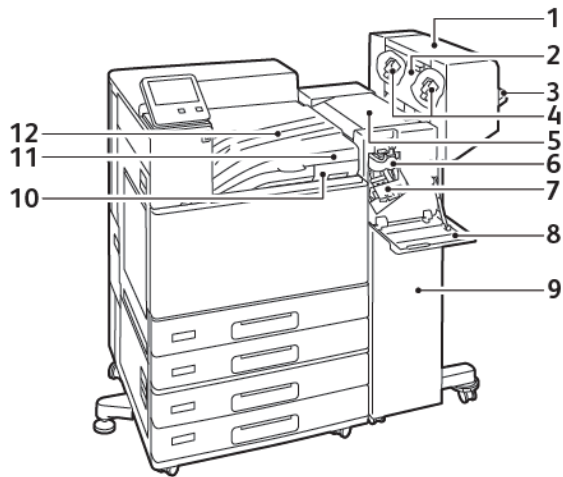
### Business Ready Finisher with Booklet Maker



- |  |   |
|--|---|
| 1. Horizontal Transport Unit (Center Tray) | 5. Staple Cartridge                       |
| 2. Finisher Front Cover                    | 6. Booklet Maker Tray (Right Bottom Tray) |
| 3. Right Top Tray                          | 7. Booklet Staple Unit                    |
| 4. Right Middle Tray                       | 8. Booklet Maker Unit                     |

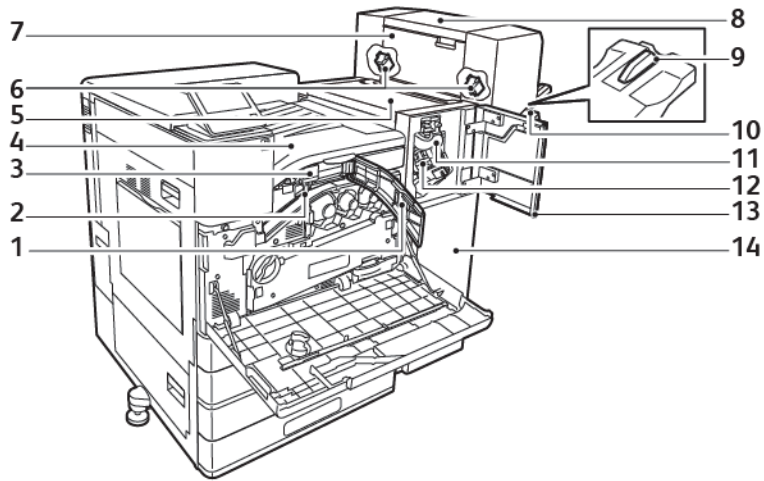


## Office Finisher



- |  |   |
|--|---|
| 1. Booklet Maker (optional)                  | 7. Staple Cartridge                               |
| 2. Booklet Maker Side Cover (optional)       | 8. Finisher Front Cover                           |
| 3. Right Tray                                | 9. Office Finisher                                |
| 4. Booklet Maker Staple Cartridge (optional) | 10. Hole Punch Waste Container (optional)         |
| 5. Finisher Top Cover                        | 11. Hole Punch Unit (optional)                    |
| 6. Creaser Unit (optional)                   | 12. Horizontal Transport Cover, Center Catch Tray |

## Office Finisher LX

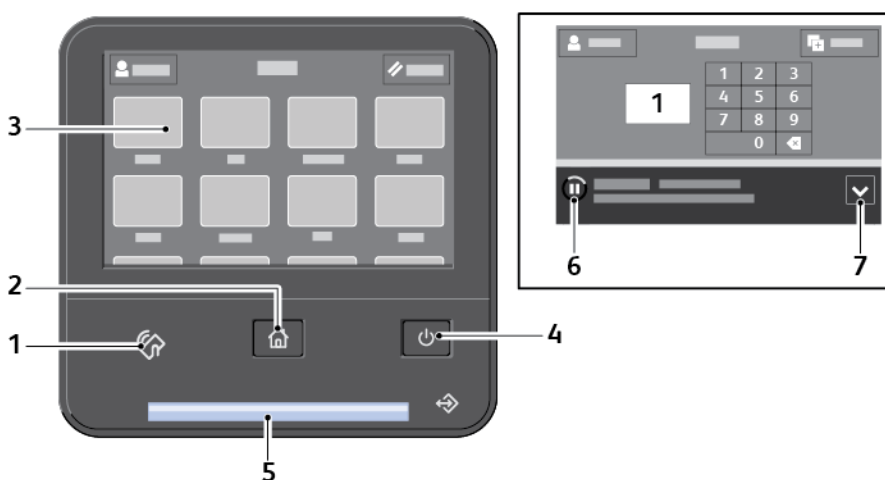



- |   |                             |
|---|-----------------------------|
| 1. Front Transport Cover                        | 8. Booklet Maker (optional) |
| 2. Hole-Punch Waste Container (optional)        | 9. Right Tray Attachment    |
| 3. Hole-Punch Unit (optional)                   | 10. Right Tray              |
| 4. Horizontal Transport Unit, Center Catch Tray | 11. Creaser Unit (optional) |
| 5. Finisher Top Cover                           | 12. Staple Cartridge        |
| 6. Booklet Maker Staple Cartridge (optional)    | 13. Finisher Front Cover    |
| 7. Booklet Maker Side Cover (optional)          | 14. Office Finisher LX      |

## Control Panel

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

- Displays the current operating status of the printer.
- Provides access to printing features.
- Provides access to reference materials.
- Provides access to Tools and Setup menus.
- Prompts you to load paper, replace supplies, and clear jams.
- Displays errors and warnings.
- Provides the Power/Wake button used for powering on or off the printer. This button also supports the power-saver modes, and blinks to indicate the power status of the printer.



Item	Name	Description
1	NFC Area (Optional)	Near Field Communication (NFC), is a technology that enables devices to communicate when they are within 10 cm (4 in.) of each other. Use the NFC area to obtain a network interface or to establish a TCP/IP connection between your device and the printer.   <b>Note:</b> The indicator is visible when NFC is activated.
2	Home Button	This button provides access to the Home menu for access to printer features.
3	Touch Screen Display	The screen displays information and provides access to printer functions.
4	Power/Wake Button	This button serves several power-related functions. <ul style="list-style-type: none"> <li>• When the printer is powered off, this button powers on the printer.</li> </ul>

Item	Name	Description
		<ul style="list-style-type: none"> <li>• When the printer is powered on, pressing this button displays a menu on the control panel. From this menu, you can choose to enter Sleep mode, restart or power off the printer.</li> <li>• When the printer is powered on, but in a low-power mode or Sleep mode, pressing this button wakes the printer.</li> <li>• When the printer is powered on, holding this button for 10 seconds turns off the printer.</li> <li>• This button blinks to indicate the power status of the printer.</li> <li>• When the light blinks slowly, the printer is in low-power mode or Sleep mode.</li> <li>• When the light blinks rapidly, the printer is powering down, or exiting a low-power mode.</li> </ul>
5	Status LED	<p>This light blinks blue or amber to indicate printer status.</p> <ul style="list-style-type: none"> <li>• <b>Blue</b> <ul style="list-style-type: none"> <li>– Blinks blue once to acknowledge a successful Authentication request.</li> <li>– Blinks blue once slowly for a print job initiated at the control panel.</li> <li>– Blinks blue twice slowly for a print job received from the network.</li> <li>– Blinks blue rapidly while the printer is powering up, or to signal detection of a Wi-Fi Direct connection request.</li> </ul> </li> <li>• <b>Amber</b> <ul style="list-style-type: none"> <li>– Blinks amber to indicate an error condition or warning that requires your attention. For example, an out-of-toner condition, a paper jam, or an out-of-paper condition for the current job.</li> <li>– It also blinks amber to indicate a system error, which typically is associated with an error code.</li> </ul> </li> </ul>
6	Pause Icon	<p>When a job is being scanned or processed, a Pause icon appears in the notification banner area. To pause the current job, touch the Pause icon. The job pauses with the option to resume or delete the job.</p>
7	Notification Banner	<p>Notifications and messages are displayed in a pop-up banner below the apps area. To view the full notification, touch the center of the banner. After you have reviewed the information, touch <b>X</b> to close.</p>

## Power Options

The **Power/Wake** button is a single multifunction button on the control panel.

- When used in conjunction with the main power switch, the **Power/Wake** button powers on the printer.
- If the printer is already powered on, the **Power/Wake** button can be used to:
  - Restart the printer
  - Enter or exit sleep mode
  - Enter or exit low-power mode
- The **Power/Wake** button also flashes when the printer is in low-power mode.

## Power Saver

You can set the time the printer spends idle in ready mode before the printer transitions to a lower power level.

There are two levels of power-saver mode.

- **Low-Power Timeout:** The printer shifts from Ready mode to Low-Power mode to reduce standby power consumption.
- **Sleep Timeout:** The printer shifts from Low-Power mode to Sleep mode for a greater reduction in power consumption.

## Entering and Exiting Sleep Mode and Low-Power Mode

After the printer is powered on but is in Sleep Mode or Low-Power Mode:

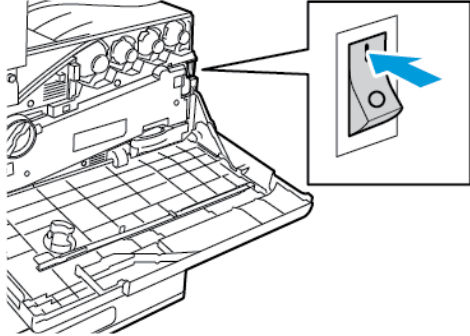
- The touch screen appears blank and unresponsive.
- The printer exits Low-Power mode or Sleep mode automatically when it receives data from a connected device.

To wake the printer manually, press the **Power/Wake** button.

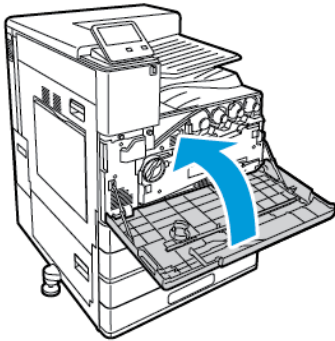
## Powering On the Printer

To power on the printer:

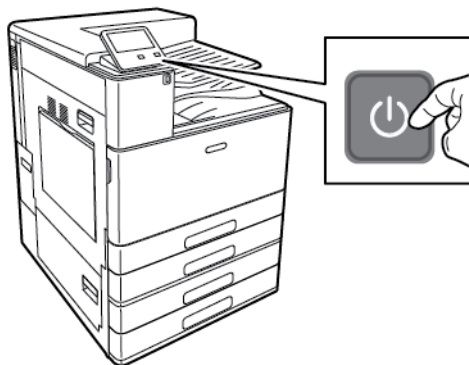
1. Open the front door, then press the main power switch to the On position.




2. Close the front door.



3. At the printer control panel, press the **Power/Wake** button.

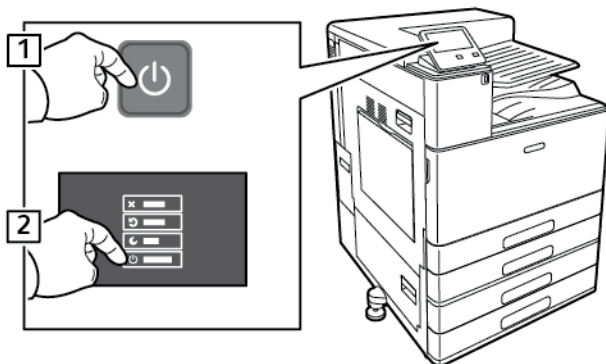


 **Caution:** To avoid damage to the printer, do not unplug the power cord while the printer powers up.

## Powering Off the Printer

To power off the printer:

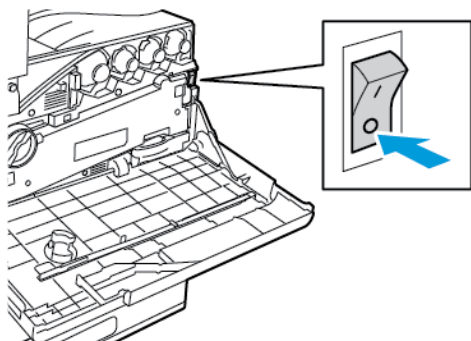
1. At the printer control panel, press the **Power/Wake** button, then touch **Power Off**.



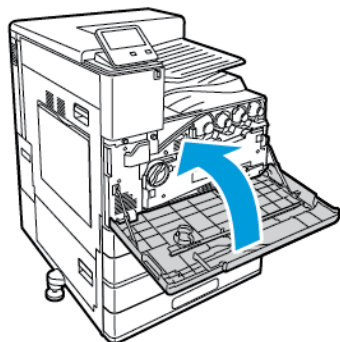
2. Wait for the printer to complete the power-off procedure. When complete, the touch screen appears blank.

**!** **Caution:** To avoid damage to the printer, do not unplug the power cord while the printer powers down.

3. Open the front door, then press the main power switch to the Off position.



4. Close the front door.



## Accessing the Printer

### Logging In

Logging in is the process by which you identify yourself to the printer for authentication. If authentication is set, to access printer features, you log in with your user credentials.

#### Logging In at the Control Panel

1. At the printer control panel, press the **Home** button.
2. Touch **Log In**.
3. Type the User Name using the keypad, then touch **Enter**.
4. If prompted, enter the password, then touch **Enter**.



**Note:** For more information on logging in as system administrator, refer to the *System Administrator Guide* at [www.xerox.com/office/VLC8000docs](http://www.xerox.com/office/VLC8000docs) or [www.xerox.com/office/VLC9000docs](http://www.xerox.com/office/VLC9000docs).

5. Touch **OK**.



**Note:** To access each password-protected service, enter the User Name and password.

### Convenience Authentication

When Convenience Authorization is enabled, users swipe a pre-programmed identification card through a Proximity Card Reader at the control panel. To use this method, purchase and install a USB card reader and an authentication server that supports the Xerox® Convenience Authentication API.



## Introduction to Apps

Xerox Apps are a gateway to the features and functions of your device. Standard Apps are already installed on the device and appear on the Home screen. Some Apps are installed as standard, but hidden the first time you use the device.









When you log in, the Apps configured for your personal account appear on the control panel.

You can download more Apps for your device from the Xerox® App Gallery. For more information, refer to [Xerox® App Gallery](#).

## Information Pages

Your printer has a set of information pages that you can print. These pages include configuration and font information, demonstration pages, and more.

The following Information Pages are available:

Name		Description
	Configuration Report	The Configuration Report provides printer information including installed options, network settings, port setup, tray information, and more.
	Billing Summary Report	The Billing Summary Report provides information about the device and a detailed listing of the billing meters and sheet counts.
	Supplies Usage Report	The Supplies Usage Report provides coverage information and part numbers for reordering supplies.
	PostScript Font List	The PostScript Font List provides a printout of all PostScript fonts that are available on the printer.
	PCL Font List	The PCL Font List provides a printout of all PCL fonts that are available on the printer.
	Demonstration Print	Demonstration Print provides a demonstration of the current print quality.
	Startup Page	The Startup Page provides basic printer configuration and network information.
	Job History Report	The printer retains information on previous print jobs, including the date, time, job type, document name, output color, paper size, number of pages, and results. The status of a maximum of 200 jobs prints on the Job History Report.

## Printing Information Pages

1. At the printer control panel, press the **Home** button.
2. Touch **Device**→**About**→**Information Pages**.
3. To print an information page, touch the needed page.
4. To return to the Home screen, press the **Home** button.

# Configuration Report

The Configuration Report provides product information including installed options, network settings, port setup, tray information, and more.

## Printing the Configuration Report

1. At the printer control panel, press the **Home** button.
2. Touch **Device**→**About**→**Information Pages**.
3. Touch **Configuration Report**.
4. To return to the Home screen, press the **Home** button.

## The Embedded Web Server

The Embedded Web Server is the administration and configuration software that is installed in the printer. It allows you to configure and administer the printer from a Web browser.

The Embedded Web Server requires:

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

## Accessing the Embedded Web Server

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

## Finding the IP Address of Your Printer

To install the print driver for a network-connected printer, it is often necessary to know the IP address of your printer. Also, the IP address is used to access the settings of your printer through the Embedded Web Server. You can view the IP address of your printer on the control panel or on the Configuration Report.



**Note:** To view the TCP/IP address on the control panel, wait until the printer has been on for 2 minutes. If the TCP/IP address is 0.0.0.0, or begins with 169, it indicates a network connectivity issue. However, if Wi-Fi is set as the primary Ethernet connection, 0.0.0.0 is displayed as the IP address for the printer.

## Viewing the IP Printer Address on the Control Panel

To view the IP address of the printer on the control panel:

1. At the printer control panel, press the **Home** button.
2. Touch **Device**→**About**.
3. Record the IP address from the display.
4. To return to the Home screen, press the **Home** button.

## Obtaining the Printer IP Address from the Configuration Report

To obtain the printer IP address from the Configuration Report:

1. At the printer control panel, press the **Home** button.
2. Touch **Device**→**About**→**Information Pages**.
3. Touch **Configuration Report**.

The IP address appears in the Connectivity section of the Configuration Report for IPv4 or IPv6.

4. To return to the Home screen, press the **Home** button.

## Certificates for the Embedded Web Server

Your device includes a self-signed HTTPS certificate. The device generates the certificate automatically during device installation. The HTTPS certificate is used to encrypt communications between your computer and the Xerox device.

 **Note:**

- The Embedded Web Server page for your Xerox device can display an error message that the security certificate is not trusted. This configuration does not lessen the security of the communications between your computer and the Xerox device.
- To eliminate the connection warning in your Web browser, you can replace the self-signed certificate with a signed certificate from a Certificate Authority. For information on obtaining a certificate from a Certificate Authority, contact your Internet Service Provider.


For information on obtaining, installing, and enabling certificates, refer to the *System Administrator Guide* at [www.xerox.com/office/VLC8000docs](http://www.xerox.com/office/VLC8000docs) or [www.xerox.com/office/VLC9000docs](http://www.xerox.com/office/VLC9000docs).

## Downloading the Configuration Report from the Embedded Web Server


From the Embedded Web Server, you can download and save a copy of the Configuration Report to your computer hard drive. Use Configuration Reports from multiple devices to compare software versions, configurations, and compliance information.

To download a copy of the Configuration Report from the Embedded Web Server:

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

 **Note:** For details about obtaining the IP address of your printer, refer to [Finding the IP Address of Your Printer](#).


2. To download the Configuration Report scroll to the bottom of the page, then, in the Quick Links section, click **Download Configuration Report**.

 **Note:** If this feature does not appear, log in as a system administrator.

The document is saved automatically as an XML file in the default download location on your computer hard drive. To open the Configuration Report, use an XML viewer.


## Using the Remote Control Panel Feature

The Remote Control Panel feature in the Embedded Web Server allows you to access the printer control panel remotely from a Web browser.


 **Note:** To access the Remote Control Panel, first enable the feature. For details, contact your system administrator or refer to the *System Administrator Guide* at [www.xerox.com/office/VLC8000docs](http://www.xerox.com/office/VLC8000docs) or [www.xerox.com/office/VLC9000docs](http://www.xerox.com/office/VLC9000docs).

To access the Remote Control Panel feature:


1. At your computer, open a Web browser. In the address field, type the IP address of the printer, then press **Enter** or **Return**.
2. In the Quick Links area, click **Remote Control Panel**.

 **Note:** If the Remote Control Panel option is not displayed or fails to load, contact your system administrator.

3. To restrict other users from accessing the device control panel when you are connected remotely to the device, click the **Lock Device Control Panel** option.

 **Note:** If a local user attempts to access the control panel while the device control panel is locked, the control panel does not respond. A message appears on the control panel, confirming that the control panel is locked and the device is being controlled remotely.

4. To enable remote access to the device control panel, click **Request Session**. The remote control panel sends a request to the local control panel.
  - If the local control panel is inactive, the remote control panel session is activated automatically.
  - If a local user is active on the device, a Remote Session Request message appears on the local control panel. The local user chooses to accept or deny the request. If the request is accepted, the remote control panel session is activated. If the request is denied, a Request Denied message appears in the Embedded Web Server.

 **Note:** If the system administrator requests a remote session, if the request is denied, an option to override the local session is displayed.

# Installation and Setup

For reference:

- *Installation Guide* packaged with your printer.
- Online Support Assistant at [www.xerox.com/office/VLC8000support](http://www.xerox.com/office/VLC8000support) or [www.xerox.com/office/VLC9000support](http://www.xerox.com/office/VLC9000support).

## Installation and Setup Overview

Before you print, ensure that your computer and the printer are plugged in, powered on, and connected. Configure the initial settings of the printer, then install the print driver software and utilities on your computer.

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

For more information, refer to the *System Administrator Guide* at [www.xerox.com/office/VLC8000docs](http://www.xerox.com/office/VLC8000docs) or [www.xerox.com/office/VLC9000docs](http://www.xerox.com/office/VLC9000docs).

## Selecting a Location for the Printer



**WARNING:** To avoid personal injury and damage to the printer, professional installation of the printer is required.

1. Select a dust-free area with temperatures from 10–32° C (50–90° F), and relative humidity 15–85%.



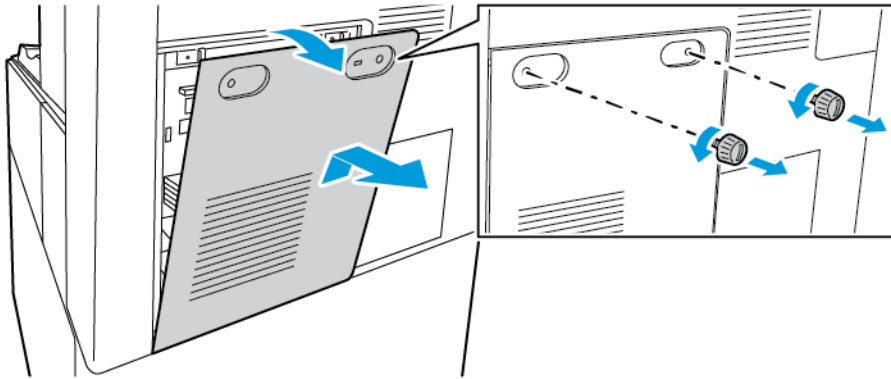
**Note:** Sudden temperature fluctuations can affect print quality. Rapid heating of a cold room can cause condensation inside the printer, directly interfering with image transfer.

2. Place the printer on a level, solid, non-vibrating surface with adequate strength to hold the weight of the printer. The printer must be horizontal with all four feet in solid contact with the surface. To find the weight for your printer configuration, refer to [Weights and Dimensions](#).
3. Select a location with adequate clearance to access supplies and to provide proper ventilation. To find the clearance requirements for your printer, refer to [Total Space Requirements](#).
4. After positioning the printer, you are ready to connect it to the power source and computer or network.

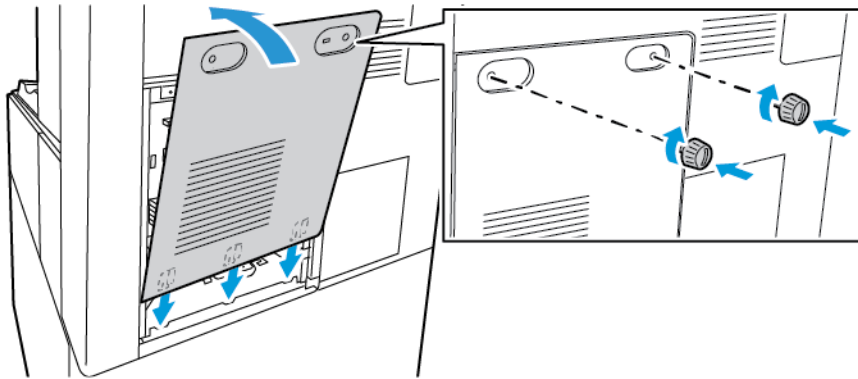
## Removing and Replacing the Rear Access Cover

To install specific options, it is necessary to remove and replace the rear access cover.

1. To remove the cover, remove the two thumbscrews securing the cover. Lift the cover away from the printer.



2. To replace the cover, place the bottom hooks over the slots in the printer frame. Raise the cover into place, then replace the two screws.





# Connecting the Printer

## Selecting a Connection Method

You can connect the printer to your computer using a USB cable, Ethernet cable, or wireless connection. The method that you select depends on how your computer is connected to the network. A USB connection is a direct connection and is the easiest to set up. An Ethernet connection is used to connect to a network. If you are using a network connection, it is important to understand how your computer is connected to the network.



**Note:** Hardware and cabling requirements vary for the different connection methods. Routers, network hubs, network switches, modems, Ethernet cables, and USB cables are not included with your printer and must be purchased separately.

### USB

If you connect the printer to one computer and do not have a network, use a USB connection. A USB connection offers fast data speeds, but typically not as fast as a network connection.



**Note:** To access the Embedded Web Server, a network connection is required.

### Network

If your computer is connected to an office network or home network, use an Ethernet cable to connect the printer to the network. You cannot connect the printer directly to the computer. A connection through a router or network switch is required. An Ethernet network can be used for one or more computers and supports many printers and systems simultaneously. An Ethernet connection is typically faster than USB and allows you direct access to the settings of the printer using the Embedded Web Server.

### Wireless Network

If your environment includes a wireless router or wireless access point, you can connect the printer to the network with a wireless connection. A wireless network connection provides the same access and services as a wired connection. A wireless network connection is typically faster than USB and allows direct access to the settings of the printer using the Embedded Web Server.

## Connecting to a Computer Using a USB Cable

To connect the printer to a computer using a USB cable, you need one of these operating systems:

- Windows 7, Windows 8, Windows 8.1, Windows Server 2008 R2, Windows 10, Windows Server 2008 R2, Windows Server 2012, and Windows Server 2016.
- Macintosh OS X version 10.10 and later.
- UNIX and Linux: Your printer supports connection to various UNIX platforms through the network interface.

To connect the printer to a computer using a USB cable:

1. Connect the **B** end of a standard A/B USB 2.0 or USB 3.0 cable to the USB Port on the back of the printer.
2. Connect the **A** end of the USB cable to the USB port on the computer.

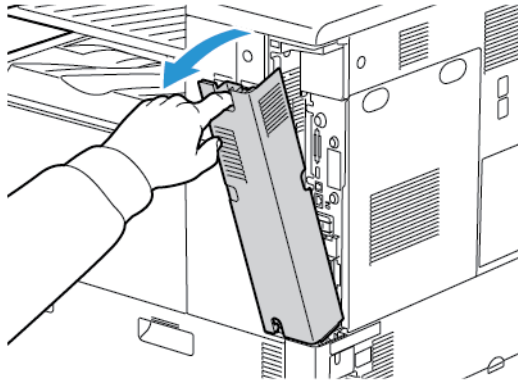
## Getting Started

3. If the Windows Found New Hardware Wizard appears, cancel it.
4. Install the print driver.

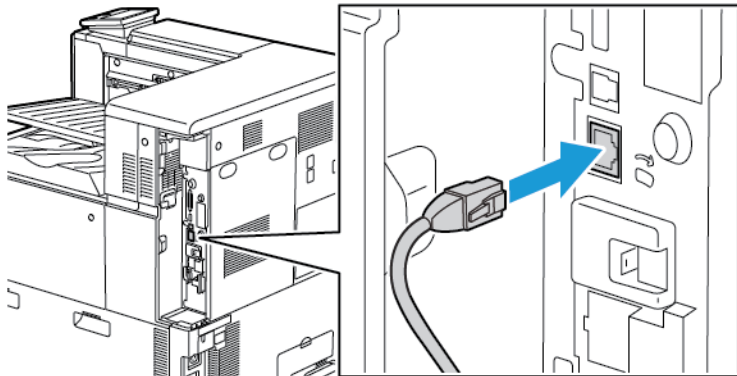
For more information, refer to [Installing the Software](#).

## Connecting to a Wired Network

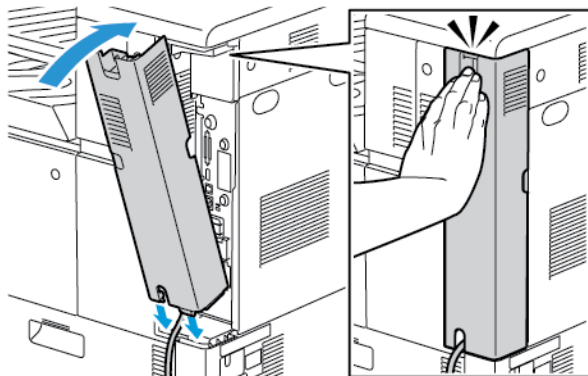
1. Ensure that the printer is powered off.
2. To remove the right rear cover, pull the cover away from the printer.



3. Attach a Category 5 or better Ethernet cable from the printer to the network or router socket. Use an Ethernet switch or router, and two or more Ethernet cables. Connect the computer to the switch or router with one cable, then connect the printer to the switch or router with the second cable. Connect to any port on the switch or router except the uplink port.




- To replace the cover, position the tabs on each side of the cable, then raise the cover until it clicks into place.




- Power on the printer.
- Set the network IP printer address, or set up the printer for automatic printer IP detection. For more information, refer to the *System Administrator Guide* at [www.xerox.com/office/VLC8000docs](http://www.xerox.com/office/VLC8000docs) or [www.xerox.com/office/VLC9000docs](http://www.xerox.com/office/VLC9000docs).

## Connecting to a Wireless Network


A wireless local area network (WLAN) provides the means to connect 2 or more devices in a LAN without a physical connection. The printer can connect to a wireless LAN that includes a wireless router or wireless access point. Before connecting the printer to a wireless network, the wireless router must be configured with a service set identifier (SSID) and any necessary credentials.

 **Note:** Wireless networking is available only on printers with the optional Wireless Network Adapter installed.

## Configuring the Printer for a Wireless Network

 **Note:** Before you configure wireless network settings, install the Xerox® Wireless Network Adapter Kit.

If you purchased and installed a Wireless Network Adapter Kit, you can connect the device to a wireless network. If the device is connected to a wired network, you can configure wireless networking at the device, or use the Embedded Web Server. For details on configuring wireless network settings, refer to the *System Administrator Guide* at [www.xerox.com/office/VLC8000docs](http://www.xerox.com/office/VLC8000docs) or [www.xerox.com/office/VLC9000docs](http://www.xerox.com/office/VLC9000docs).

 **Note:** After the Wireless Network Adapter is installed, remove it only as necessary. For information on removing the adapter, refer to [Removing the Wireless Network Adapter](#).

## Installing the Wireless Network Adapter

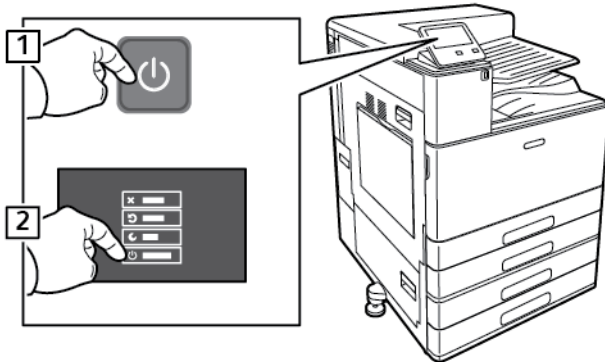
The optional wireless network adapter plugs in to the back of the control board. After the adapter is installed, and wireless networking is enabled and configured, the adapter is able to connect to a wireless network.

To install the Wireless Network Adapter:

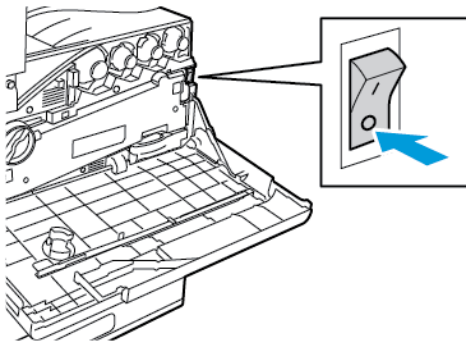
- Power off the printer.

## Getting Started

- a. At the control panel, press the **Power/Wake** button, then touch **Power Off**.

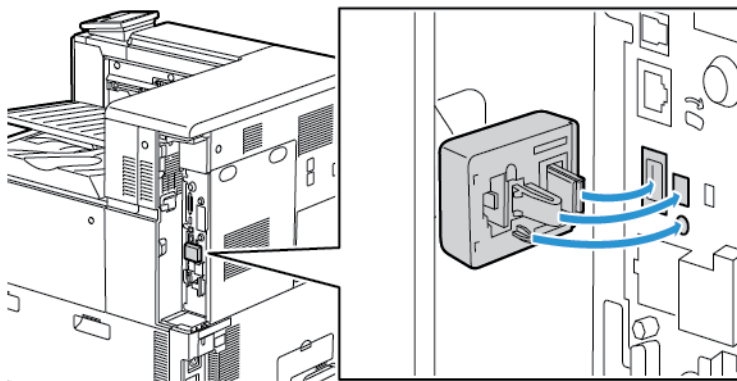


- b. Open the front door, then press the main power switch to the Off position.



**!** **Caution:** To avoid damage to the printer, do not unplug the power cord while the printer powers down.

2. Remove the packaging from the Wireless Network Adapter.
3. To install the Wireless Network Adapter, follow the instructions provided with the Wireless Network Adapter.



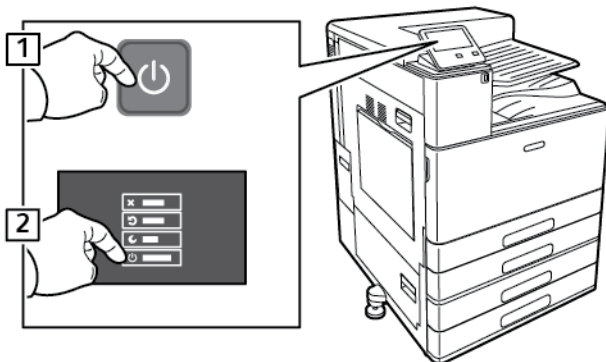
**!** **Caution:** Pulling on the adapter can cause damage. After the adapter is installed, remove it only as needed, and as directed in the Wireless Network Adapter removal instructions. For details, refer to [Removing the Wireless Network Adapter](#).

4. Configure the Wi-Fi settings. For details about configuring the Wi-Fi settings, refer to the *System Administrator Guide* at [www.xerox.com/office/VLC8000docs](http://www.xerox.com/office/VLC8000docs) or [www.xerox.com/office/VLC9000docs](http://www.xerox.com/office/VLC9000docs).

## Removing the Wireless Network Adapter

To remove the Wireless Network Adapter:

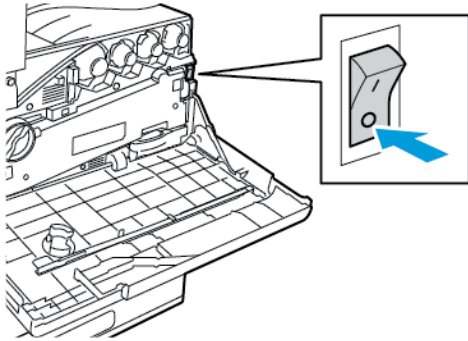
1. Power off the printer:
  - a. At the printer control panel, press the **Power/Wake** button, then touch **Power Off**.



- b. Wait for the printer to complete a power-off procedure. When complete, the touch screen appears blank.

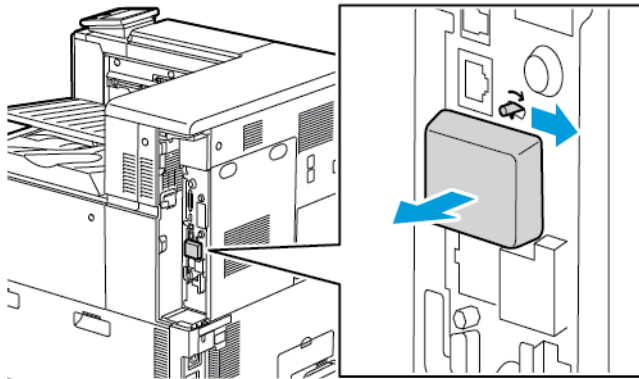
## Getting Started

- c. Open the front door, then press the main power switch to the Off position.



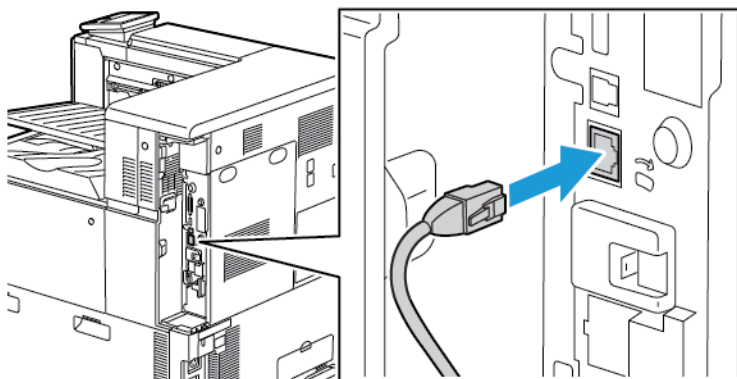
**!** **Caution:** To avoid damage to the printer, do not unplug the power cord while the printer powers down.

2. To release the Wireless Network Adapter from the connection panel on the side of the printer, gently grasp the adapter and push the release lever to the side. Carefully pull the adapter away from the printer.



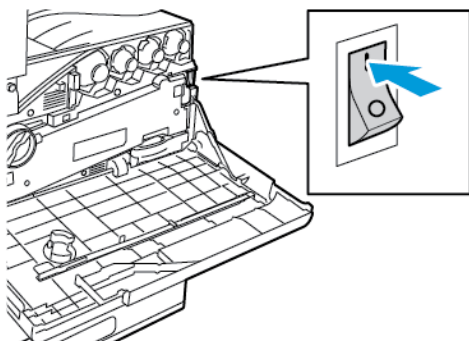
**!** **Caution:** Do not use force to pull on the Wireless Network Adapter. If the latch is released properly, the adapter pulls out easily. Pulling on the adapter can damage it.

3. Connect the printer to your computer with a USB cable or to the network with an Ethernet cable.

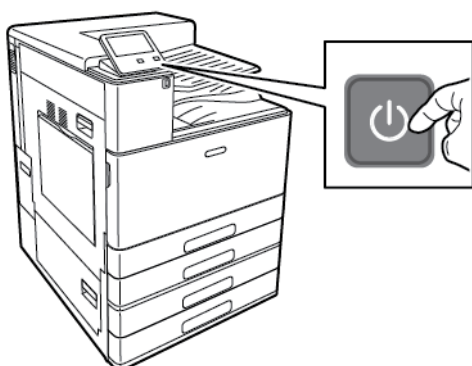


4. Power on the printer:

- a. Open the front door, then press the main power switch to the On position.



- b. At the printer control panel, press the **Power/Wake** button.



**Note:** If the printer was installed previously in a wireless network environment, it could retain setup and configuration information from that environment. To prevent the printer from attempting to connect to the previous network, reset the wireless settings. For more information, refer to the *System Administrator Guide* at [www.xerox.com/office/VLC8000docs](http://www.xerox.com/office/VLC8000docs) or [www.xerox.com/office/VLC9000docs](http://www.xerox.com/office/VLC9000docs).

## Connecting to a Wi-Fi Network at the Control Panel

To connect to a Wi-Fi network at the control panel:

1. At the printer control panel, press the **Home** button.
2. Log in as administrator. For details, refer to the *System Administrator Guide* at [www.xerox.com/office/VLC8000docs](http://www.xerox.com/office/VLC8000docs) or [www.xerox.com/office/VLC9000docs](http://www.xerox.com/office/VLC9000docs).
3. Touch **Device**→**Connectivity**→**Wi-Fi**.
4. To enable the Wi-Fi feature, touch the enable toggle button.
5. To connect automatically to an existing Wi-Fi network:
  - a. In the list of available Wi-Fi networks, touch the required network.




**Note:** If the required Wi-Fi network is not listed, or if the required network uses WPS, configure the connection manually.

- b. If needed, to log in to the network, type the password.

## Getting Started

- c. To select a Wi-Fi frequency band, touch **Wi-Fi Band**, then select an option.

 **Note:** The Wi-Fi frequency band is set to AUTO by default.

- d. Touch **OK**.

6. To connect manually to a Wi-Fi Network:


- a. Touch **Manual Setup**.

- b. In the first field, type a name for the Wi-Fi network, then touch **Enter**.

- c. Touch **Network Type**, then select an option.

- d. Touch **Security**, then select an option.

- e. Touch **Wi-Fi Protected Setup (WPS)**, then select an option.

 **Note:** For a WPS setup with a Push Button Connection (PBC), select **PBC**.

- f. Touch **OK**.

## Configuring the Primary Network at the Control Panel

You can set the primary network connection type at the device control panel.

 **Note:**

- A Primary Network setup is required only if the optional Wi-Fi network connection kit is installed and enabled.
- By default, without a Wi-Fi network connection, the primary network is set to Ethernet. When the kit is installed and enabled, the device acquires two network connections. One network connection is primary, and the other network connection is secondary.
- The following features are available only over the primary network connection:
  - IPsec
  - SMTP
  - SNTP
  - WSD scan
  - Scan to SFTP, Scan to SMB, Scan to Email
  - LDAP
  - UPnP discovery
  - ThinPrint
  - EIP Web Service
- If you remove the Wi-Fi network connection module, the primary network connection is set to Ethernet.

To configure the primary network at the control panel:

1. At the printer control panel, press the **Home** button.
2. Log in as administrator. For details, refer to the *System Administrator Guide* at [www.xerox.com/office/VLC8000docs](http://www.xerox.com/office/VLC8000docs) or [www.xerox.com/office/VLC9000docs](http://www.xerox.com/office/VLC9000docs).



3. Touch **Device**→**Connectivity**→**Primary Network**.
4. Select the appropriate network connection type for the device.
5. To apply the changes and restart the device, at the prompt, touch **Restart Now**.

## Resetting Wireless Settings

If the printer was previously installed in a wireless network environment, it could retain setup and configuration information. To prevent the printer from attempting to connect to the previous network, reset the wireless settings.

To reset the wireless settings:

1. At the printer control panel, press the **Home** button.
2. Touch **Device**→**Connectivity**→**Wi-Fi**.
3. Touch the network selection that you want to reset.
4. Touch **Forget This Network**.
5. At the prompt, touch **Forget & Reboot**.

## Connecting to a Network with a Wi-Fi Protected Setup

Wi-Fi Protected Setup (WPS) is a network standard for setting up a wireless network. The WPS protocols enable you to set up devices in a secure wireless network without having wireless networking experience. With a WPS-certified router, you can use tools in the router and the printer to connect the printer to the network. To use the tools, ensure that the wireless router is configured properly and is compliant with the WPS.

- Push Button Connection (PBC) is the easiest way to connect the printer to a wireless network. It automatically connects when you push a button on the router and on the printer. After the router and printer exchange information, the printer accepts the security and configuration information from the router and connects to the network. The PBC is a moderately secure way to connect the printer to the network. You do not need to enter any information to make the network connection.
- PIN (Personal Identification Number) automatically connects the printer to a wireless router using a common PIN. The printer generates and prints a PIN for use in the setup process. When you enter the PIN into the router, the router broadcasts network information using the PIN. When both devices recognize the PIN, the router provides the security and configuration information to the printer, which uses it to connect to the network.

## Connecting to a WPS Wireless Network Using the PIN Method

To connect to a Wi-Fi Protected Setup (WPS) wireless network using the PIN method:



**Note:** Before you install the printer, ensure that you connect and configure the wireless router for the network.

1. At the printer control panel, press the **Home** button.
2. If Wi-Fi is Off, turn it on.
  - a. Touch **Device**→**Connectivity**→**Wi-Fi**.
  - b. To toggle Wi-Fi from Off to On, touch the **Wi-Fi** toggle button.

## Getting Started

- c. To activate your Wi-Fi setting changes, press the **Home** button.
- d. At the prompt, touch **Restart Now**.



**Note:** The following steps can vary with different router manufacturers. For more information, refer to your router documentation.

3. At your computer, open the wireless router control panel, then select **Add WPS Client**.
4. Select **PIN Method**. The wireless router control panel opens to a dialog box ready for the PIN number.
5. At the printer control panel, touch **Device**→**Connectivity**→**Wi-Fi**.
6. Touch **Manual Setup**.
7. Touch **Wi-Fi Protected Setup (WPS)**.



**Note:** If Wi-Fi Protected Setup (WPS) is not visible, at the top of the screen, touch **Manual Setup**.

8. Touch **PIN**.
9. Record the PIN from the screen, then touch **OK**.

The printer starts advertising using the displayed PIN Code.



**Note:** The printer continues to advertise for 120 seconds. If the printer does not locate the wireless router within 120 seconds, the connection attempt stops.

10. At your computer, in the wireless router control panel Client PIN Code field, enter the PIN code, then click **Next**.

The printer communicates with the wireless router to resolve setup and configuration information. When the printer has the correct information, it connects to the router and restarts with the proper setup and configuration information.

If the router does not connect with the printer within 120 seconds, the connection attempt stops.

11. After the printer restarts, wait 20 seconds, then to get the network information that includes the IP address, print a Configuration Report. For more information, refer to [Printing the Configuration Report](#).

## Connecting to Wi-Fi Direct

You can connect to your printer from a Wi-Fi mobile device, such as a tablet, computer, or smartphone, using Wi-Fi Direct. Wi-Fi Direct is disabled by default. For more information, refer to the *System Administrator Guide* at [www.xerox.com/office/VLC8000docs](http://www.xerox.com/office/VLC8000docs) or [www.xerox.com/office/VLC9000docs](http://www.xerox.com/office/VLC9000docs).



**Note:** Wireless networking is available only on printers with the optional Wireless Network Adapter installed.

### Connecting with Wi-Fi Direct from Your Mobile Device

To connect with Wi-Fi Direct, follow the directions provided with your mobile device.

## Initial Printer Setup

Before installing the printer software, verify that the printer is set up correctly. Setup includes enabling the optional features and assigning an IP address for the Ethernet network connection. The installation wizard starts automatically the first time that the printer is powered on. The installation wizard prompts the system administrator to configure the following settings:

- Language
- Network Connection
- Proxy Server Setup
- Date and Time
- Measurements
- LDAP Settings
- Apps Setup
- Security Settings

For more information on configuring the printer settings, refer to the *System Administrator Guide* at [www.xerox.com/office/VLC8000docs](http://www.xerox.com/office/VLC8000docs) or [www.xerox.com/office/VLC9000docs](http://www.xerox.com/office/VLC9000docs).

## Configuring AirPrint

AirPrint® is a software feature that allows you to print from wired or wireless Apple iOS-based mobile devices and Mac OS-based devices without the need to install a print driver. AirPrint-enabled printers allow you to print directly from a Mac, an iPhone, iPad, or iPod touch. You can use AirPrint to print from a wired device or a wireless device without using a print driver.



### Note:

- Not all applications support AirPrint®.
- Wireless devices must join the same wireless network as the printer.
- For AirPrint to function, both IPP and Bonjour® (mDNS) protocols must be enabled.
- The device that submits the AirPrint job must be on the same subnet as the printer. To allow devices to print from different subnets, configure your network to pass multicast DNS traffic across subnets.
- The Mac OS device must be Mac OS 10.10 or later.

## Getting Started

- AirPrint-enabled printers work with all models of iPad, iPhone (3GS or later), and iPod touch (third generation or later), running the latest version of iOS.
1. At your computer, open a Web browser. In the address field, type the IP address of the printer, then press **Enter** or **Return**.



**Note:** If you do not know the IP address for your printer, refer to [Finding the IP Address of Your Printer](#).

2. In the Embedded Web Server, click **Home**→**Connectivity**.



**Note:** If this feature does not appear, log in as a system administrator.

3. For Mobile Printing, click **AirPrint**.
4. To enable AirPrint, click the **Enable** toggle button.



**Note:** AirPrint is enabled by default when IPP and Bonjour® (mDNS) are both enabled.

- To change the printer name, in the Name field, enter a new name.
  - To enter a location for the printer, in the Location field, enter the location of the printer.
  - To enter a physical location or address for the printer, in the Geo-Location field, enter the geographic latitude and longitude coordinates in decimal form. For example, use coordinates such as 45.325026, -122.766831 for a location.
5. Click **OK**.
  6. To activate your changes, at the prompt, click **Restart Now**.

## Configuring Google Cloud Print

Google Cloud Print allows you to print documents that are stored in the cloud without using a print driver.

Before you begin:

- Set up a Google email account.
- Configure the printer to use IPv4.
- Configure Proxy Server settings as needed.

To configure Google Cloud Print:

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



**Note:** If you do not know the IP address for your printer, refer to [Finding the IP Address of Your Printer](#).

2. In the Embedded Web Server, click **Home**→**Connectivity**.
3. For Mobile Printing, click **Google Cloud Print**.
4. To enable Google Cloud Print, click the **Enable** toggle button.
5. Click **OK**.
6. Restart the printer, then wait 2 minutes for the printer to connect.
7. Refresh your Web browser, then for Mobile Printing, click **Google Cloud Print**.
8. Click **Printer Registration**.

9. Click **Register**.

A printer registration page prints.

10. To register the printer, in your Web browser, type the URL provided, or use your mobile phone to scan the barcode.

After the printer is registered, a confirmation status window appears.

11. To access the Google Cloud Print feature, in your Google account, click **Manage Your Printer**.



**Note:** The default printer name appears in this format: Model name (MAC address).

## Installing the Software

Before installing driver software, verify that the printer is plugged in, powered on, connected correctly, and has a valid IP address. The IP address usually appears in the upper right corner of the control panel. If you cannot find the IP address, see [Finding the IP Address of Your Printer](#).


 **Note:** If the *Software and Documentation* disc is not available, download the latest drivers from [www.xerox.com/office/VLC8000drivers](http://www.xerox.com/office/VLC8000drivers) or [www.xerox.com/office/VLC9000drivers](http://www.xerox.com/office/VLC9000drivers).

## Operating System Requirements

- Windows 7, Windows 8, Windows 8.1, Windows Server 2008 R2, Windows 10, Windows Server 2008 R2, Windows Server 2012, and Windows Server 2016.
- Macintosh OS X version 10.10 and later.
- UNIX and Linux: Your printer supports connection to various UNIX platforms through the network interface.

## Installing the Print Drivers for a Windows Network Printer

1. Insert the *Software and Documentation* disc into the appropriate drive on your computer. If the installer does not start automatically, navigate to the drive, then double-click the **Setup.exe** installer file.
2. Click **Install Print Driver**.
3. At the License Agreement, click **I Agree**.
4. From the list of discovered printers, select your printer.

 **Note:** When you install print drivers for a network printer, if your printer does not appear in the list, click **IP Address or DNS Name**. In the IP Address or DNS Name field, type the IP address of your printer, then to locate and select your printer, click **Search**. If you do not know the IP address of the printer, refer to [Finding the IP Address of Your Printer](#).

5. Click **Next**.
6. If needed, type a name in the **Queue Name** field.
7. Select a Print Driver.
8. Click **Install**.
9. If needed, set the printer as the default printer.


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


10. To complete the installation, click **Finish**, then click **Close**.

# Installing the Print Driver by Specifying the IP Address for Windows 10

To install the printer by specifying the IP address:

1. At your computer, open the Settings folder, then click **Add Printer**.
2. Click **The printer that I want isn't listed**, then click **Add a local printer or network printer with manual settings**.
3. To use a previously established port, select **Use an existing port**, then from the list, select a Standard TCP/IP Port.
4. To create a Standard TCP/IP port:
  - a. Select **Create a New Port**.
  - b. For Type of port, select **Standard TCP/IP Port**, then click **Next**.
  - c. In the Hostname or IP address field, type the printer IP address or host name.
  - d. To disable the feature, clear the check box for **Query the printer and automatically select the driver to use**, then click **Next**.
5. Click **Have Disk**.
6. Click **Browse**. Browse to, then select the driver.inf file for your printer. Click **Open**.
 

 **Note:** The Xerox print driver installation wizard places files at C:\Xerox.
7. Select your printer model, then click **Next**.
8. If a prompt appears because the print driver was installed previously, click **Use the driver that is currently installed (recommended)**.
9. In the Printer name field, type a name for your printer.
10. To install the print driver, click **Next**.
11. If needed, set the printer as the default printer.
 

 **Note:** Before selecting **Share Printer**, contact your system administrator.
12. To send a test page to the printer, click **Print a test page**.
13. Click **Finish**.

## Installing the Print Drivers for a Windows USB Printer

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

## Getting Started

7. From the list of discovered printers, select your printer, then click **Next**.
8. If needed, type a name in the **Queue Name** field.
9. Select the Print Driver check box for either **Postscript (recommended)**, **PCL 6**, or both as needed.
10. Click **Install**.
11. If needed, set the printer as the default printer.



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

12. To complete the installation, click **Finish**.

## Installing the Printer as a Web Service on Devices

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

### Installing a WSD Printer Using the Add Device Wizard

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



**Note:** If the printer that you want to use does not appear in the list, click the **Cancel** button. To add the printer manually, use the IP address of the printer. For details, refer to [Installing the Print Driver by Specifying the IP Address for Windows 10](#).

4. Click **Close**.

## Installing the Drivers and Utilities for Macintosh OS X

1. Download the latest print driver from [www.xerox.com/office/VLC8000support](http://www.xerox.com/office/VLC8000support) or [www.xerox.com/office/VLC9000support](http://www.xerox.com/office/VLC9000support).
2. Open Xerox® Print Drivers 4.xx.x.dmg/.pkg as needed for your printer.
3. To run Xerox® Print Drivers 4.xx.x.dmg/.pkg, double-click the appropriate file name.
4. When prompted, click **Continue**.
5. To accept the license agreement, click **I Agree**.
6. To accept the current installation location, click **Install**, or select another location for the installation files, then click **Install**.
7. If prompted, enter your password, then click **OK**.
8. From the list of discovered printers, select your printer, then click **Next**.
9. If your printer does not appear in the list of discovered printers:
  - a. Click the **Network Printer Icon**.
  - b. Type the IP address of your printer, then click **Continue**.
  - c. Select your printer in the list of discovered printers, then click **Continue**.



10. If your printer was not detected, verify that the printer is powered on and that the Ethernet or USB cable is connected properly.
11. To accept the print queue message, click **OK**.
12. Select or clear the **Set Printer as Default** and **Print a Test Page** check boxes.
13. Click **Continue**, then click **Close**.

## Adding the Printer for Macintosh OS X

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

For more information, go to the Online Support Assistant at: [www.xerox.com/office/VLC8000support](http://www.xerox.com/office/VLC8000support) or [www.xerox.com/office/VLC9000support](http://www.xerox.com/office/VLC9000support).

### Adding the Printer Using Bonjour

To add the printer using Bonjour®:

1. From the computer Applications folder or from the dock, open **System Preferences**.
2. Click **Printers & Scanners**.  
The list of printers appears on the left of the window.
3. For the list of printers, click the Plus icon (+).
4. At the top of the window, click the **Default** icon.
5. Select your printer from the list, then click **Add**.



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

### Adding the Printer by Specifying the IP Address

To add the printer by specifying the IP address:

1. From the computer Applications folder or from the dock, open **System Preferences**.
2. Click **Printers & Scanners**.  
The list of printers appears on the left of the window.
3. Under the list of printers, click the Plus icon (+).
4. Click **IP**.
5. From the Protocol list, select the protocol.
6. In the Address field, enter the IP address of the printer.
7. In the Name field, enter a name for the printer.
8. From the Use list, choose **Select a driver to use**.
9. From the printer software list, select the print driver for your printer model.
10. Click **Add**.

## Installing Drivers and Utilities for UNIX and Linux

For more information on installing print drivers and utilities for UNIX and Linux, refer to [UNIX and Linux Printing](#).

## More Information

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

Resource	Location
<i>Installation Guide</i>	Packaged with the printer.
Other documentation for your printer	<ul style="list-style-type: none"> <li>• <a href="http://www.xerox.com/office/VLC8000docs">www.xerox.com/office/VLC8000docs</a></li> <li>• <a href="http://www.xerox.com/office/VLC9000docs">www.xerox.com/office/VLC9000docs</a></li> </ul>
Recommended Media List	<ul style="list-style-type: none"> <li>• United States: <a href="http://www.xerox.com/rmlna">www.xerox.com/rmlna</a></li> <li>• European Union: <a href="http://www.xerox.com/rmleu">www.xerox.com/rmleu</a></li> </ul>
Technical support information for your printer, including online technical support, Online Support Assistant, and print driver downloads.	<ul style="list-style-type: none"> <li>• <a href="http://www.xerox.com/office/VLC8000support">www.xerox.com/office/VLC8000support</a></li> <li>• <a href="http://www.xerox.com/office/VLC9000support">www.xerox.com/office/VLC9000support</a></li> </ul>
Information Pages	Print from the control panel. For details, refer to: <a href="#">Printing Information Pages</a>
Order supplies for your printer	<ul style="list-style-type: none"> <li>• <a href="http://www.xerox.com/office/VLC8000supplies">www.xerox.com/office/VLC8000supplies</a></li> <li>• <a href="http://www.xerox.com/office/VLC9000supplies">www.xerox.com/office/VLC9000supplies</a></li> </ul>
Local sales and Technical Customer Support	<a href="http://www.xerox.com/office/worldcontacts">www.xerox.com/office/worldcontacts</a>
Printer registration	<a href="http://www.xerox.com/register">www.xerox.com/register</a>
Xerox® Direct online store	<a href="http://www.direct.xerox.com">www.direct.xerox.com</a>



# 3

## Customize and Personalize

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- [Customizing or Personalizing the Home Screen](#)..... 63
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## Customize and Personalize Overview

This chapter provides information on how to customize and personalize your device to meet the specific demands of your workflows.



You can customize your apps, hide or show apps on the Home screen, and rearrange the app order to suit your job priorities. For certain apps, you can hide or show individual features and configure default settings to meet the needs of your workgroup. You can save job settings for repeated use.

Customization enables users to work more productively.



When individual user accounts are configured on the device, you can personalize the device to meet specific user needs. You can configure your personal Home page to hide or show only the apps that you use. You can tailor an app feature list to your job requirements and specify default settings. You can save settings for regular jobs.

Personalization options ensure that the features and functions displayed on the control panel meet individual user needs, improving efficiency.



**Note:** The customize and personalize settings are configured by a system administrator. For details, contact your system administrator, or refer to the *System Administrator Guide* at [www.xerox.com/office/VLC8000docs](http://www.xerox.com/office/VLC8000docs) or [www.xerox.com/office/VLC9000docs](http://www.xerox.com/office/VLC9000docs).

# Customizing or Personalizing the Home Screen

## Hiding or Showing an App on the Home Screen

1. At the printer control panel, press the **Home** button.
2. Touch **Customize**. The Customize Home window appears.
3. To display an installed app that is hidden initially:
  - a. Touch **Add**. A list of available apps appears.
  - b. Touch the app that you want to appear on the control panel.
  - c. Touch **Done**.



**Note:** If all apps are already displayed, the Add feature is disabled.

4. To hide an installed app:
  - a. For the app, touch **X**.
  - b. Touch **Done**.
5. Verify that only the selected apps appear on the Home screen.

## Rearranging Apps on the Home Screen

1. At the printer control panel, press the **Home** button.
2. Touch **Customize**.



**Note:** For logged-in administrators, a window appears that asks you to confirm if the changes are for a Guest or for you.

3. Touch and hold the required app.
4. Drag the app to the new location.
5. Release the app.
6. Touch **Done**.
7. Verify that the app appears in the correct location on the Home screen.

## Customizing or Personalizing the Apps

Customization enables you to modify the features available, delete a saved preset, or remove customized settings applied to an app.

### Customizing or Personalizing the Feature List

To customize the Feature List for an app:

1. At the printer control panel, press the **Home** button.
2. Touch the app required.
3. Scroll to the bottom, then touch **Customize**.



**Note:** To customize the Print from USB App, insert the USB Flash drive into the USB memory port. If the Browse USB window appears, to close it, touch **X**.

4. Touch **Feature List**.



**Note:** For logged-in administrators, a window appears that asks you to confirm if the changes are for a Guest or for you.

5. Touch the particular option.
  - To hide a feature, for the required feature, touch the **Eye** icon. To signify that the feature is hidden, the Eye icon appears with a line across it.
  - To show a feature, for the required feature, touch the **Eye** icon. To signify a feature is visible, the Eye icon appears with no line across it.
6. To reorder the app features, touch and drag the features into the required order.
7. To save the current configuration, touch **Done**.

### Saving Presets

You can use this feature to save a particular combination of app settings for future jobs. You can save the settings with a name and retrieve them for later use.

To save the current app settings:

1. At the printer control panel, press the **Home** button.
2. Touch the app required.
3. Select the job settings.
4. Scroll to the bottom, then touch **Save**.
5. Touch **Save as New Preset**.
6. Touch **Enter Preset Name**, then to enter a preset name, use the keypad.
7. Touch **Next**.
8. Select an icon that best suits the preset that you are creating.
9. Touch **Done**.



**Note:** The preset is stored within the Preset feature.



## Deleting a Saved Preset

To delete a saved preset:

1. At the printer control panel, press the **Home** button.
2. Touch the app required.
3. Scroll to the bottom, then touch **Customize**.
4. Touch **Presets**.
5. Touch the **Trash** icon that corresponds with the preset that you want to delete.
6. At the prompt, touch **Delete**.
7. Touch **Done**.

## Removing App Customization using the Control Panel

To remove the current app customization settings:

1. At the printer control panel, press the **Home** button.
2. Touch the app required.
3. Scroll to the bottom, then touch **Customize**.
4. Touch **Remove App Customization**.
5. At the prompt, touch **OK**.

## Customizing App Default Settings

To customize the default settings for an app:

1. At the control panel, press the **Home** button.
2. Touch the app required.
3. Configure the required default settings.
4. Touch **Save**.
5. Touch **Save Defaults**. The new settings override the previous default settings.



# Xerox® Apps

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Xerox® Apps are a gateway to the features and functions of your device. There are standard apps already installed and displayed on the Homescreen. There are also apps that are installed as standard but are hidden when your device is used for the first time.

For more information about customizing the Home screen and the apps features, refer to [Customize and Personalize](#).

A range of apps is available for download and installation from the Xerox® App Gallery. These include Xerox® Extensible Interface Platform (EIP) Apps. EIP Apps enable you to install secure, signed apps on compatible printers.

# Xerox® App Gallery

## Xerox® App Gallery Overview



Use the Xerox® App Gallery to find apps that provide new features or capabilities for your device. The Xerox® App Gallery provides direct access to apps that can improve your productivity, simplify workflows, and enhance your user experience.

The Xerox® App Gallery enables you to browse and update apps easily. You can browse through the app library without logging in. The moving banner provides an active display of apps, or you can scroll the full list of apps. To get more details on an app, touch the app name in the list.

To use the Xerox® App Gallery App, ensure that your device uses either the wireless or the wired network connection.



**Note:** If a local server inside a firewall hosts your device and a proxy is enabled, set a proxy exception at the device.

For more information and instructions on using the Xerox® App Gallery, refer to the *Xerox® App Gallery User Guide* available at [www.xerox.com/office/VLC8000docs](http://www.xerox.com/office/VLC8000docs) or [www.xerox.com/office/VLC9000docs](http://www.xerox.com/office/VLC9000docs).

## Creating a Xerox® App Gallery Account

With an App Gallery account, you have direct access to all the available apps for your device. An App Gallery account allows you to view and acquire apps, install apps on your device, and manage your apps and licenses.



**Note:** If you have an existing Xerox® App Gallery Account, refer to [Logging into your Xerox® App Gallery Account](#).

To create an App Gallery account using the control panel:

1. At the printer control panel, press the **Home** button.
2. Touch **Xerox App Gallery**.
3. Do one of the following:
  - On the blue scrolling panel, touch **Create an App Gallery Account Now**.
  - To log in, touch the **Person** icon. Touch the top of the Log In page, then touch **Request an Account**.



**Note:** The keypad covers the Request an Account link. To reveal the Request an Account link, touch the top of the Log In page, or minimize the keypad.

4. Enter a valid email address using the touch screen keypad, then touch **Enter**.

A message appears stating that completion instructions have been sent to the email address that you entered. Touch **Close**.

5. Access the email account for the email address that you provided to the Xerox® App Gallery.
6. Open the account request email, then click the URL link provided to access the create account page. Click **Agree**.

7. Review and accept the Terms of Use. To continue creating an account, click **Agree**.
8. Enter the information required into the appropriate fields:
  - User ID
  - Password
  - Confirm Password
  - First and Last Name
  - Company Name
  - Country
9. Click **OK**.
 

After the account is created, a confirmation message appears.
10. At the printer control panel, log in to your App Gallery Account.

## Logging into your Xerox® App Gallery Account

When you are logged in to the App Gallery, you can browse available apps, and install and update apps.

To log in to your App Gallery Account:

1. At the printer control panel, press the **Home** button.
2. Touch **Xerox® App Gallery**.
3. To log in, touch the **Person** icon.
4. Enter your User Name using the touch screen keypad, then touch **Enter**.
5. Enter your Password using the touch screen keypad, then touch **Enter** or **OK**.

The Xerox® App Gallery opens.

## Installing or Updating an App from the Xerox® App Gallery

Xerox® Apps add, extend, or customize the functionality of your device. You can use the Xerox® App Gallery to browse and install apps at your device control panel.

### Installing an App from the App Gallery

To install an app from the App Gallery:

1. At the printer control panel, press the **Home** button.
2. Touch **Xerox App Gallery**. The App Gallery opens.



**Note:** You can browse the App Gallery and view app descriptions without being logged in. To install apps, you must be logged in to the App Gallery.

3. Touch the **Person** icon.
  - a. Enter your User Name using the touch screen keypad, then touch **Enter**.
  - b. Enter your Password using the touch screen keypad, then touch **Enter** or **OK**.
4. Touch the desired app, then touch **Install**. The License Agreement appears.

5. Touch **Agree**. The installation process begins.



**Note:** If the app does not install successfully, to attempt the installation process again, touch **Install**.

6. When the installation completes, touch **X**.  
The app appears in the list of installed apps.

## Updating an App from the App Gallery

To update an app from the Xerox® App Gallery:

1. At the printer control panel, press the **Home** button.
2. Touch **Xerox App Gallery**. The App Gallery opens.



**Note:** You can browse the App Gallery and view app descriptions without being logged in. To update apps, you must be logged in to the App Gallery.

3. Touch the **Person** icon.
  - a. Enter your User Name using the touch screen keypad, then touch **Enter**.
  - b. Enter your Password using the touch screen keypad, then touch **Enter** or **OK**.
4. Touch **Installed**. The list shows all installed apps, and any apps eligible for update. You can update apps individually or all apps at once. Touch the desired app, then touch **Update** or **Update All**. The License Agreement appears for each app.



**Note:** If no updates are available, the Update feature does not appear.

5. To accept the license agreements, touch **Agree** for each app.
6. When the update completes, touch **X**.

## Logging out of your App Gallery Account

To log out of your Xerox® App Gallery account:

1. Touch the **Person** icon.
2. Touch **Logout**.

# Device

## Device Overview














The Device App gives you access to information about your printer, including the serial number and model. You can view the status of the paper trays, billing and supplies information, and print Information Pages.


You can configure many Device options to meet your individual needs. For details about configuring all Device settings, refer to the *System Administrator Guide* at [www.xerox.com/office/VLC8000docs](http://www.xerox.com/office/VLC8000docs) or [www.xerox.com/office/VLC9000docs](http://www.xerox.com/office/VLC9000docs).

## Device Options

The following Device options are available:

Option		Description
	Language	Language allows you to set the language that appears on the control panel.
	About	The About option provides an overview of your device and its current settings and status. You can access <a href="#">Printing Information Pages</a> and reports using this option.
	Software Update	Use this option to check for software updates and configure update settings.
	Notifications	Use the Notifications option to see details of current alerts or faults on the device. A History button displays fault codes and the date that the fault occurred on the device.
	Paper Trays	Use the Paper Trays option to see the paper size, type, and color set for each paper tray and the tray-capacity status.
	Supplies	Use the Supplies option to monitor the status of the components you can replace. The supply level and estimated number of impressions or days left for each unit is displayed.
	Billing/Usage	Use the Billing/Usage option to view the serial number and the total number of impressions made by your device.
	General	Use the General option to customize settings such as the power-saver modes, date and time, and control panel brightness. You can configure the General settings using the device control panel, or by using the Embedded Web Server.

Option		Description
	Connectivity	Use the Connectivity option to configure network settings at the control panel, or join another wireless network.
	Support	Use this option to access and print the Support Pages to assist with troubleshooting errors.
	Resets	Use the Resets option to reset device settings and font, forms, and macros to the factory-default settings.

 **Note:** To configure Device settings using the Embedded Web Server, refer to the *System Administrator Guide* at [www.xerox.com/office/VLC8000docs](http://www.xerox.com/office/VLC8000docs) or [www.xerox.com/office/VLC9000docs](http://www.xerox.com/office/VLC9000docs).

## Supply Status

You can check the status and percentage of life remaining for your printer supplies at the control panel or from the Embedded Web Server. When printer supplies near their replacement time, warning alerts appear on the control panel. You can customize the alerts that appear on the control panel and configure email alert notifications.

To check the supplies status and set up alerts using the Embedded Web Server, refer to the *System Administrator Guide* at [www.xerox.com/office/VLC8000docs](http://www.xerox.com/office/VLC8000docs) or [www.xerox.com/office/VLC9000docs](http://www.xerox.com/office/VLC9000docs).

### Checking the Supplies Status at the Control Panel

1. To view status information for the printer supplies, touch **Device**→**Supplies**.
2. To view details about a specific item, including part numbers for reordering, touch the specific item.
3. To return to the Supplies screen, touch **X**.
4. To return to the Device screen, touch the back arrow.

### Customizing Supplies Alert Settings

To customize supplies alert settings, log in as an administrator. For details, refer to the *System Administrator Guide* at [www.xerox.com/office/VLC8000docs](http://www.xerox.com/office/VLC8000docs) or [www.xerox.com/office/VLC9000docs](http://www.xerox.com/office/VLC9000docs).

1. To customize the alerts that appear for printer supplies, touch **Device**→**Supplies**→**Alerts Setup**.
2. To enable supplies alerts that appear on the control panel, touch the **Enable Alerts** toggle button.
3. To customize the alerts for each supply item, or to enable or disable an alert, touch the toggle button.
4. To configure the printer to display an alert when an item reaches a specific usage percentage level, touch the item, then select the percentage.
5. To accept the changes, touch **OK**.



6. To return to the Supplies screen, touch **X**.
7. To return to the Device screen, touch the back arrow.

## Setting Up Email Alerts

To set up alerts, log in as an administrator. For details, refer to the *System Administrator Guide* at [www.xerox.com/office/VLC8000docs](http://www.xerox.com/office/VLC8000docs) or [www.xerox.com/office/VLC9000docs](http://www.xerox.com/office/VLC9000docs).

1. To set up alerts to send to an email address, touch **Device**→**Supplies**→**Email Alerts**.
2. To enter an email address, touch **Add Email**, then touch **Enter Email Address**.
3. Use the touch screen keyboard to enter an email address, or select an entry from the Address Book, then touch **OK**.
4. Add more email addresses if necessary.
5. To customize the alerts for each supply item, or to enable or disable an alert, touch the toggle button.
6. To return to the Supplies screen, touch **X**.
7. To return to the Device screen, touch the back arrow.

## Billing and Usage Counters

The Billing/Usage menu displays the total number of impressions that the printer generated or printed during its lifetime. You cannot reset the counters. A page is counted as one side of a sheet of paper. For example, a sheet of paper that is printed on two sides counts as two impressions.

To view the Billing and Usage Counters:

1. At the printer control panel, press the **Home** button.
2. Touch **Device**→**Billing/Usage**.
3. To view more details, touch **Usage Counters**, then select an option.
  - **Impression Counters:** This option provides the number of impressions made by the printer. The number of impressions cannot equal the number of sheets counted, depending on the printer setup. If your printer counts large sheets as large impressions or as multiple smaller impressions, the number of impressions can differ.
  - **Sheet Counters:** This option provides the number of impressions made by the printer. Impressions for 2-sided sheets are listed on a separate line from 1-sided sheets.
  - **All Usage Counters:** This option provides all printer usage information.
4. To return to the Billing/Usage screen, touch the back arrow.
5. To return to the Device screen, touch the back arrow.

## Remote Services

You can use the Remote Services option in the Embedded Web Server to send error and usage information to the Xerox support team to help them resolve problems quickly.

For information about enabling Remote Services and uploading information to Xerox, refer to the *System Administrator Guide* at [www.xerox.com/office/VLC8000docs](http://www.xerox.com/office/VLC8000docs) or [www.xerox.com/office/VLC9000docs](http://www.xerox.com/office/VLC9000docs).

## Jobs

### Jobs Overview



Use Jobs to view current jobs, print saved, personal, and secure jobs, and view details of completed jobs. You can pause, delete, print, or view job progress or job details for a selected job.

### Managing Jobs


From the Jobs App, you can view lists of active jobs, secure jobs, or completed jobs. You can pause, delete, print, or view job progress or job details for a selected job.

From the Jobs window in the Embedded Web Server, you can view a list of active and completed print jobs. For more information, refer to [Managing Jobs Using the Embedded Web Server](#).

A print job can be held by the printer when it is unable to complete. For example, when the printer needs attention, paper, or supplies. When the condition is resolved, the printer automatically resumes printing. When you send a Secure Print job, the job is held until you type a passcode at the control panel. For more information, refer to [Managing Special Job Types](#).

### Pausing the Print Job with the Option to Delete It

1. At the printer control panel, press the **Home** button.
2. Touch **Jobs**, then touch the name of the print job.
3. Do one of the following:
  - To pause the print job, touch **Pause**. To resume the print job, touch **Resume**.
  - To delete the print job, touch **Delete**. At the prompt, touch **Delete**.

 **Note:** If you do not make a selection within 60 seconds, the job resumes automatically.

4. To return to the Home screen, press the **Home** button.

### Viewing, Printing, or Deleting Saved and Secure Jobs

 **Note:**

- The system administrator can restrict users from deleting jobs. If a system administrator has restricted job deletion, you can view the jobs, but not delete them.
  - Only the user that sent the job or the system administrator can delete a Secure Print job.
1. At the printer control panel, press the **Home** button.
  2. To view a list of active and completed jobs, touch **Jobs**.

3. To view a list of specific job types, touch an option.
  - To view Saved Jobs, touch **Saved Jobs**. To print the job, touch the job, enter the quantity, then touch **OK**. To delete the job, touch the **Trash** icon, then touch **Delete**.
  - To view Personal jobs, touch **Personal & Secure Jobs**. To print the jobs, touch the folder, then touch **Print All**, or **Delete All**.
  - For Secure Jobs, touch **Personal & Secure Jobs**. Touch the folder, enter the passcode number, then touch **OK**. To print a Secure Job, touch the job. To print or delete all the jobs in the folder, touch **Print All**, or **Delete All**.
4. To view details about a job, touch the job.
5. To return to the Home screen, press the **Home** button.

## Printing a Job Held for Resources

1. At the printer control panel, press the **Home** button.
2. Touch **Jobs**.
3. From the jobs list, touch the held job name. The resources required for the job appear on the control panel.
4. Do one of the following:
  - To print the job, replenish the resources required. The job resumes automatically when the required resources are available. If the job does not print automatically, touch **Resume**.
  - To delete the print job, touch **Delete**. At the prompt, touch **Delete**.
5. To return to the Home screen, press the **Home** button.

## Managing Special Job Types

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

### Saved Jobs

Saved Jobs are documents sent to the printer and, unless deleted, are stored there for future use. Any user can print or delete a Saved Job.

To print a Saved Job, refer to [Printing a Saved Job](#).

#### Releasing a Saved Job

1. At the printer control panel, press the **Home** button.
2. Touch **Jobs**.
3. To view Saved Jobs, touch **Saved Jobs**.
4. To print a Saved Job, touch the job name, enter the quantity, then touch **OK**.
5. To delete the document after printing, for that job, touch the **Trash** icon, then at the prompt, touch **Delete**.
6. To return to the Home screen, press the **Home** button.

## Secure Print

Use Secure Print to print sensitive or confidential information. After you send the job, it is held at the printer until you enter your passcode at the printer control panel.

To print a Secure Print job, refer to [Printing a Secure Print Job](#).

### Releasing a Secure Print job

1. At the printer control panel, press the **Home** button.
2. Touch **Jobs**.
3. To view Secure Print jobs, touch **Personal & Secure Jobs**.
4. Touch your folder.
5. Enter the passcode number, then touch **OK**.
6. Select an option:
  - To print a Secure Print job, touch the job.
  - To print all the jobs in the folder, touch **Print All**.
  - To delete a Secure Print job, touch the **Trash** icon. At the prompt, touch **Delete**.
  - To delete all the jobs in the folder, touch **Delete All**.



**Note:** After a Secure Print job is printed, it is deleted automatically.

7. To return to the Home screen, press the **Home** button.

## Personal Print

Personal Print allows you to store a document in the printer, then print it from the control panel.

Personal Print is a type of saved job with these features:

- A Personal Print job appears in a folder named after the user ID associated with the print job.
- A Personal Print job does not use a passcode.
- Any user can print or delete a Personal Print job.
- You can print all jobs in the list at once, delete an individual job, or delete all jobs in the list.
- After a Personal Print job is printed, it is deleted automatically.

To print using Personal Print, refer to [Printing a Personal Print Job](#).

### Releasing a Personal Print Job

1. At the printer control panel, press the **Home** button.
2. Touch **Jobs**.
3. To view Personal Print jobs, touch **Personal & Secure Jobs**.
4. Touch your folder.
5. If prompted for a passcode, touch **Skip**.



**Note:** When your folder contains Secure Print jobs and Personal Print jobs, the passcode prompt appears.

6. Select an option.
  - To print a Personal Print job, touch the job.
  - To print all the jobs in the folder, touch **Print All**.
  - To delete all the jobs in the folder, touch **Delete All**.
7. To return to the Home screen, press the **Home** button.

## Sample Set

The Sample Set job type prints one copy of a multiple-copy print job before printing the remaining copies. After reviewing the sample set, you can either print the remaining copies or delete them at the printer control panel.

Sample Set is a type of saved job with these features:

- A Sample Set job appears in a folder named after the user ID associated with the print job.
- A Sample Set job does not use a passcode.
- Any user can print or delete a Sample Set job.
- A Sample Set prints one copy of a job to allow you to proofread the job before printing any remaining copies.

After a Sample Set job is printed, it is deleted automatically.

To print a Sample Set, refer to [Printing a Sample Set](#).

### Releasing a Sample Set

1. At the printer control panel, press the **Home** button.
2. To view available jobs, touch **Jobs**.
3. Touch the Sample Set job.



**Note:** The Sample Set file description shows the job as Held for Future Printing, and shows the number of remaining copies of the job.

4. Select an option.
  - To print the remaining copies of the job, touch **Release**.
  - To delete the remaining copies of the job, touch **Delete**.
5. To return to the Home screen, press the **Home** button.

## Managing Jobs Using the Embedded Web Server

You can view a list of active jobs and delete print jobs from the Active Jobs list in the Embedded Web Server. You can use the Embedded Web Server to submit jobs for printing at the device. You can print .pdf, .ps, .pcl, .prn, .xps, .jpg, .tif and .txt files directly from the Embedded Web Server. You do not have to open another application or the print driver to print these files. You can store files on a local computer hard drive, mass storage device, or network drive.

1. At your computer, open a Web browser. In the address field, type the IP address of the printer, then press **Enter** or **Return**.
2. In the Embedded Web Server, click **Jobs**.
3. Click the job name.

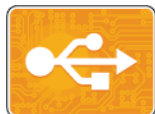
4. Do one of the following:
  - To delete the print job, click **Delete**. At the confirmation prompt, click **Delete**.
  - To close the window, click **Close**.
5. To return to the Home screen, click **Home**.

## Submitting Jobs for Printing Using the Embedded Web Server

1. At your computer, open a Web browser. In the address field, type the IP address of the printer, then press **Enter** or **Return**.
2. In the Embedded Web Server, click **Home**.
3. In the Quick Links area, click **Submit File**.
4. Click **Select**.
5. In the selection window, select a file to print, then click **Open**.
6. To print the document, click **Submit**.

# Print from USB

## Print from USB Overview



Use Print from USB to print jobs already stored on a USB drive. You can print jobs in a print-ready format, such as **.pdf**, **.tif**, or **.jpg**.

To create a print-ready file, when you print your documents from programs such as Microsoft Word, select Print to File. From advanced publishing programs, there can be several methods to create print-ready files.


## Printing from a USB Flash Drive

You can print a file stored on a USB Flash drive. The USB port is on the front of the printer.

### Note:

- If the device is in Power Saver mode, before proceeding with the Print job, to wake the device, press the **Power/Wake** button.
- Only USB Flash drives formatted to the typical FAT32 file system are supported.

1. Insert the USB Flash drive into the USB memory port on the printer.
2. At the USB Drive has been detected screen, touch **Print from USB**.

 **Note:** If this feature does not appear, enable the feature or contact the system administrator.

For more information, refer to the *System Administrator Guide* at [www.xerox.com/office/VLC8000docs](http://www.xerox.com/office/VLC8000docs) or [www.xerox.com/office/VLC9000docs](http://www.xerox.com/office/VLC9000docs).

3. Add files using the Browse USB screen.
  - To print a group of print-ready files, for the USB drive or folder, touch the **Select All** icon. Verify that your files are selected.
  - To print a specific file, browse to that file, then touch the file name or icon.
4. Touch **OK**.
5. Confirm that the required files are listed.
  - To select more files, touch **Add Documents**, then touch **OK**.
  - To remove a file name from the list, touch the file name, then touch **Remove**.
6. Select the paper supply, quantity, output color, and 2-sided printing options.
7. Touch **Print**.
8. When you are finished, remove the USB Flash drive.

## Printing from a USB Flash Drive Already Inserted in the Printer

1. If the USB Flash drive is already in the USB memory port, press the **Home** button.
2. Touch **Print from USB**.



**Note:** If this feature does not appear, enable the feature or contact the system administrator.

3. Add files using the Browse USB screen.
  - To print a group of print-ready files, for the USB drive or folder, touch the **Select All** icon. Verify that your files are selected.
  - To print a specific file, browse to that file, then touch the file name or icon.
4. Touch **OK**.
5. Confirm that the desired documents appear. If the documents do not appear, touch **Add Documents**, select additional documents, then touch **OK**.
6. Select the paper supply, quantity, output color, and 2-sided printing options.
7. Touch **Print**.



# @PrintByXerox

## @PrintByXerox Overview



You can use the Xerox® @PrintByXerox App to print email attachments and documents sent to your printer from mobile devices.

When your Xerox device is connected to the Internet, the @PrintByXerox App works with the Xerox® Workplace Cloud for simple email-based printing.



**Note:** The @PrintByXerox App and Xerox® Workplace Cloud software require specific licenses, configuration settings, and minimum system specifications.

For details, refer to the Xerox® *@PrintByXerox App Quick Start Guide* available at [www.xerox.com/office/VLC8000docs](http://www.xerox.com/office/VLC8000docs) or [www.xerox.com/office/VLC9000docs](http://www.xerox.com/office/VLC9000docs).

## Printing with the @PrintByXerox App

1. Send an email with an attachment containing a supported file type to [Print@printbyxerox.com](mailto:Print@printbyxerox.com).  
First-time users receive a response email with a user ID and password.
2. At the Xerox device control panel, press the **Home** button.
3. Touch **@PrintByXerox**.
4. Enter your email address, then touch **Save**.
5. On the Enter password screen, use the onscreen keyboard to enter your password, then touch **Save**.
6. Select the documents that you want to print.
7. Touch **Print Settings**, then touch **OK**.
8. Touch **Print**.
  - The Submitting Jobs to Print message and conversion state appears.
  - When the documents begin to print, a green check mark appears.



# Printing

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- [Using Custom Paper Sizes](#) ..... 108

## Printing Overview

Before you print, ensure that your computer and the printer are plugged in, powered on, and connected to an active network. Ensure that you have the correct print driver software installed on your computer. For details, refer to [Installing the Software](#).



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



**Tip:** The Windows PostScript print driver and the Macintosh print driver provide the widest range of features.

To send a job to the printer:

1. Select the appropriate paper.
2. Load paper in the appropriate tray. At the printer control panel, specify the paper size, color, and type.
3. Access the print settings in your software application. For most software applications, press **CTRL+P** for Windows, or **CMD+P** for Macintosh.
4. Select your printer.
5. To access the print driver settings, for Windows, select **Printer Properties**, **Print Options**, or **Preferences**. For Macintosh, select **Xerox Features**. The title of the button can vary depending on your application.
6. Modify the print driver settings as necessary, then click **OK**.
7. To send the job to the printer, click **Print**.

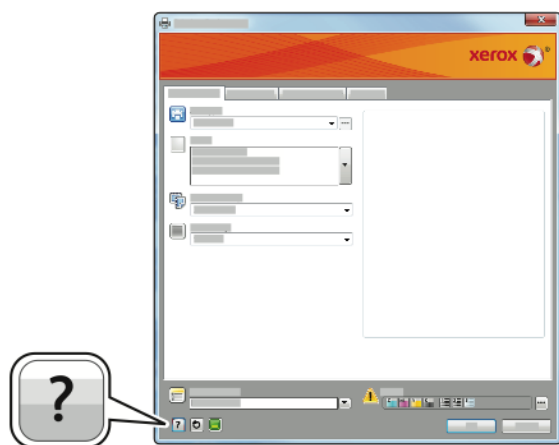
To print a file stored on a USB Flash drive, refer to [Printing from a USB Flash Drive](#).

## Selecting Printing Options

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

## Print Driver Help

Xerox® print driver software Help information is available from the Printing Preferences window. Click the **Help** button (?) in the bottom, left corner of the Printing Preferences window to see the Help.



Information about Printing Preferences appears in the Help window. From there, you can select by topic or use the search field to enter the topic or function for which you need information.

# Windows Printing Options

## Setting Default Printing Options for Windows

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

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

1. Navigate to the list of printers on your computer:
  - For Windows Server 2008 and later, click **Start**→**Settings**→**Printers**.
  - For Windows 7, click **Start**→**Devices and Printers**.
  - For Windows 8, click **Start**→**Control Panel**→**Devices and Printers**.
  - For Windows 10, click **Start**→**Settings**→**Devices**→**Printers & scanners**. Scroll down in the window, then under Related settings, click **Devices and printers**.



**Note:** If you are using a custom Start Menu application, it can change the navigation path to your list of printers.

2. In the list of printers, right-click the icon for your printer, then click **Printing preferences**.
3. In the Printing Preferences window, click a tab, then select the options. To save the settings, click **OK**.



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


## Selecting Printing Options for an Individual Job for Windows

To use special printing options for a particular job, you can change the Printing Preferences before sending the job to the printer.

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


## Selecting Finishing Options for Windows

If your printer has a finisher installed, you can select finishing options in the Properties window of the print driver. Finishing options allow you to select how your document is delivered. For example, you can select hole-punching, stapling, folding, or printing in a booklet format.

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

To select finishing options in the PostScript and PCL print drivers:

1. In the print driver, click the **Printing Options** tab.
2. To select a finishing option, for Finishing, click the arrow.

 **Note:** The print driver displays stapling positions for paper fed on the long edge. If paper feeds on the short edge instead of the long edge, the finisher can insert the staple in the wrong location.

3. To select the output tray, for Output Destination, click the arrow, then select an option:
  - **Automatic:** Use this option to have the printer determine the output destination based on the number of sets and the stapling option selected. The printer sends multiple sets or stapled sets to the finisher output tray.
  - **Center Tray:** Use this option to select the output tray in the center of the printer.
  - **Center Top Tray:** Use this option to select the upper output tray in the center of the printer.
  - **Center Bottom Tray:** Use this option to select the lower output tray in the center of the printer.
  - **Output Tray:** Use this option to select the output tray on the right side of the Office Finisher.
  - **Right Top Tray:** Use this option to select the output tray on the top of the Business Ready Finisher.
  - **Right Middle Tray:** Use this option to select the output tray in the middle of the Business Ready Finisher.
  - **Right Bottom Tray:** Use this option to select the output tray on the bottom of the Business Ready Booklet Maker Finisher.
4. To send the job to the printer, click **OK**, then click **Print**.

## Selecting Printing Defaults in Windows for a Shared Network Printer

1. Navigate to the list of printers on your computer:
  - For Windows Server 2008 and later, click **Start**→**Settings**→**Printers**.
  - For Windows 7, click **Start**→**Devices and Printers**.
  - For Windows 8, click **Start**→**Control Panel**→**Devices and Printers**.
  - For Windows 10, click **Start**→**Settings**→**Devices**→**Printers & scanners**. Scroll down in the window. For Related settings, click **Devices and printers**.

 **Note:** If the Control Panel icon does not appear on the desktop, right-click the desktop, then select **Personalize**→**Control Panel Home**→**Devices and Printers**.

2. In the list of printers, right-click the icon for your printer, then select **Printer properties**.
3. In the printer Properties dialog box, click the **Advanced** tab.
4. On the Advanced tab, click **Printing Defaults**.

## Printing

5. Make your selections on the print driver tabs as needed, then click **Apply**.
6. To save the settings, click **OK**.

## Saving a Set of Commonly Used Printing Options for Windows

You can define and save a set of options, so that you can apply them to future print jobs. In Xerox® App Gallery, you can save an app as default, so you can have app-by-app default settings for printing.

To save a set of printing options:

1. With the document open in your application, click **File**→**Print**.
2. To open the Printing Preferences window, select your printer, then click **Properties** or **Preferences**.
3. In the Printing Properties window, click the tabs, then select the required settings.
4. In the Printing Properties window, click **Saved Settings**, then click **Save As**.
5. To save the set of options in the Saved Settings list, type a name for the set of printing options, then click **OK**.

## One Touch Presets

The One Touch tab shows previously defined print presets that have been marked as One Touch presets. The presets include the default Xerox options and the options you define. When you select a One Touch preset button, it enables the settings and closes the Printer Preferences window.



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

## Saving Printing Options as a One Touch Preset

1. With the document open in your application, click **File**→**Print**.
2. To open the Printing Preferences window, select your printer, then click **Printer Properties**.
3. Click **Print Settings**.
4. At the bottom of the page, click **Presets**→**Save As**.
5. Type a name for the preset, then choose an icon for the preset.
6. Select preset options:
  - To enable the preset as One Touch, select **One Touch Preset**.
  - To share the preset in all print drivers, select **Show the Preset in All Drivers**.
7. Click **OK**.
8. To print with these settings:
  - Select the name from the Presets list.
  - For a One Touch preset, select the preset from the One Touch tab.



# Macintosh Printing Options

## Selecting Printing Options for Macintosh

To use specific printing options, change the settings before sending the job to the printer.

1. With the document open in your application, click **File**→**Print**.
2. Select your printer.
3. In the Print window, in the print options list, click **Xerox Features**.



**Note:** To see all printing options, click **Show Details**.

4. Select any other required printing options from the lists.
5. To send the job to the printer, click **Print**.

## Selecting Finishing Options for Macintosh

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

To select finishing options in the Macintosh print driver:

1. In the Print window, in the print options list, click **Xerox Features**.



**Note:** To see all printing options, click **Show Details**.

2. To select stapling options, for Finishing, click the arrow, then select an option.
3. To select the output tray, for Output Destination, click the arrow, then select an option.
  - **Automatic:** Use this option to have the printer determine the output destination based on the number of sets and the stapling option selected. The printer sends multiple sets or stapled sets to the finisher output tray.
  - **Center Tray:** Use this option to select the output tray in the center of the printer.
  - **Center Top Tray:** Use this option to select the upper output tray in the center of the printer.
  - **Center Bottom Tray:** Use this option to select the lower output tray in the center of the printer.
  - **Output Tray:** Use this option to select the output tray on the right side of the Office Finisher.
  - **Right Top Tray:** Use this option to select the output tray on the top of the Business Ready Finisher.
  - **Right Middle Tray:** Use this option to select the output tray in the middle of the Business Ready Finisher.
  - **Right Bottom Tray:** Use this option to select the output tray on the bottom of the Business Ready Booklet Maker Finisher.
4. To send the job to the printer, click **Print**.

## Saving a Set of Commonly Used Printing Options for Macintosh

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

To save a set of printing options:

1. With the document open in your application, click **File**→**Print**.
2. Select your printer from the Printers list.
3. Select the required printing options from the lists in the Print dialog box.



**Note:** To see all printing options, click **Show Details**.

4. Click **Presets**→**Save Current Settings as Preset**
5. Type a name for the printing options.
6. For Preset Available For, select an option:
  - **Only this printer:** Use the preset in this print driver only.
  - **All printers:** Share the preset in all print drivers.
7. To save the set of options in the Presets list, click **OK**.
8. To print using these options, select the name from the Presets list.

## UNIX and Linux Printing

The Xerox® Print Driver package provides tools for you to manage printers connected in UNIX and Linux environments.

The Xerox® print drivers provide a GUI-based (Graphical User Interface) driver dialog for printer feature selections. You can select print drivers based on your operating system.

### Xerox® Printer Manager

Xerox® Printer Manager is an application that allows you to manage and print to multiple printers in UNIX and Linux environments.

Xerox® Printer Manager allows you to:

- Configure and check the status of network connected printers.
- Set up a printer on your network and monitor the operation of the printer once installed.
- Perform maintenance checks and view supplies status at any time.
- Provide a common look and feel across the many different suppliers of UNIX and Linux operating systems.

### Installing Xerox® Printer Manager

Before you begin, ensure that you have root or superuser privileges to install Xerox® Printer Manager.

To install Xerox® Printer Manager:

1. Download the appropriate package for your operating system. To locate print drivers for your printer, go to [www.xerox.com/office/VLC8000support](http://www.xerox.com/office/VLC8000support) or [www.xerox.com/office/VLC9000support](http://www.xerox.com/office/VLC9000support).
2. On the print driver website, navigate to your printer model.
3. For your printer model, click **Drivers & Downloads**.

4. From the Operating System menu, select your operating system.
5. To identify the print driver for your printer model, review the list of available print drivers.



**Note:** For additional information on each driver, click **Description**.

6. To select the print driver for your printer model and operating system, click the print driver name.
7. To begin the download, read the End User License Agreement, then click **Accept**.

The file automatically downloads to the default location for your computer file downloads.

8. To install the Xerox® Print Driver package:
  - a. Open the package with your OS package manager.
  - b. To install using a command-line utility, change to the directory where you downloaded the file. To run the installer, type the appropriate command-line utility for your operating system. For example:
    - **Red Hat:** `rpm -U <filename>.rpm`
    - **Debian-based Linux:** `dpkg -i <filename>.deb`
    - **AIX:** `rpm -U <filename>.rpm`
    - **HPUX:** `<filename>.depot.gz`
    - **Solaris:** `pkgadd -d <filename>.pkg`



**Note:** Most installations create a Xerox directory in `/opt/Xerox/prtsys`. For additional information about utilities included in the OS package manager, refer to the manual included with the package. For example, `man xeroxprtmgr`.

## Launching Xerox® Printer Manager

To launch Xerox® Printer Manager, do one of the following tasks.

- For UNIX, log in as root. From a terminal window, type `xosdpmtmgr`, then press **Enter** or **Return**.
- For Linux, type `sudo xeroxprtmgr`, then press **Enter** or **Return**.

## Printing with xeroxprint

Xerox has its own print command. You can use the following command:

```
xeroxprint -d<Some_Queue> -o[Options] <Somefile
```

## Printing from a Linux Workstation

To print from a Linux workstation, install either a Xerox® print driver for Linux or a CUPS (Common UNIX Printing System) print driver. You do not need both drivers.

Xerox recommends that you install one of the full-featured custom print drivers for Linux. To locate drivers for your printer, go to [www.xerox.com/drivers](http://www.xerox.com/drivers).

If you use CUPS, ensure that CUPS is installed and running on your workstation. The instructions for installing and building CUPS are contained in the *CUPS Software Administrators Manual*, written and copyrighted by Easy Software Products. For complete information on CUPS printing capabilities, refer to the *CUPS Software Users Manual* available from [www.cups.org/documentation.php](http://www.cups.org/documentation.php).

### Installing the PPD File on the Workstation

1. If available, download the Xerox® PPD for CUPS (Common UNIX Printing System) from the Drivers and Downloads page on the Xerox Support website.
2. Copy the PPD file into the CUPS ppd/Xerox folder on your workstation. If you are unsure of the location of the folder, use the Find command to locate the PPD files.
3. Follow the instructions that are included with the PPD file.

### Adding the Printer

1. Verify that the CUPS (Common UNIX Printing System) daemon is running.
2. Open a Web browser and type `http://localhost:631/admin`, then click **Enter** or **Return**.
3. For User ID, type `root`. For password, type the root password.
4. Click **Add Printer**, then follow the onscreen prompts to add the printer to the CUPS printer list.

### Printing with CUPS (Common UNIX Printing System)

CUPS supports the use of both the System V (`lp`) and Berkeley (`lpr`) printing commands.

1. To print to a specific printer in System V, type `lp -dprinter filename`, then click **Enter**.
2. To print to a specific printer in Berkeley, type `lpr -Pprinter filename`, then click **Enter**.

## Mobile Printing Options

This printer can print from iOS and Android mobile devices. For more information, refer to [Configuring Google Cloud Print](#).

### Printing with Wi-Fi Direct

You can connect to your printer from a Wi-Fi mobile device, such as a tablet, computer, or smartphone, using Wi-Fi Direct.

For details on using Wi-Fi Direct, refer to the documentation provided with your mobile device.



**Note:** Depending on which mobile device you are using, the printing procedure varies.

### Printing with AirPrint

You can print directly from your iPhone, iPad, iPod touch, or Mac using AirPrint®. To enable AirPrint® for your printer, refer to [Configuring AirPrint](#). To use AirPrint®, ensure that your mobile device is connected to the same wireless network as the printer.

To print with AirPrint®:

1. Open the email, photograph, website page, or document that you want to print.
2. Tap the **Action** icon.
3. Tap **Print**.
4. Select your printer, then set the printer options.
5. Tap **Print**.

## Printing from a MOPRIA-Enabled Mobile Device

MOPRIA™ is a software feature that enables users to print from mobile devices without requiring a print driver. You can use MOPRIA™ to print from your mobile device to MOPRIA™-enabled printers.



### Note:

- MOPRIA™ and all of its required protocols are enabled by default.
- Ensure that you have the latest version of the MOPRIA™ Print Service installed on your mobile device. You can obtain a free download from the Google Play Store.
- Wireless devices must join the same wireless network as the printer.
- The name and location of your printer appears in a list of MOPRIA™-enabled printers on connected devices.

To print using MOPRIA™, follow the directions provided with your mobile device.

## Print Jobs

### Managing Print Jobs

From the Jobs App, you can view lists of active jobs, secure jobs, or completed jobs. You can pause, delete, print, or view job progress or job details for a selected job. From the Jobs window in the Embedded Web Server, you can view a list of active and completed print jobs. For more information, refer to [Managing Jobs Using the Embedded Web Server](#).

A print job can be held by the printer when it is unable to complete. For example, when the printer needs attention, paper, or supplies. When the condition is resolved, the printer automatically resumes printing. When you send a Secure Print job, the job is held until you release it by typing a passcode at the control panel. For more information, refer to [Printing Special Job Types](#).

### Pausing the Print Job with the Option to Delete It

1. At the printer control panel, press the **Home** button.
2. Touch **Jobs**, then touch the name of the print job.
3. Do one of the following:
  - To pause the print job, touch **Pause**. To resume the print job, touch **Resume**.
  - To delete the print job, touch **Delete**. At the prompt, touch **Delete**.



**Note:** If you do not make a selection within 60 seconds, the job resumes automatically.

4. To return to the Home screen, press the **Home** button.

### Viewing, Printing, or Deleting Saved and Secure Jobs



**Note:**

- The system administrator can restrict users from deleting jobs. If a system administrator has restricted job deletion, you can view the jobs, but not delete them.
  - Only the user that sent the job or the system administrator can delete a Secure Print job.
1. At the printer control panel, press the **Home** button.
  2. To view a list of active and completed jobs, touch **Jobs**.
  3. To view a list of specific job types, touch an option.
    - To view Saved Jobs, touch **Saved Jobs**. To print the job, touch the job, enter the quantity, then touch **OK**. To delete the job, touch the **Trash** icon, then touch **Delete**.
    - To view Personal jobs, touch **Personal & Secure Jobs**. To print the jobs, touch the folder, then touch **Print All**, or **Delete All**.
    - For Secure Jobs, touch **Personal & Secure Jobs**. Touch the folder, enter the passcode number, then touch **OK**. To print a Secure Job, touch the job. To print or delete all the jobs in the folder, touch **Print All**, or **Delete All**.
  4. To view details about a job, touch the job.
  5. To return to the Home screen, press the **Home** button.

## Printing Special Job Types

Special job types allow you to send a print job from your computer, then print it from the printer control panel. To select special job types from the print driver, select **Printing Options**→**Job Type**.

### Saved Jobs

Saved Jobs are documents sent to the printer and, unless deleted, are stored there for future use. Any user can print or delete a Saved Job.

To print a Saved Job, refer to [Printing a Saved Job](#).

#### Printing a Saved Job

1. In your software application, access the print settings. For most software applications, press **CTRL+P** for Windows or **CMD+P** for Macintosh.
2. Select your printer, then open the print driver.
  - For Windows, click **Printer Properties**. Depending on your application, the title of the button can vary.
  - For Macintosh, in the Print window, in the print options list, click **Xerox Features**.
3. For Job Type, select **Saved Job**.
  - a. Type a job name or select a name from the list.
  - b. Type a folder name or select a name from the list.
  - c. To add a passcode, click **Private**, type the passcode, then confirm the passcode.
  - d. Click **OK**.
4. Select other required printing options.
  - For Windows, click **OK**, then click **Print**.
  - For Macintosh, click **Print**.

#### Releasing a Saved Job

1. At the printer control panel, press the **Home** button.
2. Touch **Jobs**.
3. To view Saved Jobs, touch **Saved Jobs**.
4. To print a Saved Job, touch the job name, enter the quantity, then touch **OK**.
5. To delete the document after printing, for that job, touch the **Trash** icon, then at the prompt, touch **Delete**.
6. To return to the Home screen, press the **Home** button.

### Secure Print

Use Secure Print to print sensitive or confidential information. After you send the job, it is held at the printer until you enter your passcode at the printer control panel.

To print a Secure Print job, refer to [Printing a Secure Print Job](#).

### Printing a Secure Print Job

1. In your software application, access the print settings. For most software applications, press **CTRL +P** for Windows or **CMD+P** for Macintosh.
2. Select your printer, then open the print driver.
  - For Windows, click **Printer Properties**. Depending on your application, the title of the button varies.
  - For Macintosh, in the Print window, in the print options list, click **Xerox Features**.
3. For Job Type, select **Secure Print**.
4. Type the passcode, confirm the passcode, then click **OK**.
5. Select any other required printing options.
  - For Windows, click **OK**, then click **Print**.
  - For Macintosh, click **Print**.

### Releasing a Secure Print job

1. At the printer control panel, press the **Home** button.
2. Touch **Jobs**.
3. To view Secure Print jobs, touch **Personal & Secure Jobs**.
4. Touch your folder.
5. Enter the passcode number, then touch **OK**.
6. Select an option:
  - To print a Secure Print job, touch the job.
  - To print all the jobs in the folder, touch **Print All**.
  - To delete a Secure Print job, touch the **Trash** icon. At the prompt, touch **Delete**.
  - To delete all the jobs in the folder, touch **Delete All**.



**Note:** After a Secure Print job is printed, it is deleted automatically.

7. To return to the Home screen, press the **Home** button.

## Personal Print

Personal Print allows you to store a document in the printer, then print it from the control panel.

Personal Print is a type of saved job with these features:

- A Personal Print job appears in a folder named after the user ID associated with the print job.
- A Personal Print job does not use a passcode.
- Any user can print or delete a Personal Print job.
- You can print all jobs in the list at once, delete an individual job, or delete all jobs in the list.
- After a Personal Print job is printed, it is deleted automatically.

To print using Personal Print, refer to [Printing a Personal Print Job](#).



## Printing a Personal Print Job

1. In your software application, access the print settings. For most software applications, press **CTRL +P** for Windows or **CMD+P** for Macintosh.
2. Select your printer, then open the print driver.
  - For Windows, click **Printer Properties**. Depending on your application, the title of the button varies.
  - For Macintosh, in the Print window, in the print options list, click **Xerox Features**.
3. For Job Type, select **Personal Print**.
4. Select any other required printing options.
  - For Windows, click **OK**, then click **Print**.
  - For Macintosh, click **Print**.

## Releasing a Personal Print Job

1. At the printer control panel, press the **Home** button.
2. Touch **Jobs**.
3. To view Personal Print jobs, touch **Personal & Secure Jobs**.
4. Touch your folder.
5. If prompted for a passcode, touch **Skip**.



**Note:** When your folder contains Secure Print jobs and Personal Print jobs, the passcode prompt appears.

6. Select an option.
  - To print a Personal Print job, touch the job.
  - To print all the jobs in the folder, touch **Print All**.
  - To delete all the jobs in the folder, touch **Delete All**.
7. To return to the Home screen, press the **Home** button.

## Sample Set

The Sample Set job type prints one copy of a multiple-copy print job before printing the remaining copies. After reviewing the sample set, you can either print the remaining copies or delete them at the printer control panel.

Sample Set is a type of saved job with these features:

- A Sample Set job appears in a folder named after the user ID associated with the print job.
- A Sample Set job does not use a passcode.
- Any user can print or delete a Sample Set job.
- A Sample Set prints one copy of a job to allow you to proofread the job before printing any remaining copies.

After a Sample Set job is printed, it is deleted automatically.

To print a Sample Set, refer to [Printing a Sample Set](#).

### Printing a Sample Set

1. In your software application, access the print settings. For most software applications, press **CTRL+P** for Windows or **CMD+P** for Macintosh.
2. Select your printer, then open the print driver.
  - For Windows, click **Printer Properties**. Depending on your application, the title of the button varies.
  - For Macintosh, in the Print window, in the print options list, click **Xerox Features**.
3. For Job Type, select **Sample Set**.
4. Select any other required printing options.
  - For Windows, click **OK**, select the number of copies, then click **Print**.
  - For Macintosh, select the number of copies, then click **Print**.



**Note:** If the number of copies is set to 1, one copy will be printed and the job will not be held at the printer.

### Releasing a Sample Set

1. At the printer control panel, press the **Home** button.
2. To view available jobs, touch **Jobs**.
3. Touch the Sample Set job.



**Note:** The Sample Set file description shows the job as Held for Future Printing, and shows the number of remaining copies of the job.

4. Select an option.
  - To print the remaining copies of the job, touch **Release**.
  - To delete the remaining copies of the job, touch **Delete**.
5. To return to the Home screen, press the **Home** button.

## Printing Features


### Selecting Paper Options for Printing

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

#### Scaling

Scaling reduces or enlarges the original document to match the selected output paper size.

- For Windows, the scale options are on the Printing Options tab, in the Paper field.
- For Macintosh, the scale options are in the Print window. To view more printing options, click **Show Details**.

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

The following scaling options are available:

- **Fit to New Paper Size** scales the document to fit the new paper size.
- **Change Document Size** does not change the size of the page image printed on the output paper. Use this setting to match the paper size selected in your application.
- **Automatically Scale** scales the document to fit the selected Output Paper Size. The scaling amount appears in the percentage box below the sample image.
- **No Scaling** does not change the size of the page image printed on the output paper, and 100 % appears in the percentage box. If the original size is larger than the output size, the page image is cropped. If the original size is smaller than the output size, extra space appears around the page image.
- **Manually Scale** scales the document by the amount entered in the percentage box below the preview image.

### Printing on Both Sides of the Paper

#### Printing a 2-Sided Document

If your printer supports Automatic 2-Sided Printing, the options are specified in the print driver. The print driver uses the settings for portrait or landscape orientation from the application for printing the document.

 **Note:** Ensure that the paper size and weight are supported. For details, refer to [Supported Paper Types and Weights for Automatic 2-Sided Printing](#).

#### 2-Sided Page Layout Options

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

## Printing

- **1-Sided Print:** This option prints on one side of the media. Use this option when printing on envelopes, labels, or other media that cannot be printed on both sides.
- **2-Sided Print:** This option prints the job on both sides of the paper to allow binding on the long edge of the paper. The following illustrations show the result for documents with portrait and landscape orientation, respectively:



- **2-Sided Print, Flip on Short Edge:** This option prints on both sides of the paper. The images print to allow binding on the short edge of the paper. The following illustrations show the result for documents with portrait and landscape orientations, respectively:



**Note:** 2-Sided Printing is part of the Earth Smart settings.

To change your default print driver settings, refer to [Setting Default Printing Options for Windows](#).

## Xerox Black and White

You can select printing in color or black and white.

- **Off (use Document Color):** Use this option to print in color.
- **On:** Use this option to print in black and white.

## Print Quality

Print-quality modes:

- Standard print-quality mode: 600 x 600 dpi
- Enhanced print-quality mode: 1200 x 2400 dpi
- Photo Mode: 1200 x 2400 dpi



**Note:** Enhanced and Photo Mode are not available with the PCL driver.

## Image Options

Image Options controls how the printer uses color to produce your document. The Windows PostScript print driver and the Macintosh print drivers provide the widest range of color controls and corrections on the Image Options tab.

### Image Shift

Image Shift allows you to modify the location of the image on the page. You can shift the printed image along the X and Y axes of each sheet of paper.

## Color Correction

Color Correction matches printer colors on PostScript jobs to colors on other devices, such as your computer screen or a printing press.

Color Correction options:

- Xerox Black and White: This option converts all color in the document to black and white, or shades of gray.
- Xerox Automatic Color: This option applies the best color correction to text, graphics, and images. Xerox recommends this setting.

There are more Color Correction options, including Vivid RGB and Commercial.

## Color Adjustments

Use Color Adjustments to adjust particular characteristics of the printed color. Characteristics include lightness, contrast, saturation, and color cast.



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

### Lightness

The Lightness feature allows you to adjust the overall lightness or darkness of the text and images in your printed job.

### Contrast

You can use the Contrast feature to adjust the variation between light and dark areas of the print job.

### Saturation

Saturation allows you to adjust the color strength and the amount of gray in the color.

### Color Cast

Use Color Cast settings to adjust the amount of a selected color in the print job while preserving lightness.

The following options are available:

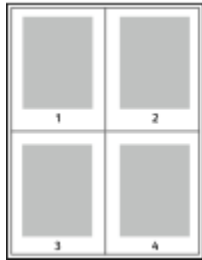
- The Cyan to Red option allows you to adjust the color balance between cyan and red. For example, when you increase the cyan levels, the red levels decrease.
- The Magenta to Green option allows you to adjust the color balance between magenta and green. For example, when you increase the magenta levels, the green levels decrease.
- The Yellow to Blue option allows you to adjust the color balance between yellow and blue. For example, when you increase the yellow levels, the blue levels decrease.

## Printing Multiple Pages to a Single Sheet

When printing a multiple-page document, you can print more than one page on a single sheet of paper.

To print 1, 2, 4, 6, 9, or 16 pages per side, select **Pages Per Sheet** on the Layout tab.

## Printing



To print a border around each page, for Page Borders, select **Enabled**.

## Printing Booklets

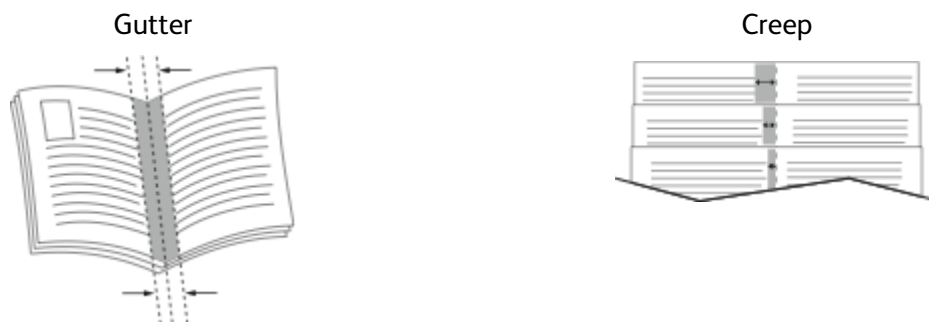
With 2-sided printing, you can print a document in the form of a small booklet. You can create booklets from any paper size that is supported for 2-sided printing.

The print driver automatically reduces each page image and prints four page images per sheet of paper, two page images on each side. The pages are printed in the correct order so that you can fold and staple the pages to create the booklet.

- For Windows, Booklet Layout is on the Page Layout tab. Page Layout is on the Document Options tab.
- For Macintosh, in the Print window, in Xerox Features, Booklet Layout is on the Paper/Output list.

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

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



## Using Special Pages

The Special Pages options control how covers, inserts, and exception pages are added to your printed document.

- For Windows, the Special Pages tab is on the Document Options tab.
- For Macintosh, in the Print window, in Xerox Features, Special Pages is on the Paper/Output list.

## Printing Cover Pages

A cover page is the first or last page of a document. You can select paper sources for the cover pages that are different from the source used for the body of a document. For example, you can use your company letterhead for the first page of a document. You can also use heavyweight paper for the first and last pages of a report. You can use any applicable paper tray as the source for printing cover pages.

Select one of these options for printing cover pages:

- **No Covers:** This option does not print cover pages. No cover pages are added to the document.
- **Front Only:** This option prints the first page on paper from the specified tray.
- **Back Only:** This option prints the back page on paper from the specified tray.
- **Front and Back: Same** prints the front and back cover pages from the same tray.
- **Front and Back: Different** prints the front and back cover pages from different trays.

After making a selection for printing the cover pages, you can select the paper for the front and back covers by size, color, or type. You can also use blank or pre-printed paper, and you can print side one, side two, or both sides of the cover pages.

## Printing Insert Pages

You can add blank or pre-printed insert pages before page one of each document or after designated pages within a document. Adding an insert after designated pages within a document separates sections, or acts as a marker or placeholder. Ensure that you specify the paper to use for the insert pages.

- **Insert Options** provides the options to place an insert After Page X, where X is the specified page, or Before Page 1.
- **Insert Quantity** specifies the number of pages to insert at each location.
- **Pages:** Specifies the page or range of pages that use the exception page characteristics. Separate individual pages or page ranges with commas. Specify pages within a range with a hyphen. For example, to specify pages 1, 6, 9, 10, and 11, type **1,6,9-11**.
- **Paper:** Displays the default size, color, and type of paper selected in Use Job Settings.
- **Job Setting:** Displays the attributes of the paper for the remainder of the job.

## Printing Exception Pages

Exception pages have different settings from the rest of the pages in the job. You can specify differences such as page size, page type, and page color. You can also change the side of the paper on which to print as your job requires. A print job can contain multiple exceptions.

For example, your print job contains 30 pages. You want five pages to print on only one side of a special paper, and the remainder of the pages printed 2-sided on regular paper. You can use exception pages to print the job.

In the Add Exceptions window, you can set the characteristics of the exception pages and select the alternate paper source:

## Printing

- **Pages:** Specifies the page or range of pages that use the exception page characteristics. Separate individual pages or page ranges with commas. Specify pages within a range with a hyphen. For example, to specify pages 1, 6, 9, 10, and 11, type 1, 6, 9-11.
- **Paper:** Displays the default size, color, and type of paper selected in Use Job Settings.
- **2-Sided Printing** allows you to select 2-sided printing options. Click the **Down** arrow to select an option:
  - **1-Sided Print** prints the exception pages on one side only.
  - **2-Sided Print** prints the exception pages on both sides of the paper and flips the pages on the long edge. The job then can be bound on the long edge of the pages.
  - **2-Sided Print, Flip on Short Edge** prints the exception pages on both sides of the paper and flips the pages on the short edge. The job then can be bound on the short edge of the pages.
  - **Use Job Setting** prints the job using the attributes shown in the Job Settings box.
- **Job Setting:** Displays the attributes of the paper for the remainder of the job.



**Note:** Some combinations of 2-sided printing with certain paper types and sizes can produce unexpected results.

## Printing Annotations for Windows

An annotation is special-purpose text or an image that you can print across one or more pages. You can preview annotations in the Annotations Preview pane.

The Annotations setup for your print job appears in the Annotations summary list. From this list, you can select an annotation to edit or delete.



**Note:**

- This feature is available only on a Windows computer printing to a network printer.
- Not all options listed are supported on all printers. Some options apply only to a specific printer model, configuration, operating system, or print driver type.

To print an annotation:

1. In the print driver, click the **Document Options** tab.
2. Click the **Annotations** tab.
3. To add a text annotation, click **Add Comment**. Enter the text in the field, select the required settings, then click **OK**.
4. For a date or time stamp, click **Add Time Stamp**. Specify the date and time option, select the required settings, then click **OK**.
5. To add a picture annotation, click **Add Picture**. To locate the picture, click the **Browse** icon. Select the required settings, then click **OK**.



6. For each annotation, the following options are available:
  - To specify the font, click the **Font** button.
  - For a picture annotation, select the scaling option that specifies the size of the picture in relation to the original image. Use the arrows to scale the image in increments of 1 %.
  - To define the angle of the annotation on the page, specify the position option. Or, to rotate the annotation left or right by increments of 1, use the arrows.
  - To define the location of the annotation on the page, specify the position option. Or, to move the annotation in each direction in increments of 1, use the arrows.
  - To adjust the transparency of the annotation, move the slider to the right to increase transparency, or to the left to decrease transparency.
  - For Layering, select an option:
    - **Print in Background:** This option prints the annotation behind the text and graphics in the document.
    - **Print in Foreground:** This option prints the annotation over the text and graphics in the document.
  - For Pages, select the pages to print the annotation:
    - **Print on All Pages:** This option prints the annotation on all pages of your document.
    - **Print on Page 1 Only:** This option prints the annotation only on the first page of the document.
7. To save the annotation, click the **Save Annotation** icon.
8. To load a previously saved annotation, click the **Load Annotation** icon.
9. Click **OK**.

## Printing Watermarks for Windows

A watermark is special-purpose text that can be printed across one or more pages. For example, you can add a word like Copy, Draft, or Confidential as a watermark instead of stamping it on a document before distribution.

### **Note:**

- This feature is available only on a Windows computer printing to a network printer.
- Not all options listed are supported on all printers. Some options apply only to a specific printer model, configuration, operating system, or print driver type.
- Watermarks are not supported for some print drivers when booklet is selected or when more than one page is printed on a sheet of paper.

To print a watermark:

1. In the print driver, click the **Document Options** tab.
2. Click the **Watermark** tab.
3. From the **Watermark** menu, select the watermark. You can choose from preset watermarks, or create a customized watermark. You can also manage watermarks from this menu.

## Printing

4. Under Text, select an option:
  - **Text:** Enter the text in the field, then specify the font.
  - **Time Stamp:** Specify the date and time options, then specify the font.
  - **Picture:** To locate the picture, click the **Browse** icon.
5. Specify the scaling angle and position of the watermark:
  - Select the scaling option that specifies the size of the picture in relation to the original image. Use the arrows to scale the image in increments of 1 %.
  - To define the angle of the image on the page, specify the position option or to rotate the image left or right by increments of 1, use the arrows.
  - To define the location of the image on the page, specify the position option, or to move the image in each direction in increments of 1, use the arrows.
6. Under Layering, select how to print the watermark:
  - **Print in Background:** This option prints the watermark behind the text and graphics in the document.
  - **Blend:** This option combines the watermark with the text and graphics in the document. A blended watermark is translucent, so you can see both the watermark and the document content.
  - **Print in Foreground:** This option prints the watermark over the text and graphics in the document.
7. Click **Pages**, then select the pages to print the watermark:
  - **Print on All Pages:** This option prints the watermark on all pages of your document.
  - **Print on Page 1 Only:** This option prints the watermark only on the first page of the document.
8. If you select a picture as a watermark, specify the lightness settings for the image.
9. Click **OK**.

## Orientation

Orientation allows you to select the direction that the page prints.

- For Windows, the Orientation tab is on the Document Options tab.

 **Note:** The orientation setting in your application print dialog box may override the orientation options in the print driver.

- For Macintosh, Orientation options are in the Print window.

The following options are available:

- **Portrait:** Orients the paper so that the text and images print across the short dimension of the paper.



- **Landscape:** Orients the paper so that the text and images print across the long dimension of the paper.



- **Rotated Landscape:** Orients the paper so that the content is rotated 180 degrees and with the long bottom side up.



**Note:** For Macintosh, to print portrait text and images in landscape orientation, clear the Auto Rotate check box.

## Advanced Printing Options

You can use the Advanced button or tab to set advanced printing options. Advanced printing selections apply to all jobs that you print with the print driver.



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

### Job Identification

You can use the Job ID feature to change the job identification setting for your print job. You can print the job identification on a separate banner page or on the pages of your document.

The following options are available:

- **Disable Job ID:** This option directs the printer not to print a banner page.
- **Print ID on a Banner Page:** This option prints the job identification on a banner page.
- **Print ID in Margins - First Page Only:** This option prints the job identification on the first page of the document in the top-left margin.
- **Print ID in Margins - All Pages:** This option prints the job identification in the top-left margin on every page of the document.

### Printing Mirror Images

If the PostScript driver is installed, you can print pages as a mirror image. Images mirror left to right when printed.

## Job Notification for Windows

You can select to be notified when your job finishes printing. A message appears on your computer screen with the name of the job and the name of the printer where it was printed.



**Note:** This feature is only available on a Windows computer printing to a network printer.


The following options are available:

- **Notify for Completed Jobs:** This option provides a notification when the job has completed.
- **Notify for Completed, but Altered Jobs:** This option provides a notification on all jobs that completed with restrictions.
- **Notify for Failed or Canceled Jobs:** This option provides notification of all jobs that failed to print or were canceled.
- **Play Alert Tone:** This option sounds an alert tone when a notification appears.

## Using Custom Paper Sizes


You can print on custom paper sizes that are within the minimum and maximum size range supported by the printer. For more information, refer to [Supported Custom Paper Sizes](#).

### Printing on Custom Paper Sizes

 **Note:** Before printing on a custom paper size, use the Custom Paper Sizes feature in Printer Properties to define the custom size.

For more information, refer to [Defining Custom Paper Sizes](#).

### Printing on Custom Paper Size from Windows

 **Note:** Before printing on custom-size paper, define the custom size in the Printer Properties.

1. Load the custom-size paper in the tray.
2. In the application, click **File**→**Print**, then select your printer.
3. In the Print dialog box, click **Printer Properties**.
4. On the Printing Options tab, from the Paper list, select the required custom paper size and type.
5. Select any other required options, then click **OK**.
6. In the Print dialog box, click **Print**.

### Printing on Custom-Size Paper from a Macintosh Computer

1. Load the custom-size paper.
2. In the application, click **File**→**Print**.
3. From the Paper Size list, select the custom paper size.
4. Click **Print**.

## Defining Custom Paper Sizes

To print custom paper sizes, define the custom width and length of the paper in the print driver software and on the printer control panel. When setting the paper size, ensure that you specify the same size as the paper in the tray. Setting the wrong size paper can cause a printer error. Print driver settings override control panel settings when you print using the print driver software on your computer.

### Creating and Saving Custom Paper Sizes in the Print Driver

You can print custom-size paper from any paper tray. Custom-size paper settings are saved in the print driver and are available for you to select in all your applications.

For more information on supported paper sizes for each tray, refer to [Supported Custom Paper Sizes](#).

## Creating and Saving Custom Sizes for Windows

1. In the print driver, click the **Printing Options** tab.
2. For Paper, click the arrow, then select **Other Size**→**Advanced Paper Size**→**Output Paper Size**→**New**.
3. In the New Custom Paper Size window, enter the height and width of the new paper size.
4. To specify the units of measurement, at the bottom of the window, click the **Measurements** button, then select **Inches** or **Millimeters**.
5. To save, in the Name field, type a title for the new size, then click **OK**.

## Creating and Saving Custom Sizes for Macintosh


1. In the application, click **File**→**Print**.
2. Click **Paper Size**, then select **Manage Custom Sizes**.
3. To add a new size, in the Manage Paper Sizes window, click the **Plus icon (+)**.
4. Double-click **Untitled**, then type a name for the new custom paper size.
5. Enter the height and width of the new custom paper size.
6. Click the arrow for the Non-Printable Area field, then select the printer from the list. Or, for User Defined margins, set the top, bottom, right, and left margins.
7. To save the settings, click **OK**.

## Defining a Custom Paper Size at the Control Panel

You can print custom-size paper from the following paper trays:

- Trays 1 and 2.
- Trays 3 and 4 of the 2-Tray Module.
- The Bypass Tray.

Custom-size paper settings are saved in the print driver and are available for you to select in all your applications.

 **Note:** The tray setting requirement is Fully Adjustable.

To configure the tray settings for Fully Adjustable, refer to [Configuring Tray Settings](#).

1. Open the paper tray, then load the custom-size paper.
2. Close the tray.
3. At the control panel, to define the new paper size, touch **Size**, then touch **Custom**.
4. In the Custom Paper Size window, enter the height and width of the new paper size, then touch **OK**.
5. To confirm the settings, touch **Confirm**.

Printing

# 6

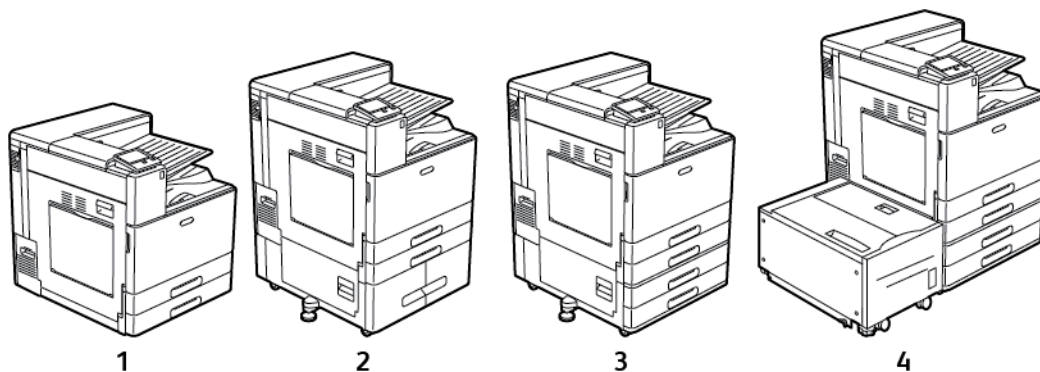
## Paper and Media

This chapter contains:

- [Paper and Media Overview](#)..... 112
- [Supported Paper](#) ..... 113
- [Configuring Tray Settings](#)..... 120
- [Loading Paper](#)..... 124
- [Printing on Special Paper](#)..... 136

## Paper and Media Overview

The printer can have up to six paper trays, depending on the paper tray configuration.



1. Base Model
2. Configuration with Tandem Tray Module
3. Configuration with 2-Tray Module
4. Configuration with 2-Tray Module and High-Capacity Feeder

- For all configurations, Trays 1 and 2 are adjustable paper trays used to load a range of paper sizes.
- For the configuration with the 2-Tray Module, Trays 3 and 4 are adjustable trays similar to Trays 1 and 2.
- The Bypass Tray is used to load small amounts of special paper.
- The Tandem Tray Module is mostly used for standard pre-set sizes of media.
- The optional Envelope Tray can replace Tray 1.
- Tray 6 is an optional high-capacity paper tray.

The printer can use various media types, such as plain, recycled, or colored paper, letterhead, pre-printed, cardstock, labels, and envelopes. Ensure that you use the correct media for the tray that you load.

Labels are affixed inside each tray to show how to load certain types of media in the correct orientation. The MAX label shows the maximum fill line for the tray.



## Supported Paper

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

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

## Ordering Paper

To order paper or other media, contact your local reseller or visit [www.xerox.com/office/VLC8000supplies](http://www.xerox.com/office/VLC8000supplies) or [www.xerox.com/office/VLC9000supplies](http://www.xerox.com/office/VLC9000supplies).

## General Paper Loading Guidelines

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

## Paper That Can Damage Your Printer

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

- Rough or porous paper
- Inkjet paper
- Non-laser glossy or coated paper
- Paper that has been photocopied
- Paper that has been folded or wrinkled
- Paper with cutouts or perforations
- Stapled paper
- Envelopes with windows, metal clasps, side seams, or adhesives with release strips
- Padded envelopes
- Plastic media
- Transparencies



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

## Paper Storage Guidelines


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

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

## Supported Paper Types and Weights

Trays	Paper Types	Weights
Trays 1 and 2 Trays 3 and 4 of the 2-Tray Module	Bond Hole-Punched Letterhead Plain Pre-Printed Recycled Custom	64–105 g/m <sup>2</sup>
	Lightweight Cardstock Lightweight Glossy Cardstock	106–176 g/m <sup>2</sup>
	Cardstock Glossy Cardstock	177–220 g/m <sup>2</sup>
	Heavyweight Cardstock Heavyweight Glossy Cardstock	221–300 g/m <sup>2</sup>
	Labels	106–176 g/m <sup>2</sup>
	Postcards	106–220 g/m <sup>2</sup>

Trays	Paper Types	Weights
Trays 3 and 4 of the Tandem Tray Module	Bond Hole-Punched Letterhead Plain Pre-Printed Recycled Custom	64–105 g/m <sup>2</sup>
	Lightweight Cardstock Lightweight Glossy Cardstock	106–176 g/m <sup>2</sup>
	Cardstock Glossy Cardstock	177–220 g/m <sup>2</sup>
	Heavyweight Cardstock Heavyweight Glossy Cardstock	221–300 g/m <sup>2</sup>
Bypass Tray	Bond Hole-Punched Letterhead Plain Pre-Printed Recycled Custom	64–105 g/m <sup>2</sup>
	Lightweight Cardstock Lightweight Glossy Cardstock	106–176 g/m <sup>2</sup>
	Cardstock Glossy Cardstock	177–220 g/m <sup>2</sup>
	Heavyweight Cardstock Heavyweight Glossy Cardstock	221–300 g/m <sup>2</sup>
	Labels	106–176 g/m <sup>2</sup>
	Postcards	106–220 g/m <sup>2</sup>
	Envelopes	75–90 g/m <sup>2</sup>

Trays	Paper Types	Weights
 <b>Note:</b> For VersaLink C9000 models only.	Extra Heavyweight Cardstock Extra Heavyweight Glossy Cardstock	301–350 g/m <sup>2</sup>
Tray 6	Bond Hole-Punched Letterhead Plain Recycled Custom	64–105 g/m <sup>2</sup>
	Lightweight Cardstock Lightweight Glossy Cardstock	106–176 g/m <sup>2</sup>
	Cardstock Glossy Cardstock	177–220 g/m <sup>2</sup>
Envelope Tray	Envelopes	75–90 g/m <sup>2</sup>

 **Note:** If Bond is not listed as an available Paper Type, ensure that the system software is up-to-date. For details, refer to the *System Administrator Guide* at [www.xerox.com/office/VLC8000docs](http://www.xerox.com/office/VLC8000docs) or [www.xerox.com/office/VLC9000docs](http://www.xerox.com/office/VLC9000docs).

## Supported Standard Paper Sizes

Tray	European Standard Sizes	North American Standard Sizes
Trays 1 and 2 Trays 3 and 4 of the 2-Tray Module	A5 (148 x 210 mm, 5.8 x 8.3 in.) B5 (176 x 250 mm, 6.9 x 9.8 in.) A4 (210 x 297 mm, 8.3 x 11.7 in.) B4 (250 x 353 mm, 9.8 x 13.9 in.) A3 (297 x 420 mm, 11.7 x 16.5 in.)	Statement (140 x 216 mm, 5.5 x 8.5 in.) Executive (184 x 267 mm, 7.25 x 10.5 in.) Letter (216 x 279 mm, 8.5 x 11 in.) US Folio (216 x 330 mm, 8.5 x 13 in.) Legal (216 x 356 mm, 8.5 x 14 in.) Tabloid (432 x 279 mm, 17 x 11 in.)
Tray 2	SRA3 (320 x 450 mm, 12.6 x 17.7 in.)	12 x 18 (305 x 457 mm, 12 x 18 in.)

Tray	European Standard Sizes	North American Standard Sizes
Trays 3 and 4 of the 2-Tray Module		
Trays 3 and 4 of the Tandem Tray Module	B5 (176 x 250 mm, 6.9 x 9.8 in.) A4 (210 x 297 mm, 8.3 x 11.7 in.)	Executive (184 x 267 mm, 7.25 x 10.5 in.) Letter (216 x 279 mm, 8.5 x 11 in.)
Bypass Tray	A6 (105 x 148 mm, 4.1 x 5.8 in.) A5 (148 x 210 mm, 5.8 x 8.3 in.) A4 (210 x 297 mm, 8.3 x 11.7 in.) 215 x 315 (215 x 315 mm, 8.5 x 12.4 in.) A3 (297 x 420 mm, 11.7 x 16.5 in.) SRA3 (320 x 450 mm, 12.6 x 17.7 in.) B6 (125 x 176 mm, 4.9 x 6.9 in.) B5 (176 x 250 mm, 6.9 x 9.8 in.) B4 (250 x 353 mm, 9.8 x 13.9 in.)	Postcard (102 x 152 mm, 4 x 6 in.) 5 x 7 (127 x 178 mm, 5 x 7 in.) Statement (140 x 216 mm, 5.5 x 8.5 in.) Executive (184 x 267 mm, 7.25 x 10.5 in.) 8 x 10 (203 x 254 mm, 8 x 10 in.) Letter (216 x 279 mm, 8.5 x 11 in.) US Folio (216 x 330 mm, 8.5 x 13 in.) Legal (216 x 356 mm, 8.5 x 14 in.) Tabloid (279 x 432 mm, 11 x 17 in.) 12 x 18 (305 x 457 mm, 12 x 18 in.)
	DL envelope (110 x 220 mm, 4.33 x 8.66 in.) C6 envelope (114 x 162 mm, 4.5 x 6.38 in.) C5 envelope (162 x 229 mm, 6.4 x 9 in.) C4 envelope (229 x 324 mm, 9 x 12 in.)	Monarch envelope (98 x 190 mm, 3.9 x 7.5 in.) No. 10 envelope (105 x 241 mm, 4.1 x 9.5 in.)
Tray 6	B5 (176 x 250 mm, 6.9 x 9.8 in.) A4 (210 x 297 mm, 8.3 x 11.7 in.)	Executive (184 x 267 mm, 7.25 x 10.5 in.) Letter (216 x 279 mm, 8.5 x 11 in.)
Envelope Tray	DL envelope (110 x 220 mm, 4.33 x 8.66 in.) C6 envelope (114 x 162 mm, 4.5 x 6.38 in.) C4 envelope (229 x 324 mm, 9 x 12.8 in.)	Monarch envelope (98 x 190 mm, 3.9x7.5 in.) No. 10 envelope (241 x 105 mm, 4.1 x 9.5 in.)

## Supported Standard Paper Sizes for Automatic 2-Sided Printing

European Standard Sizes	North American Standard Sizes
A5 (148 x 210 mm, 5.8 x 8.3 in.)	Statement (140 x 216 mm, 5.5 x 8.5 in.)
A4 (210 x 297 mm, 8.3 x 11.7 in.)	Executive (184 x 267 mm, 7.25 x 10.5 in.)
215 x 315 (215 x 315 mm, 8.5 x 12.4 in.)	8 x 10 (203 x 254 mm, 8 x 10 in.)
A3 (297 x 420 mm, 11.7 x 16.5 in.)	Letter (216 x 279 mm, 8.5 x 11 in.)
B5 (176 x 250 mm, 6.9 x 9.8 in.)	8.5 x 13 (216 x 330 mm, 8.5 x 13 in.)
B4 (250 x 353 mm, 9.8 x 13.9 in.)	Legal (216 x 356 mm, 8.5 x 14 in.)
	Ledger (432 x 279 mm, 17 x 11 in.)
	Postcard (152 x 229 mm, 6 x 9 in.)

## Supported Paper Types and Weights for Automatic 2-Sided Printing

Trays	Paper Types	Weights
Trays 1–4	Bond Hole-Punched Letterhead Plain Pre-Printed Recycled Custom	64–105 g/m <sup>2</sup>
	Lightweight Cardstock Lightweight Glossy Cardstock	106–176 g/m <sup>2</sup>
	Cardstock Glossy Cardstock	177–220 g/m <sup>2</sup>
	Heavyweight Cardstock Heavyweight Glossy Cardstock	221–300 g/m <sup>2</sup>
Tray 6	Bond Hole-Punched Letterhead	64–105 g/m <sup>2</sup>

Trays	Paper Types	Weights
	Plain Recycled Custom	
	Lightweight Cardstock Lightweight Glossy Cardstock	106–176 g/m <sup>2</sup>
	Cardstock Glossy Cardstock	177–220 g/m <sup>2</sup>

 **Note:** For Heavyweight Cardstock, for weights above 256 g/m<sup>2</sup>, performance is not guaranteed.

## Supported Custom Paper Sizes


Tray Number	Paper Sizes
Tray 1	Minimum: 100 x 148 mm (3.9 x 5.8 in.) Maximum: 297 x 432 mm (11.7 x 17 in.)
Tray 2 Trays 3 and 4 of the 2-Tray Module	Minimum: 100 x 148 mm (3.9 x 5.8 in.) Maximum: 320 x 457 mm (12.6 x 18 in.)
Trays 3 and 4 of the Tandem Tray Module	Custom paper sizes are not supported
Bypass Tray	Minimum: 89 x 98 mm (3.5 x 3.9 in.) Maximum: 320 x 1320 mm (12.6 x 52 in.)
Tray 6	Custom paper sizes are not supported
Envelope Tray	Minimum: 90 x 98 mm (3.5 x 3.9 in.) Maximum: 241 x 332 mm (9.5 x 13 in.)

## Configuring Tray Settings

The system administrator can set the following paper trays to Fully Adjustable or Dedicated:

- Trays 1 and 2.
- Trays 3 and 4 of the 2-Tray Module.

When a paper tray is set to Fully Adjustable, you can change paper settings each time that you load the tray. When a paper tray is set to Dedicated, the control panel prompts you to load a specific paper size, type, and color.

 **Note:** To configure tray settings, log in as the system administrator. For details, refer to the *System Administrator Guide* at [www.xerox.com/office/VLC8000docs](http://www.xerox.com/office/VLC8000docs) or [www.xerox.com/office/VLC9000docs](http://www.xerox.com/office/VLC9000docs).

To configure the tray settings:


1. At the printer control panel, touch **Device**.
2. Touch **Paper Trays**, then select the required tray.
  - To set the mode, touch **Tray Mode**, then select an option.
  - To specify the paper settings for a dedicated tray, ensure that Tray Mode is set to Dedicated, then set the paper size, type, and color.
  - To configure the printer to select the tray automatically, touch the **Auto Select** toggle button.
  - To set the priority for each tray, touch the plus icon (+) or the minus icon (-). The printer uses paper from the Priority 1 tray first. If that tray is empty, the printer uses paper from the Priority 2 tray.
3. Touch **OK**.
4. To return to the Home screen, press the **Home** button.

## Configuring Trays 3 and 4 of the Tandem Tray Module


Trays 3 and 4 in the Tandem Tray Module are high-capacity paper trays. Configure Trays 3 and 4 to support the paper in use.

If you are configuring the trays for the first time, configure them for the paper size that you need. If you change the paper size, reconfigure the tray for the new paper size. For details on supported paper sizes, refer to [Supported Standard Paper Sizes](#).

To configure Trays 3 and 4 in the Tandem Tray Module:

 **Note:** Before you make any tray adjustments, compare the paper size to the current Tray 3 and 4 configurations. If the paper size matches the tray configuration, no tray adjustment is needed.

1. Remove any paper from the tray.
2. Pinch the guide lock on the front paper guide, then slide the paper guide to the required paper size.
3. To lock the paper guides into place, release the guide lock.


 **Note:** The paper guides lock into place only at the designated standard paper sizes.



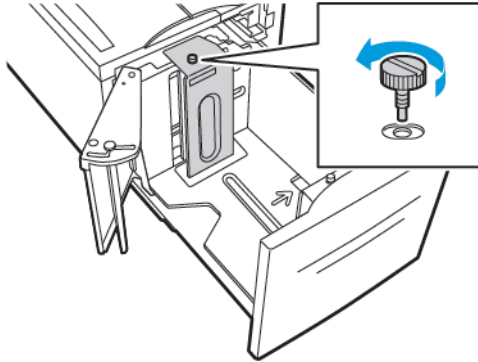
## Configuring Tray 6

Tray 6 is a dedicated high-capacity feeder. You can configure Tray 6 to support the paper size that you use. For details on supported paper sizes, refer to [Supported Standard Paper Sizes](#).

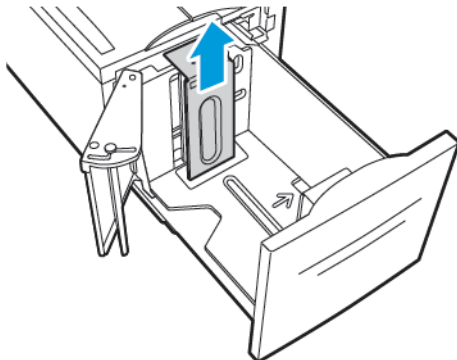
To configure Tray 6:

 **Note:** Before you make any tray adjustments, compare the paper size to the current Tray 6 configuration. If the paper size matches the tray configuration, no tray adjustment is needed.

1. Remove the screw that holds the spacer plate at the back of the tray.



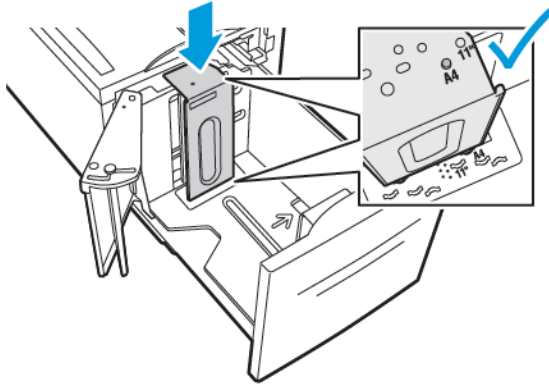
2. To remove the spacer plate, grasp the spacer plate and lift upward.



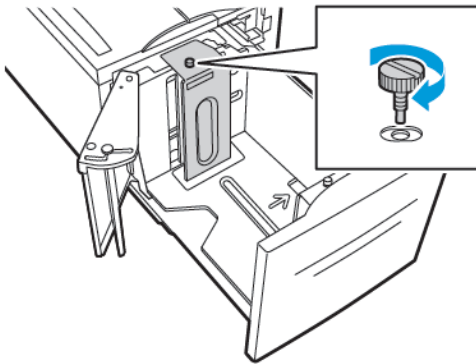
3. Place the tabs at the bottom of the spacer plate into the slots in the bottom of Tray 6 that correspond with the paper size.

## Paper and Media

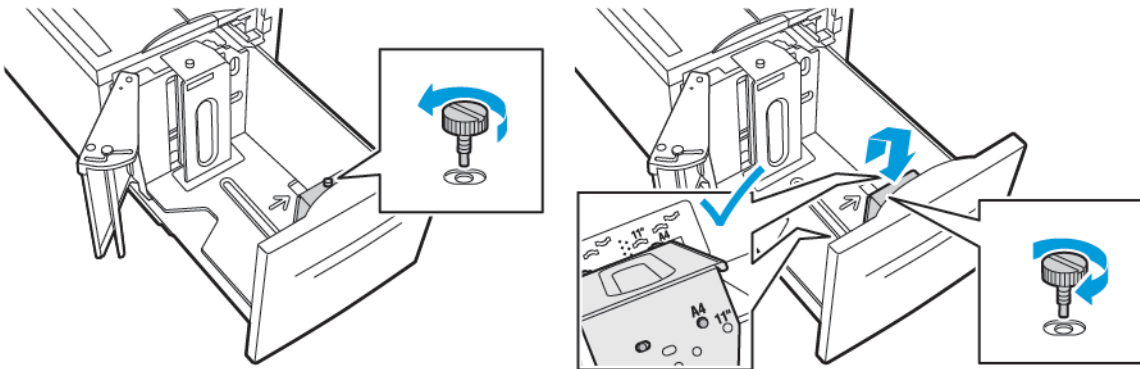
- Slide the top of the spacer plate down to engage the peg on the back of the tray into the matching hole in the plate.



- To secure the spacer plate, install the screw.

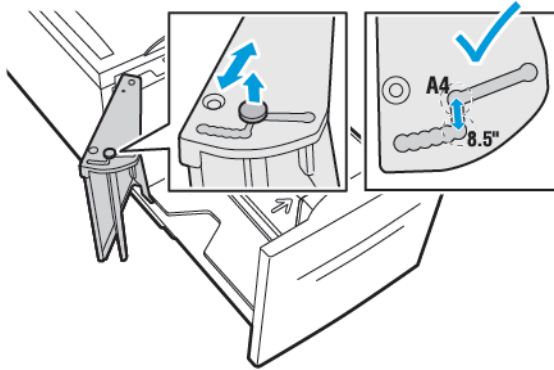


- Repeat these steps for the spacer plate at the front of Tray 6.



- On the top of the side gate, locate the pin.

8. Lift the pin, then guide it to the required paper-size slot.
9. To lock the side gate into place, release the pin.




## Loading Paper

### Loading Paper in Trays 1–4

You use the same method to load paper in Trays 1 and 2, and for Trays 3 and 4 when they are part of the 2-Tray Module. For instructions on how to load paper in Trays 3 and 4 when they are part of the Tandem Tray Module, refer to [Loading Paper in Trays 3 and 4 of the Tandem Tray Module](#).

The system administrator can set Trays 1–4 to Fully Adjustable mode or Dedicated mode. Each time a tray is opened and closed, the paper settings appear on the control panel.

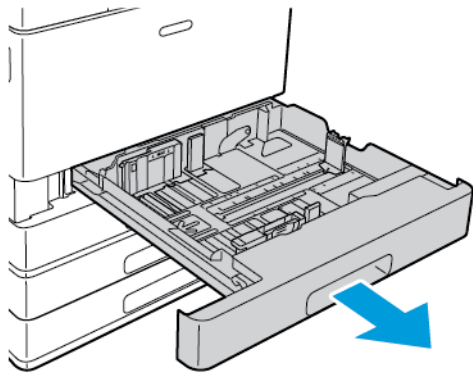
- When trays are configured as Fully Adjustable, you can confirm or change the media settings. The tray guides automatically detect the size of paper that is loaded.
- When trays are configured as Dedicated, the control panel displays the media settings for the tray. A warning message appears on the control panel when the wrong media is loaded in the tray, or when the tray guides are set incorrectly.

 **Note:** Only the system administrator can change the media settings for a Dedicated tray. For details on how to configure tray settings, refer to [Configuring Tray Settings](#).

When the paper in the tray is in short supply, or when a tray is empty, a warning message appears on the control panel.

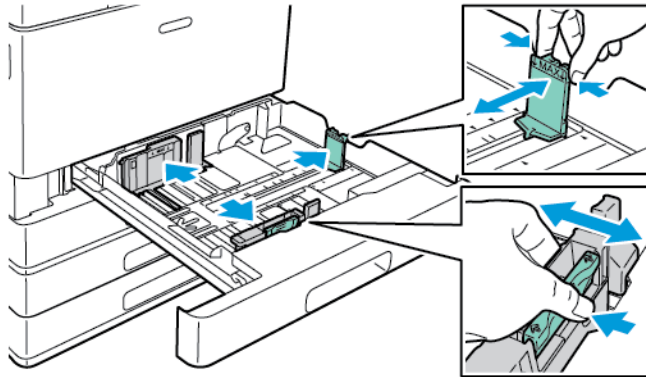
To load the paper in Trays 1–4:

1. Pull out the tray until it stops.

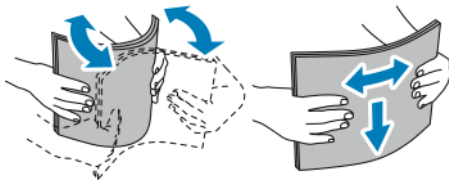



2. Remove any paper that is a different size or type.

3. To move out the length or width paper guides, pinch the guide locks, then slide out the length or width paper guides.



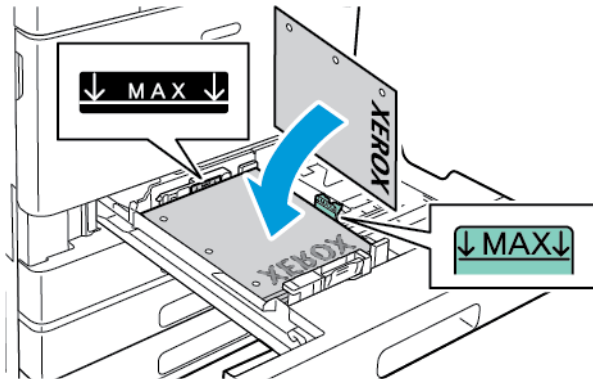
4. Flex the sheets back and forth and fan them, then align the edges of the stack on a level surface. The procedure separates any sheets that are stuck together and reduces the possibility of jams.




 **Note:** To avoid jams and misfeeds, do not remove paper from its packaging until you are ready to use it.

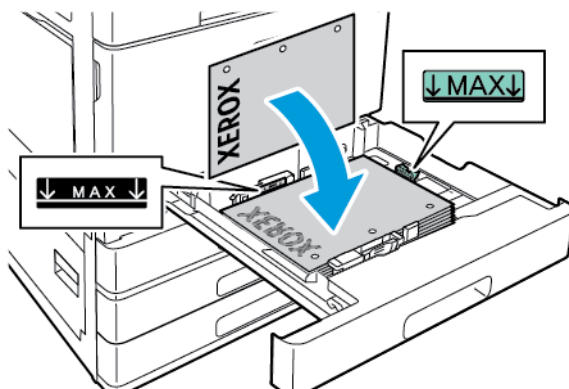
5. Load the paper in the tray. Do one of the following:


- For long-edge feed:
  - Insert letterhead and pre-printed paper face down with the top edge toward the front.
  - Load hole-punched paper with the holes to the left.



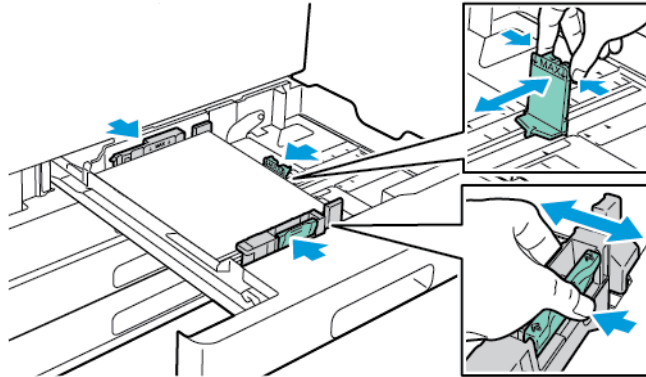
 **Note:** Do not load the paper above the maximum fill line. Overfilling the tray can cause paper jams.

- For short-edge feed:
  - Insert letterhead and pre-printed paper face down with the top edge to the left.
  - Load hole-punched paper with the holes toward the front.

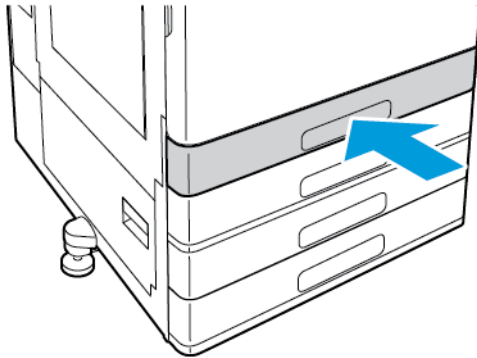


 **Note:** Use short-edge feed for custom-size paper and special media.

- To adjust the length and width guides to fit the paper, pinch the guide locks, then slide the paper guides in until they touch the paper.



- Slide the tray back into the printer.



- At the control panel, select the correct paper size, type, and color.
  - If letterhead paper is loaded in the printer, for type, select **Letterhead**.
  - If pre-printed paper is loaded in the printer, for type, select **Pre-printed**.
- To confirm the settings, touch **OK**.



**Note:** To change the paper settings when the tray is set to Dedicated mode, refer to [Configuring Tray Settings](#).

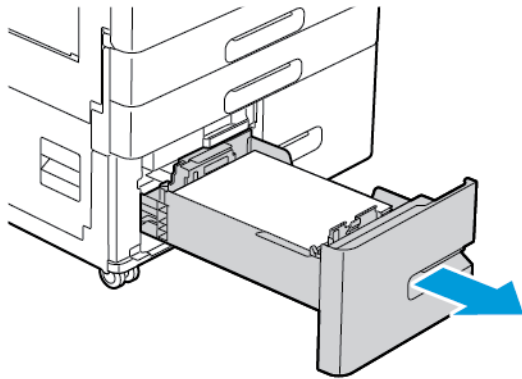
## Loading Paper in Trays 3 and 4 of the Tandem Tray Module

The control panel displays a warning message when the paper in the tray is in short supply, or when a tray is empty.

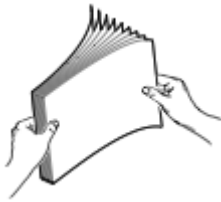
To change the paper size in Trays 3 and 4, refer to [Configuring Trays 3 and 4 of the Tandem Tray Module](#).

To load the paper in Trays 3 and 4 of the Tandem Tray Module:

1. Pull out the tray until it stops. Wait for the tray to lower and stop.




2. Fan the edges of the paper before you load it into the paper trays. The procedure separates any sheets of paper that are stuck together and reduces the possibility of paper jams.

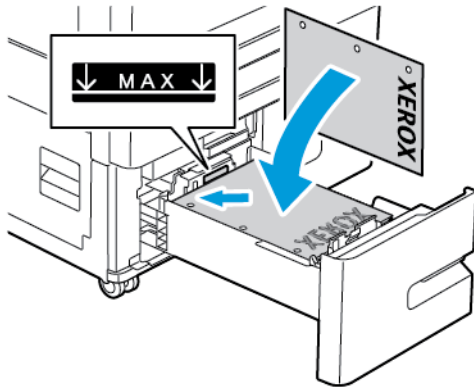


**Note:** To avoid paper jams and misfeeds, do not remove the packaging from the paper until you are ready to use it.

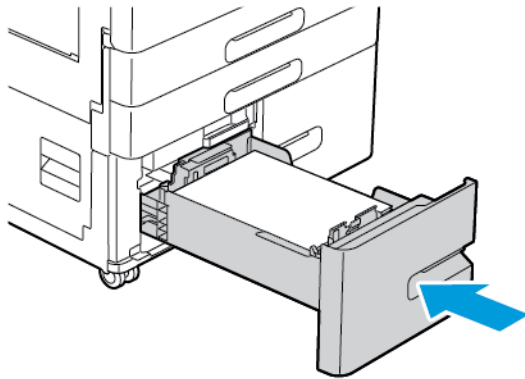


3. Stack the paper against the left-rear corner of the tray.
  - Insert letterhead and pre-printed paper face down with the top edge toward the front of the tray.
  - Load hole-punched paper with the holes to the left.

 **Note:** Do not load the paper above the maximum fill line. Overfilling the tray can cause paper jams.



4. Slide the tray back into the printer.



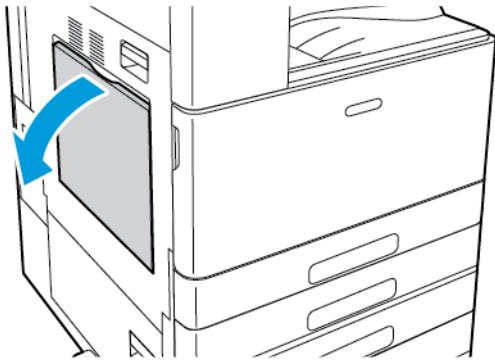
5. At the control panel, select the correct paper type and color.
  - If letterhead paper is loaded in the printer, for type, select **Letterhead**.
  - If pre-printed paper is loaded in the printer, for type, select **Pre-printed**.
6. To confirm the settings, touch **OK**.

## Loading Paper in the Bypass Tray

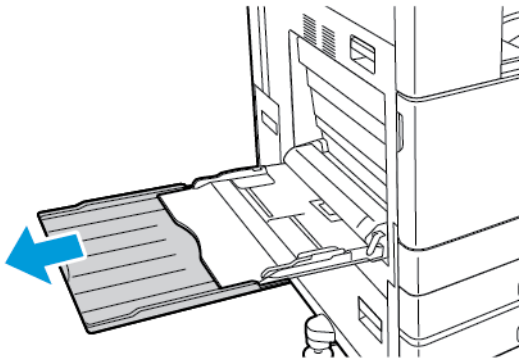
The Bypass Tray supports the widest variety of media types. The tray is intended primarily for small-quantity jobs that use special media.

To load paper in the Bypass Tray:

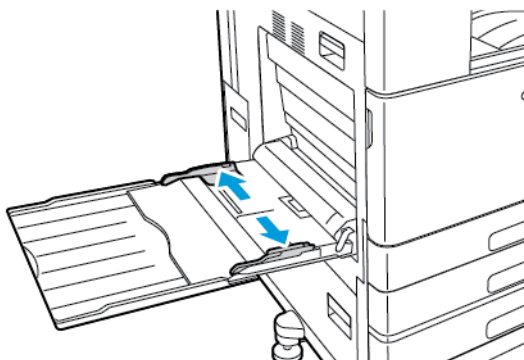
1. Open the Bypass Tray. If the tray is loaded with paper, remove any paper that is a different size or type.



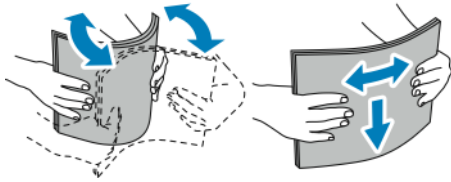
2. Pull out the extension tray for larger sizes.




3. Move the width guides to the edges of the tray.

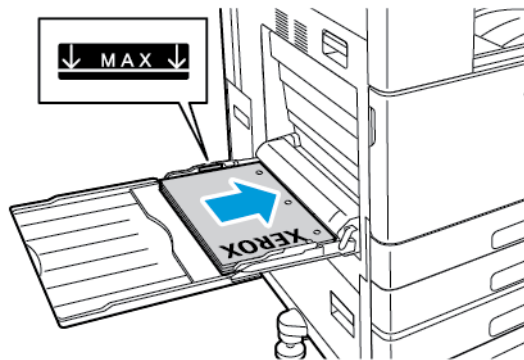


4. Flex the sheets back and forth and fan them, then align the edges of the stack on a level surface. The procedure separates any sheets that are stuck together and reduces the possibility of jams.



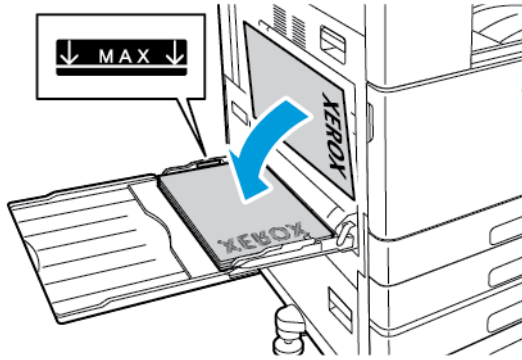
 **Note:** To avoid jams and misfeeds, do not remove paper from its packaging until you are ready to use it.

5. Load the paper in the tray.
  - For long-edge feed and 1-sided printing:
    - Load letterhead paper face up with the top edge toward the front.
    - Load hole-punched paper with the holes to the right.

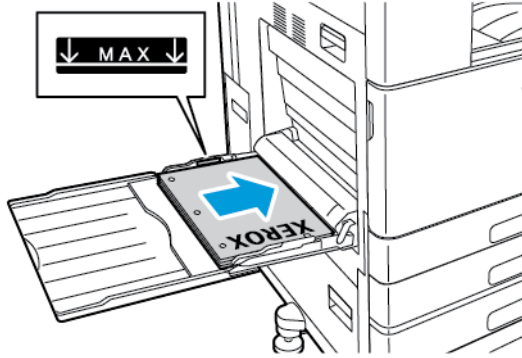


## Paper and Media

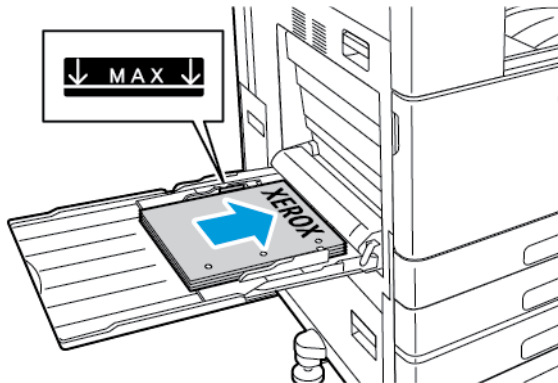
- Load pre-printed paper face down with the top edge toward the front.



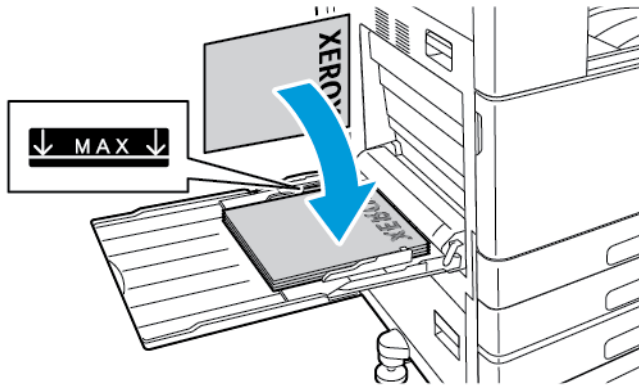
- For long-edge feed and 2-sided printing:
  - Load letterhead or pre-printed paper face up with the top edge toward the front.
  - Load hole-punched paper with the holes to the left.



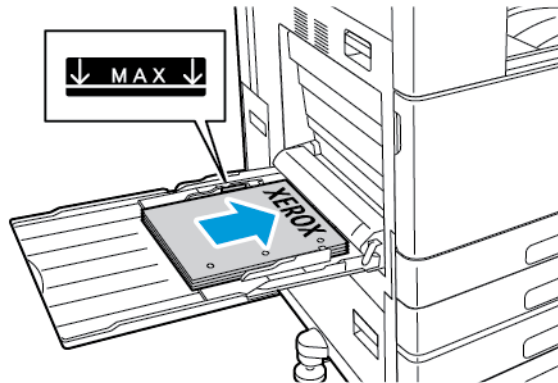
- For short-edge feed and 1-sided printing:
  - Load letterhead paper face up with the top edge to the right.
  - Load hole-punched paper with the holes toward the front.




- Load pre-printed paper face down with the top edge to the right.

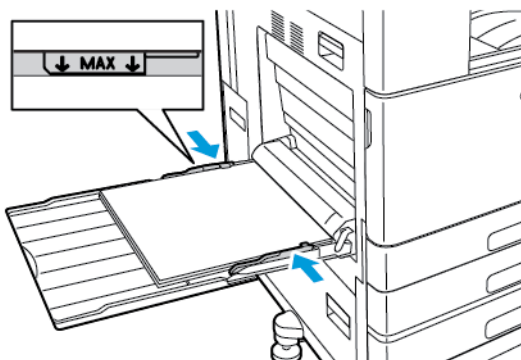


- For short-edge feed and 2-sided printing:
  - Load letterhead or pre-printed paper face up with the top edge to the right.
  - Load hole-punched paper with the holes toward the front.



 **Note:** Do not load paper above the maximum fill line. Overfilling can cause paper jams.

6. Adjust the width guides until they touch the edges of the paper.



7. At the control panel, select the correct paper size, type, and color.
  - If letterhead paper is loaded in the printer, for type, select **Letterhead**.
  - If pre-printed paper is loaded in the printer, for type, select **Pre-printed**.
8. To confirm the settings, touch **OK**.

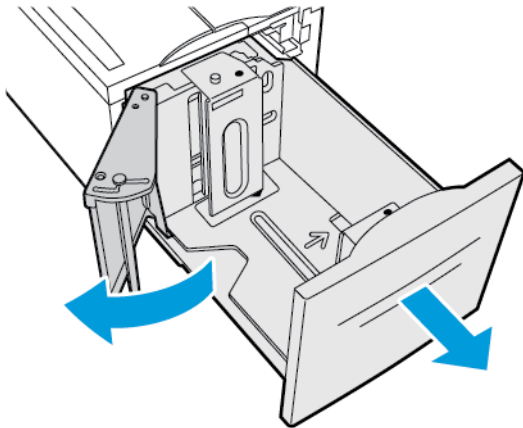
## Loading Paper in Tray 6

The control panel displays a warning message when the paper in the tray is in short supply, or when the tray is empty.


To change the paper size in Tray 6, refer to [Configuring Tray 6](#).

To load paper in Tray 6:


1. At the high-capacity feeder, pull out Tray 6 until it stops. Open the side gate until it stops.

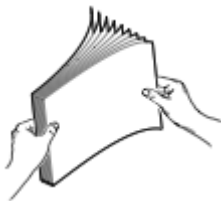


2. Wait for the tray to lower and stop.
3. The control panel displays the paper tray settings. Ensure that you load the correct paper type into the tray.


 **Note:** Do not load custom-size paper into Tray 6.

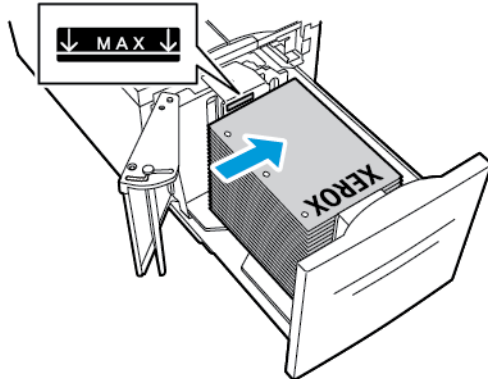
4. Fan the edges of the paper before loading it into the paper trays. The procedure separates any sheets of paper that are stuck together and reduces the possibility of paper jams.

 **Note:** To avoid paper jams and misfeeds, do not remove paper from the packaging until necessary.

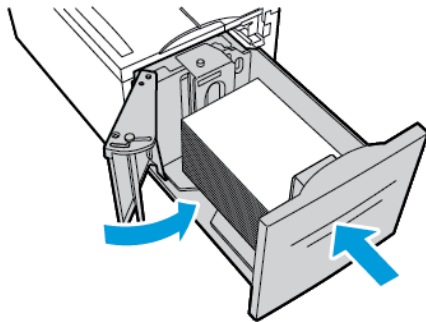


5. Load the paper against the right side of the tray.
  - Place letterhead or pre-printed paper face up with the top edge toward the front of the tray.
  - Place hole-punched paper with the holes toward the left side of the tray.

 **Note:** Do not load paper above the maximum fill line. Overfilling can cause paper jams.



6. Close the side gate, then close Tray 6.



7. At the control panel, select the correct type, and color.
  - If letterhead paper is loaded in the printer, for type, select **Letterhead**.
  - If pre-printed paper is loaded in the printer, for type, select **Pre-printed**.
8. To confirm the settings, touch **OK**.

## Printing on Special Paper

To order paper or other media, contact your local reseller or visit [www.xerox.com/office/VLC8000supplies](http://www.xerox.com/office/VLC8000supplies) or [www.xerox.com/office/VLC9000supplies](http://www.xerox.com/office/VLC9000supplies).

For reference:

- [www.xerox.com/rmlna](http://www.xerox.com/rmlna) Recommended Media List (United States)
- [www.xerox.com/rmleu](http://www.xerox.com/rmleu) Recommended Media List (Europe)

## Envelopes

You can print envelopes from the Bypass Tray. When the optional Envelope Tray is installed, you can print envelopes from the Envelope Tray.

### Guidelines for Printing Envelopes

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



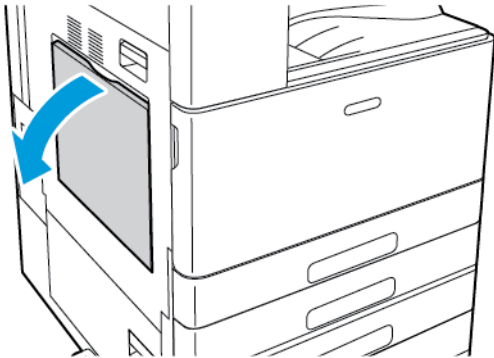
## Loading Envelopes in the Bypass Tray

The Bypass Tray holds the following standard envelope sizes:

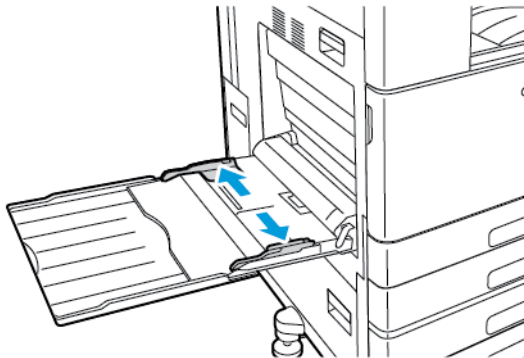
- C4, C5, C6, and DL
- Monarch and No.10

To load envelopes in the Bypass Tray:

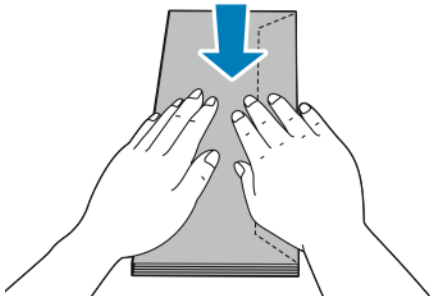
1. Open the Bypass Tray.



2. Move the width guides to the edges of the tray.



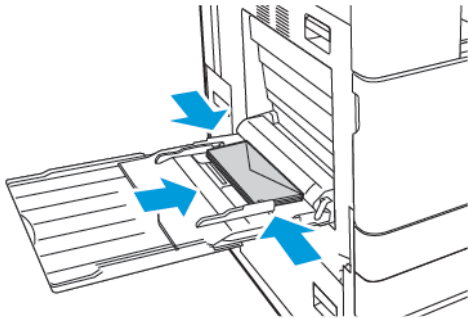
**Note:** If you do not load envelopes in the Bypass Tray right after they are removed from the packaging, they can bulge. To avoid jams, flatten the envelopes.



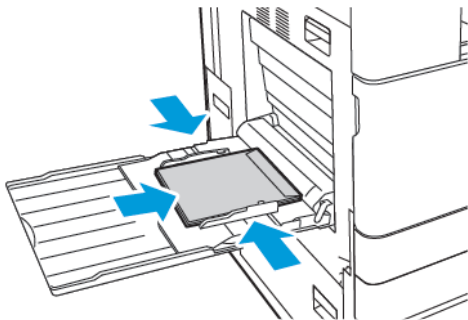
## Paper and Media

### 3. Load envelopes in the tray.

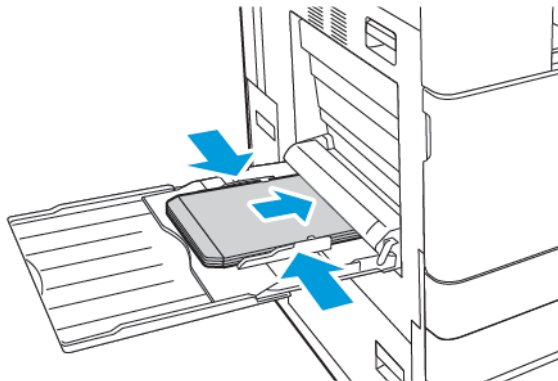
- For envelopes with the flap on a long edge, load envelopes face down with the flaps closed, and flaps toward the right.



- For envelopes with a self-seal flap on a short edge, load envelopes face down with the flaps closed, and flaps toward the right.



- For envelopes with a non-adhesive flap on a short edge, load envelopes face down with the flaps open, and flaps toward the left.



**Note:** For envelopes to print correctly, when you load envelopes with the flaps open, in the print driver, set the orientation as needed. To flip the images, in the print driver, select **Rotate Image 180 Degrees**.

4. At the control panel, select the correct paper size, type, and color. Ensure that the paper type is set to Envelope.
5. To confirm the settings, touch **Confirm**.

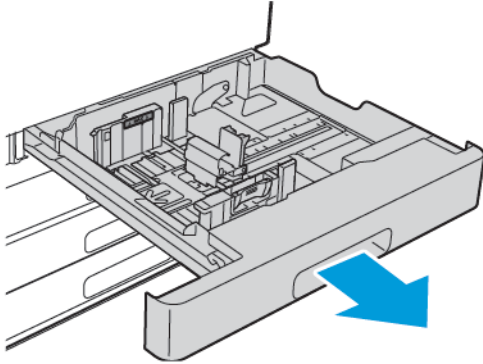
## Loading the Envelope Tray

You can use the optional Envelope Tray in place of Tray 1. The Envelope Tray is a dedicated tray and holds the following standard envelope sizes:

- C4, C6, and DL
- Monarch and No.10

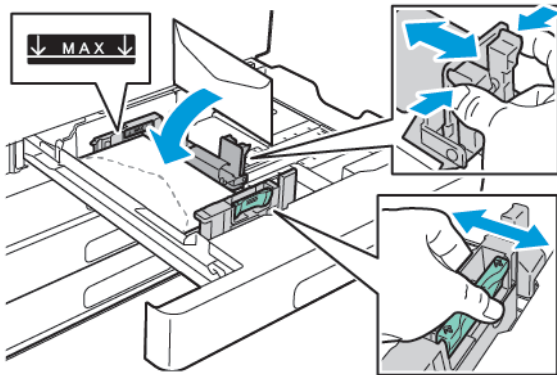
To load the Envelope Tray:

1. Pull out the Envelope Tray until it stops.

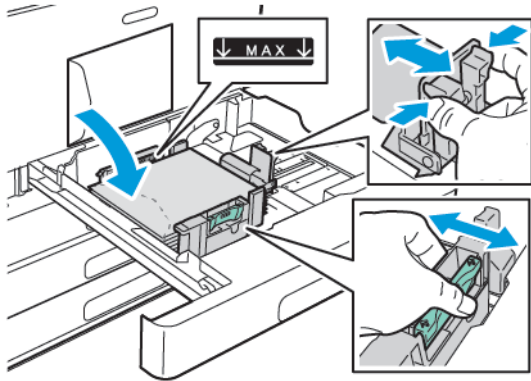


2. Load the envelopes in the tray.

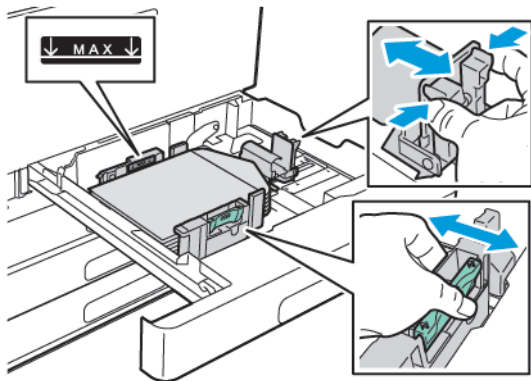
- For envelopes with the flap on a long edge, load the envelopes face up with the flaps closed, and flaps toward the left.




- For envelopes with a self-seal flap on a short edge, load the envelopes face up with the flaps closed, and flaps toward the left.

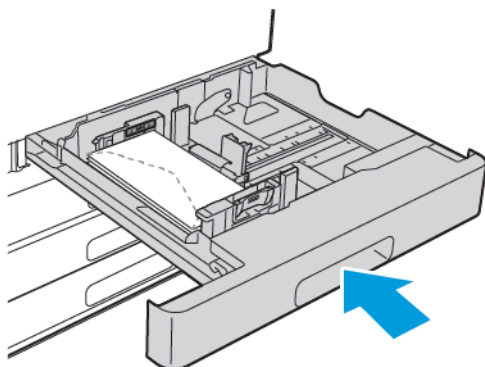


- For envelopes with a non-adhesive flap on a short edge, load the envelopes face up with the flaps open, and flaps toward the right.



 **Note:** Adjust the paper guides so that they rest lightly against the edges of the envelopes. Ensure that the maximum fill line is visible or that there are no more than 50 envelopes loaded in the tray.

3. Close the tray.



4. At the control panel, select the correct paper size, type, and color. Ensure that the paper type is set to Envelope.
5. To confirm the settings, touch **Confirm**.

## Labels

You can print labels from any tray.


### Guidelines for Printing Labels

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

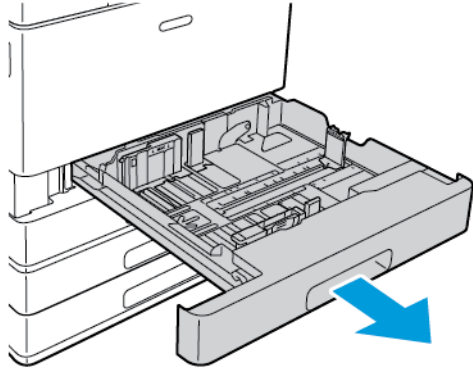
#### **WARNING:**

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

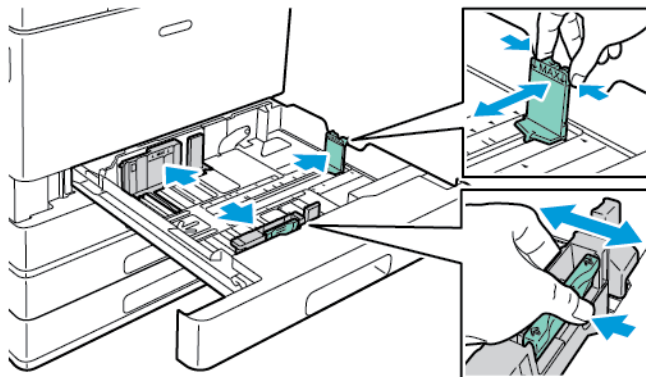
## Loading Labels in Trays 1-4

 **Note:** To load labels in Trays 3 and 4 of the Tandem Tray Module, refer to [Loading Labels in Trays 3 and 4 of the Tandem Tray Module](#).

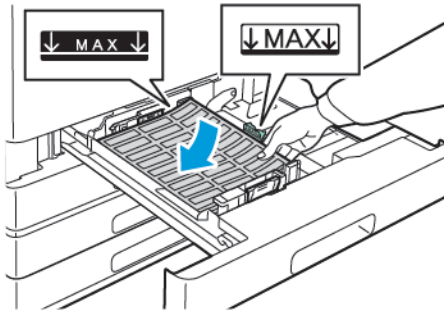
1. Pull out the tray until it stops.



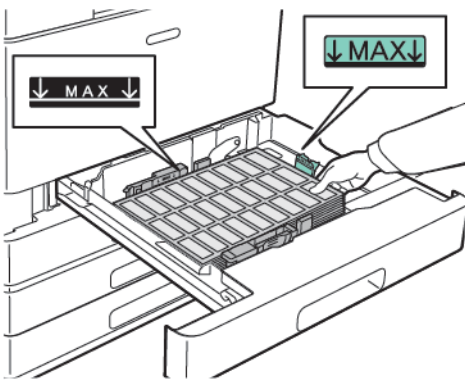
2. Ensure that the paper guides are set in the correct position for the size labels you are loading.
3. Remove any paper that is a different size or type.
4. To move out the length or width paper guide, release the guide lock, then slide out the length or width paper guide.




5. Load labels in the tray.
  - For long-edge feed, insert labels face up with the top edge toward the back.

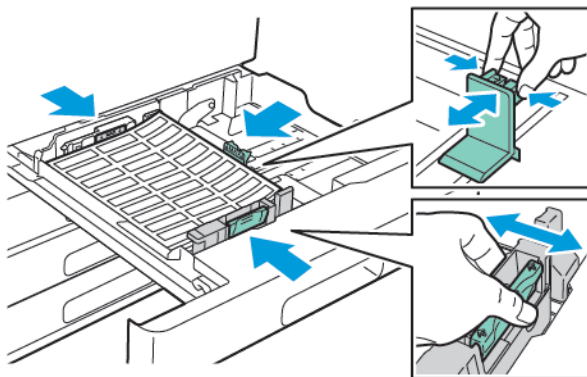


- For short-edge feed, insert labels face up with the top edge to the left.

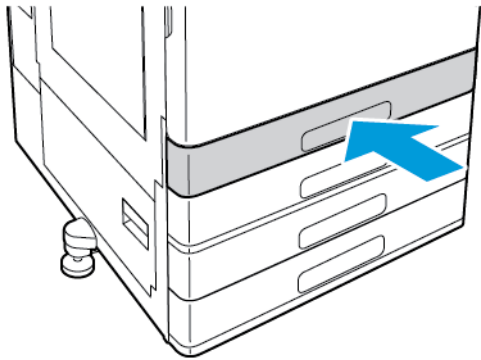


 **Note:** Do not load paper above the maximum fill line. Overfilling can cause paper jams.

6. Adjust the length and width guides to fit the labels.



- Slide the tray back into the printer.



- At the control panel, select the correct paper size, type, and color. Ensure that the paper type is set to Labels.



**Note:** To change the paper settings when the tray is set to Dedicated mode, refer to [Configuring Tray Settings](#).

- To confirm the settings, touch **OK**.
- To return to the Home screen, press the **Home** button.

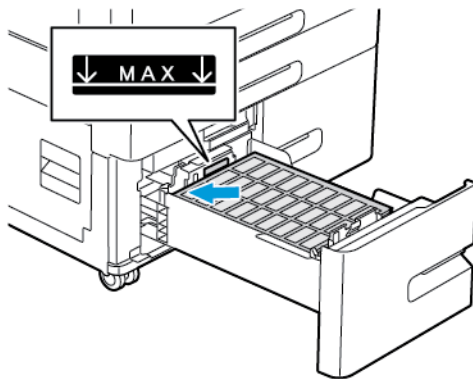
## Loading Labels in Trays 3 and 4 of the Tandem Tray Module

- Pull out Tray 3 or Tray 4 until it stops. Wait for the tray to lower and stop.



**Note:** Ensure that labels are the correct size for the tray. Do not load custom-size paper into Trays 3 or 4. To change the paper size in Trays 3 and 4, refer to [Configuring Trays 3 and 4 of the Tandem Tray Module](#).

- To load labels in the tray, insert labels face up with the top edge toward the back. Stack the labels against the left-rear corner of the tray as shown.

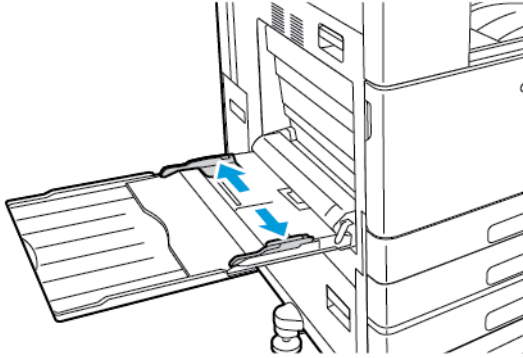


- Slide the tray back into the printer.
- At the control panel, select the correct paper type and color. Ensure that the paper type is set to Labels.
- To confirm the settings, touch **OK**.
- To return to the Home screen, press the **Home** button.

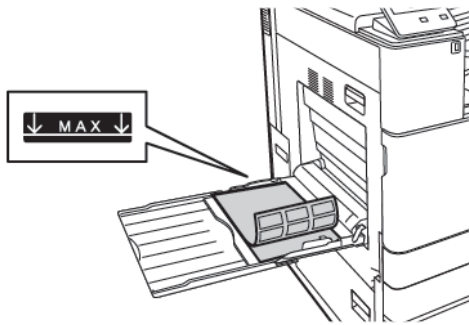


## Loading Labels in the Bypass Tray

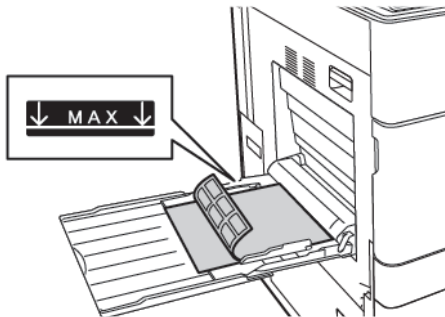
1. Open the Bypass Tray, then for larger sizes of paper, pull out the extension tray. Remove any paper that is a different size or type.
2. Move the width guides to the edges of the tray.




3. Load labels in the tray.
  - For long-edge feed, load labels face down with the top edge toward the back of the printer.

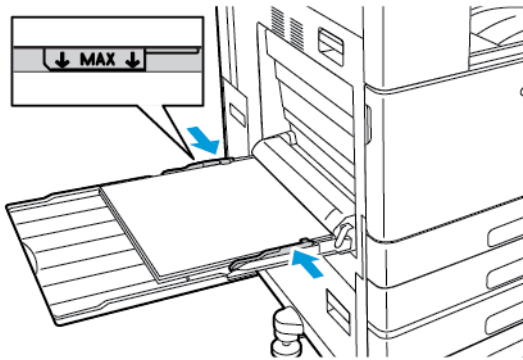


- For short-edge feed, load labels face down with the top edge to the right.



 **Note:** Do not load paper above the maximum fill line. Overfilling can cause paper jams.

4. Adjust the width guides until they touch the edges of the paper.



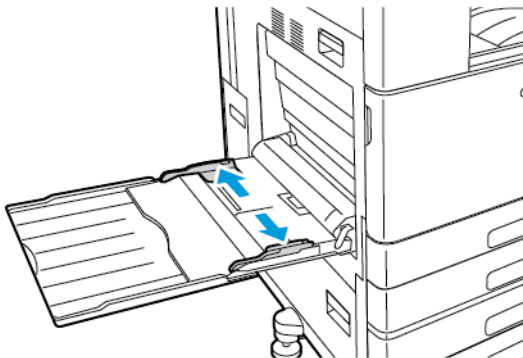
5. At the control panel, select the correct paper size, type, and color. Ensure that the paper type is set to Labels.
6. To confirm the settings, touch **OK**.
7. To return to the Home screen, press the **Home** button.

## Banner Paper

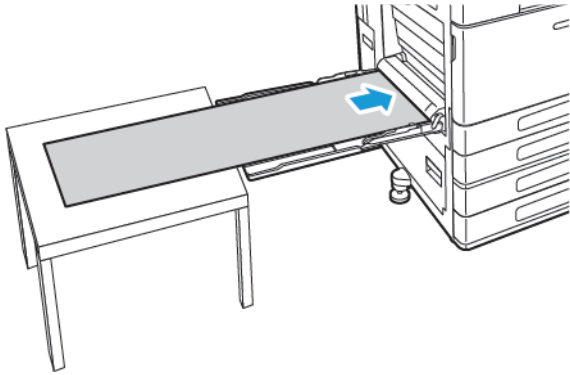
You can print banner paper from the Bypass Tray.

### Loading Banner Paper in the Bypass Tray


1. Open the Bypass Tray, then pull out the extension tray. Remove any paper that is a different size or type.
2. Move the width guides to the edges of the tray.

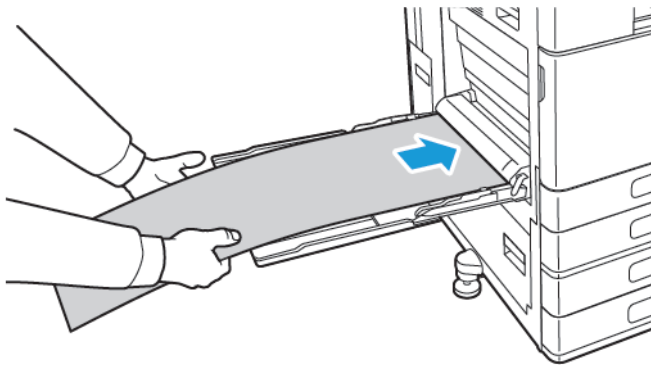


3. Load banner paper in the tray. Load paper with the short edge leading into the printer.



4. Adjust the width guides until they touch the edges of the paper.
5. At the control panel, select the correct paper size, type, and color.
  - a. To define the paper size, touch **Size**, then touch **Custom**. In the Custom Paper Size window, enter the width and length of the banner paper, then touch **OK**.
  - b. To define the paper type, touch **Type**, then select the correct paper type.
  - c. To define the paper color, touch **Color**, then select the correct paper color.
6. To confirm the settings, touch **OK**.
7. To return to the Home screen, press the **Home** button.

 **Note:** As the paper feeds into the printer, support the paper with your hands. To prevent paper jams, feed one sheet of paper at a time.





# Maintenance

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- Adjustments and Maintenance Procedures..... 157
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## General Precautions



### **WARNING:**

- Internal parts of the printer can be hot. Use caution when doors and covers are open.
- Keep all cleaning materials out of the reach of children.
- Do not use pressurized spray cleaning aids on or in the printer. Some pressurized sprays contain explosive mixtures and are not suitable for use in electrical applications. Use of pressurized spray cleaners increases the risk of fire and explosion.
- Do not remove the covers or guards that are fastened with screws. You cannot maintain or service any parts that are behind these covers and guards. Do not attempt any maintenance procedure that is not described in the documentation supplied with your printer.



### **Caution:**


- When cleaning your printer do not use organic or strong chemical solvents or aerosol cleaners. Do not pour fluids directly into any area. Use supplies and cleaning materials only as directed in this documentation.
- Do not place anything on top of the printer.
- Do not leave the covers and doors open for any length of time, especially in well-lighted places. Light exposure can damage the drum cartridges.
- Do not open covers and doors during printing.
- Do not tilt the printer while it is in use.
- Do not touch the electrical contacts or gears. Doing so could damage the printer and cause the print quality to deteriorate.
- Ensure that any parts removed during cleaning are replaced before you plug in the printer.

# Cleaning the Printer

## Cleaning the Exterior

Clean the exterior of the printer once a month.

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


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

## Cleaning the Interior

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


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


- Remove any remaining pieces of paper or debris. For details, refer to [Clearing Paper Jams](#).
- Remove any dust or stains with a clean, dry, lint-free cloth.

 **WARNING:** Never touch a caution-labeled area in the fuser. You can get burned. If a sheet of paper is wrapped around the inside of the fuser, do not try to remove it immediately. Power off the printer immediately and wait 40 minutes for the fuser to cool. Try to remove the paper jam after the printer has cooled. If the error persists, contact your Xerox representative.

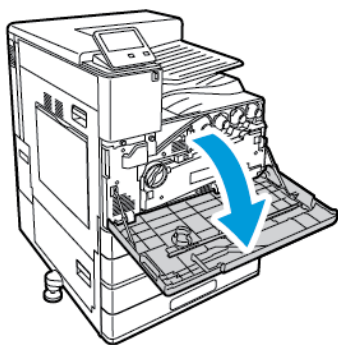
## Cleaning the Printhead Lenses

The printer is constructed with four printhead lenses. The printhead lenses require regular cleaning to maintain print quality. Clean the printhead lens every time the associated drum cartridge is replaced, or if print quality starts to degrade. For example, if prints have voids or light streaks through one or more colors, use the following instructions to clean the LED lenses.

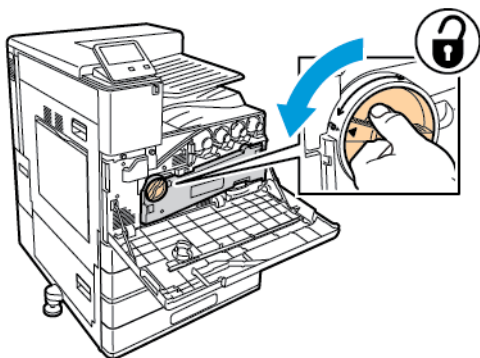
 **WARNING:** If you accidentally get toner on your clothes, lightly dust them off as best as you can. If some toner remains on your clothes, use cool water, not hot, to rinse off the toner. If toner gets on your skin, wash it off with cool water and a mild soap. If you get toner in your eyes, wash it out immediately with cool water and consult a doctor.

 **WARNING:** Do not perform this procedure while the printer is printing.

1. Open the front door of the printer.

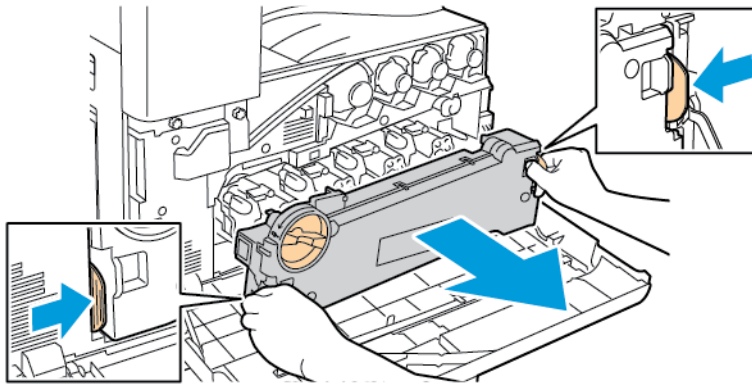


2. Remove the waste toner transport unit:
  - a. To unlock the waste toner transport unit, rotate the locking lever 45 degrees counterclockwise.

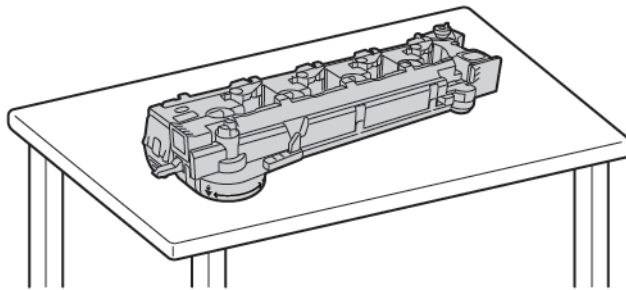




- b. To release the waste toner transport unit, press both orange tabs as shown, then pull out the unit from the printer.



- c. Place the removed waste toner transport unit on a level surface, with the openings facing up.

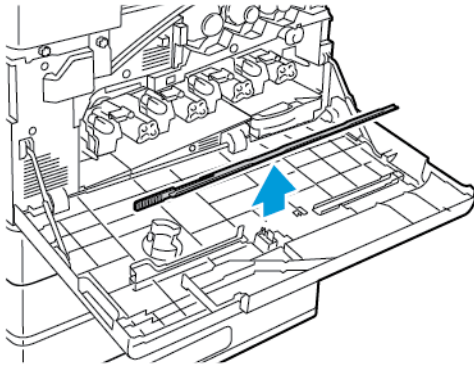


- !** **Caution:** To avoid toner spills, do not lay the waste toner transport unit face down, or on its side.

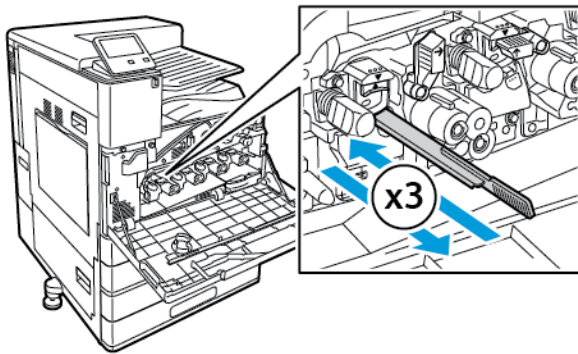


## Maintenance

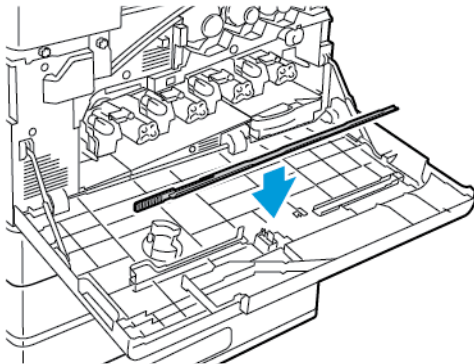
3. Remove the printhead LED lens-cleaning rod from inside the front door.



4. Slowly push the cleaning rod into the printer until it stops, then pull out the rod. Repeat this action two more times.

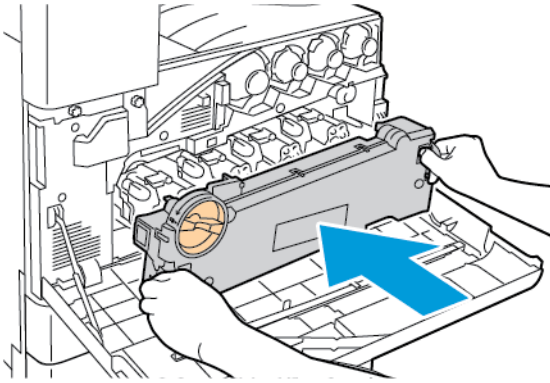


5. Return the cleaning rod to its original location.

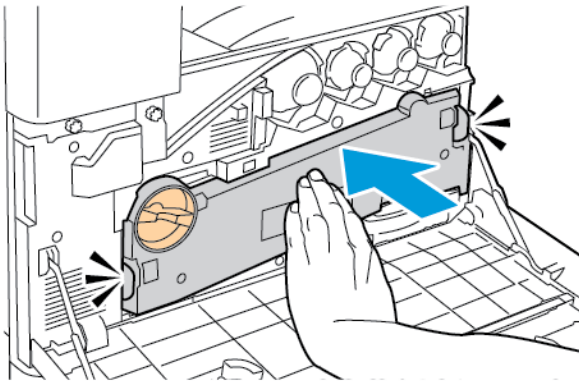


6. To insert the waste toner transport unit:

- a. Position the waste toner transport unit as shown.

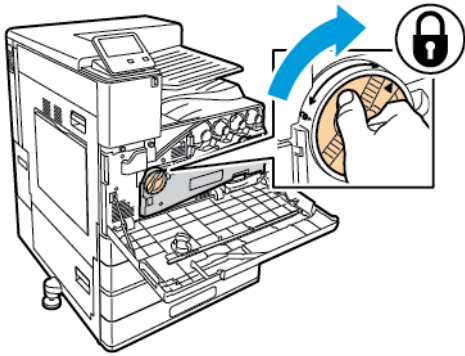


- b. Press the waste toner transport unit toward the printer, until both ends click into place.

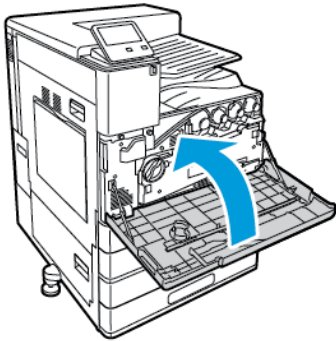


## Maintenance

- c. To lock the waste toner transport unit, rotate the locking lever 45 degrees clockwise.



7. Close the printer front door.



# Adjustments and Maintenance Procedures

## Color Calibration

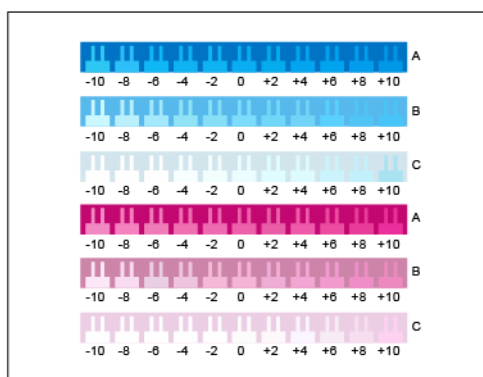
Use Color Calibration to maintain consistent colors. You can adjust the color density, gray balance, or both. For the best results, adjust the color density, then adjust the gray balance.

At the start of each color calibration procedure, three pages are printed.

1. An instruction sheet explaining the calibration and evaluation procedures that are used for both color density calibration pages, and the gray balance calibration pages.
2. An initial Color Reference Page with color density patches, ranging from 5 percent to 100 percent. Mark this initial page to identify it from the final Color Reference Page, which is printed automatically at the completion of your adjustments. Comparing the initial print with the final print allows you to compare visually the results of your adjustments.
3. A calibration page that changes, based on the adjustment procedure. The calibration page is your primary tool for evaluating when an adjustment is required. To allow you to repeat an adjustment until the calibration is complete, this page reprints each time you make an adjustment. All colors on a calibration page reflect the previous adjustments. An adjustment is complete when the center, or zero, position shows the best available color setting.

## Color Density Calibration

Adjusting color density allows you to calibrate the density and balance of the four primary colors of cyan, magenta, yellow, and black. The density settings adjust the printed output, based on the level of color saturation. If you select the minus settings, the color density decreases and the output lightens. If you select the plus settings, the color density increases and the output darkens. Examples of low density areas include faces and sky.



The third page printed at the start of your color density adjustment is the Cyan/Magenta Calibration Page. This page contains a range of density settings available for cyan and magenta. The current density setting for each of the light, medium, and dark rows are numbered zero. The available settings are printed in a comb pattern, against a background representing the desired density setting. If the best match is between two combs, select a value between the two printed combs.

### Starting a Color Density Calibration

To begin your calibration and print the calibration pages:

1. At the printer control panel, press the **Home** button.
2. Log in as administrator. For details, refer to the *System Administrator Guide* at [www.xerox.com/office/VLC8000docs](http://www.xerox.com/office/VLC8000docs) or [www.xerox.com/office/VLC9000docs](http://www.xerox.com/office/VLC9000docs).
3. Touch **Device**→**Support**→**Color Calibration**.

## Maintenance

4. To select the type of lighting you use for viewing calibration pages, touch **Lighting Type**, then touch a selection.
5. To select the Color Density adjustment, touch **Color Density Only**.
6. To begin your calibration and print the calibration pages, touch **Next**.
7. To run the calibration procedure, follow the onscreen instructions, or refer to [Performing a Color Density Calibration](#).

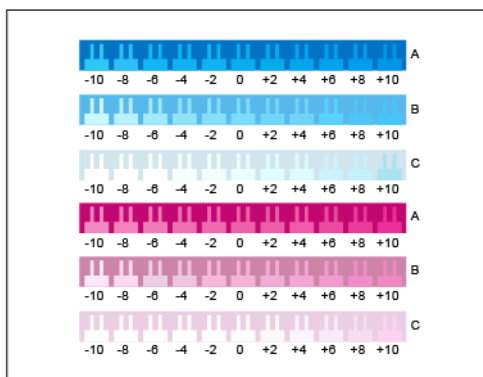
### Performing a Color Density Calibration

To perform a Color Density Calibration:

1. To evaluate the current calibration for cyan and magenta density, hold the Cyan/Magenta Calibration page at an arm length away.

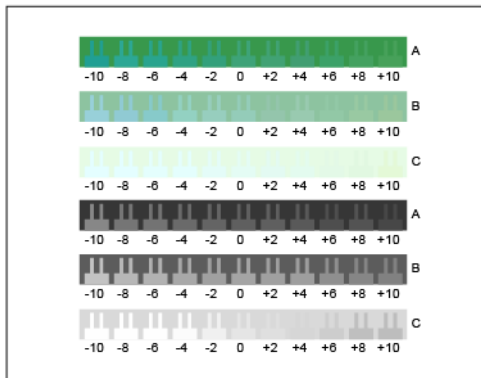


**Note:** To obtain accurate adjustments, ensure that your environment lighting matches the **Lighting Type** selected in Starting a Color Density Calibration.



2. To determine the best match, evaluate the comb pattern in the dark cyan and magenta rows, labeled A. Mark the section where the bottom comb most closely blends into the background color. If the best match is between two combs, write down a number value between the two printed comb values. A close match for the zero comb means that the row is calibrated.
3. If the best comb for any row is a value other than zero, an adjustment is required. On the touch screen, touch **Edit**, then for that color, touch **A**, then move the slider to the value you want. When finished, to save the values and print a revised calibration page, touch **OK**.
4. Repeat the process by marking the best match for the medium and light rows, labeled B, and C.
5. Using the updated calibration page, repeat the process until the best comb for every cyan and magenta row is zero. To continue to the green and black color density adjustments, touch **Next**.

- Hold the green and black calibration page at an arm length away and follow the previous adjustment procedure, but for green and black.

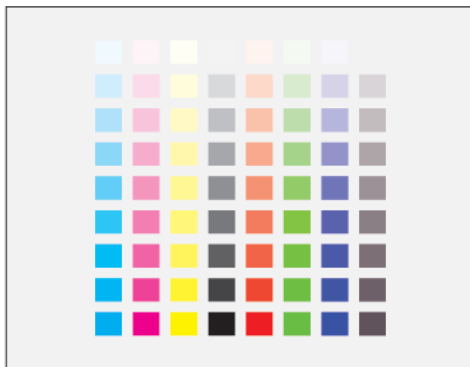


- When the best match for every green and black row is zero, touch **Next**.
- To complete your calibration, follow the onscreen instructions, or refer to [Evaluate and Save Your Color Density Calibration](#).

### Evaluate and Save Your Color Density Calibration

To evaluate your calibration and save your settings:

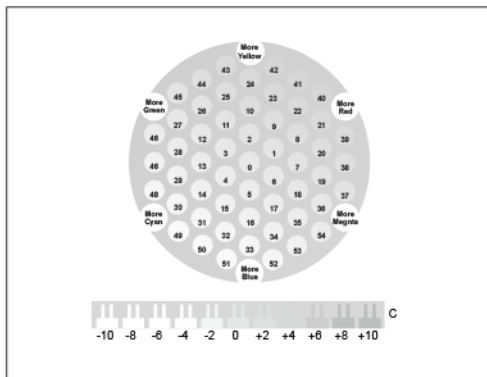
- To see the results of your adjustments, compare your initial and final Color Reference Pages.



- To save the adjustments, touch **Save and Exit**. Otherwise, touch **Exit Without Saving**.
- To return to the Support menu, touch the back arrow.
- To return to the Home screen, press the **Home** button.

### Gray Balance Calibration

Adjusting gray balance calibrates cyan, magenta, and yellow color balances so that they closely match pure black at the same color intensity.



The third page printed at the start of a gray balance calibration, is the Light Gray Calibration Page. This page uses circles, or hexagons, of color to demonstrate the available gray balance settings. The current gray balance setting is the circle in the center, numbered zero. Each available setting is printed against a background representing the desired gray balance setting. To demonstrate the available lightness/darkness calibration settings, the row at the bottom of the page contains comb patterns. The comb pattern labeled zero is the current setting. Together, the gray balance circles and lightness/darkness combs allow for an accurate gray balance setting.

### Starting a Gray Balance Adjustment

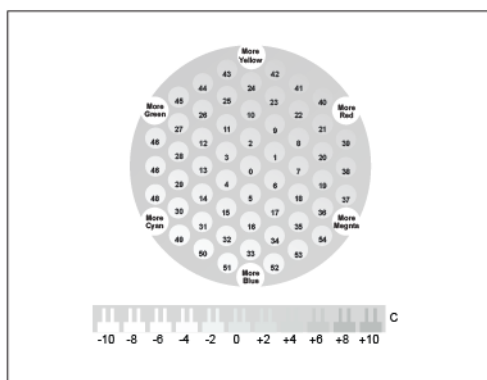
To begin your calibration and print the calibration pages:

1. At the printer control panel, press the **Home** button.
2. Log in as administrator. For details, refer to the *System Administrator Guide* at [www.xerox.com/office/VLC8000docs](http://www.xerox.com/office/VLC8000docs) or [www.xerox.com/office/VLC9000docs](http://www.xerox.com/office/VLC9000docs).
3. Touch **Device** → **Support** → **Color Calibration**.
4. To select the type of lighting you use to view calibration pages, touch **Lighting Type**, then touch a selection.
5. To select the Gray Balance adjustment, touch **Gray Balance Only**.
6. To begin your calibration and print the calibration pages, touch **Next**.
7. To run the calibration procedure, follow the onscreen instructions, or refer to [Performing a Gray Balance Calibration](#).

### Performing a Gray Balance Calibration

To perform a Gray Balance Adjustment:

1. To evaluate the gray balance settings, hold the light-gray calibration page at an arm length away.



2. To determine the best light-gray balance match, evaluate the circles. Mark the circle that appears to be the most neutral gray. The center circle, zero, is the current gray-balance setting.

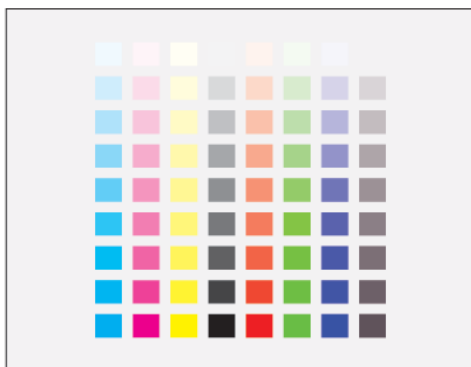


3. To determine the best lightness/darkness match, evaluate the comb patterns in row C. Mark the section where the comb most closely blends into the background color. If the best match is between two combs, write down a number value between the two printed comb values. A close match for the zero comb means that the lightness/darkness is calibrated.
4. If the best color match for a circle or a comb is a value other than zero, an adjustment is required. On the touch screen, touch **Edit**.
5. To adjust the circle setting, touch **Light Hexagon Number**. Use the keypad to enter the number for the best circle, then touch **OK**.
6. To adjust the lightness/darkness setting, touch **Light Bar Number**, then move the slider to the value you want.
7. When finished, to save the values and print a revised calibration page, touch **OK**.
8. Using the updated light calibration page, repeat the process until the best choices for both sections are zero.
9. When the best match for both sections is zero, to continue on to the next color adjustment, touch **Next**.
10. Repeat this process for the medium and dark calibration pages.
11. To exit the adjustment procedures, touch **Next**.
12. To complete your calibration, follow the onscreen instructions, or refer to [Evaluate and Save Your Gray Balance Calibration](#).

### Evaluate and Save Your Gray Balance Calibration

To evaluate your calibration and save your settings:

1. To see the results of your adjustments, compare your initial and final Color Reference Pages.



2. To save the adjustments, touch **Save and Exit**. Otherwise, touch **Exit Without Saving**.
3. To return to the Support menu, touch the **back arrow**.
4. To return to the Home screen, press the **Home** button.

## Color Registration

The printer automatically adjusts the color registration when automatic adjustment is turned on. You can also adjust color registration manually any time the printer is idle. You must adjust the color registration any time the printer is moved. If you are having printing problems, adjust the color registration.

## Performing a Color Registration Adjustment

A color-registration adjustment occurs every time a new toner cartridge is installed. You can run this adjustment at other times as needed.

To perform a color-registration adjustment:

1. At the printer control panel, press the **Home** button.
2. Touch **Device**→**Support**→**Color Registration**.
3. To perform an Automatic Color Registration adjustment, touch **Start**.
4. At the successfully completed prompt, touch **Close**.
5. To exit the menu, touch **X**.
6. To return to the Home screen, press the **Home** button.

## Adjusting Paper Registration

Use Image Position to adjust the placement of the printed image on the page. The adjustment allows you to place the top, bottom, left, and right margins exactly where you want. You can specify the image position on both the front and back sides of the paper, for each installed paper tray.

## Verifying Paper Registration

1. At the printer control panel, press the **Home** button.
2. Log in as administrator. For details, refer to the *System Administrator Guide* at [www.xerox.com/office/VLC8000docs](http://www.xerox.com/office/VLC8000docs) or [www.xerox.com/office/VLC9000docs](http://www.xerox.com/office/VLC9000docs).
3. Touch **Device**→**Support**→**Image Position**.
4. Select the source paper tray for the registration print.
  - a. Touch **Paper Supply**.
  - b. Touch the tray that you want to use.
5. If your printer has automatic 2-sided printing, select the sides that you want to optimize.
  - To select a sample registration page for adjusting side 1, touch **Side to Adjust**, then touch **Side 1**.
  - To select a sample registration page for adjusting both sides, touch **Side to Adjust**, then touch **Side 2**.
6. Specify the consecutive number of sample pages to print.
  - a. Touch **Print Settings**.
  - b. To increase or decrease the number of sample pages, for Quantity, touch the Plus icon (+) or the Minus icon (-), then touch **OK**.
7. To print the sample pages, touch **Print Sample**.
8. When printing is completed, touch **Close**.

9. On the sample pages, for Side 1, use a ruler to measure the distance of the printed image from the top, bottom, left, and right edges.



**Note:** For identification, a dot is printed on the bottom of the page. A single dot is printed on Side 1, and two dots are printed on Side 2.

10. For Side 2, measure the distance of the printed image from the top, bottom, left, and right edges.
11. If the image is centered, no adjustment is required. If the image is not centered, adjust the paper registration. For more information, refer to [Performing a Paper Registration Adjustment](#).

## Performing a Paper Registration Adjustment

1. At the printer control panel, press the **Home** button.
2. Log in as administrator. For details, refer to the *System Administrator Guide* at [www.xerox.com/office/VLC8000docs](http://www.xerox.com/office/VLC8000docs) or [www.xerox.com/office/VLC9000docs](http://www.xerox.com/office/VLC9000docs).
3. Touch **Device**→**Support**→**Image Position**.
4. To adjust registration, select the source paper tray.
  - a. Touch **Paper Supply**.
  - b. Touch the desired tray.
5. Use the chart that you printed in [Verifying Paper Registration](#), then select the side for registration.
  - To adjust Side 1, touch **Adjusted Side**, then touch **Side 1**.
  - To adjust Side 2, touch **Adjusted Side**, then touch **Side 2**.
6. To adjust the registration, touch **Lead/Side Registration**.
  - To adjust the side-to-side registration, for Side Registration, touch the Plus icon (+) or the Minus icon (-).
  - To adjust the top-to-bottom registration, for Lead Registration, touch the Plus icon (+) or the Minus icon (-).

For reference, position the chart so that Side-1 or Side-2 dots are at the bottom of the page.

  - For Lead Registration, a positive value shifts the image down the page.
  - For Side Registration, a positive value shifts the image to the left.
7. To save your settings, touch **OK**→**Adjust**.
8. As needed, to enter more values, repeat the previous steps.
9. Print another sample page, then repeat the process until you complete the registration corrections.
10. To return to the Home screen, press the **Home** button.

## Transfer Voltage Adjustment

Use Transfer Voltage Adjustment to specify the bias transfer roller voltage for printing on the selected paper type. If the printed image is too light, increase the voltage for the paper that you are using. If the printed image is mottled or blotchy-looking, decrease the voltage for the paper that you are using.


To adjust the transfer voltage:


1. At the printer control panel, press the **Home** button.
2. Log in as administrator. For details, refer to the *System Administrator Guide* at [www.xerox.com/office/VLC8000docs](http://www.xerox.com/office/VLC8000docs) or [www.xerox.com/office/VLC9000docs](http://www.xerox.com/office/VLC9000docs).
3. Load paper in the Bypass Tray.
4. Touch **Device** → **Support** → **Transfer Voltage Adjustment**.
5. To select the paper type for the adjustment, touch **Paper Type**, then touch the paper type.
6. To specify the paper size and 1-sided or 2-sided, touch **Print Settings**.
  - a. To specify the paper size, touch **Paper Size**, then touch the paper size.
  - b. To select 1-sided or 2-sided for the adjustment, touch **2-Sided**, then touch the needed selection.
  - c. To save the settings, touch **OK**.
7. To adjust the transfer voltage, touch **Print Sample**. At the successfully completed prompt, touch **Close**.
8. To evaluate and adjust the transfer voltage, as needed, follow the instructions on the Calibrate for Paper page.
  - a. To determine the numbered row with the best print quality, evaluate the density on the printed pages.
  - b. Compare the best print-quality row available to the current setting number. The current setting number is highlighted in red on the Calibrate for Paper page.
  - c. If the number for the current setting matches the best print-quality number, no adjustment is required.
  - d. To adjust the transfer voltage, for **Side 1** or **Side 2**, touch the Plus (+) icon or the Minus (-) icon.
  - e. To accept the settings, touch **OK**.
9. To return to the Device screen, press the back arrow.
10. To return to the Home screen, press the **Home** button.

# Supplies

## Consumables

Consumables are printer supplies that become depleted during the operation of the printer. Consumable supplies for this printer include Genuine Xerox® Toner Cartridges in Cyan, Magenta, Yellow, and Black.

 **Note:** Before replacing any consumable, read the following information.


- Each consumable includes installation instructions. To replace consumables, refer to the instructions included with the consumable supply.
  - Only install new cartridges in your printer. If you install a used toner cartridge, the toner remaining amount displayed can be inaccurate.
  - To ensure print quality, the toner cartridge stops functioning at a predetermined point.
-  **Caution:** Use of toner other than genuine Xerox® Toner can affect print quality and printer reliability. Xerox® Toner is the only toner designed and manufactured under strict quality controls by Xerox for specific use with this printer.

## Ordering Supplies

### When to Order Supplies

A warning appears on the control panel when supplies near their replacement time. Verify that you have replacements on hand. Order these items when the messages first appear to avoid interruptions to your printing. When it is time to replace a supply item, an error message appears on the control panel.

Order supplies from your local reseller or go to [www.xerox.com/office/VLC8000supplies](http://www.xerox.com/office/VLC8000supplies) or [www.xerox.com/office/VLC9000supplies](http://www.xerox.com/office/VLC9000supplies).

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

### Supply Status Information

You can check the supplies status, customize the alerts that appear on the control panel, and configure email alert notifications. For more information, refer to [\[File not referenced in map\] \\_ATI\\_File\\_Not\\_Found\\_x-wc\\_-file=0000627025.xml](#).

## Supplies Usage Report

The Supplies Usage Report provides coverage information and part numbers for reordering supplies. The date a supply item was installed appears on the report.

To print the Supplies Usage Report:

1. At the printer control panel, press the **Home** button.
2. Touch **Device**→**About**→**Information Pages**.
3. Touch **Supplies Usage Report**.
4. To return to the Home screen, press the **Home** button.

## Recycling Supplies

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

## Toner Cartridges

### General Precautions



#### **WARNING:**

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

## Replacing a Toner Cartridge

A message appears on the control panel when a toner cartridge must be replaced.




**Note:** Each toner cartridge includes installation instructions.

Printer Status Message	Cause and Solution
Reorder Toner	The toner cartridge is low. Order a new toner cartridge.
Out of Toner	The toner cartridge is empty. Replace the toner cartridge with a new one.

## Routine Maintenance Items


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


 **Note:** Each routine maintenance item includes installation instructions.

Routine maintenance items for this printer include the following:


- Cyan, Magenta, Yellow, and Black Drum Cartridges
- Waste Cartridge
- Hole-Punch Waste Container
- Staple Cartridge
- Booklet Staple Cartridge
- Feed Rollers

## Replacing the Drum Cartridge

 **WARNING:** Never throw drum cartridges into an open flame.


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

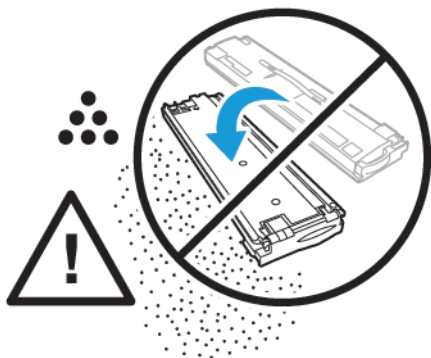
When a drum cartridge requires replacement, a message appears on the control panel.

 **Note:** Each drum cartridge includes installation instructions.

## Replacing the Waste Cartridge


When a waste cartridge is almost full, a reorder message appears on the control panel. When the waste cartridge is full, the printer stops printing, and a replace message appears on the control panel.

 **Caution:** To avoid toner spills, do not lay the waste cartridge face down, or on its side.




 **Note:** Each new waste cartridge includes installation instructions.

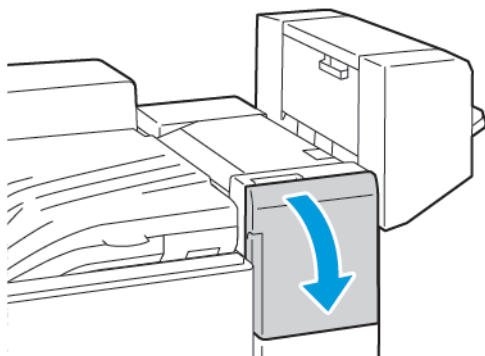
## Replacing Staples in the Office Finisher

 **Note:** Two optional office finishers are available for the printer. Use the procedure for the finisher installed on your printer. If your finisher front door swings down, use the procedure for the Office Finisher. In contrast, if your finisher front door swings to the right, use the procedure for the Office Finisher LX.

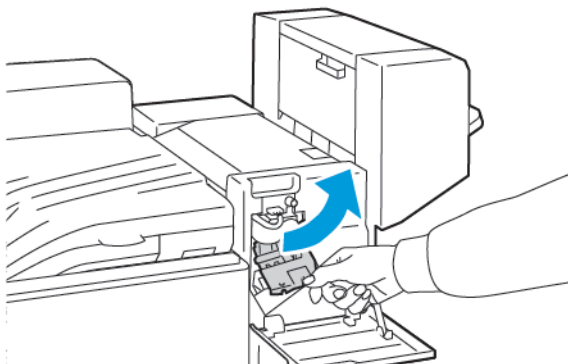
### Replacing Staples in the Main Stapler of the Office Finisher

 **Caution:** Do not perform this procedure while the printer is printing.

1. Open the finisher front door.

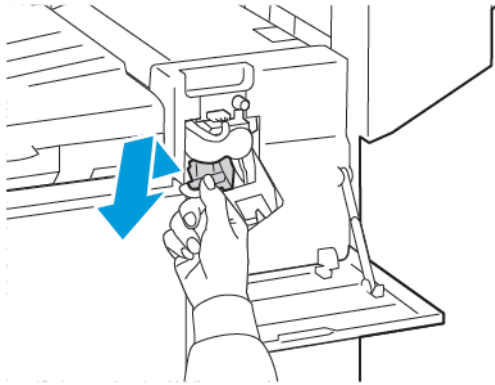


2. Reach into the finisher cabinet and pull the stapler toward you until it stops.
3. Push the stapler assembly to the right, as shown.

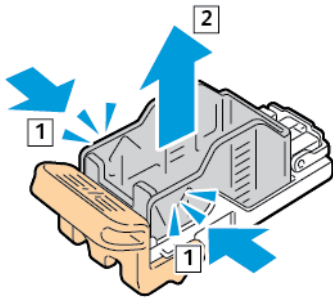




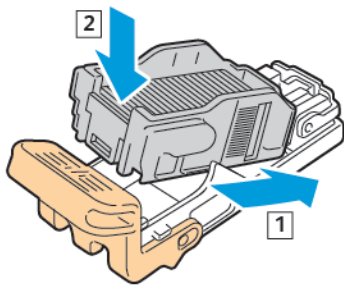
4. To remove the staple cartridge, grasp the orange handle, then pull it firmly toward you.



5. Pinch both sides of the staple pack and remove the staple pack from the cartridge.

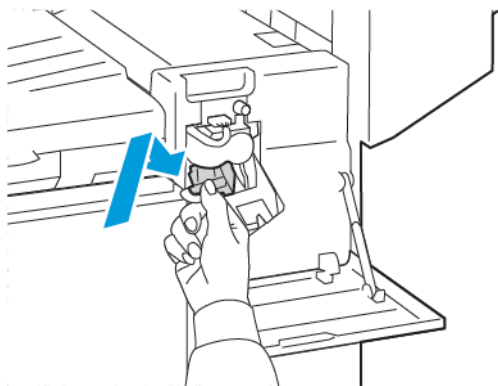


6. Insert the front side of the new staple pack into the staple cartridge, then push the rear side into the cartridge.



## Maintenance

7. Grasp the new staple cartridge by the orange handle, then insert the cartridge into the stapler assembly until it clicks.

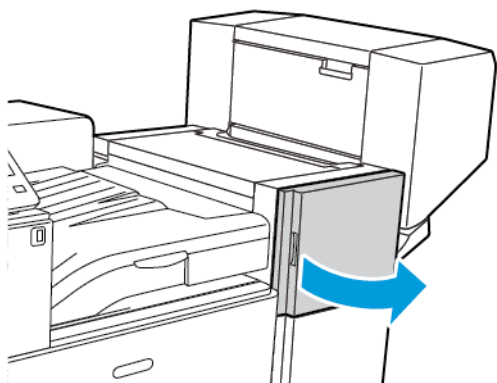


8. Close the finisher front door.

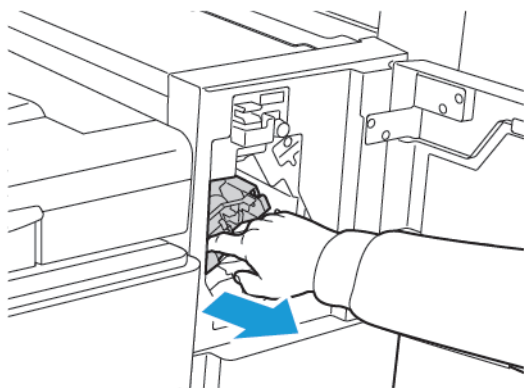
## Replacing Staples in the Main Stapler of the Office Finisher LX

**⚠ WARNING:** Do not perform this procedure while the printer is printing.

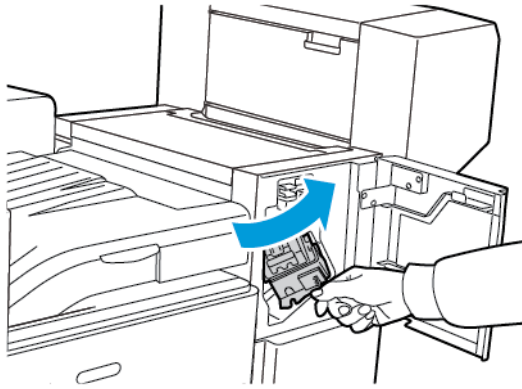
1. Open the finisher front door.



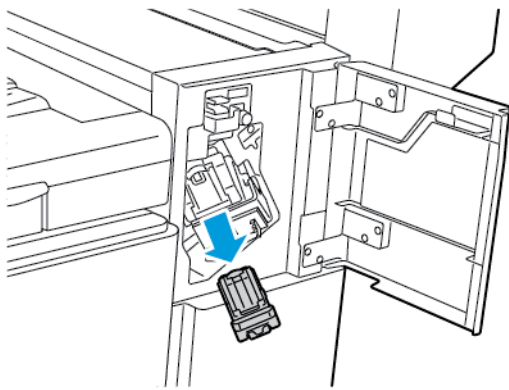
2. Reach into the finisher cabinet and pull the stapler assembly toward you until it stops.



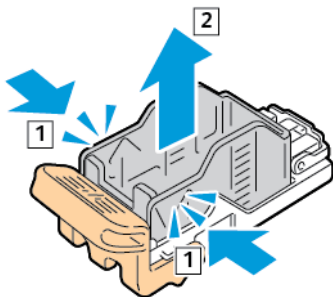
3. Push the stapler assembly to the right as shown.



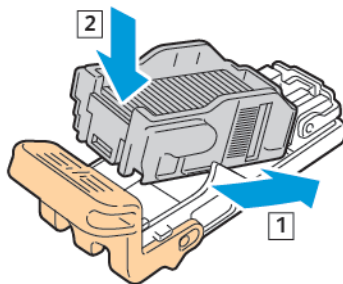
4. To remove the staple cartridge, grasp the orange handle, then pull it firmly toward you.



5. Pinch both sides of the staple pack and remove the staple pack from the cartridge.

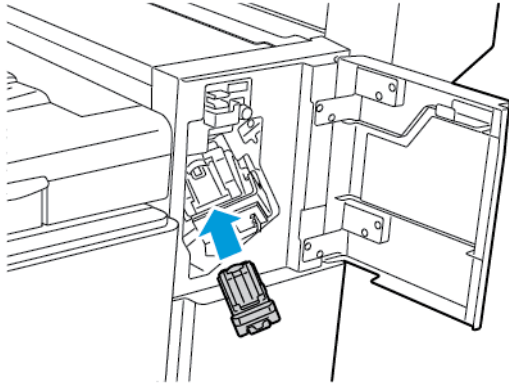


6. Insert the front side of the new staple pack into the staple cartridge, then push the rear side of the new staple pack into the cartridge.

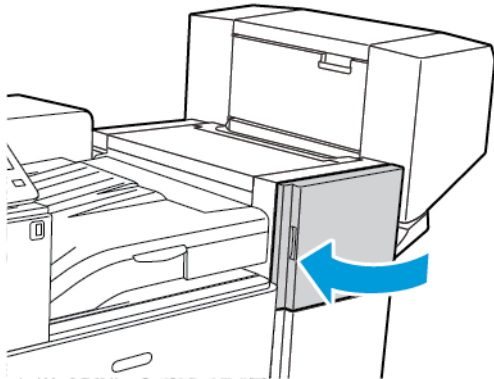


## Maintenance


7. Grasp the new staple cartridge by the orange handle, then insert the cartridge into the stapler assembly until you hear a click.



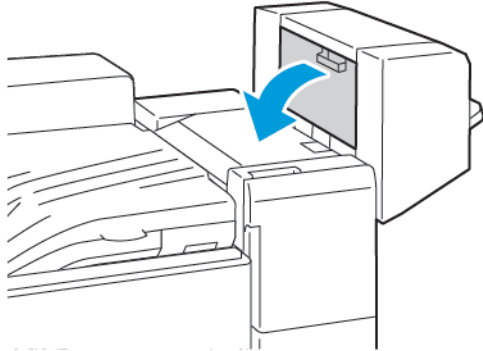
8. Close the finisher front door.



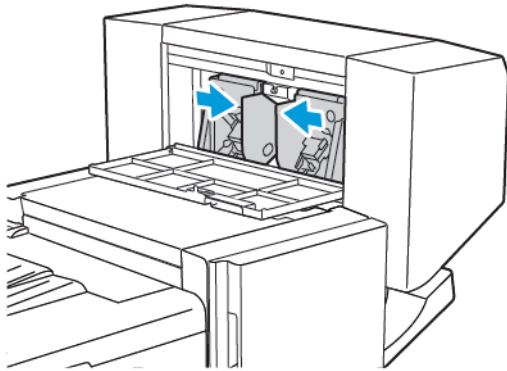
## Replacing Staples in the Booklet Maker of the Office Finisher

 **Caution:** Do not perform this procedure while the printer is printing.

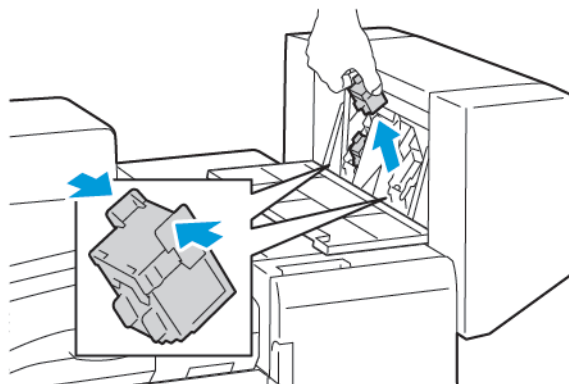
1. Open the booklet maker side cover.



2. If the staple cartridges are not visible, grip the vertical panels at the left and right of the opening and slide the panels to the center.



3. Hold the tabs on both sides of the staple cartridge and pull the cartridge out of the finisher.

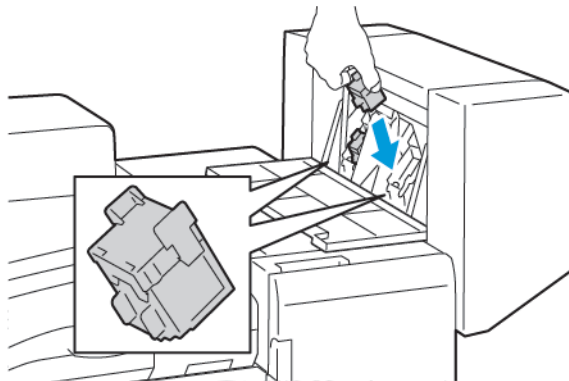


## Maintenance

4. Hold the tabs on both sides of the new staple cartridge and insert the cartridge into the original position in the finisher.

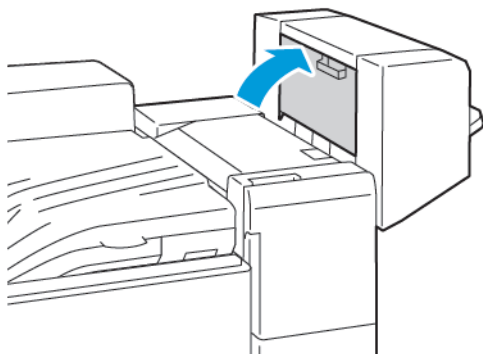


**Note:** If you have trouble inserting the cartridge, ensure that the staples are positioned correctly in the cartridge.




**Note:** The booklet maker uses two staple cartridges. Booklet stapling requires that both staple cartridges contain staples.

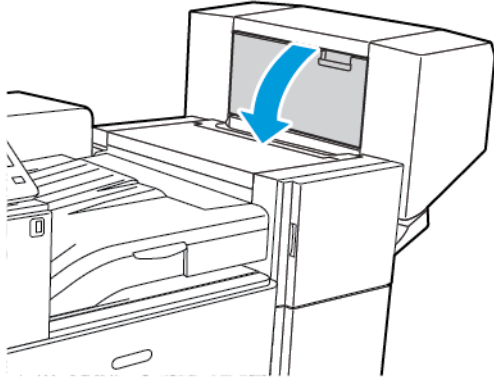
5. Repeat the procedure for the other staple cartridge.
6. Close the booklet maker side cover.



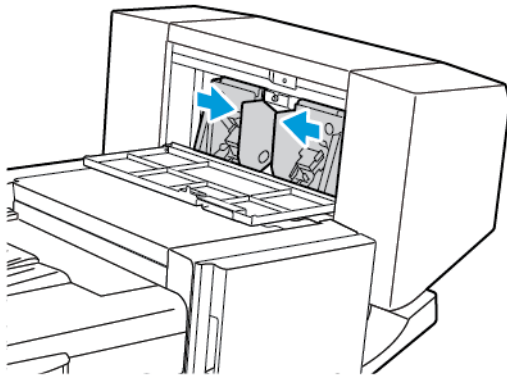
## Replacing Staples in the Booklet Maker of the Office Finisher LX

 **WARNING:** Do not perform this procedure while the printer is printing.

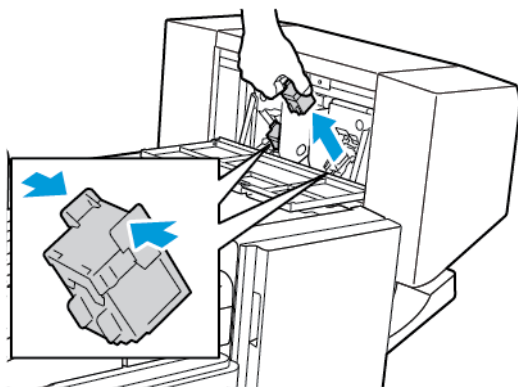
1. Open the booklet maker side cover.



2. If the staple cartridges are not visible, grip the vertical panels at the left and right of the opening and slide them to the center.




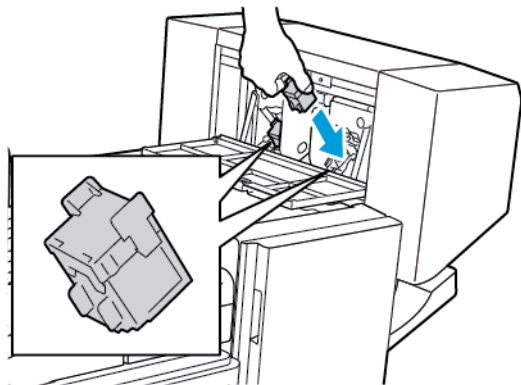
3. Hold the tabs on both sides of the staple cartridge and pull the cartridge out of the finisher.




## Maintenance

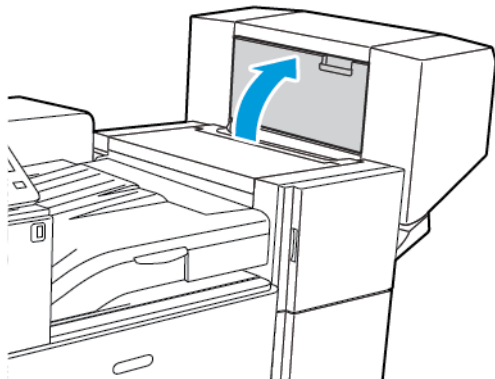
4. Hold the tabs on both sides of the new staple cartridge and insert it into the original position in the finisher.

 **Note:** If you have trouble inserting the cartridge, ensure that the staples are positioned correctly in the cartridge.



 **Note:** The booklet maker uses two staple cartridges. Booklet stapling requires that both staple cartridges contain staples.


5. Repeat the procedure for the other staple cartridge.
6. Close the booklet maker side cover.



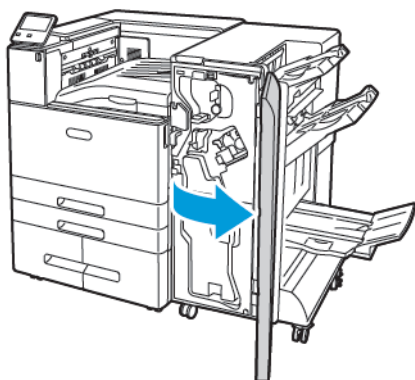


# Replacing Staples in the Business Ready Finisher

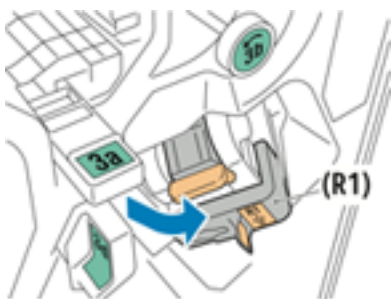
## Replacing Staples in the Main Stapler of the Business Ready Finisher

 **WARNING:** Do not perform this procedure while the printer is printing.

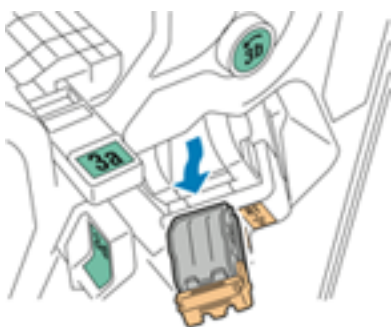
1. Open the front door of the Business Ready Finisher.



2. Hold the stapler assembly by the orange lever R1 and push it to the right.

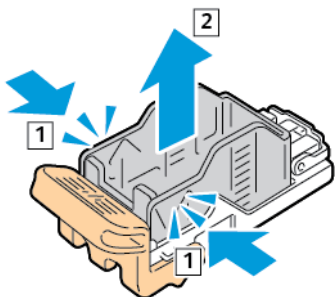


3. To remove the staple cartridge, grasp the orange handle, then firmly pull it toward you.

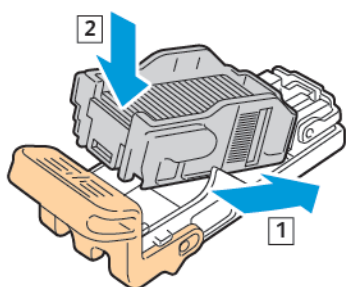


## Maintenance

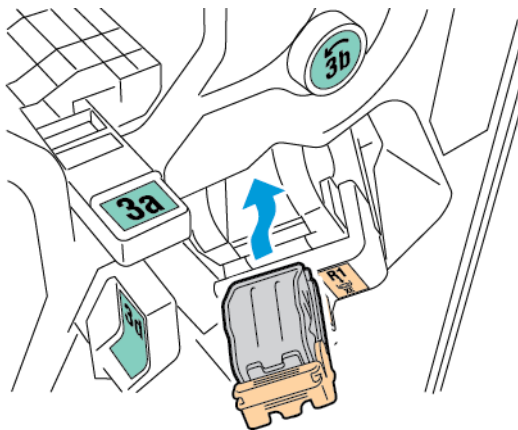
4. Pinch both sides of the staple pack and remove the staple pack from the cartridge.



5. Insert the front side of the new staple pack into the staple cartridge, then push the rear side of the staple pack into the cartridge.




6. Grasp the new staple cartridge by the orange handle, then insert the cartridge into the stapler assembly until you hear a click.

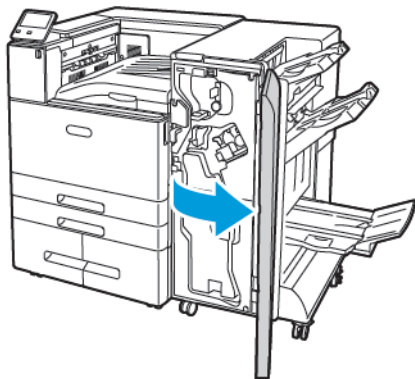


7. Return the staple cartridge assembly to the original position.

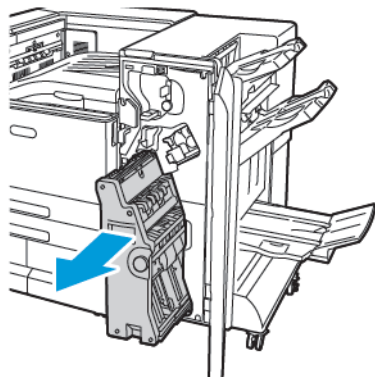
## Replacing Staples in the Booklet Maker of the Business Ready Finisher

 **WARNING:** Do not perform this procedure while the printer is printing.

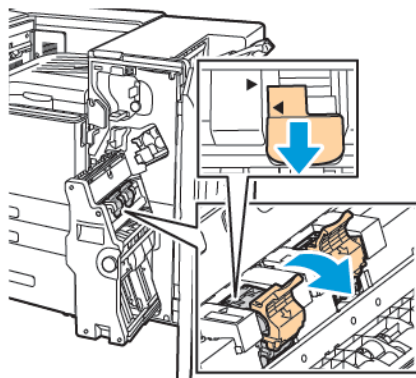
1. Open the front door of the Business Ready Finisher.



2. Grasp the booklet maker handle and pull the unit toward you until the staple cartridges appear on the top edge of the unit.

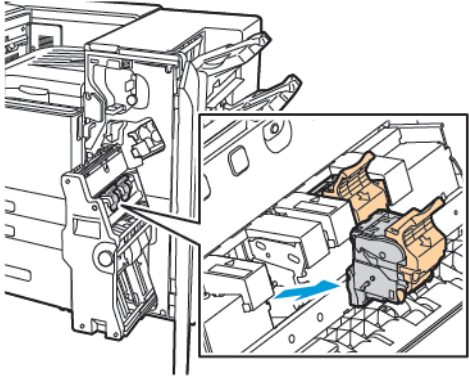


3. To unlock a staple cartridge from the booklet maker, push down on the orange staple cartridge handle, as shown.

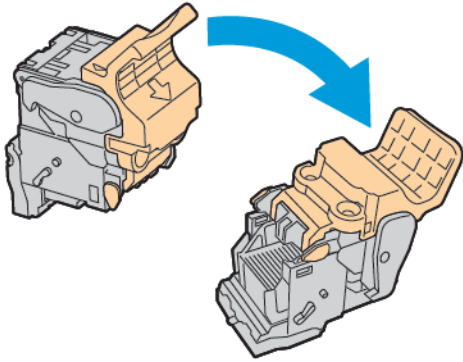


## Maintenance

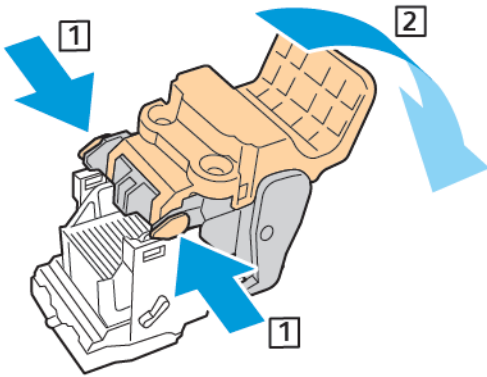
4. To remove a staple cartridge from the booklet maker, pull the staple cartridge out and up.



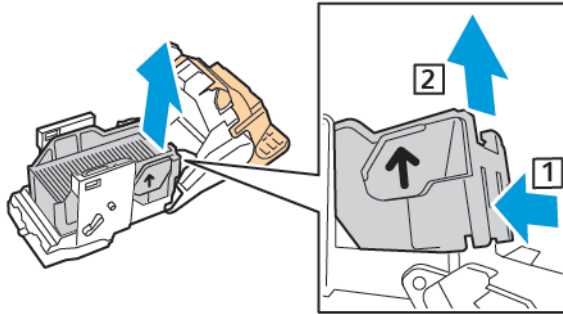
5. Turn over the staple cartridge.



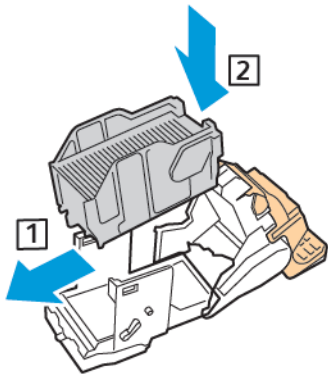
6. To permit the staple cartridge handle to open out and away from the staple pack, press in the green tabs, then pull back the handle.



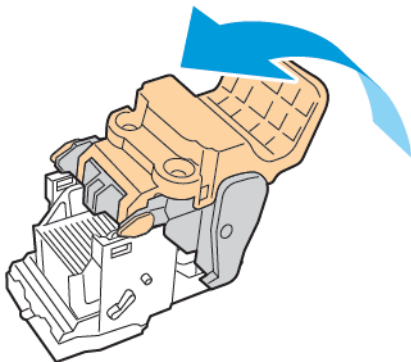
7. To remove the staple pack, press the rear of the cartridge, then lift out the staple pack as shown.



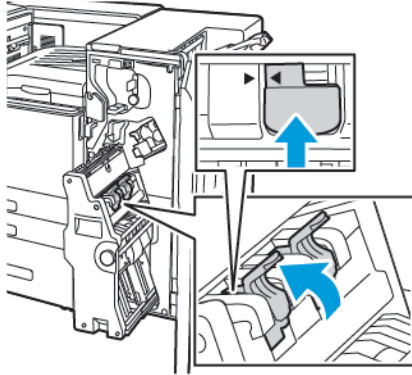
8. Insert the front side of the new staple pack into the staple cartridge, then push the rear side into the cartridge.



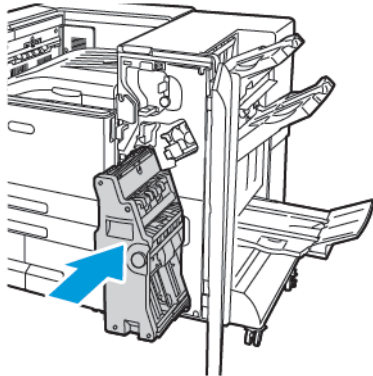
9. To close the staple cartridge, push back the cartridge handle until it clicks.



10. To return the staple cartridge to the booklet maker, insert the staple cartridge and push up on the cartridge handle as shown.



11. Return the booklet maker to its original position, then close the finisher door.




## Emptying the Hole Punch Waste Container

A message appears on the control panel when the hole punch waste container is full.

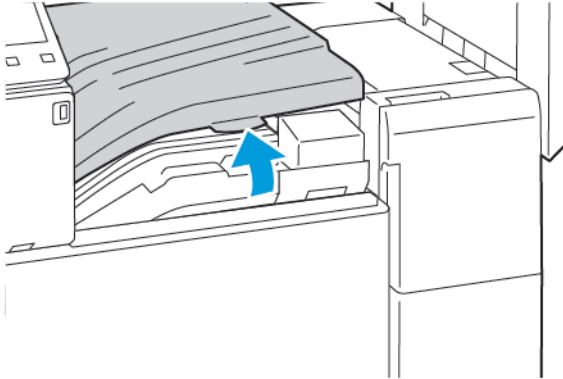


**Note:** There are two different optional office finishers available with the printer. Use the procedure for the finisher installed on your printer. If your finisher front door swings down, use the procedure for the Office Finisher. In contrast, if your finisher front door swings to the right, use the procedure for the Office Finisher LX.

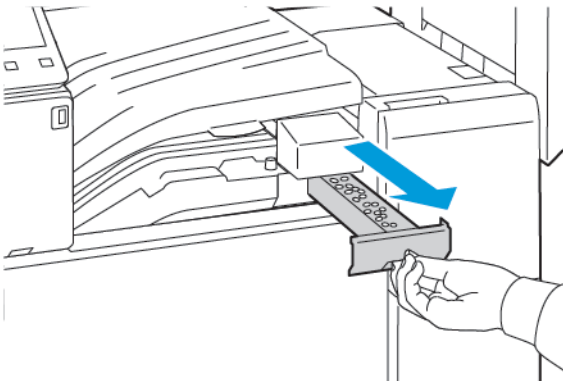
## Emptying the Hole Punch Waste Container in the Office Finisher

 **Caution:** Do not perform this procedure while the printer is printing.

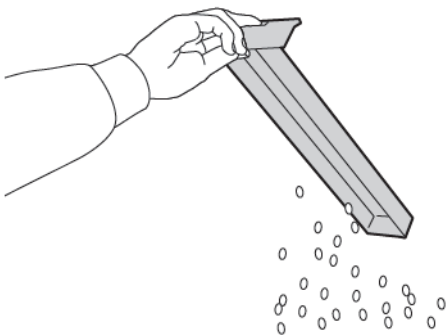
1. Lift the finisher transport top cover.



2. Pull out the hole-punch waste container.

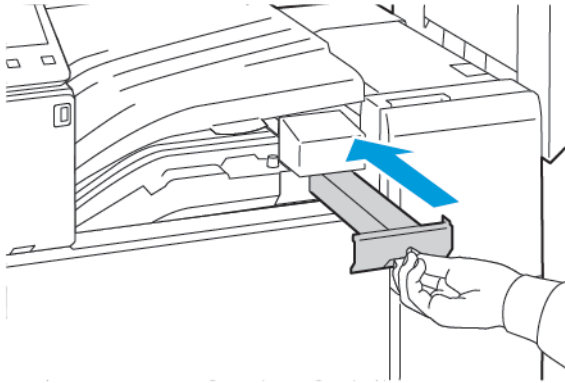


3. Empty the container.




## Maintenance

4. Insert the container all the way into the finisher.

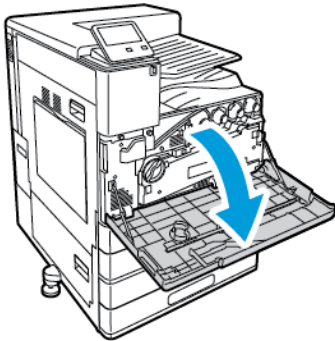


5. Close the finisher transport top cover.

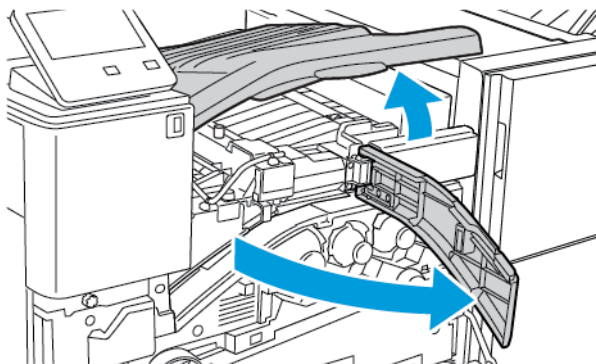
## Emptying the Hole Punch Waste Container in the Office Finisher LX

 **WARNING:** Do not perform this procedure while the printer is printing.

1. Open the front door of the printer.

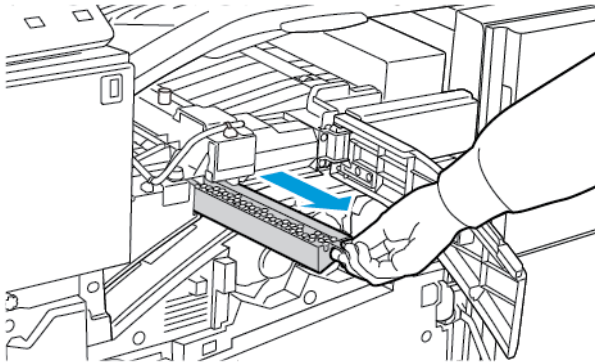


2. Lift the horizontal transport cover, then open the front transport cover.

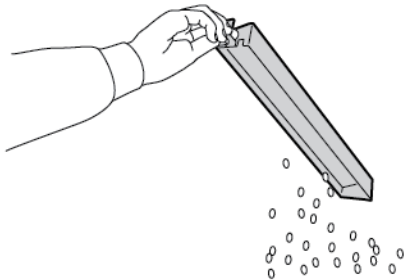




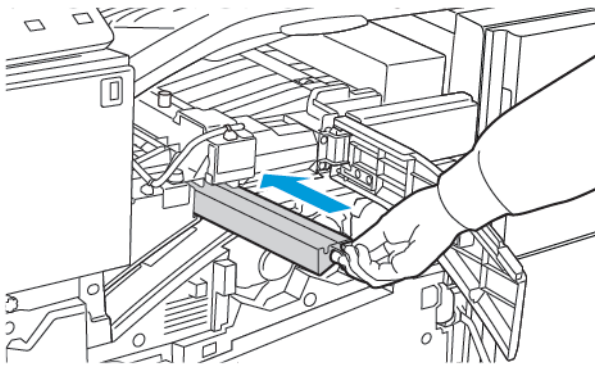
3. Pull out the hole-punch waste container.



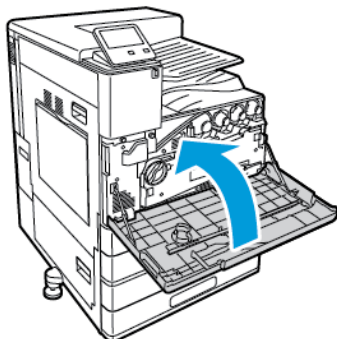
4. Empty the container.




5. Insert the container all the way into the finisher.



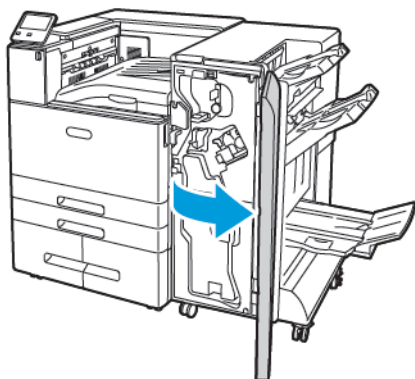
6. Close the finisher front transport cover, then close the horizontal transport cover.
7. Close the printer front door.



## Emptying the Hole Punch Waste Container in the Business Ready Finisher

 **WARNING:** Do not perform this procedure while the printer is printing.

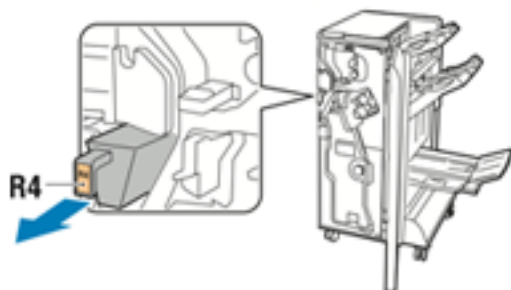
1. Open the front door of the Business Ready Finisher.



2. Remove the hole-punch waste container, labeled R4, from its slot near the top left of the finisher.

 **Note:**

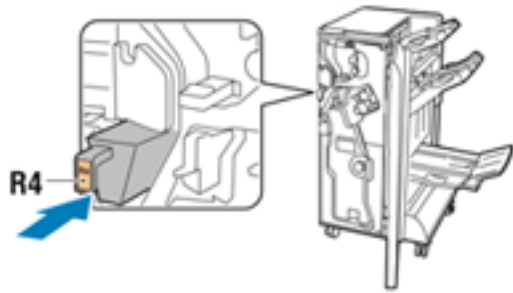
- When you remove the hole-punch waste container, wait 10 seconds before you reinsert it into the printer. The hole-punch counter resets after 10 seconds.
- If you remove the hole-punch waste container before the device instructs you to, empty the container before you reinsert it into the finisher.



3. Empty the container.



4. Insert the container all the way into the finisher.




5. Close the front door of the Business Ready Finisher.

## Managing the Printer

### Viewing the Meter Reading

The Billing/Usage menu displays the total number of impressions that the printer generated or printed during its lifetime. You cannot reset the counters. A page is counted as one side of a sheet of paper. For example, a sheet of paper that is printed on two sides counts as two impressions.

 **Note:** If you provide regular billing information for your device, you can use the Remote Services Upload feature to simplify the process. You can enable Remote Services to send billing meter readings to Xerox automatically so that you do not have to collect the readings manually. For more information, refer to the *System Administrator Guide* at [www.xerox.com/office/VLC8000docs](http://www.xerox.com/office/VLC8000docs) or [www.xerox.com/office/VLC9000docs](http://www.xerox.com/office/VLC9000docs).

To view the billing information for your printer:

1. At the printer control panel, press the **Home** button.
2. Touch **Device**→**Billing/Usage**.
3. To view more details, touch **Usage Counters**, then select an option.
4. After viewing the usage readings, to return to the Home screen, press the **Home** button.

### Printing the Billing Summary Report

The Billing Summary Report provides information about the device and a detailed listing of the billing meters and sheet counts.

To print the Billing Summary Report:

1. At the printer control panel, press the **Home** button.
2. Touch **Device**→**About**→**Information Pages**.
3. Touch **Billing Summary Report**.
4. To return to the Home screen, press the **Home** button.

# Moving the Printer

Before you move the printer:

- Ensure that you power off the printer always and wait for it to shut down completely.
- Ensure that no jobs are in the print queue.
- Disconnect the power cord and other cables from the back of the printer.



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



**WARNING:** Professional installation required.



**Note:**

- When moving the printer, do not tilt it more than 10 degrees in any direction. Tilting the printer more than 10 degrees can cause toner spillage.
- When moving the printer over a long distance, remove the drum cartridge and toner cartridge to prevent toner from spilling.



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



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

After you move the printer:

1. Reinstall any parts that you removed.
2. Reconnect the printer to the cables and power cord.
3. Plug in and power on the printer.



# Troubleshooting

This chapter contains:

- [General Troubleshooting](#) ..... 192
- [Paper Jams](#) ..... 197
- [Clearing Finisher Jams](#) ..... 211
- [Clearing Staple Jams](#)..... 222
- [Clearing Hole Punch Jams](#) ..... 237
- [Print-Quality Problems](#)..... 238
- [Getting Help](#) ..... 245

## General Troubleshooting

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

### Printer Does Not Power On

Probable Causes	Solutions
The power switch is not switched on.	<ul style="list-style-type: none"> <li>Open the front door, then check that the power switch is in the On position.</li> <li>At the printer control panel, press the <b>Power/Wake</b> button. For details, refer to <a href="#">Powering On the Printer</a>.</li> </ul>
The power cord is not plugged into the outlet correctly.	Power off the printer, then securely plug the power cord into the outlet. If provided, use the bracket provided with the printer to secure in place the power cord.
The power cord is not secured in place correctly.	Use the bracket provided with the printer to secure in place the power cord.
Something is wrong with the outlet connected to the printer.	<ul style="list-style-type: none"> <li>Plug another electrical appliance into the outlet and check if it operates properly.</li> <li>Try a different outlet.</li> </ul>
The printer is connected to an outlet with a voltage or frequency that does not match the printer specifications.	Use a power source with the specifications listed in the <a href="#">Electrical Specifications</a> .

 **Caution:** Directly plug the 3-wire cord with grounding prong into a grounded AC outlet.

### Printer Resets or Powers Off Frequently

Probable Causes	Solutions
The power cord is not plugged into the outlet correctly.	Power off the printer, confirm that the power cord is plugged in correctly to the printer and the outlet, then power on the printer.
A system error occurred.	Power off the printer, then power on again. For more information, refer to <a href="#">Printing the Error History Report</a> . If the error persists, contact your Xerox representative.
The printer is connected to an uninterruptible power supply.	Power off the printer, then connect the power cord to a suitable outlet.



Probable Causes	Solutions
The printer is connected to a power strip shared with other high-power devices.	Plug the printer directly into the outlet or into a power strip that is not shared with other devices.
The <b>Auto Power Off</b> feature is enabled to save power.	Increase the <b>Auto Power Off</b> timer setting or disable the <b>Auto Power Off</b> feature. For more information, refer to the <i>System Administrator Guide</i> at <a href="http://www.xerox.com/office/VLC8000docs">www.xerox.com/office/VLC8000docs</a> or <a href="http://www.xerox.com/office/VLC9000docs">www.xerox.com/office/VLC9000docs</a> .

## Printer Does Not Print


Probable Causes	Solutions
The printer is in Power Saver mode.	On the control panel, press the <b>Power/Wake</b> button.
The printer has an error.	If the Status LED is blinking amber, follow the instructions on the control panel to clear the error. If the error persists, contact your Xerox representative.
The printer is out of paper.	Load paper into the tray.
The incorrect paper is loaded for the print job.	Load the correct paper in the appropriate tray. At the printer control panel, specify the correct paper size, type and color.
The paper settings for the print job do not match any paper loaded in the paper trays at the printer.	<ul style="list-style-type: none"> <li>• Load the correct paper type into the selected paper tray.</li> <li>• From the print driver, select an available paper type for the print job.</li> </ul>
A toner cartridge is empty.	Replace the empty toner cartridge.
The waste cartridge is full.	Replace the waste cartridge.
No control panel indicators are lighted.	Power off the printer, confirm that the power cord is plugged in correctly to the printer and the outlet, then power on the printer. If the error persists, contact your Xerox representative.
The printer is busy.	<ul style="list-style-type: none"> <li>• If the Status LED is flashing blue, a previous print job could be the problem. <ol style="list-style-type: none"> <li>1 In the print driver, use the Printer Properties to delete all print jobs in the print queue.</li> <li>2 At the control panel, touch <b>Jobs</b>, then delete all pending print jobs.</li> </ol> </li> <li>• Load the paper in the tray.</li> <li>• If the Status LED does not flash once after you send a print job, check the connection between the printer and the computer. Power off the printer, then power on the printer.</li> </ul>

Probable Causes	Solutions
The printer cable is disconnected.	If the Status LED does not flash once after you send a print job, check the connection between the printer and the computer.
There is a network-connectivity issue.	<p>If the printer is connected to a network:</p> <ol style="list-style-type: none"> <li>1 Verify that the Ethernet cable is connected to the printer.</li> <li>2 On the printer Ethernet connector, verify that the green LED is On. If the green LED is not lighted, reseal both ends of the Ethernet cable.</li> <li>3 Examine the TCP/IP address in the Communication section of the Configuration Report. For more information, refer to <a href="#">Printing the Configuration Report</a>.</li> <li>4 If the TCP/IP address is 0.0.0.0, the printer needs more time to acquire an IP address from the DHCP server. Wait 2 minutes, then print the Configuration Report again.</li> <li>5 If the TCP/IP address is unchanged, or begins with 169, contact your network administrator.</li> </ol>
There is a wireless network setup or connectivity issue.	Verify that the Wireless Network Adapter is installed and properly configured. For more information, refer to <a href="#">Connecting to a Wireless Network</a> .

## Printing Takes Too Long

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

## Document Prints from Wrong Tray

Probable Causes	Solutions
Application and print driver have conflicting tray selections.	<ol style="list-style-type: none"> <li>1 Check the tray selected in the print driver.</li> <li>2 Access the page setup or printer settings of the application from which you are printing.</li> <li>3 Set the paper source to match the tray selected in the print driver or set the paper source to <b>Automatically Select</b>.</li> <li>4 Check that you have the latest print driver installed. For details, go to <a href="http://www.xerox.com/office/VLC8000support">www.xerox.com/office/VLC8000support</a> or <a href="http://www.xerox.com/office/VLC9000support">www.xerox.com/office/VLC9000support</a>.</li> </ol> <p> <b>Note:</b> To have the print driver select the tray, set the tray used as the paper source to <b>Auto Selection Enabled</b>.</p>

## Automatic 2-Sided Printing Problems

Probable Causes	Solutions
Unsupported or incorrect paper.	Ensure that you are using the correct paper. Do not use transparencies, envelopes, labels, or reloaded paper for automatic 2-sided printing. For details, see <a href="#">Supported Standard Paper Sizes for Automatic 2-Sided Printing</a> .
Incorrect setting.	On the print driver Printing Options tab, select <b>2-sided Printing</b> .

## Printer is Making Unusual Noises

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

## Condensation Has Formed Inside the Printer

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

## Troubleshooting

Probable Causes	Solutions
The printer has been sitting in a cold room.	Allow the printer to operate for several hours at room temperature.
The relative humidity of the room is too high.	<ul style="list-style-type: none"><li>• Reduce the humidity in the room.</li><li>• Move the printer to a location where the temperature and relative humidity are within the operating specifications. For more information, refer to <a href="#">Environmental Specifications</a>.</li></ul>

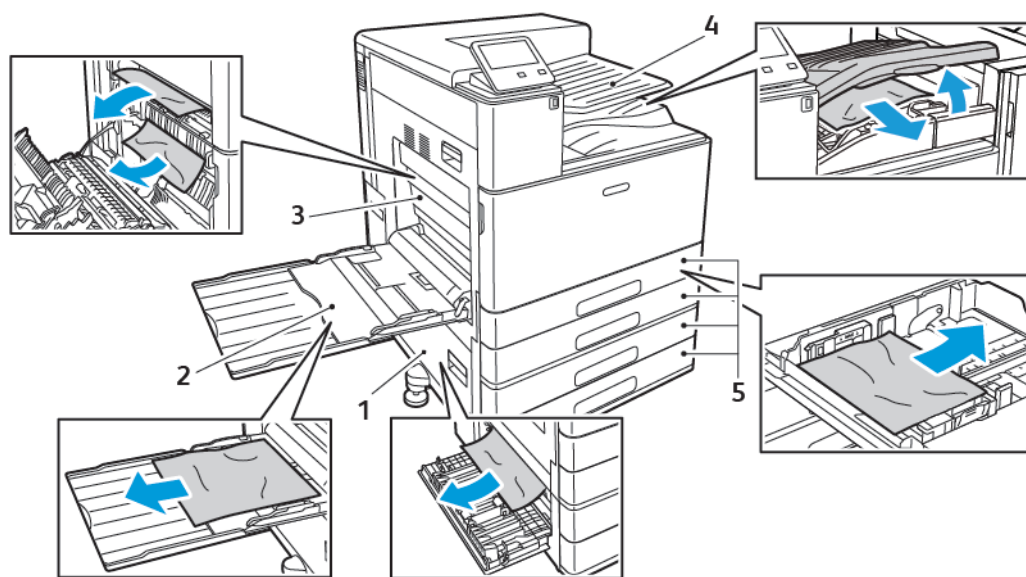
# Paper Jams

## Locating Paper Jams

**⚠ WARNING:** Never touch a labeled area on or near the heat roller in the fuser. You can get burned. If a sheet of paper is wrapped around the heat roller, do not try to remove the paper immediately. Power off the printer immediately and wait 40 minutes for the fuser to cool. Try to remove the jam after the printer has cooled. If the error persists, contact your Xerox representative.

**⚠ Caution:** Do not attempt to clear any paper jams using tools or instruments. This can permanently damage the printer.

The following illustration shows where paper jams can occur along the paper path:



- |                                 |   |
|---------------------------------|---|
| 1. Paper Tray Feed Area: Door B | 4. Paper Output Area, and optional Finisher Transport |
| 2. Bypass Tray                  | 5. Paper Trays 1–4                                    |
| 3. Fuser Area: Door A           |   |

**✎ Note:** Finisher jam locations are covered separately. For details, refer to [Clearing Finisher Jams](#).

## Minimizing Paper Jams

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

The following can cause paper jams:

- Selecting the incorrect paper type in the print driver
- Using damaged paper

## Troubleshooting

- Using unsupported paper
- Loading paper incorrectly
- Loading paper above the maximum fill line in the paper tray
- Adjusting the paper guides improperly
- Polyester-coated paper that is designed especially for inkjet printers
- Paper that is folded, wrinkled, or excessively curled
- Loading more than one type, size, or weight of paper in a tray at the same time
- Allowing the output tray to become overfilled

To prevent most jams, follow these rules:

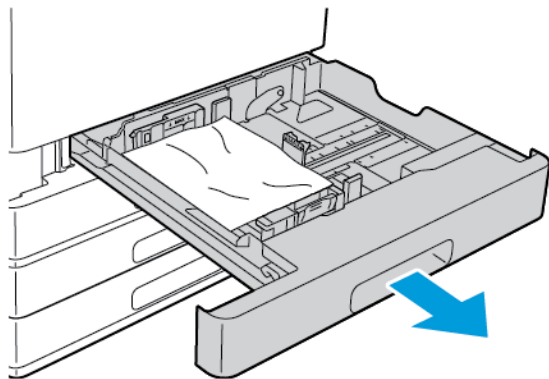
- Use only supported paper. For more information, refer to [Supported Paper](#).
- Follow proper paper handling and loading techniques.
- Always use clean, undamaged paper.
- Avoid paper that is curled, torn, moist, creased, or folded.
- To separate the sheets before loading into the tray, fan the paper.
- Do not load paper above the maximum fill line.
- After loading paper in the trays, adjust the paper guides in all trays. A guide that is not properly adjusted can cause poor print quality, misfeeds, skewed prints, and printer damage.
- After loading paper in the trays, at the control panel, select the correct paper type and size.
- Before printing, select the correct paper type and size in the print driver.
- Store paper in a dry location.
- When jams occur printing on heavy coated paper, load that paper into the printer a single sheet at a time.

# Clearing Paper Jams

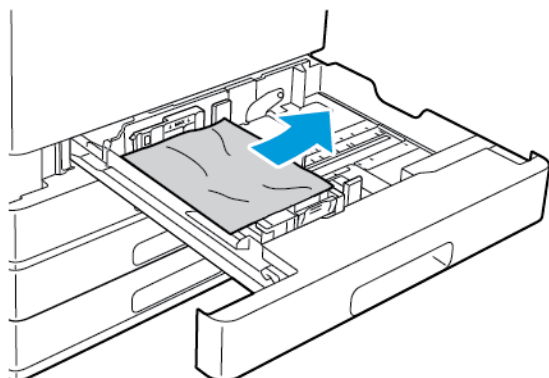
## Clearing Paper Jams from Trays 1–4

To resolve the error that appears on the control panel, clear all paper from the paper path.

1. Before removing the tray from the printer, review the paper jam message on the control panel. If another jam error appears, clear that jam inside the printer first.
2. Pull out the tray until it stops.



3. Remove the paper from the tray.

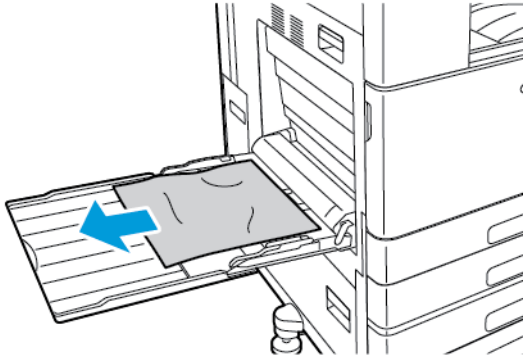


4. If the paper is torn, remove the tray completely, then check inside the printer for torn pieces of paper.
5. Reload the tray with undamaged paper, then push the tray in until it stops.
6. When paper trays are set to Fully Adjustable, you are prompted to verify or change the paper settings.
  - To confirm the same paper size, type, or color, touch **OK**.
  - To select a new paper size, type, or color, touch the current setting, then select a new setting. When finished, touch **OK**.
7. To return to the Home screen, press the **Home** button.

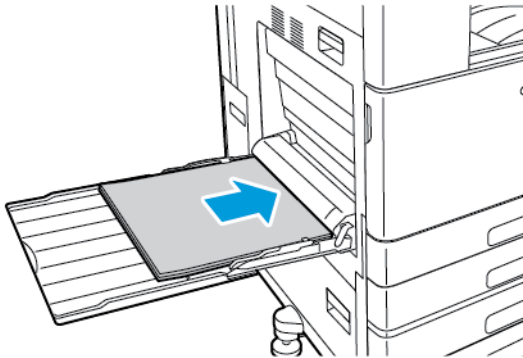
## Clearing Paper Jams from the Bypass Tray

To resolve the error that appears on the control panel, clear all paper from the paper path.

1. Remove the jammed paper from the tray. Ensure that the paper-feed entrance, where the tray connects to the printer, is clear.




2. If the paper is torn, check inside the printer for torn pieces of paper.
3. Before you reload paper into the Bypass Tray, fan the paper, then ensure that all four corners are aligned.
4. Insert the paper into the Bypass Tray with the print side face down. Ensure that the leading edge of the paper lightly touches the paper-feed entrance.




5. When paper trays are set to Fully Adjustable, you are prompted to verify or change the paper settings.
  - To confirm the same paper size, type, or color, touch **OK**.
  - To select a new paper size, type, or color, touch the current setting, then select a new setting. When finished, touch **OK**.
6. To return to the Home screen, press the **Home** button.

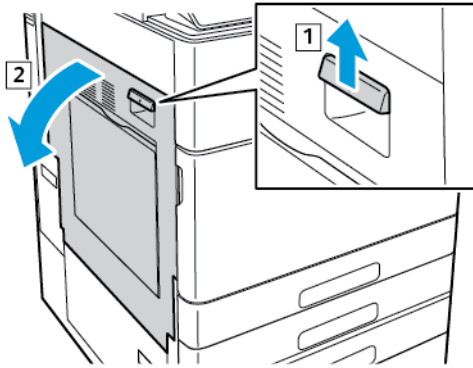


## Clearing Paper Jams at Door A


 **WARNING:** Do not perform this procedure while the printer is printing.

 **Note:** To resolve the error that appears on the control panel, clear all paper from the paper path.

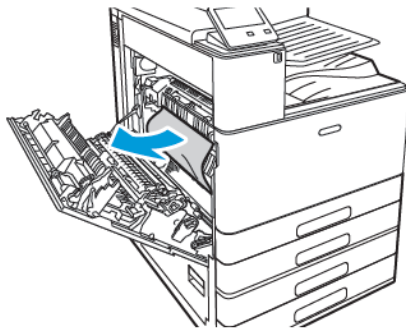
1. Lift the release lever, then open Door A.



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

 **Caution:** Do not touch the Transfer Roller. Touching the roller can reduce image quality.

2. Remove the jammed paper.



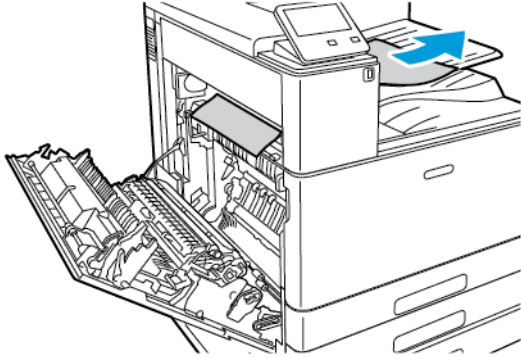
3. If paper is jammed on the inside of Door A, remove it.

## Troubleshooting

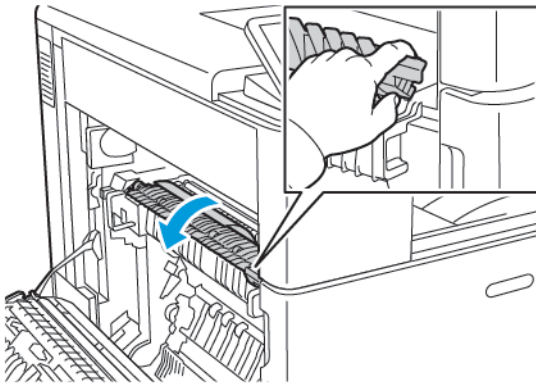
4. If paper is jammed at the exit to the output tray, to remove the paper, carefully pull it straight out in the direction shown.



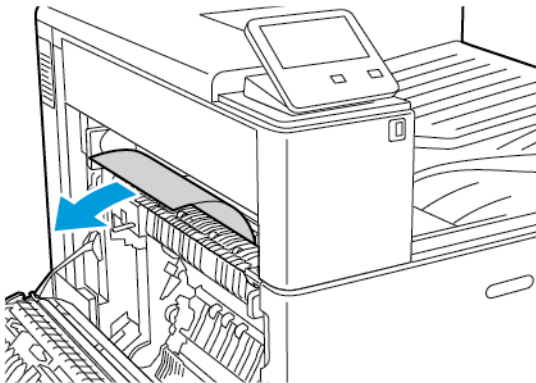
**Note:** Toner can adhere to the Transfer Roller. This residual toner does not affect print quality.



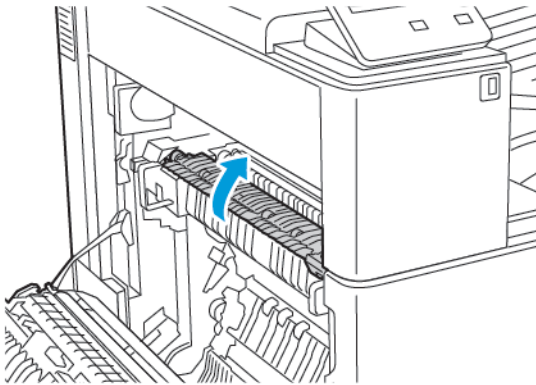
5. If paper is jammed in the Fuser, remove the paper from areas A1 and A2.
  - a. To open the paper guide, pull out handle A1.



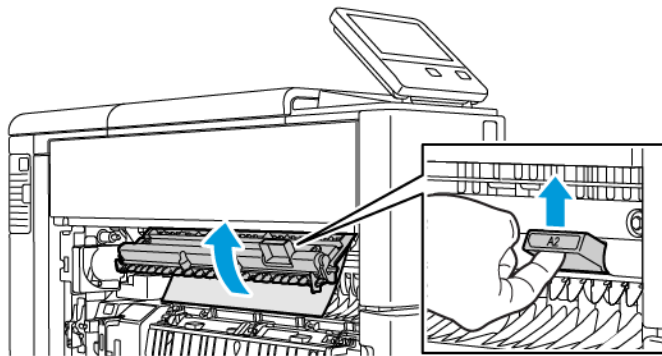
- b. Remove any paper in area A1.



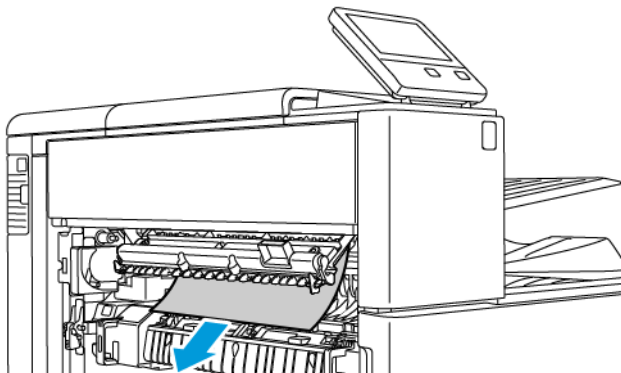
- c. Lift handle A1 back into place.



- d. To open the paper guide, lift handle A2.

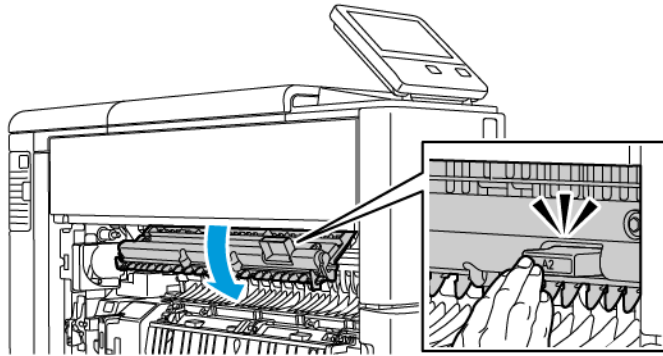


- e. Remove any paper in area A2.



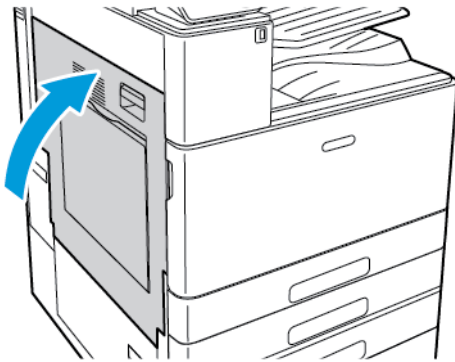
## Troubleshooting

- f. To close the paper guide, swing handle A2 down, then push the handle firmly in, until the paper guide clicks into place.




**Note:** If the paper is torn, remove all torn pieces from the printer.

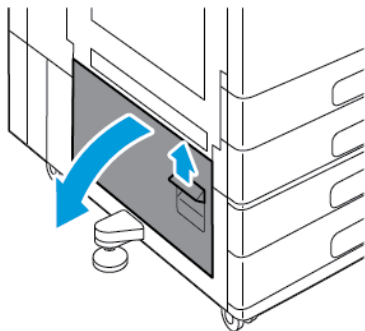
6. To close Door A, push the door up firmly until it clicks into place.




## Clearing Paper Jams at Door B

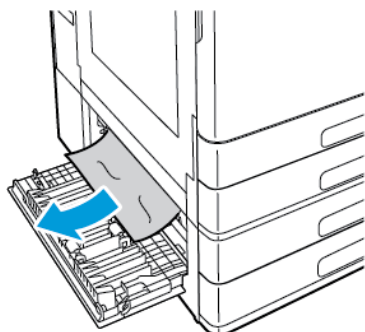
 **Note:** To resolve the error that appears on the control panel, clear all paper from the paper path.

1. Pull the release lever, then open Door B.




2. Remove the jammed paper from the paper tray feed area.

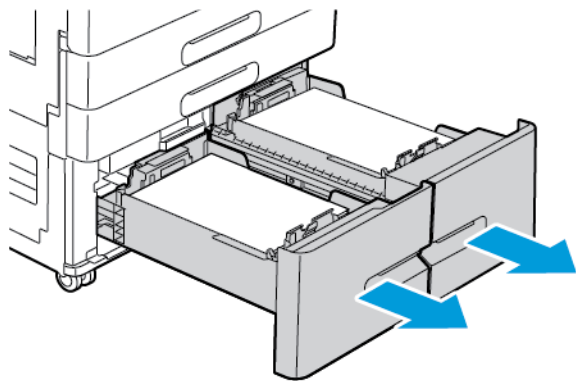
 **Note:** If the paper is torn, remove all torn pieces from the printer.



3. For paper jammed in the upper position, look inside the printer, locate the jammed paper, then remove it.

 **Note:** If the paper is inaccessible, refer to [Clearing Paper Jams at Door A](#).

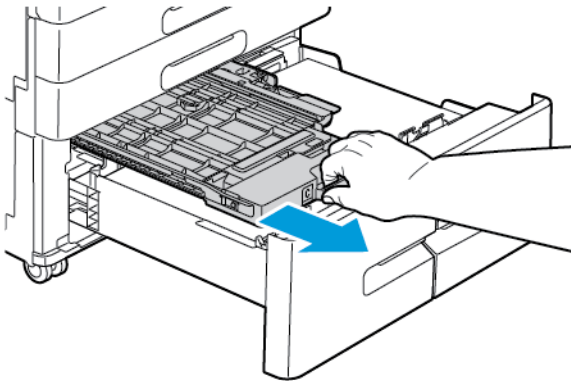
4. For paper jammed at a tray feed roller, open Trays 3 and 4, then remove the paper.



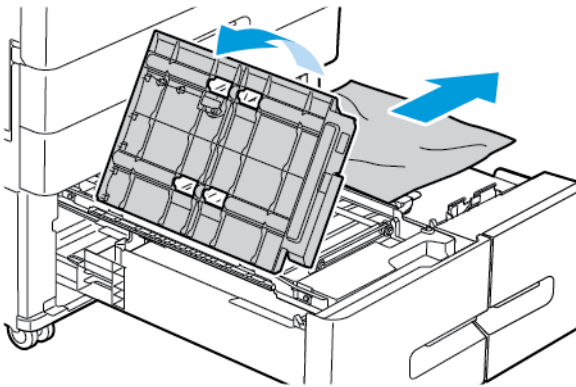
 **Note:** The optional Tandem Tray Module is shown.

## Troubleshooting

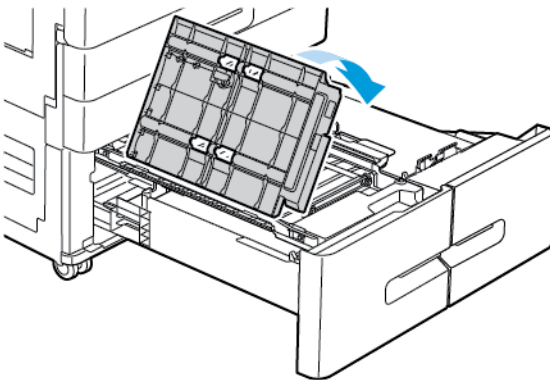
5. For printers with a Tandem Tray Module, remove any paper jammed in the Tray 4 paper guide.
  - a. Grasp handle C, then pull the Tray 4 paper guide until it stops.



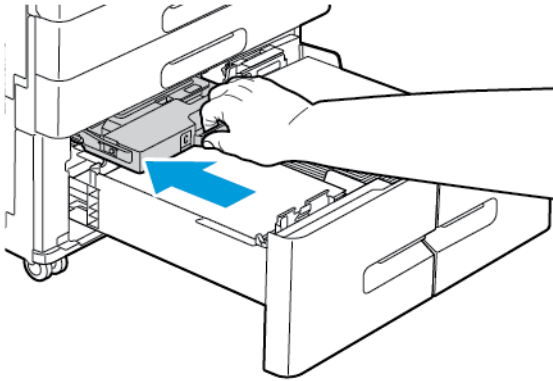
- b. Lift the paper guide cover, then remove any paper.



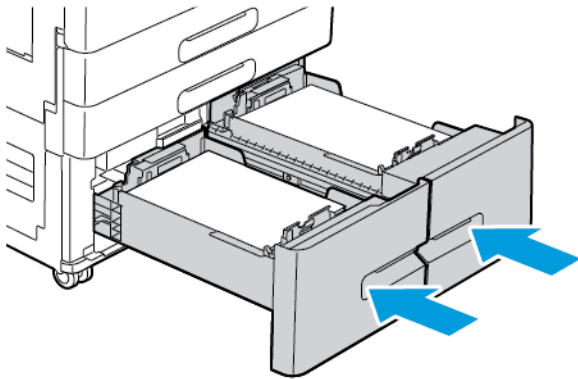
- c. Lower the paper guide cover.



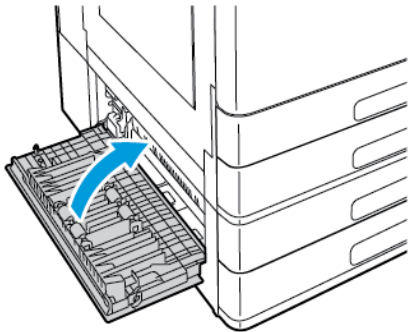
- d. Push the paper guide back into position.



6. Close the paper trays.



7. Close Door B.



# Troubleshooting Paper Jams

## Multiple Sheets Pulled Together

Probable Causes	Solutions
The paper tray is too full.	Remove some of the paper. Do not load paper above the maximum fill line.
The edges of the paper are not even.	Remove the paper, align the edges, and then reload the paper.
The paper is moist from humidity.	Remove the paper from the paper tray. Load new, dry paper into the tray.
Too much static electricity is present.	Load a new ream of paper.
Using unsupported paper.	Use only Xerox®-approved paper. For details, refer to <a href="#">Supported Paper</a> .
Humidity is too high for coated paper.	<ul style="list-style-type: none"> <li>• Feed paper one sheet at a time.</li> <li>• Try loading paper in the Bypass tray.</li> </ul>
The feed rollers are dirty.	With a clean, lint-free cloth moistened with water, wipe the feed rollers until they are clean. For details, refer to <a href="#">Cleaning the Printer</a> .
Tray is loaded with mixed paper.	Load the tray with only one type and size of paper.


## Paper Misfeeds

Probable Causes	Solutions
The paper is not correctly positioned in the tray.	<ul style="list-style-type: none"> <li>• Remove the misfed paper, then properly reposition it in the tray.</li> <li>• Adjust the paper guides in the tray to match the size of the paper.</li> </ul>
The paper tray is too full.	Remove some of the paper. Do not load paper above the maximum fill line.
The paper guides are not correctly adjusted to the paper size.	Adjust the paper guides in the tray to match the size of the paper.
The tray contains warped or wrinkled paper.	Remove, smooth out, then reload the paper. If it still misfeeds, do not use that paper.




Probable Causes	Solutions
The paper is moist from humidity.	Remove the moist paper and replace it with new, dry paper.
The paper is the wrong size, thickness, or type.	Use only Xerox approved paper. For more information, refer to <a href="#">Supported Paper</a> .

## Label and Envelope Misfeeds

Probable Causes	Solutions
The label sheet is facing the wrong way in the tray.	<ul style="list-style-type: none"> <li>Load label sheets according to the instructions from the manufacturer.</li> <li>Load labels in the tray, face up.</li> <li>For more information, refer to <a href="#">Labels</a>.</li> </ul>
Labels are missing, curled, or pulled away from the backing sheet.	Do not use any sheet where labels are missing, curled, or pulled away from the backing sheet.
Envelopes are loaded incorrectly.	<p>You can print envelopes from the Bypass Tray or the Envelope Tray.</p> <p>For more information, refer to <a href="#">Envelopes</a>.</p>
Envelopes are wrinkling.	<ul style="list-style-type: none"> <li>The heat and pressure of the laser printing process can cause wrinkling.</li> <li>Use supported envelopes. For more information, refer to <a href="#">Guidelines for Printing Envelopes</a>.</li> </ul> <p> <b>Note:</b> When you load envelopes long-edge feed, ensure that you specify landscape orientation in the print driver.</p>

## Paper Jam Message Stays On

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


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

## Jams During Automatic 2-Sided Printing

Probable Causes	Solutions
Using paper of the wrong size, thickness, or type.	Use paper of the correct size, thickness, or type. For more information, refer to <a href="#">Supported Paper Types and Weights for Automatic 2-Sided Printing</a> .
Paper is loaded in the wrong tray.	Ensure that paper is loaded into the correct tray. For more information, refer to <a href="#">Supported Paper</a> .
Tray is loaded with mixed paper.	Load the tray with only one type and size of paper.

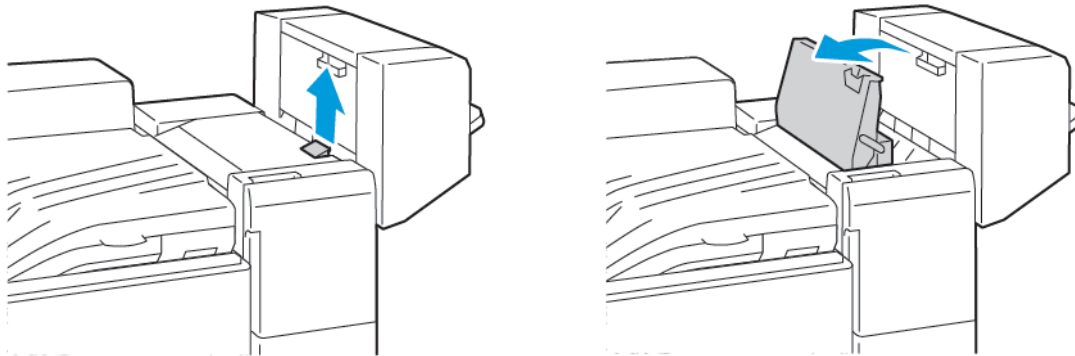
## Clearing Finisher Jams

### Clearing Jams in the Office Finisher and Office Finisher LX


 **Note:** There are two different optional office finishers available with the printer. Use the procedure for the finisher installed on your printer. If your finisher front door swings down, use the procedure for the Office Finisher. In contrast, if your finisher front door swings to the right, use the procedure for the Office Finisher LX.

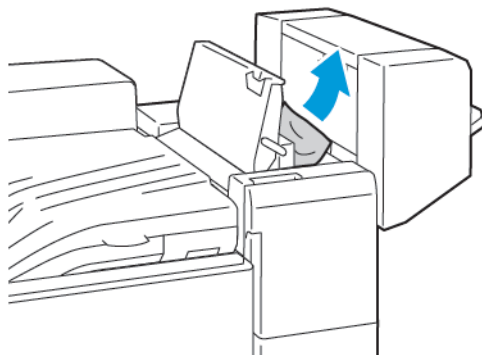
#### Clearing Jams Under the Office Finisher Top Cover

1. Pull up the lever on the top cover, then open the top cover.




2. Remove the jammed paper.

 **Note:** If the paper is torn, remove all torn pieces of the jammed paper from the finisher.

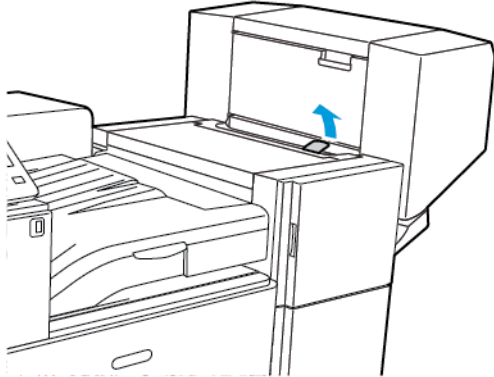


3. Close the top cover of the finisher.

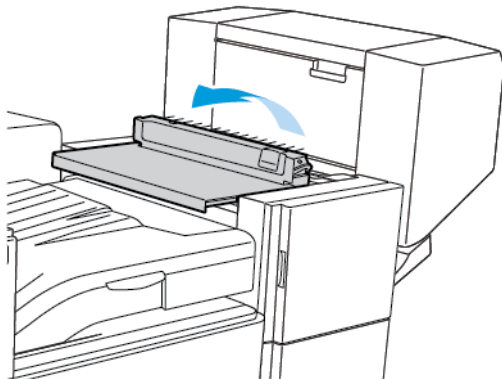
## Clearing Jams Under the Top Cover of the Office Finisher LX

 **WARNING:** Do not perform this procedure while the printer is printing.


1. Pull up the lever on the top cover of the Office Finisher.

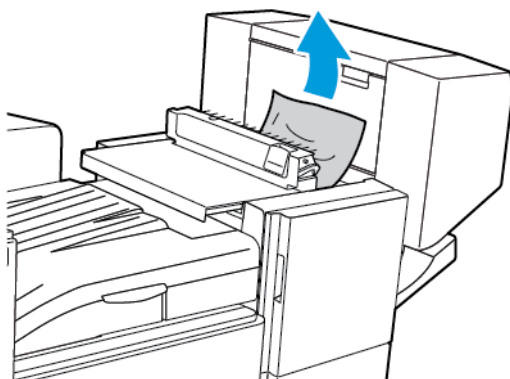


2. To open the top cover, rotate it to the left.



3. Remove the jammed paper.

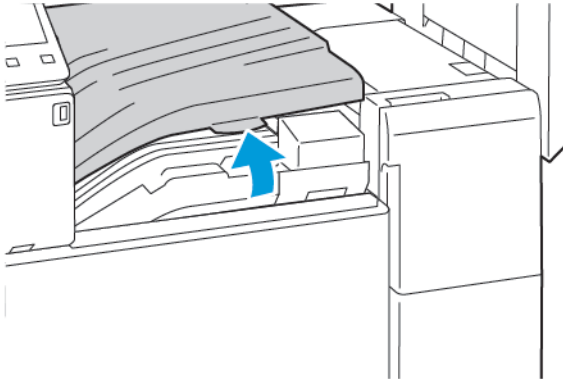
 **Note:** If the paper is torn, remove all torn pieces from the finisher.




4. Close the top cover of the Office Finisher.

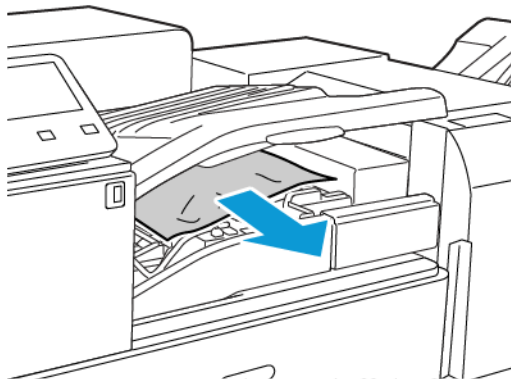
## Clearing Jams in the Office Finisher Transport

1. Open the finisher transport cover.



2. Remove the jammed paper.

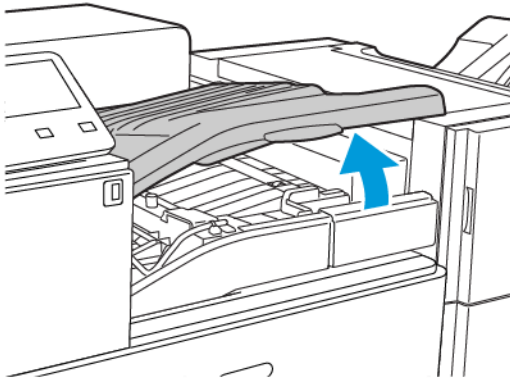
 **Note:** If the paper is torn, remove all torn pieces of the jammed paper from the finisher.




3. Close the finisher transport cover.

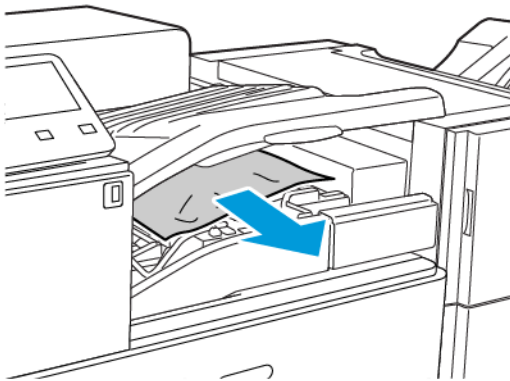
## Clearing Jams in the Office Finisher LX Transport

1. To open the transport cover, lift the handle of the center tray straight up.



2. Remove the jammed paper.

 **Note:** If the paper is torn, remove all torn pieces from the finisher.

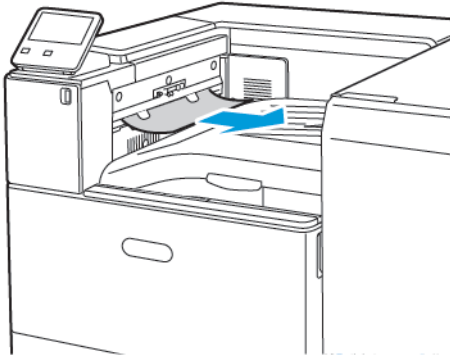


3. Close the transport cover.

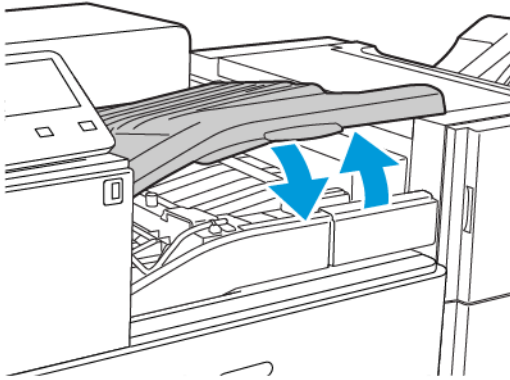
# Clearing Jams in the Business Ready Finisher

## Clearing Jams in the Center Tray

1. If the paper is jammed at the exit to the center output tray, pull the paper in the direction shown.

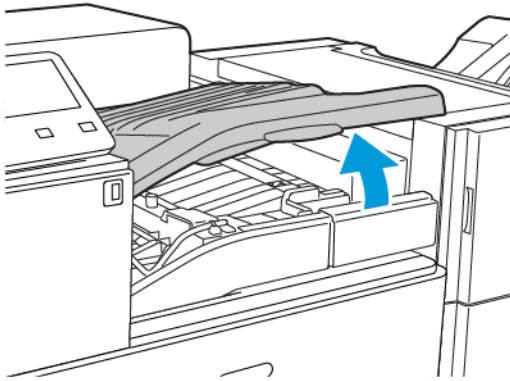


2. Open, then close, the finisher transport cover.




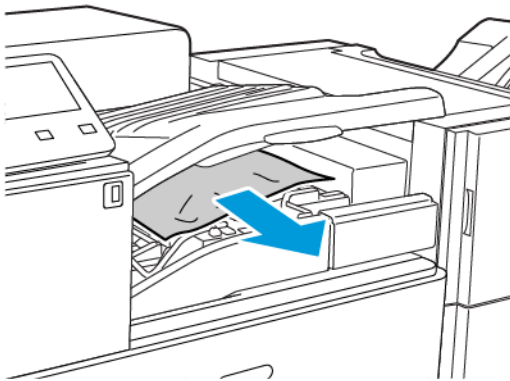
## Clearing Jams in the BR Finisher Transport

1. To open the transport cover, lift the handle of the center tray straight up.



2. Remove the jammed paper.

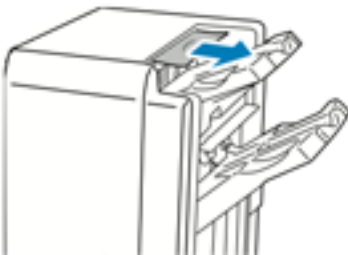
 **Note:** If the paper is torn, remove all torn pieces from the finisher.



3. Close the transport cover.

## Clearing Jams in the BR Finisher at Position 3a

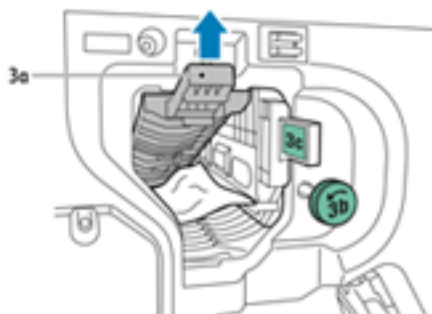
1. If the paper is visible at the output tray exit, remove the paper by pulling it gently in the direction shown.



2. Open the front door of the Business Ready Finisher.



3. Lift green handle **3a**.



4. Carefully remove the paper.



- If the paper is torn, remove all torn pieces from the finisher.
- If the paper is inaccessible, or if the press User Interface (UI) prompts you to release the paper, turn green handle knob **3b** in the direction shown.

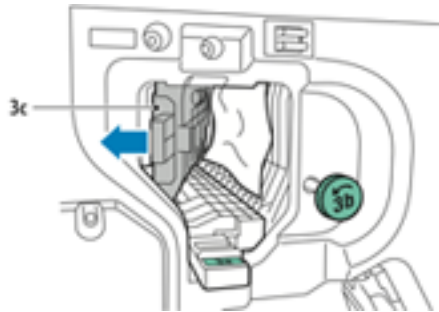
5. Return green handle **3a** to its original position.



6. Close the front door of the Business Ready Finisher.

## Clearing Jams in the BR Finisher at Position 3c

1. Open the front door of the Business Ready Finisher.
2. Move green lever **3c** to the left.



3. Carefully remove the paper.



- If the paper is torn, remove all torn pieces from the finisher.
- If the paper is inaccessible, or if the press User Interface (UI) prompts you to release the paper, turn green handle knob **3b** in the direction shown.

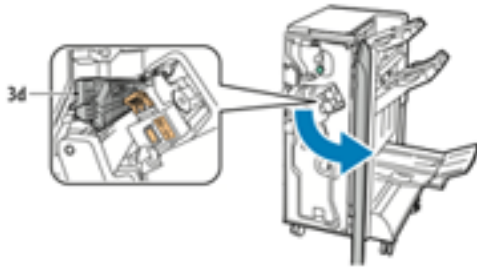
4. Return green lever **3c** to its original position.



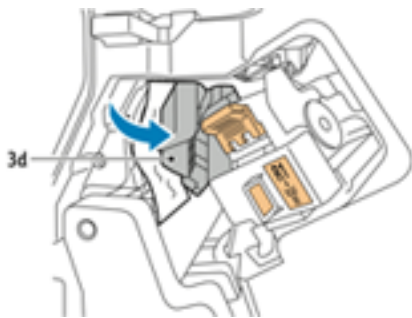
5. Close the front door of the Business Ready Finisher.

## Clearing Jams in the BR Finisher at Position 3d

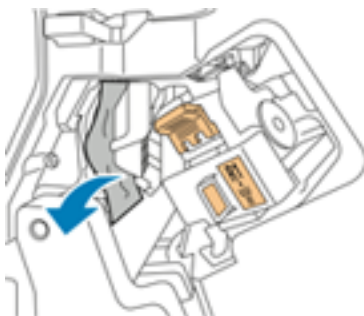
1. Open the front door of the finisher, and locate green lever **3d**.




2. Move green lever **3d** to the right.

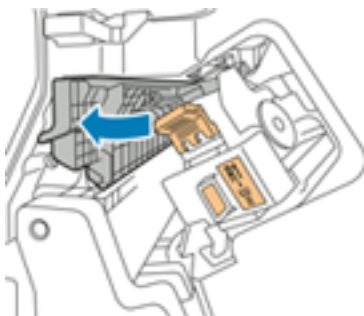


3. Carefully remove the paper.



 **Note:** If the paper is torn, remove all torn pieces from the finisher.

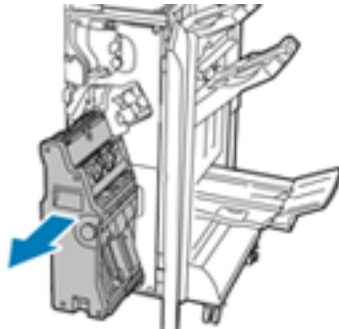
4. Return green lever **3d** to its original position.



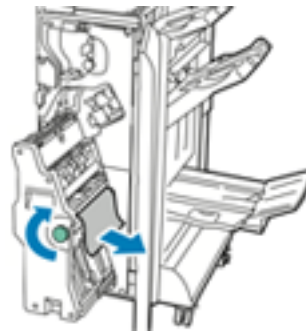
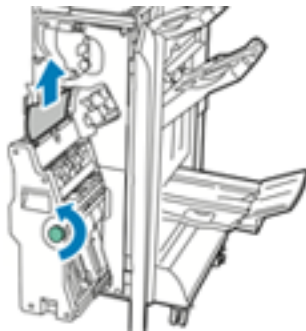
5. Close the front door of the Business Ready Finisher.


## Clearing Jams in the BR Finisher at Position 4

1. Open the front door of the Business Ready Finisher.
2. Using the green handle, pull out unit 4 until it stops.

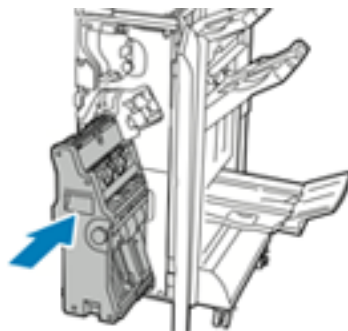


3. To remove the jammed paper, turn green knob 4 in either direction as shown.



 **Note:** If the paper is torn, remove all torn pieces from the finisher.

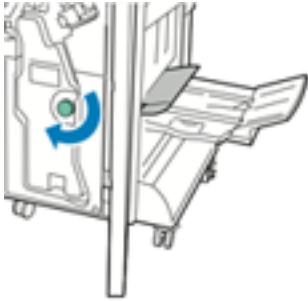
4. Return unit 4 to its original position.



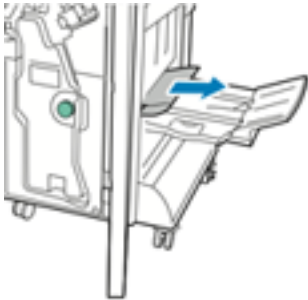
5. Close the front door of the Business Ready Finisher.

## Clearing Jams in the Booklet Tray

1. Open the front door of the Business Ready Finisher.
2. To release the jammed paper, turn green knob **4** in the direction shown.



3. To remove the paper, pull it in the direction shown.



**Note:** If the paper is torn, remove all torn pieces from the finisher.

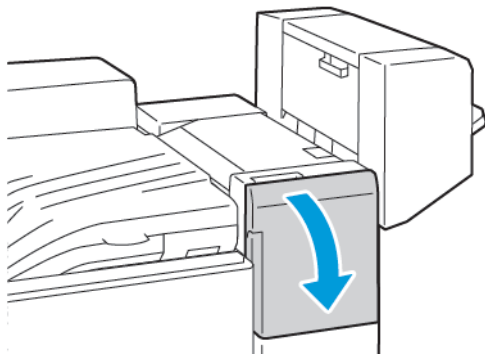
4. Close the front door of the Business Ready Finisher.

## Clearing Staple Jams

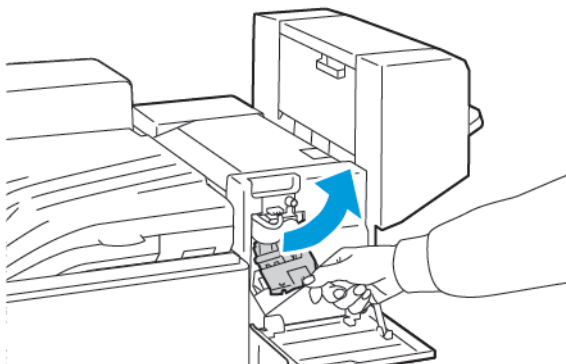
### Clearing Staple Jams in the Office Finisher

**!** **Caution:** Do not perform this procedure while the printer is printing.

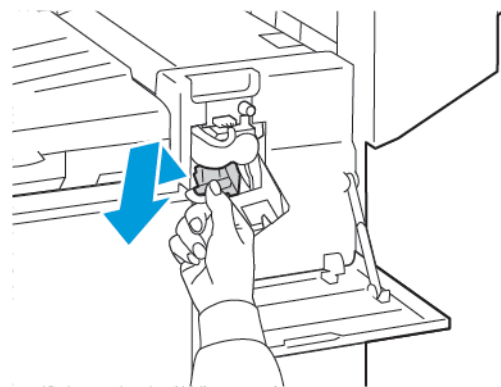
1. Open the finisher front door.



2. Pull the stapler assembly toward you until it stops.
3. Push the stapler assembly to the right, as shown.

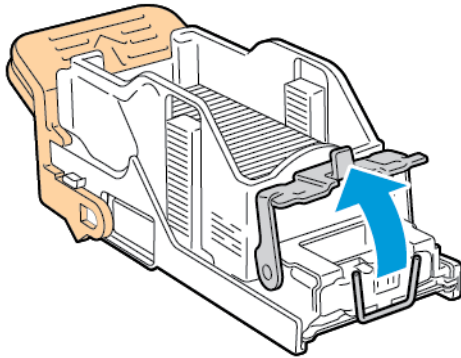


4. To remove the staple cartridge, grasp the orange handle, then pull the handle toward you.



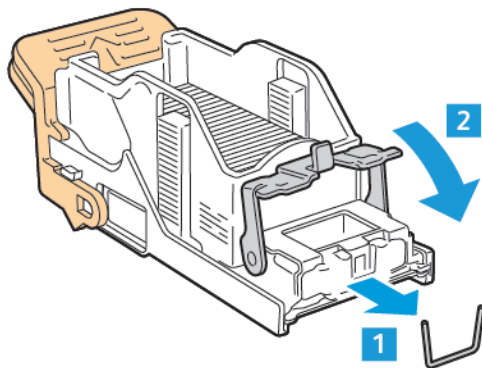
5. Check inside the finisher for any loose staples, then remove the staples.

- To open the staple cartridge clamp, pull the clamp in the direction shown.

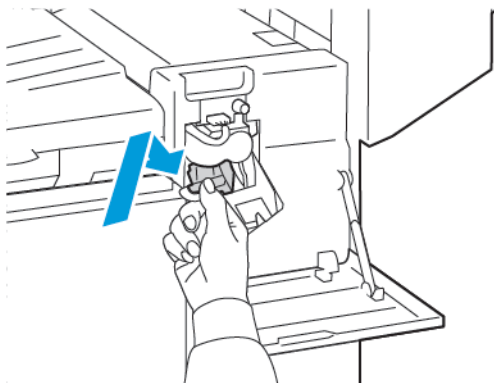


- Remove the jammed staples, then push the clamp in the direction shown until the clamp clicks into the locked position.

**⚠ WARNING:** The points of the jammed staples are sharp. Remove the jammed staples carefully.



- Grasp the orange handle, then insert the cartridge into the stapler assembly until the cartridge clicks into place.

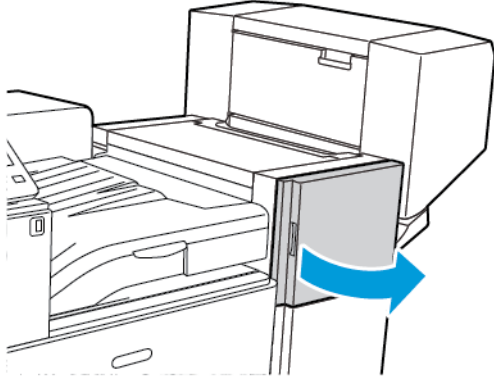


- Close the finisher front door.

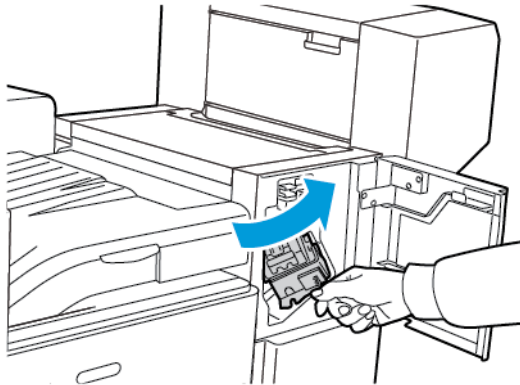
## Clearing Staple Jams in the Office Finisher LX

**!** **Caution:** Do not perform this procedure while the printer is printing.

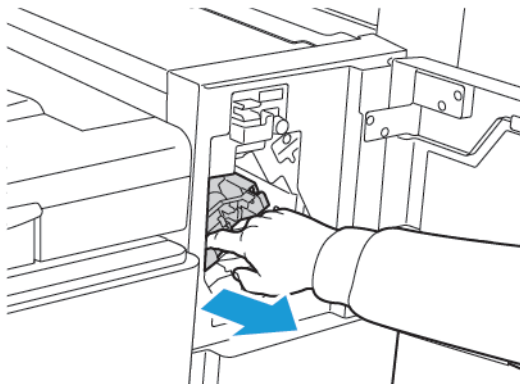
1. Open the front door of the Office Finisher.



2. Reach into the finisher cabinet and pull the stapler assembly toward you until it stops.
3. Push the stapler assembly to the right as shown.



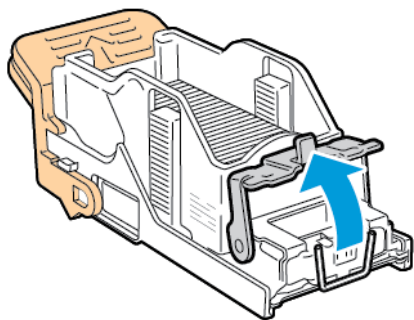
4. Grip the staple cartridge by the orange handle and pull it firmly toward you to remove it.




5. Check inside the finisher for any loose staples and remove them.

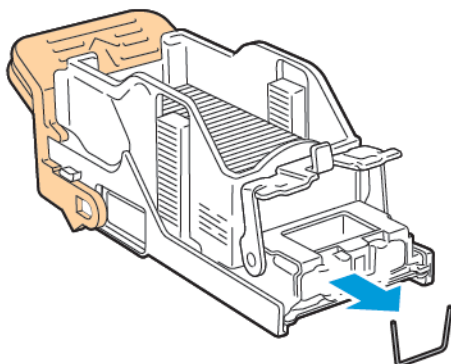


- Pull the staple cartridge clamp firmly in the direction shown to open it.

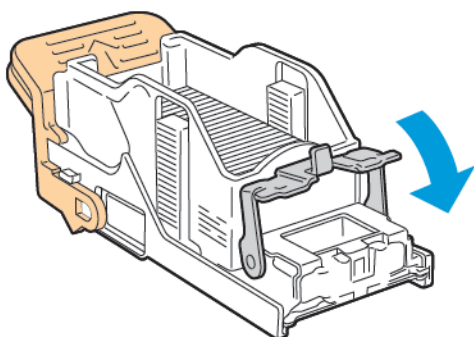


- Remove the jammed staples by pulling them in the direction shown.

 **WARNING:** The points of the jammed staples are sharp. Remove the jammed staples carefully.

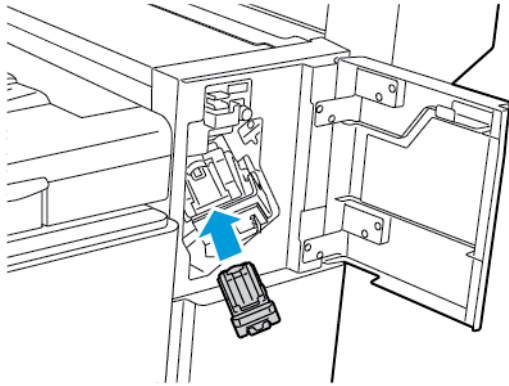


- Push the clamp in the direction shown until it snaps into the locked position.

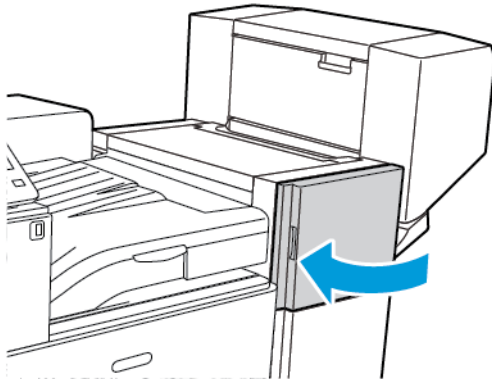


## Troubleshooting

9. Grip the staple cartridge by the orange handle and insert it into the stapler assembly. Push it in until it clicks.



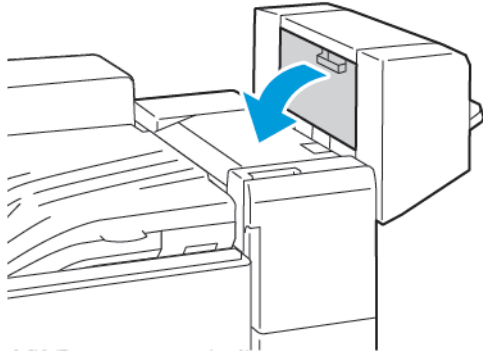
10. Close the front door of the Office Finisher.



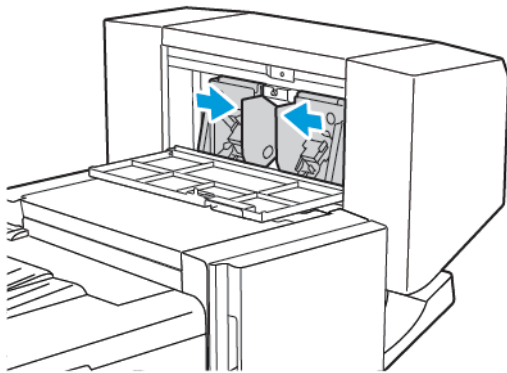
## Clearing Booklet Staple Jams in the Office Finisher

**!** **Caution:** Do not perform this procedure while the printer is printing.

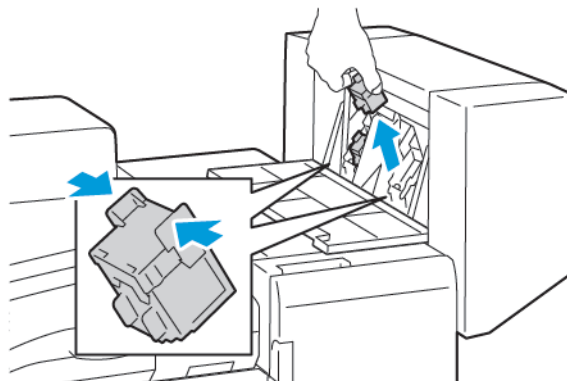
1. Open the booklet maker side cover.



2. If the staple cartridges are not visible, grip the vertical panels at the left and right of the opening and slide the panels to the center.




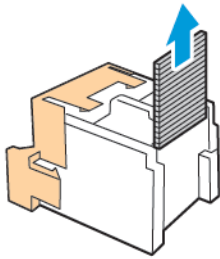
3. Hold the tabs on both sides of the staple cartridge and pull the cartridge out of the finisher.




## Troubleshooting

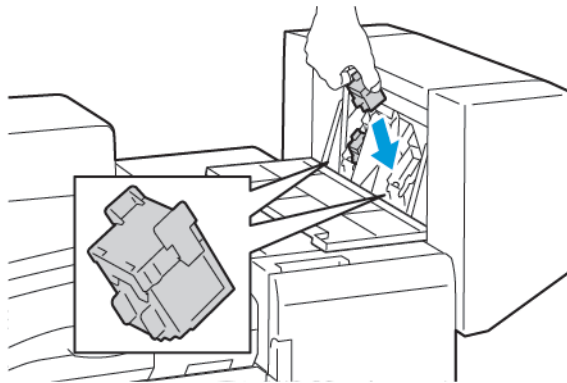
4. To remove the jammed staples, pull the staples in the direction shown.


 **WARNING:** The points of the jammed staples are sharp. Remove the jammed staples carefully.



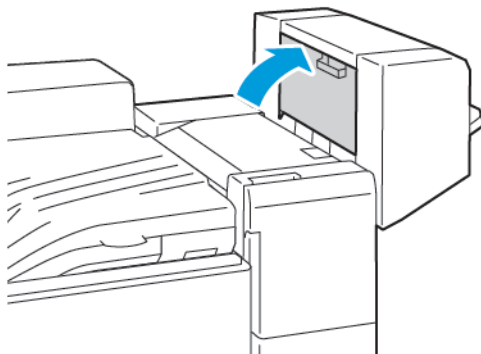
5. Hold the tabs on both sides of the staple cartridge and insert the cartridge into the original position in the finisher.

 **Note:** If you have trouble inserting the cartridge, ensure that the staples are positioned correctly in the cartridge.




 **Note:** The booklet maker uses two staple cartridges. Booklet stapling requires that both staple cartridges contain staples.

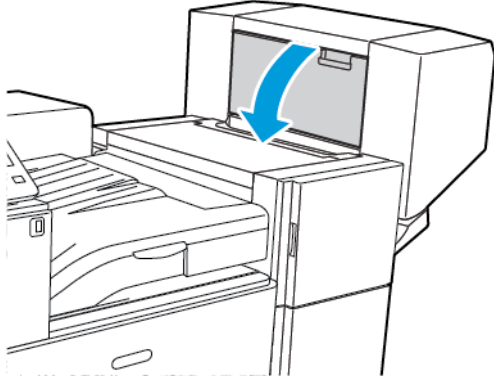
6. Repeat the procedure for the other staple cartridge.
7. Close the booklet maker side cover.



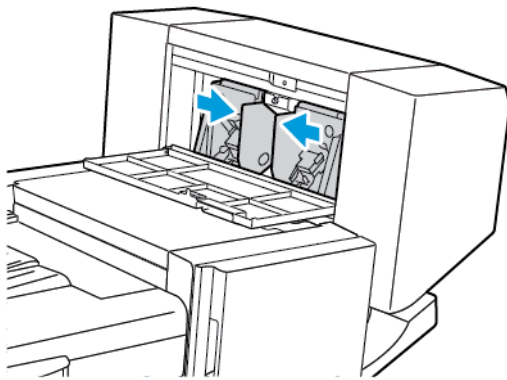
# Clearing Booklet Staple Jams in the Office Finisher LX

 **WARNING:** Do not perform this procedure while the printer is printing.

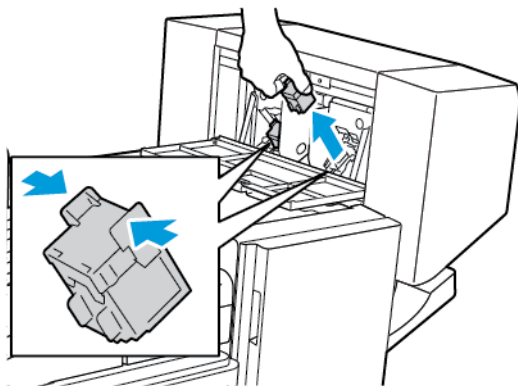
1. Open the booklet maker side cover.



2. If the staple cartridges are not visible, grip the vertical panels at the left and right of the opening and slide them to the center.




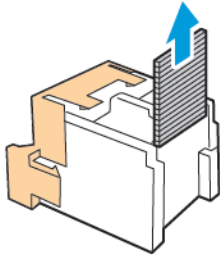
3. Hold the tabs on both sides of the staple cartridge and pull the cartridge out of the finisher.




## Troubleshooting

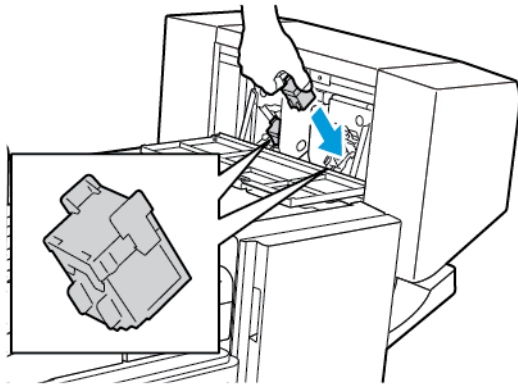
4. Remove the jammed staples by pulling them in the direction shown.


 **WARNING:** The points of the jammed staples are sharp. Remove the jammed staples carefully.



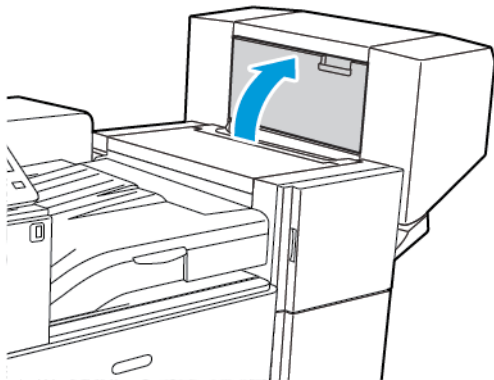
5. Hold the tabs on both sides of the staple cartridge and insert it into the original position in the finisher.

 **Note:** If you have trouble inserting the cartridge, ensure that the staples are positioned correctly in the cartridge.



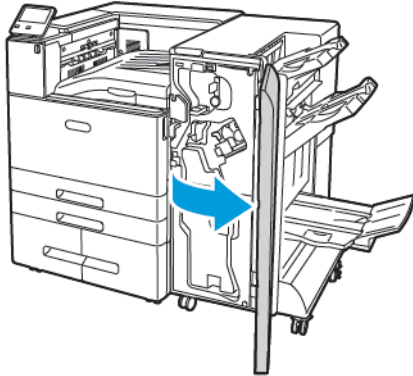
 **Note:** The booklet maker uses two staple cartridges. Booklet stapling requires that both staple cartridges contain staples.

6. Starting at Step 2, repeat the procedure for the other staple cartridge.
7. Close the booklet maker side cover.



## Clearing Main Staple Jams in the Business Ready Finisher

1. Open the front door of the Business Ready Finisher.



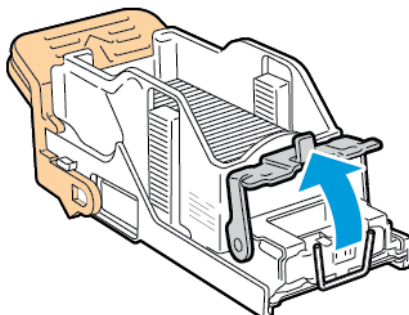
2. Locate and hold the stapler assembly by the orange lever R1, then push it to the right.



3. To remove the staple cartridge, grasp the orange handle, then pull it firmly toward you.

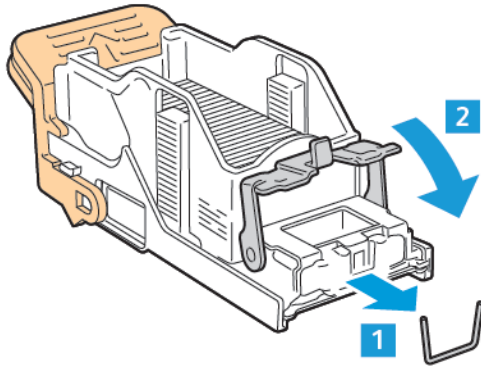



4. Pull the staple cartridge clamp firmly in the direction shown to open it.



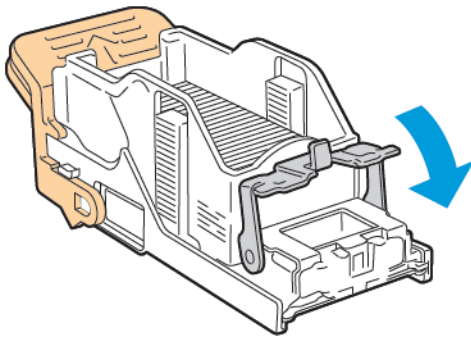
## Troubleshooting

5. Remove the jammed staples.

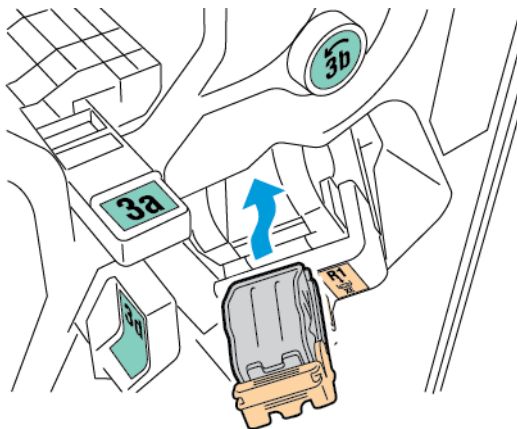


 **WARNING:** The points of the jammed staples are sharp. Remove the jammed staples carefully.

6. To close the staple clamp, push the clamp in the direction shown until it snaps into the locked position.



7. Grasp the new staple cartridge by the orange handle, then insert the cartridge into the stapler assembly until it clicks.

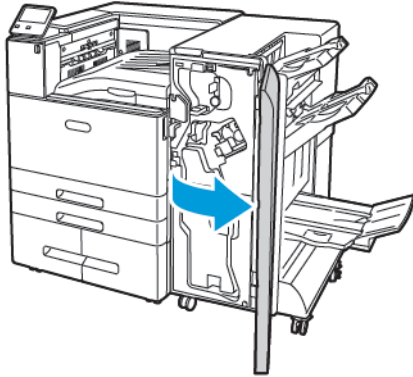


8. Return the staple cartridge assembly to its original position, then close the finisher door.

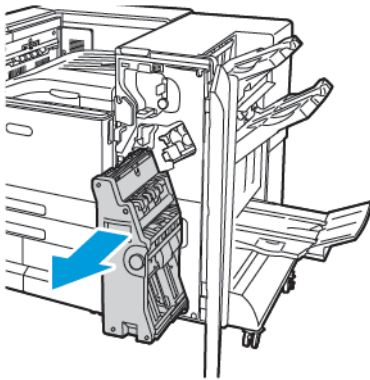


# Clearing Staple Jams in the Booklet Maker of the Business Ready Finisher

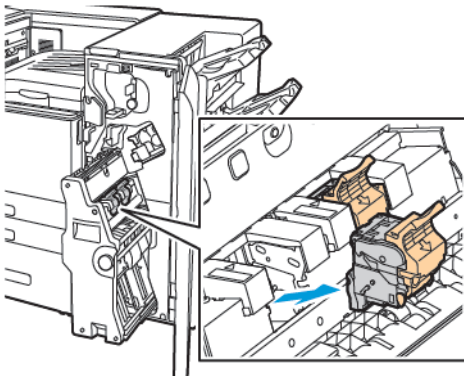
1. Open the front door of the Business Ready Finisher.



2. Grasp the booklet maker handle and pull the unit toward you until the staple cartridges appear on the top edge of unit.



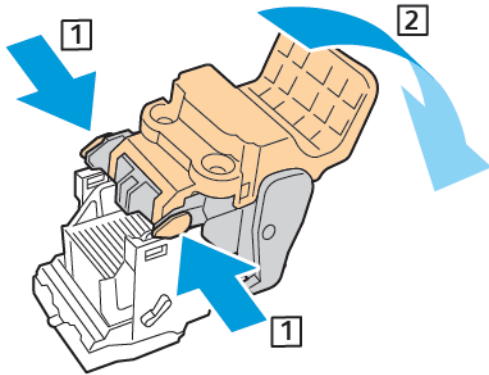
3. To remove a staple cartridge from the booklet maker, push down on the staple cartridge handle, then pull the cartridge out and up.




4. Turn over the staple cartridge.

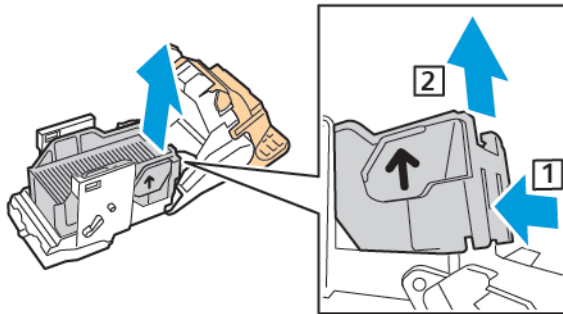
## Troubleshooting


5. To open the staple cartridge handle, press in the green tabs, then pull the handle out and away from the staple pack.



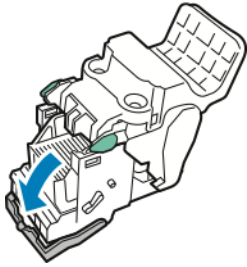
 **Note:** If you do not see the staple jam, remove the staple case.

6. To remove the staple case, press the rear of the case as shown.

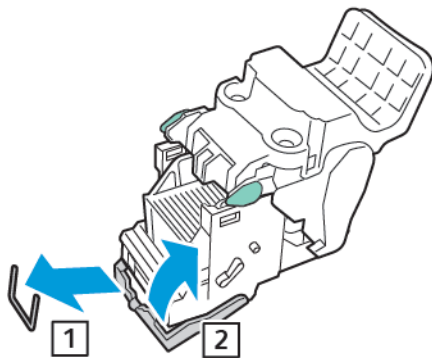


 **Note:** If you can see the staple jam, open the clamp on the staple cartridge.

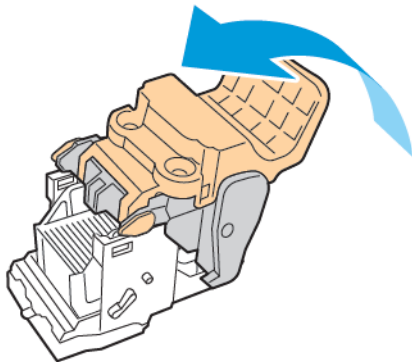
- To open to the staple cartridge, pull it firmly in the direction shown.



**⚠ WARNING:** The points of the jammed staples are sharp. Carefully remove the jammed staples.

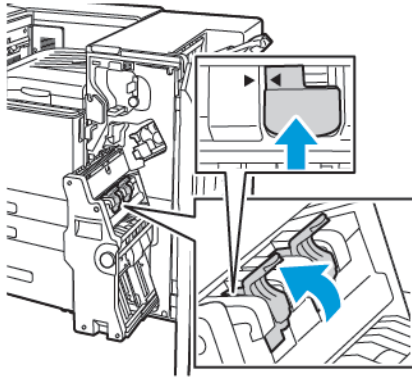


- Remove the jammed staples, then push the clamp in the direction shown until it snaps into the locked position.
- To close the staple cartridge, push back the cartridge handle until it clicks.

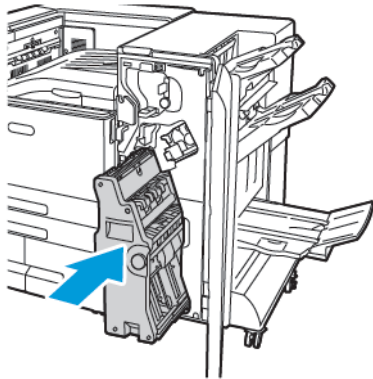


## Troubleshooting

10. To return the staple cartridge to the booklet maker, insert the staple cartridge and push up on the cartridge handle as shown.



11. Return the booklet maker to the original position, then close the front door of the Business Ready Finisher.



## Clearing Hole Punch Jams

### Clearing Hole Punch Jams in the Office Finisher and the Office Finisher LX


If the printer stops printing and reports a hole-punch jam, empty the hole-punch waste container. For details, refer to the procedure for the finisher installed on your printer:

- [Emptying the Hole Punch Waste Container in the Office Finisher](#)
- [Emptying the Hole Punch Waste Container in the Office Finisher LX](#)

After you empty the hole-punch waste container, locate and remove any paper jams.

## Print-Quality Problems

Your printer is designed to produce consistently high-quality prints. If you observe print-quality problems, use the information in this section to troubleshoot the problem. For more information, go to [www.xerox.com/office/VLC8000support](http://www.xerox.com/office/VLC8000support) or [www.xerox.com/office/VLC9000support](http://www.xerox.com/office/VLC9000support).

 **Caution:** Damage caused by using unsupported paper or specialty media is not covered by the Xerox® Warranty, Service Agreement, or Xerox® Total Satisfaction Guarantee. The Xerox® Total Satisfaction Guarantee is available in the United States and Canada. Coverage can vary outside these areas. Contact your local Xerox representative for details.

 **Note:**

- To ensure consistent print quality, the toner, print, and drum cartridges for many devices are designed to cease functioning at a predetermined point.
- Grayscale images printed with the composite black setting increment the color pages counter, because color consumables are used. Composite black is the default setting on most printers.

## Controlling Print Quality


Various factors can affect the quality of the output of your printer. For consistent and optimum print quality, use paper designed for your printer, and correctly set the Print-Quality Mode and Color Adjustments. Follow the guidelines in this section to maintain optimum print quality from your printer.

Temperature and humidity affect the quality of the printed output. The range for optimal print quality is 10–28°C (50–83°F) and 15–85 % relative humidity. However, print quality can be affected when operating near the limits for both temperature and humidity.

## Paper and Media

Your printer is designed to use various paper and other media types. Follow the guidelines in this section for the best print quality and to avoid jams:

- Use only Xerox-approved paper. For details, refer to [Supported Paper](#).
- Use only dry, undamaged paper.
- Ensure that the paper type selected in your print driver matches the paper type on which you are printing.
- If you have the same size paper loaded in more than one tray, ensure that the proper tray is selected in the print driver.
- Store your paper and other media properly for optimum print quality. For details, refer to [Paper Storage Guidelines](#).

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

- Rough or porous paper
- Inkjet paper
- Paper that has been photocopied
- Paper that has been folded or wrinkled
- Paper with cutouts or perforations
- Stapled paper
- Envelopes with windows, metal clasps, side seams, or adhesives with release strips
- Padded envelopes
- Plastic media
- Transparencies

## Solving Print-Quality Problems

When the print quality is poor, select the closest symptom from the following table, then refer to the corresponding solution to correct the problem. To more precisely determine the print-quality problem, you can print a Demonstration Print page. For details, refer to [Printing Information Pages](#).


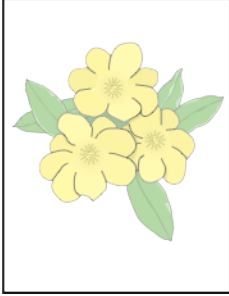
If the print quality does not improve after performing the appropriate action, contact your Xerox representative.



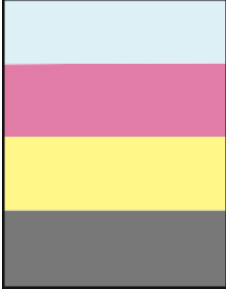
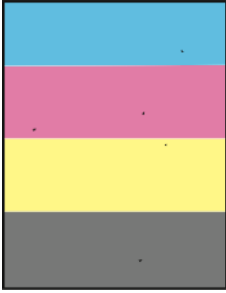

### Note:

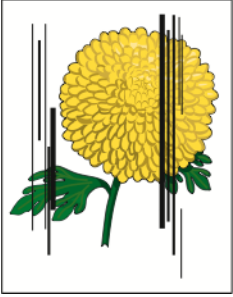

- To maintain print quality, the toner and drum cartridges for many models of equipment stop functioning at a predetermined point.
- Grayscale images printed with the composite black setting increment the color-pages counter, because color consumables are used. Composite black is the default setting on most printers.

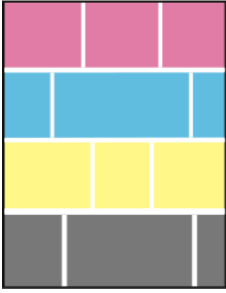



## Troubleshooting

Symptom	Probable Causes	Solutions
<ul style="list-style-type: none"> <li>Page margins are inconsistent.</li> <li>The image is not centered on the page or the margins are not consistent.</li> </ul> 	<p>A paper registration adjustment is needed.</p>	<p>To adjust the image position on the page, use the paper registration procedure. For details, refer to <a href="#">Adjusting Paper Registration</a>.</p>
<p>Faded printouts with multiple colors.</p> 	<p>The toner cartridges are not Xerox® toner cartridges.</p>	<p>Verify that the toner cartridges meet specifications. Replace the cartridges if necessary.</p>
	<p>The paper is outside the recommended specification range.</p>	<p>Replace the paper with a recommended size and type, then confirm that the device control panel and print driver settings are correct. For details, refer to <a href="#">Supported Paper</a>.</p>
	<p>The paper type in the paper tray is heavier than the paper type selection on the control panel or in the print driver.</p>	<p>Ensure that paper loaded in the paper tray matches your control panel and print driver settings.</p>
	<p>The bias transfer voltage is not properly adjusted for the paper type.</p>	<p>Verify that the paper types set in the device control panel and the print driver match the paper loaded in the tray.</p>
	<p>The settings in the application or print driver are incorrect.</p>	<p>Print the Demonstration Print from the Information Pages menu. For details, refer to <a href="#">Printing Information Pages</a>. If the Demonstration Print looks correct, the printer is printing properly. Verify that the application and the print driver selections are correct for your print job.</p>
	<p>The paper is damp.</p>	<p>Replace the paper.</p>
	<p>The high-voltage supply is defective.</p>	<p>For assistance, go to the Xerox® Support website at <a href="http://www.xerox.com/office/VLC8000support">www.xerox.com/office/VLC8000support</a> or <a href="http://www.xerox.com/office/VLC9000support">www.xerox.com/office/VLC9000support</a>.</p>






Symptom	Probable Causes	Solutions
<p>Only one color is faded.</p> 	<p>The toner cartridge is empty or damaged.</p>	<p>Check the condition of the toner cartridge, then replace it if necessary.</p>
	<p>The drum cartridge is worn or damaged.</p>	<p>Check the condition of the drum cartridge, then replace it if necessary.</p>
<p>The color around the edge of the printed image is incorrect.</p>	<p>The color registration is incorrect.</p>	<p>Adjust the color registration. For details, refer to <a href="#">Color Registration</a>.</p>
<p>The colors appear incorrect, or composite grays do not look neutral.</p>	<p>The color density or color balance requires adjustment.</p>	<p>Adjust the color density or color balance. For details, refer to <a href="#">Color Calibration</a>.</p>
	<p>The transfer voltage requires adjustment.</p>	<p>Adjust the transfer voltage. For details, refer to <a href="#">Transfer Voltage Adjustment</a>.</p>
<p>Stray black dots, or stray white dots in a printed image.</p> 	<p>The paper is outside the recommended specification range.</p>	<p>Replace the paper with a recommended size and type, then confirm that the device control panel and print driver settings are correct. For details, refer to <a href="#">Supported Paper</a>.</p>
	<p>There is debris on the rollers.</p>	<p>To remove debris from the feed and exit rollers, wipe them with a clean, damp cloth.</p> <p> <b>Note:</b> Do not touch the Transfer Roller or the exposed end of the Transfer Belt. Fingerprints can cause print-quality issues.</p>
	<p>The toner cartridges are not Xerox® toner cartridges.</p>	<p>Ensure that the toner cartridges meet specifications. Replace the cartridges if necessary.</p>
	<p>The drum cartridge is worn or damaged.</p>	<p>Check the condition of the drum cartridge, then replace it if necessary.</p>
<ul style="list-style-type: none"> <li>Vertical black or color streaks, or multiple colored streaks or lines.</li> </ul>	<p>The toner cartridges are not Xerox® toner cartridges.</p>	<p>Ensure that the toner cartridges meet specifications. Replace the cartridges if necessary.</p>

Symptom	Probable Causes	Solutions
<ul style="list-style-type: none"> <li>Streaks in only one color.</li> </ul> 	Debris in the printer is dragging against the toner, before the toner is fused to the paper.	Remove any debris or paper scraps from the paper path under the rear cover.
	There is a problem with the toner cartridge for that color.	Check the toner cartridge for damage, then replace the cartridge if necessary. For assistance, go to the Xerox® Support website at <a href="http://www.xerox.com/office/VLC8000support">www.xerox.com/office/VLC8000support</a> or <a href="http://www.xerox.com/office/VLC9000support">www.xerox.com/office/VLC9000support</a> .
	The drum cartridge is worn or damaged.	Check the condition of the drum cartridge, then replace it if necessary.
Partial blanks, creased paper, or blotted printing. 	The paper is damp.	Replace the paper.
	The paper is outside the recommended specification range.	Replace the paper with a recommended size and type. For details, refer to <a href="#">Supported Paper</a> .
	A printer part is worn or damaged.	For assistance, go to the Xerox® Support website at <a href="http://www.xerox.com/office/VLC8000support">www.xerox.com/office/VLC8000support</a> or <a href="http://www.xerox.com/office/VLC9000support">www.xerox.com/office/VLC9000support</a> .
	The toner cartridges are not Xerox® toner cartridges.	Verify that the toner cartridges meet specifications, then replace if necessary.
	The paper is impeded in the paper path.	<ul style="list-style-type: none"> <li>Remove any paper or debris from the paper path.</li> <li>Ensure that the trays are pushed in all the way.</li> <li>Ensure that the rear cover is closed and locked.</li> </ul>
	Condensation inside the printer causes partial blanks or creased paper.	To remove the condensation, power on the printer and leave it on for at least 1 hour. For assistance, go to the Xerox® Support website at <a href="http://www.xerox.com/office/VLC8000support">www.xerox.com/office/VLC8000support</a> or <a href="http://www.xerox.com/office/VLC9000support">www.xerox.com/office/VLC9000support</a> .
Vertical blanks appear.	The laser lenses are blocked.	Clean the laser lenses. For details, refer to <a href="#">Cleaning the Printhead Lenses</a> .

Symptom	Probable Causes	Solutions
	<p>A printer part is worn or damaged.</p>	<p>For assistance, go to the Xerox® Support website at <a href="http://www.xerox.com/office/VLC8000support">www.xerox.com/office/VLC8000support</a> or <a href="http://www.xerox.com/office/VLC9000support">www.xerox.com/office/VLC9000support</a>.</p>
	<p>The toner cartridges are not Xerox® toner cartridges.</p>	<p>Ensure that the toner cartridges meet specifications, then replace if necessary.</p>
<p>White lines or streaks running through only one color.</p> 	<p>Something is blocking the lens for the affected color.</p>	<p>Clean the lens for the affected color. For details, refer to <a href="#">Cleaning the Printhead Lenses</a>.</p>
<p>White line or lines running through all colors.</p> 	<p>Paper or debris is dragging the bottom of the transfer belt.</p>	<ul style="list-style-type: none"> <li>Remove the paper or debris from the printer.</li> <li>For assistance, go to the Xerox® Support website at <a href="http://www.xerox.com/office/VLC8000support">www.xerox.com/office/VLC8000support</a> or <a href="http://www.xerox.com/office/VLC9000support">www.xerox.com/office/VLC9000support</a>.</li> </ul>
<p>Slanted printing.</p> 	<p>The paper guides in the trays are not set correctly.</p>	<p>Reset the paper tray guides. For details, refer to <a href="#">Loading Paper</a>.</p>

## Troubleshooting

Symptom	Probable Causes	Solutions
<p>Blotchy or mottled images.</p> 	<p>The paper is too light or too thin.</p> <p>The paper is damp.</p> <p>The humidity is too high.</p>	<p>Choose a different paper type at the device control panel, in the application, and in the print driver.</p> <p>Replace the paper.</p> <p>Reduce the humidity in the room or move the printer to a new location.</p>
<p>Spots or lines appear at regular intervals on the prints.</p> 	<p>One or more of the components in the paper path is marking the paper.</p>	<ol style="list-style-type: none"> <li>1 Print the Repeating Defects pages. At the device control panel, touch <b>Device</b> → <b>Support</b> → <b>Support Pages</b> → <b>Repeating Defects</b>.</li> <li>2 To determine the cause of the printing problem, measure the distance between the print defects. <ul style="list-style-type: none"> <li>• 95 mm (3.74 in.): Drum Cartridge</li> <li>• 38 mm (1.5 in.): Drum Cartridge</li> <li>• 96 mm (3.78 in.): Fuser</li> <li>• 88 mm (3.46 in.): Fuser</li> <li>• 64 mm (2.52 in.): Transfer Roller</li> <li>• 33 mm (1.30 in.): Developer Roller; for Service only</li> </ul> </li> <li>3 If the repeating defects match one of these distances, replace that item.</li> </ol> <p> <b>Note:</b> For assistance with a Fuser or Transfer Roller image-quality problem, contact Xerox technical support. For details, go to the Xerox® Support website at <a href="http://www.xerox.com/office/VLC8000support">www.xerox.com/office/VLC8000support</a> or <a href="http://www.xerox.com/office/VLC9000support">www.xerox.com/office/VLC9000support</a>.</p>

## Getting Help

Your printer includes utilities and resources to help you troubleshoot printing problems.

### Viewing Warning Messages on the Control Panel

When a warning condition occurs, the printer alerts you of the problem. A message appears on the control panel and the LED status light on the control panel flashes amber or red. Warning alerts inform you about printer conditions, such as low supplies or open doors, that require your attention. If more than one warning condition occurs, only one warning message appears on the control panel at a time.

### Viewing Current Errors on the Control Panel

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

### Using the Integrated Troubleshooting Tools

Your printer has a set of reports that you can print. These reports include the Demonstration Print page and the Error History report that can assist you in troubleshooting certain problems. The Demonstration Print page prints an image to show print quality. You can use this page to troubleshoot print-quality issues with the printer. The Error History report prints information on the most recent printer errors.

For more information, refer to [Printing Information Pages](#).

#### Printing Information Pages

1. At the printer control panel, press the **Home** button.
2. Touch **Device**→**About**→**Information Pages**.
3. To print an information page, touch the needed page.
4. To return to the Home screen, press the **Home** button.

#### Printing the Error History Report

1. At the printer control panel, press the **Home** button.
2. To print the Error History Report, touch **Device**→**Support**→**Support Pages**→**Error History Report**.
3. To return to the Home screen, press the **Home** button.

### Online Support Assistant

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

To access the Online Support Assistant, go to [www.xerox.com/office/VLC8000support](http://www.xerox.com/office/VLC8000support) or [www.xerox.com/office/VLC9000support](http://www.xerox.com/office/VLC9000support).

## More Information about Your Printer

To obtain more information about your printer, refer to [More Information](#).

# A

## Specifications

This appendix contains:

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- [Physical Specifications](#) ..... 251
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- [Electrical Specifications](#) ..... 259
- [Performance Specifications](#) ..... 261

# Printer Configurations and Options

## Available Configurations

The printer is available in the following configurations:


The Xerox® VersaLink® C8000DT Color Printer:

- Tray 1 with 520-sheet capacity
- Tray 2 with 520-sheet capacity
- Bypass Tray with 100-sheet capacity
- Automatic 2-sided printing
- USB or network connectivity
- Embedded spot-color table

The Xerox® VersaLink® C9000DT Color Printer:

- Tray 1 with 520-sheet capacity
- Tray 2 with 520-sheet capacity
- Bypass Tray with 100-sheet capacity
- Automatic 2-sided printing
- USB or network connectivity
- Internal hard disk
- Embedded spot-color table with the ability to swap out for a PANTONE® approved color table
- Custom spot-color editor

## Standard Features

Print Speed
<ul style="list-style-type: none"><li>• C8000: A4 (210 x 297 mm); Letter (8.5 x 11 in.): 45 ppm maximum</li><li>• C9000: A4 (210 x 297 mm); Letter (8.5 x 11 in.): 55 ppm maximum</li></ul>
2-Sided Print Speed
<ul style="list-style-type: none"><li>• C8000: A4 (210 x 297 mm); Letter (8.5 x 11 in.): 45 ppm maximum</li><li>• C9000: A4 (210 x 297 mm); Letter (8.5 x 11 in.): 55 ppm maximum</li></ul>
Print Resolution
1200 x 2400 dpi
 <b>Note:</b> Enhanced print-quality mode only. Not available for the PCL print driver.



Color Management
<ul style="list-style-type: none"> <li>• C8000: Embedded spot-color table</li> <li>• C9000: <ul style="list-style-type: none"> <li>– Default: Embedded spot-color table</li> <li>– Optional: PANTONE®-approved color table</li> <li>– Optional: Custom spot-color editor</li> </ul> </li> </ul>
Paper Capacity
<ul style="list-style-type: none"> <li>• Bypass Tray: 100 sheets</li> <li>• Tray 1: 520 sheets</li> <li>• Tray 2: 520 sheets</li> <li>• Output Tray: 500 sheets</li> <li>• Optional Two-Tray Module: 1040 sheets</li> <li>• Optional Tandem Tray Module: 2000 sheets</li> <li>• Optional High-Capacity Feeder: 2000 sheets</li> <li>• Optional Envelope Tray: 50 envelopes</li> <li>• Optional Office Finisher or Office Finisher LX: 2000 sheets</li> <li>• Optional BR Booklet Maker Finisher: 1500-sheet Stacker Tray and 500-sheet Top Tray</li> </ul>
Maximum Print Size
<ul style="list-style-type: none"> <li>• Tray 1: 297 x 431.8 mm (11.69 x 17 in.)</li> <li>• Tray 2: 320 x 457.2 mm (12.598 x 18 in.)</li> <li>• Bypass Tray: 320 x 482.6 mm (12.6 x 19 in.); Banner Pages 320 x 1320.8 mm (12.6 x 52 in.)</li> </ul>
Control Panel
5-inch LCD touch screen with Home and Power/Wake buttons
Connectivity
<ul style="list-style-type: none"> <li>• 2 USB Type A Ports</li> <li>• USB 3.0 Type B Port</li> <li>• Ethernet 10/100/1000 Base-TX</li> <li>• Optional Wi-Fi® and Wi-Fi Direct® connectivity with an IEEE 802.11 b/g/n-compliant Wi-Fi Kit</li> <li>• Near Field Communication (NFC) Tap-to-Pair</li> <li>• AirPrint</li> <li>• MOPRIA™</li> <li>• IC Card Reader support</li> <li>• Foreign Device Interface (FDI)</li> </ul>
Remote Access
Xerox Embedded Web Server

## Options and Upgrades

- Paper Trays:

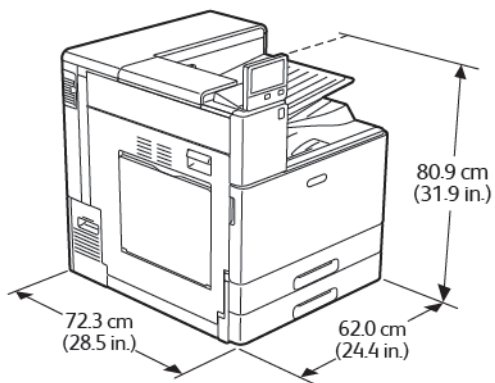
## Specifications

- Two-Tray Module
- Tandem Tray Module
- High-Capacity Feeder
- Envelope Tray, replaces Tray 1
- Office Finisher or Office Finisher LX
- Office Finisher, or Office Finisher LX, with Booklet Maker
- BR Finisher with Booklet Maker
- Wi-Fi Kit
- Hard Drive
- Internal Card Reader / RFID Kit
- Xerox® Precise Color Management System, includes software and meter. Optional for Xerox® VersaLink® C9000 color printers only.

# Physical Specifications

## Weights and Dimensions

### Base Model



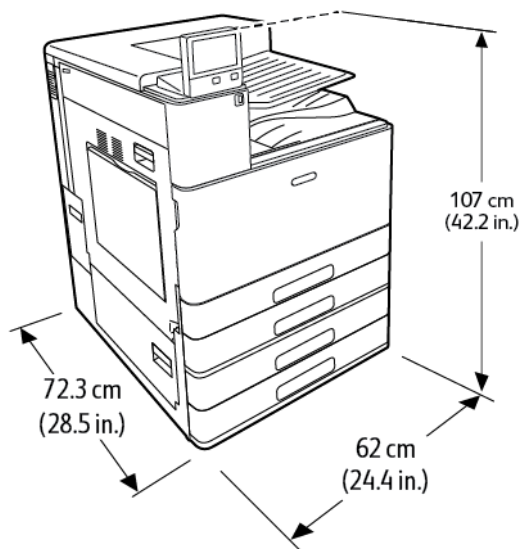
Width: 62 cm (24.4 in.)

Depth: 72.3 cm (28.5 in.)

Height: 80.9 cm (31.9 in.)

Weight: 81 kg (179 lb.)

### Base Model with a Two-Tray Module or Tandem Tray Module



Width: 62 cm (24.4 in.)

Depth: 72.3 cm (28.5 in.)

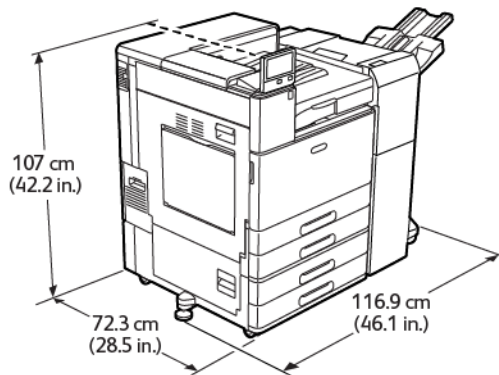
Height: 107 cm (42.2 in.)

Weight with a Two-Tray Module: 108 kg (238 lb.)

Weight with Tandem Tray Module: 115 kg (254 lb.)

## Specifications

### Base Model with Two-Tray Module and Office Finisher



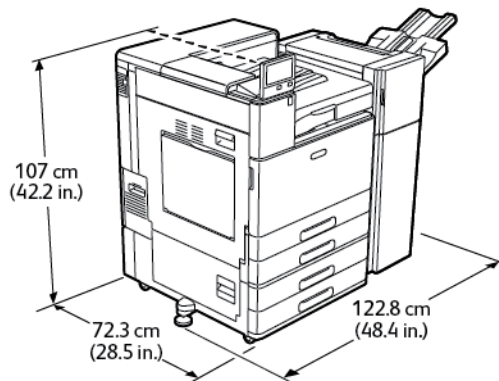
Width with stability foot: 116.9 cm (46.1 in.)

Depth: 72.3 cm (28.5 in.)

Height: 107 cm (42.2 in.)

Weight: ≤ 139.6 kg (307.8 lb.)

### Base Model with Two-Tray Module and Office Finisher LX



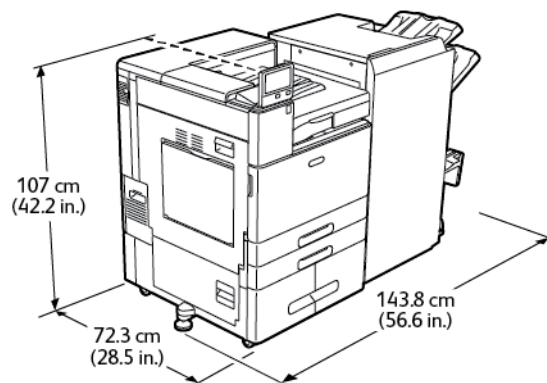
Width with stability foot: 122.8 cm (48.4 in.)

Depth: 72.3 cm (28.5 in.)

Height: 107 cm (42.2 in.)

Weight: ≤ 136 kg (300 lb.)

### Base Model with Tandem Tray Module and BR Finisher



Width with stability foot: 143.8 cm (56.6 in.)

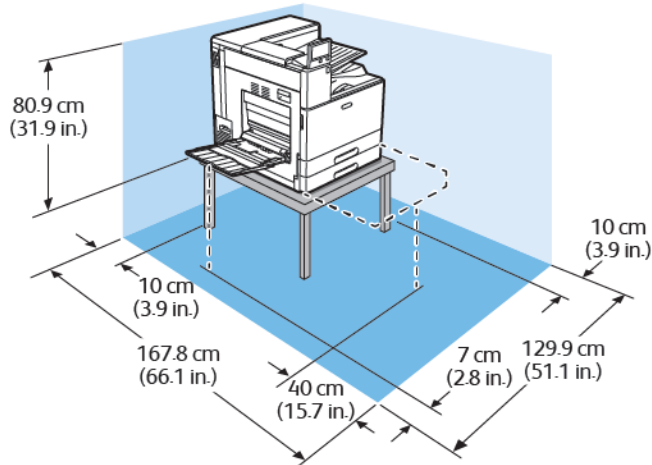
Depth: 72.3 cm (28.5 in.)

Height: 107 cm (42.2 in.)

Weight: ≤ 183 kg (404 lb.)

# Total Space Requirements

## Clearance Requirements for Base Model

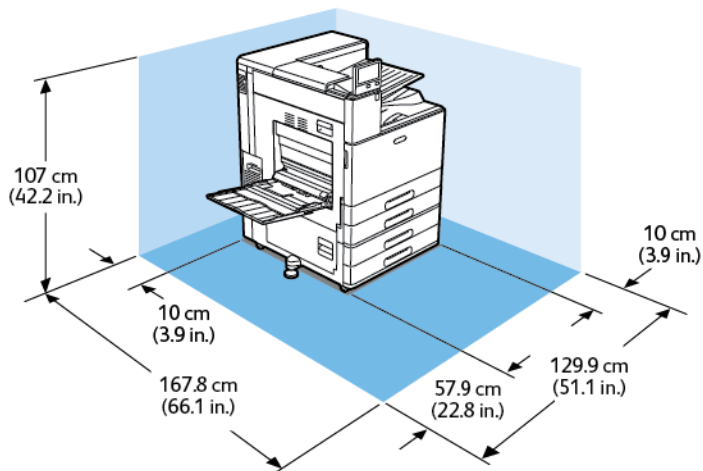


Width: 129.9 cm (51.1 in.)

Depth: 167.8 cm (66.1 in.)

Height, without table: 80.9 cm (31.9 in.)

## Clearance Requirements with a Two-Tray Module or Tandem Tray Module



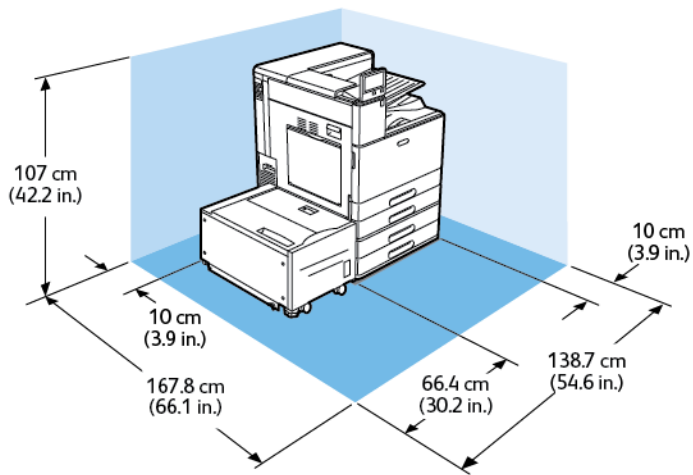
Width: 129.9 cm (51.1 in.)

Depth: 167.8 cm (66.1 in.)

Height: 107 cm (42.2 in.)

## Specifications

### Clearance Requirements with a Two-Tray Module and High-Capacity Feeder

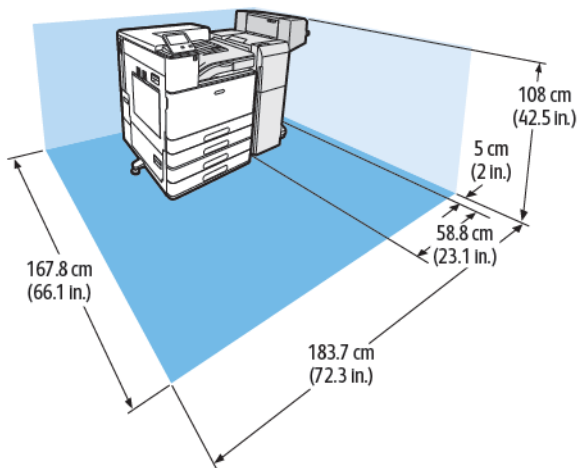


Width: 138.7 cm (54.6 in.)

Depth: 167.8 cm (66.1 in.)

Height: 107 cm (42.2 in.)

### Clearance Requirements with a Two-Tray Module and Office Finisher with Booklet Maker

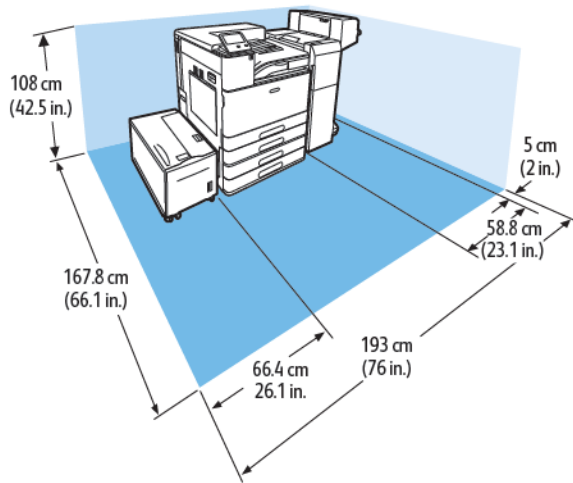


Width: 183.7 cm (72.3 in.)

Depth: 167.8 cm (66.1 in.)

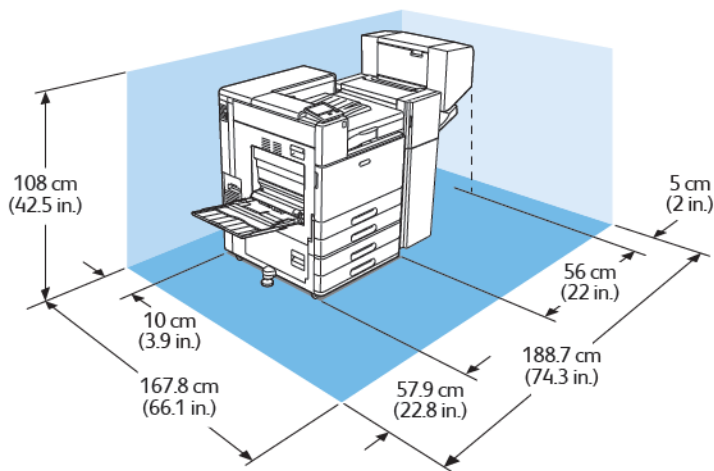
Height: 108 cm (42.5 in.)

## Clearance Requirements with a Two-Tray Module, High-Capacity Feeder, and Office Finisher with Booklet Maker



Width: 193 cm (76 in.)  
Depth: 167.8 cm (66.1 in.)  
Height: 108 cm (42.5 in.)

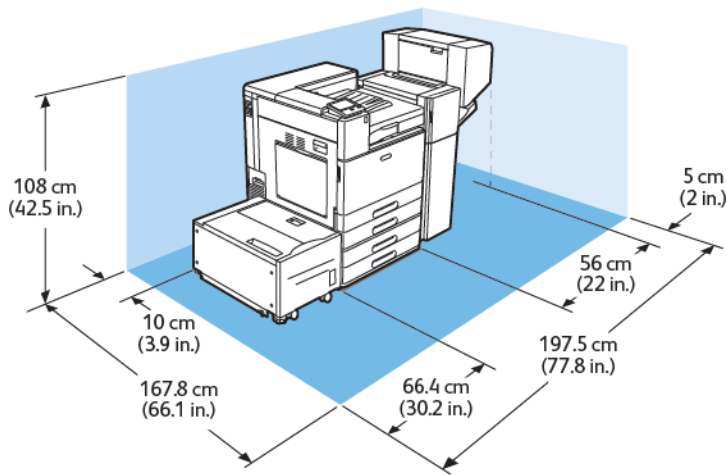
## Clearance Requirements with a Two-Tray Module and Office Finisher LX with Booklet Maker



Width: 188.7 cm (74.3 in.)  
Depth: 167.8 cm (66.1 in.)  
Height: 108 cm (42.5 in.)

## Specifications

### Clearance Requirements with a Two-Tray Module, High-Capacity Feeder, and Office Finisher LX with Booklet Maker

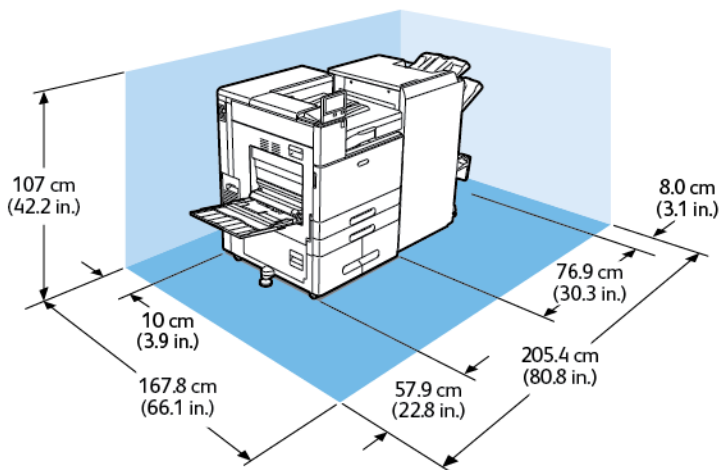


Width: 197.5 cm (77.8 in.)

Depth: 167.8 cm (66.1 in.)

Height: 108 cm (42.5 in.)

### Clearance Requirements with a Tandem Tray Module and Business Ready (BR) Booklet Maker Finisher



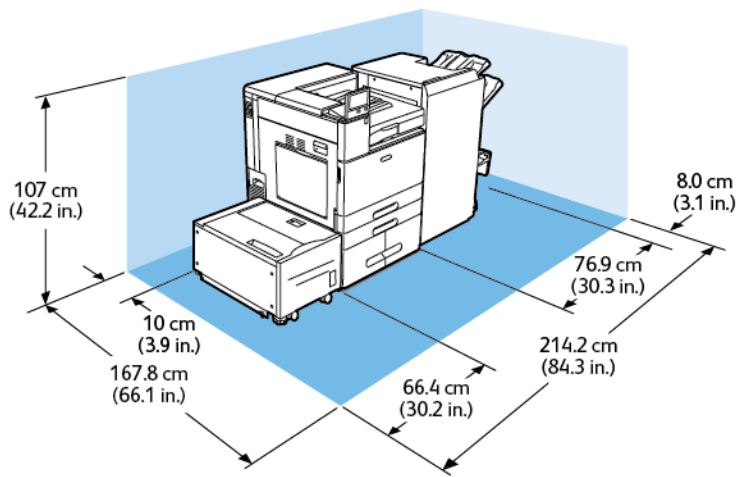
Width: 205.4 cm (80.8 in.)

Depth: 167.8 cm (66.1 in.)

Height: 107 cm (42.2 in.)



## Clearance Requirements with a Tandem Tray Module, High-Capacity Feeder, and Business Ready (BR) Booklet Maker Finisher



Width: 214.2 cm (84.3 in.)

Depth: 167.8 cm (66.1 in.)

Height: 107 cm (42.2 in.)

## Environmental Specifications

### Temperature

- Operating Temperature Range: 10° to 32°C (50° to 90°F)
- Optimal Temperature Range: 10° to 28°C (50° to 82°F)

### Relative Humidity

- Operating Humidity Range: 15 % to 85 %
- Optimal Humidity Range: 15 % to 62.5 % relative humidity at 28°C (82°F)



**Note:** Under extreme environmental conditions, such as 10°C (50°F) and 85 % relative humidity, printing defects can occur due to condensation inside the printer.

### Elevation

For optimum performance, use the printer at elevations below 2500 m (8200 ft.).



**Note:** To use the printer at elevations above 2000 m (6560 ft.), the printer may need adjustment.

## Electrical Specifications

### Power Consumption

- 110–127 V:
  - Maximum power consumption: 1.4 kW
  - Sleep mode: 0.48 W or less
  - Low-Power mode: 75.3 W or less
  - Standby mode: 75.3 W or less
- 220–240 V:
  - Maximum power consumption: 2.2 kW
  - Sleep mode: 0.53 W or less
  - Low-Power mode: 73.8 W or less
  - Standby mode: 73.8 W or less

### Power Supply Voltage and Frequency

Power Supply Voltage	Frequency	Current Required
110–127 VAC +6 % /-10 % (99–135 VAC)	50/60 Hz +/-3 %	12 A
220–240 VAC +/-10 % (198–264 VAC)	50/60 Hz +/-3 %	10 A

### ENERGY STAR Qualified Product



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

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

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

ENERGY STAR settings are preset on Xerox® equipment at the factory to switch to Power Saver modes after 11 minutes from the last copy or print.



**Note:** The ENERGY STAR qualification only applies to printer configurations with automatic 2-sided printing.

## Recycling Supplies

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

## Performance Specifications

Feature	Specifications
Printer warm-up time	Power on: ≤ 60 seconds
Recovery from sleep mode	≤ 10 seconds
Recovery from low-power mode	≤ 10 seconds

## Print Speed

Several factors affect print speed:

- Print mode: The fastest print mode is Standard.
- Paper orientation. For faster print speeds, load paper long-edge feed. Loading paper short-edge feed reduces print speeds. Also, when printing short-edge feed, Letter (8.5 x 11 in.) prints slightly faster than A4 (210 x 297 mm).
- Paper size: Letter (8.5 x 11 in.) and A4 (210 x 297 mm) sizes share the fastest print speeds. Larger paper sizes reduce print speeds.
- Paper type and weights: For faster printing, use paper weights of 105 g/m<sup>2</sup> or less.
- Paper source: Internal paper trays are slightly faster than other paper sources, such as the Bypass Tray.


Maximum Print Speeds for color, and black and white:


Xerox® VersaLink® C8000 Color Printer:


Paper Weight	A4/Letter, LEF		A3, SEF	
	1-Sided Printing	2-Sided Printing	1-Sided Printing	2-Sided Printing
Plain: 64–105 g/m <sup>2</sup>	45 ppm	45 ppm	22 ppm	15 ppm
Heavyweight 1: 106–176 g/m <sup>2</sup>	36 ppm	36 ppm	18 ppm	13.8 ppm
Coated 1: 106–176 g/m <sup>2</sup>	25 ppm	25 ppm	14 ppm	8.5 ppm
Heavyweight 2: 177–220 g/m <sup>2</sup>	25 ppm	25 ppm	14 ppm	8.5 ppm
Heavyweight 3: 106–176 g/m <sup>2</sup>	25 ppm	25 ppm	14 ppm	8.5 ppm
Label: 106–176 g/m <sup>2</sup>	36ppm	NA	18 ppm	NA
Envelope	25 ppm	NA	14 ppm	NA

## Specifications

Xerox® VersaLink® C9000 Color Printer:

 **Note:** For Heavyweight 3, for 2-sided printing, performance is not guaranteed.

Paper Weight	A4/Letter, LEF		A3, SEF	
	1-Sided Printing	2-Sided Printing	1-Sided Printing	2-Sided Printing
Plain: 64–105 g/m <sup>2</sup>	55 ppm	55 ppm	27 ppm	19 ppm
Heavyweight 1: 106–176 g/m <sup>2</sup>	36 ppm	36 ppm	18 ppm	13.8 ppm
Coated 1: 106–176 g/m <sup>2</sup>	25 ppm	25 ppm	14 ppm	8.5 ppm
Heavyweight 2: 177–220 g/m <sup>2</sup>	25 ppm	25 ppm	14 ppm	8.5 ppm
Heavyweight 3: 221–300 g/m <sup>2</sup>	25 ppm	25 ppm	14 ppm	8.5 ppm
Extra Heavyweight: 301–350 g/m <sup>2</sup>  <b>Note:</b> Bypass Tray only	25 ppm	NA	14 ppm	NA
Label: 106–176 g/m <sup>2</sup>	36 ppm	NA	18 ppm	NA
Envelope	25 ppm	NA	14 ppm	NA

 **Note:** For Heavyweight 3, for 2-sided printing, performance is not guaranteed.

# B

## Regulatory Information

This appendix contains:

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- [Safety Certification](#) ..... 269
- [Material Safety Data Sheets](#) ..... 270

## Basic Regulations

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

## Regulatory Information for 2.4-GHz and 5-GHz Wireless Network Adapters

This product contains a 2.4-GHz and 5-GHz Wireless LAN radio transmitter module that complies with the requirements specified in FCC Part 15, Industry Canada RSS-210, and European Council Directive 2014/53/EU. Radio Frequency (RF) output power of this device will not exceed 20 dBm in either frequency band.

Operation of this device is subject to the following two conditions:

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

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

## United States FCC Regulations

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 and Part 18 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy. If the equipment is not installed and used in accordance with these instructions, it can cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference. Users are required to correct the interference at their own expense.

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

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

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



**WARNING:** To ensure compliance with Part 15 and Part 18 of the FCC rules, use shielded interface cables.



## Canada

This Class A digital apparatus complies with Canadian ICES-003 and ICES-001.

Cet appareil numérique de la classe A est conforme à la norme NMB-003 et NMB-001 du Canada.

### EcoLogo Certified to Office Machines CCD-035



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

## Certifications in Europe



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

- April 16, 2014: Radio Equipment Directive 2014/53/EU

Hereby, Xerox declares that the radio equipment model VersaLink C8000/C9000 is in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity can be found at the following internet address:

- For Xerox® VersaLink® C8000 Color Printer: [www.xerox.com/environment\\_europe](http://www.xerox.com/environment_europe)
- For Xerox® VersaLink® C9000 Color Printer: [www.xerox.com/environment\\_europe](http://www.xerox.com/environment_europe)

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



#### **WARNING:**

- Changes or modifications to this equipment not specifically approved by the Xerox Corporation may void the user's authority to operate this equipment.
- External radiation from Industrial, Scientific, and Medical (ISM) equipment can interfere with the operation of this Xerox device. If external radiation from ISM equipment interferes with this device, contact your Xerox representative for assistance.
- This is a class A product. In a domestic environment, this product can cause radio frequency interference, in which case the user can be required to take adequate measures.
- To ensure compliance with European Union regulations, use shielded interface cables.

## European Union Lot 4 Imaging Equipment Agreement Environmental Information

### Environmental Information Providing Environmental Solutions and Reducing Cost

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

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

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

### ENERGY STAR



The ENERGY STAR program is a voluntary scheme to promote the development and purchase of energy-efficient models, which help to reduce environmental impact. Details on the ENERGY STAR program and models qualified to ENERGY STAR can be found at the following website: [www.energystar.gov](http://www.energystar.gov).

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

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

For more information on energy or other related topics, go to [www.xerox.com/environment](http://www.xerox.com/environment) or [www.xerox.com/environment\\_europe](http://www.xerox.com/environment_europe).

### Power Consumption and Activation Time

The amount of electricity that a device consumes depends on the way the device is used. This device is designed and configured to enable you to reduce your electricity usage.

Power Saver modes are enabled on your device to reduce energy consumption. After the last print, the device transitions to Ready mode. In this mode, the device can print again immediately. If the device is not used for a specified period, the device transitions to Low Power mode, then to Sleep mode. In these modes, to enable reduced-power consumption, only essential functions remain active. The device takes longer to produce the first print after it exits the Power Saver modes than it takes to print in Ready mode. This delay is the result of the system waking up and is typical of most imaging devices on the market.


To save power, you can enable Auto Power Off mode on your device. If Auto Power Off mode is enabled, you can configure the mode as follows:

- **Always Allowed:** The device powers off automatically after the specified time, and the cumulative Low Power mode and Sleep mode timeouts have elapsed.
- **Allowed ONLY When Conditions are Met:** The device automatically powers off only after timeouts have elapsed. The device also powers off if Fax, USB Drive, and Wired and Non-Wired Network have not been activated.

To change the Power Saver settings, refer to the *System Administrator Guide* at [www.xerox.com/office/VLC8000docs](http://www.xerox.com/office/VLC8000docs) or [www.xerox.com/office/VLC9000docs](http://www.xerox.com/office/VLC9000docs). For further assistance, contact your System Administrator.

To enable Auto Power Off mode, contact your System Administrator. For details, refer to the *System Administrator Guide* at [www.xerox.com/office/VLC8000docs](http://www.xerox.com/office/VLC8000docs) or [www.xerox.com/office/VLC9000docs](http://www.xerox.com/office/VLC9000docs).

To learn more about Xerox participation in sustainability initiatives, go to: [www.xerox.com/environment](http://www.xerox.com/environment) or [www.xerox.com/environment\\_europe](http://www.xerox.com/environment_europe).

 **Note:** Changing the default Power Saver activation times can result in an overall higher energy consumption of the device. Before you turn off Power Saver modes or set a long activation time, consider the increase in device power consumption.

## Default Power Saver Settings

This device is ENERGY STAR®-qualified under the ENERGY STAR Program Requirements for Imaging Equipment. The transition time from Ready mode to Low-Power mode can be set up to 60 minutes. The default value is 10 minutes. The transition time from Low-Power mode to Sleep mode can be set up to 60 minutes. The default value is set at 1 minute. The total transition time from Ready mode to Sleep mode can take up to 60 minutes.

To change the Power Saver settings, contact your System Administrator, or refer to the *System Administrator Guide* at:

- Xerox® VersaLink® 8000 Color Printer: [www.xerox.com/office/VLC8000docs](http://www.xerox.com/office/VLC8000docs)
- Xerox® VersaLink® 9000 Color Printer: [www.xerox.com/office/VLC9000docs](http://www.xerox.com/office/VLC9000docs)

## Environmental Benefits of Duplex Printing

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

## Paper Types

This product can be used to print on both recycled and virgin paper, approved to an environmental stewardship scheme, which complies with EN12281 or a similar quality standard. Lighter weight paper (60 g/m<sup>2</sup>), which contains less raw material and thus saves resources per print, may be used in certain applications. We encourage you to check if this is suitable for your printing needs.

## Eurasian Economic Community Certification



Russia, Belarus, and Kazakhstan are working to establish a common customs union, the Eurasian Economic Community, or EurAsEC. The Eurasian Economic Community members anticipate sharing a common regulatory scheme and common EurAsEC certification mark, the EAC Mark.

## Germany

### Germany - Blue Angel



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

### Blendschutz

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

### Lärmemission

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

### Importeur

Xerox GmbH  
Hellersbergstraße 2-4  
41460 Neuss  
Deutschland

## Turkey RoHS Regulation

In compliance with Article 7 (d), we hereby certify “it is in compliance with the EEE regulation.”  
“EEE yönetmeliğine uygundur.”

## Safety Certification

This device is certified by the following Agencies using the following safety standards.

Agency	Standard
TÜV Rheinland (US/Canada)	UL 60950-1, 2nd Edition, 2014-10-14 CAN/CSA C22.2 No. 60950-1-07, 2nd Edition, 2014-10
TÜV Rheinland (Europe)	IEC 60950-1:2005 + A1:2009 + A2:2013 EN 60950-1:2006 + A11:2009 + A1:2010 + A12:2011 + A2:2013 IEC/EN 62368-1:2014

## Material Safety Data Sheets

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

- North America: [www.xerox.com/msds](http://www.xerox.com/msds)
- European Union: [www.xerox.com/environment\\_europe](http://www.xerox.com/environment_europe)

For the Customer Support Center phone numbers, go to [www.xerox.com/office/worldcontacts](http://www.xerox.com/office/worldcontacts).

# C

## Recycling and Disposal

This appendix contains:

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- North America ..... 273
- European Union..... 274
- Other Countries..... 276

## All Countries

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



## North America

Xerox operates an equipment take-back and reuse/recycle program. Contact your Xerox representative (1-800-ASK-XEROX) to determine if this Xerox product is part of the program. For more information about Xerox environmental programs, visit:

- Xerox® VersaLink® 8000 Color Printer: [www.xerox.com/environment](http://www.xerox.com/environment)
- Xerox® VersaLink® 9000 Color Printer: [www.xerox.com/environment](http://www.xerox.com/environment)

For recycling and disposal information, contact your local authorities.

## European Union

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

### Domestic/Household Environment



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

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

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

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

### Professional/Business Environment



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

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

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

## Collection and Disposal of Equipment and Batteries



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

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

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

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

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

## Business Users in the European Union

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

## Disposal Outside of the European Union

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

## Battery Symbol Note



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

## Battery Removal

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

## Other Countries

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



