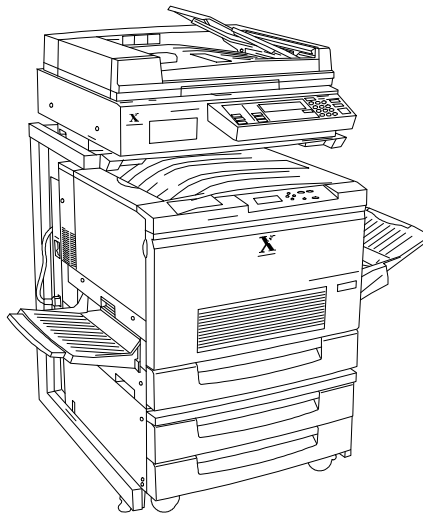

Getting to Know Your Product

DocuColor 4 Copier/Printer

Carrier

Product Orientation Guide



Note to Carriers: Open this document and review it page-by-page with your Customer.

August 1999
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THE DOCUMENT COMPANY
XEROX



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Carrier session overview

Orientation topics *This product orientation session will include these topics:*

- *Usage and control*
- *Paper supply*
- *Output trays*
- *Access areas for jam clearance*
- *Location of power switch and serial number plate*

Length of session *This product orientation session will last about 10 minutes.*

Note: This brief overview is not intended as a formal training session.

What to expect from the Carrier session

Carrier responsibility	<i>Is to install Xerox equipment and provide you with a brief product orientation.</i>
Product Orientation Guide	<i>Discusses key topics to help you get acquainted with your new product. This Guide is yours to keep so that you can review the information or provide this same orientation to your colleagues, if you wish.</i>
QuickStart Practice Guide	<i>This Guide contains a series of self-guided activities designed to increase your product knowledge. It can be used at your own pace. As you complete these activities, you are encouraged to consult the User's Guide for additional information.</i>
Additional training	<i>If after completing the QuickStart Practice Guide you feel you need additional training, please contact your sales agent, who will assist you.</i>
Evaluation questionnaire	<i>Xerox values your comments about this orientation session. They are essential to helping us continue to improve our products and services.</i> <ul style="list-style-type: none">• <i>After you have completed the exercises in the QuickStart Practice Guide, please take a moment to fill out and return the evaluation questionnaire located at the back of this publication.</i>• <i>If several people participate in the orientation session, please feel free to make copies of the questionnaire so that all participants can complete it.</i>

Component parts of the DocuColor 4 Copier/Printer

Component overview

Point out each component as you describe it. See Figure 1.

Note: Some items shown are optional accessories and may not be present on the machine you are using.

1. The **Scanner/ADF Control Panel** contains the control buttons and the display for the copier functions.
2. The **Printer Control Panel** contains the control buttons and the liquid crystal display (LCD) for the printer only functions.
3. The **Bypass Tray** is used for transparencies and non-standard paper up to 13 x 19 in. (330 x 483 mm).
4. **Paper Tray 1** holds up to 250 sheets of 24 lb (90 gsm) 11 x 17 in. (297 x 432 mm) paper.
5. The **Two Tray Module** contains trays 2 and 3. Each tray can hold up to 250 sheets of 24 lb (90 gsm) 11 x 17 in. (297 x 432 mm) paper.
6. The **Face Up Tray** stacks the printed pages face up.
7. The **Face Down Tray** stacks the printed pages face down. The Face Down Tray is the default tray.
8. The **Scanner/Automatic Document Feeder** accepts up to 50 pages of originals.

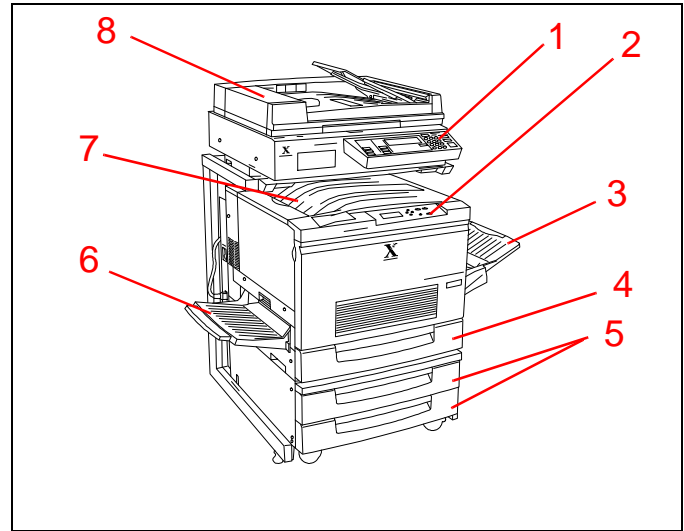


Figure 1

Location of the power switches

Point out the location of the power switches.

See Figure 2.

1. The main **Power Switch** is located on the right side of the Scanner/ADF. This switch controls both the Scanner/ADF and the printer.

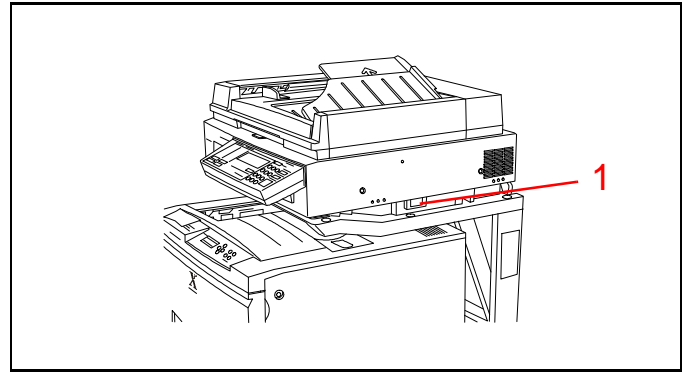


Figure 2

2. The printer **Power Switch** is located at the left rear of the printer. Press the switch up to turn on the power and press the switch down to turn off the power. This switch should be left on at all times.

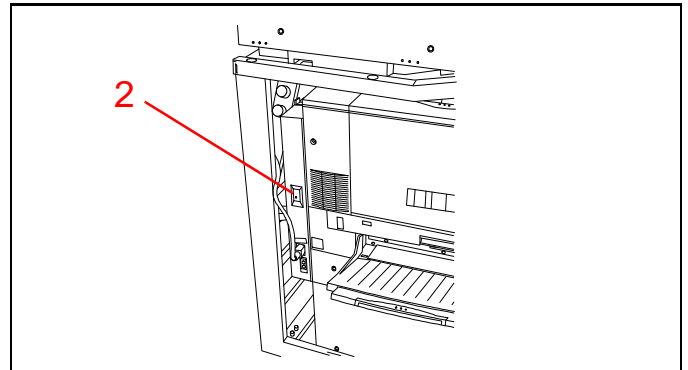


Figure 3

Location of the serial number plate

Point out the location of the serial number plate. See Figure 4.

You need to know the serial number when you call for service.

The serial number plate is located on the right side of the printer.

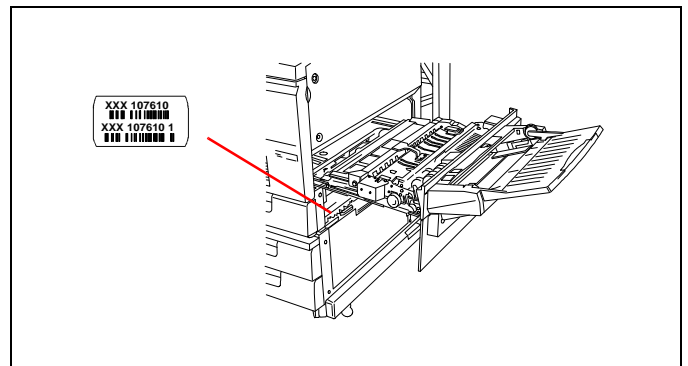









Figure 4

The printer control panel

Identify the components of the printer control panel.

Point out each item as you discuss it. See Figure 5.

1. The **Liquid Crystal Display (LCD)** shows the condition of the printer and messages related to settings.
2. The **Arrow Keys** are used to move the cursor and to scroll through a list of options.
3.  (Menu) steps from one top level screen to the next.
4.  (Online) switches the printer between being online and offline.
5.  (End menu/cancel job) stops printing and returns to the ready or offline status.
6.  (Select) selects a menu or option shown on the display and advances to the next option screen.
7. The **Status LEDs** (light emitting diodes) show the status of the printer.
 -  (Online) glows green to indicate the printer is online.
 -  (Data) flashes green when the printer is receiving data.
 -  (Error) flashes red to show abnormalities or warnings.

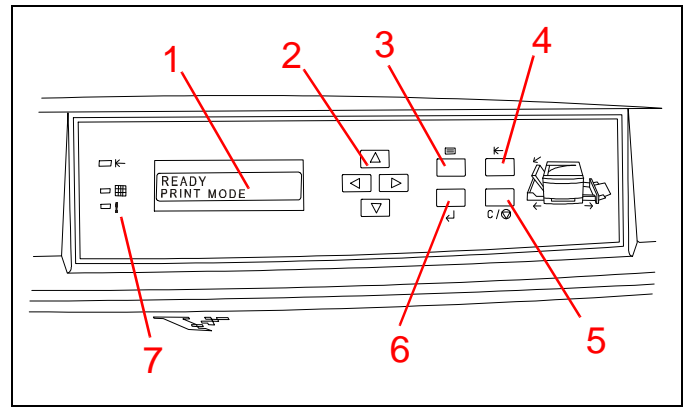


Figure 5

The Scanner/ADF control panel

Identify the components of the Scanner/ADF control panel. **Point out** each item as you discuss it. See Figure 6.

1. The **display** shows status messages and indicates the selections made during copying.
2. The **Contrast Dial** is used to adjust the brightness of the display.
3. The **Control Panel Buttons** provide control of the copier functions.
 - The **Keypad** buttons **0** through **9** and ***** are used to enter the number of copies or a password. The **C** button clears an incorrect entry.
 - **Copy** places the machine into the copy mode.
 - **Tools** is used to confirm or change functions and settings of the machine. The Tools button is for use by System Administrators and is password protected.
 - **Clear All** clears all programming and copy quantities. Places all settings at their default values.
 - **Stop** allows you to temporarily stop a job.
 - **Start** initiates a scanning or copying job.
 - **Exit** cancels the selected function.
 - **Select** confirms the selection of a function.
 - **▲** moves to the previous item in a list, or the function before this one.
 - **▼** moves to the next item in a list, or the function following this one.
 - **Lighten Darken** adjusts the copy contrast.
 - **Original Type** allows selection of color or black and white copies.
4. The **Paper Supply** buttons allow a specific paper tray to be selected for a copy job. The selected paper tray indicator lights and the paper size appears in the display.
5. The **Reduce/Enlarge** buttons allow a specific reduction or enlargement ratio to be selected. The zoom buttons may be used to select reduction or enlargement in 1% increments.

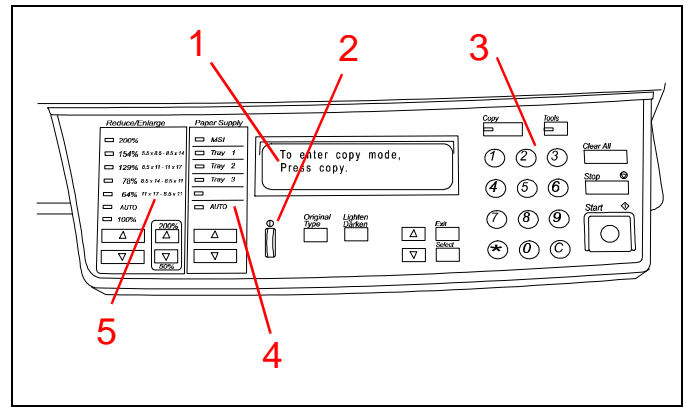


Figure 6

Performing routine tasks

Loading paper in the paper trays

Demonstrate the steps as you describe them.

You may have three paper trays. To load paper in a paper tray:

1. Face the DocuColor 4 Copier/Printer so that you are directly in front of the paper tray.
 2. See Figure 7. Open the tray by pulling it straight out.
 3. Press down on the metal plate until it latches.
 4. Take the paper out of the wrapper.
 5. See Figure 8. Move the paper guides toward the outer edges of the paper drawer.
 6. Place the stack of paper in the drawer with the corners under the fluke at the front right side. Add paper up to the Max line. Straighten the paper stack so the edges are even.
 7. See Figure 9. Set the rear paper guide to the length of the paper.
 8. Set the side paper guide to the width of the paper.
- Note:** Align the “▼” mark on the side paper guide with the appropriate paper size mark on the tray. If the side guide is out of position, automatic paper size detection will not work.
9. Close the tray by pushing it completely into the printer.

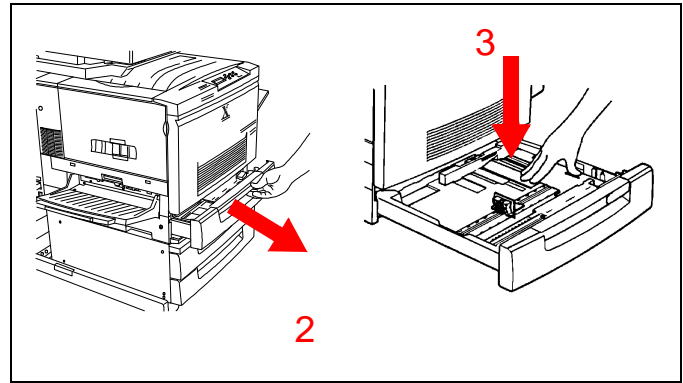


Figure 7

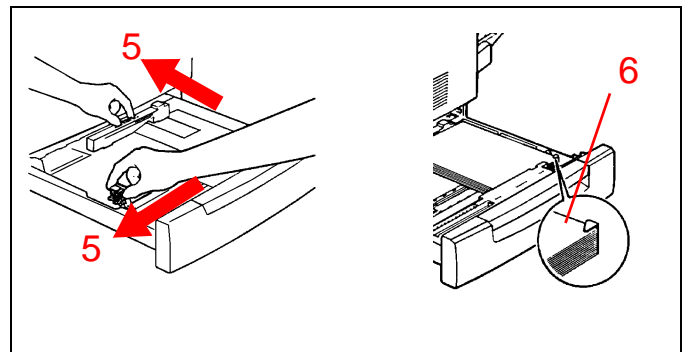


Figure 8

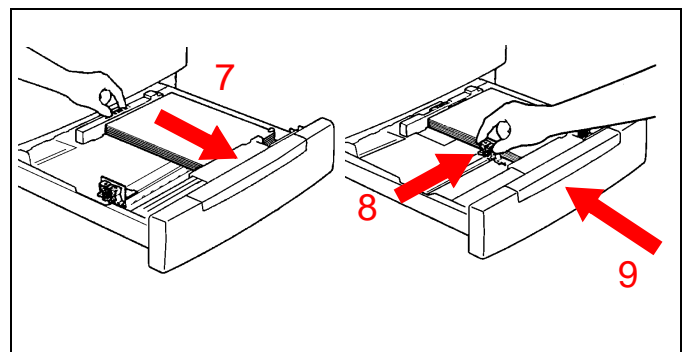


Figure 9

Loading paper in the bypass tray

Demonstrate how to open the bypass tray and load paper.

1. See Figure 10. Open the bypass tray by swinging the door down.
2. Ensure the guide at the front of the tray is flipped up unless 13 x 19 in. (330 x 483 mm) paper is being used.

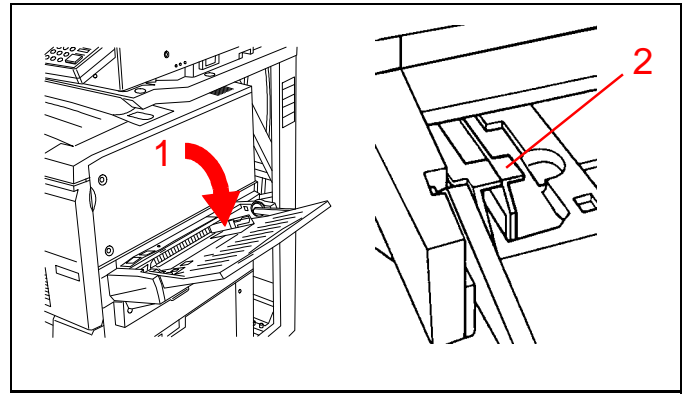


Figure 10

3. See Figure 11. Set the paper guide to the width of the paper being loaded.
4. Load a stack of paper long edge feed and slide the paper into the printer until it stops.

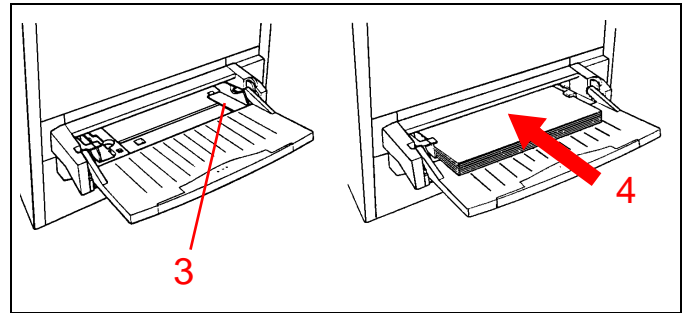


Figure 11

Making copies using the Automatic Document Feeder

Note: The Automatic Document Feeder is an option and may not be present.

Demonstrate placing an original into the document feeder tray. See Figure 12.

1. Place the original in the document feeder tray face up. A stack of up to 50 originals may be placed in the tray.
2. Slide the documents forward until the green indicator lights, indicating the document is inserted correctly.
3. Adjust the side guide to the size of the paper. The guide should just touch the side of the document.
4. Press the **Copy** button on the control panel.
5. Press the **Start** button.

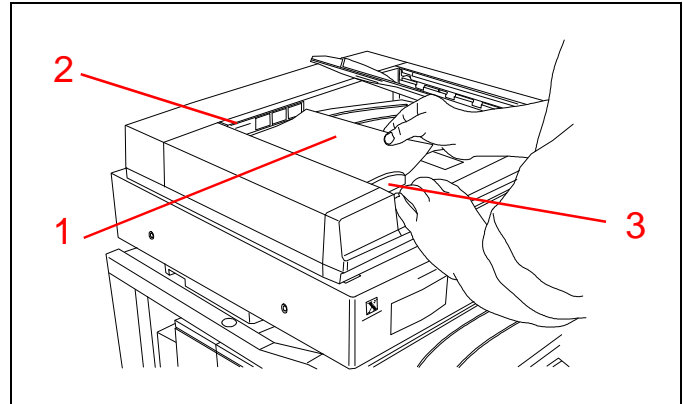


Figure 12

Making a copy from the document glass

Demonstrate how to place an original on the document glass. See Figure 13.

1. Open the document cover
2. Place the original face down, aligning the left rear corner with the registration guide.
3. Close the cover before making a copy.
4. Press the **Copy** button on the control panel.
5. Press the **Start** button.

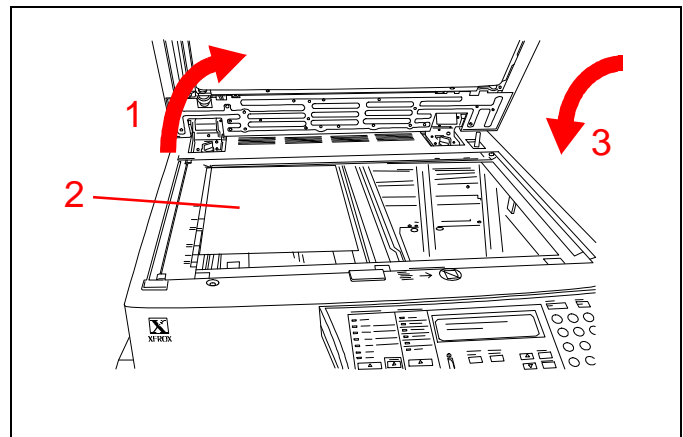


Figure 13

Copy Output

Note: Copies may be delivered to the face up tray or the face down tray.

See Figure 14.

1. *The Face Up Tray stacks the copies face up.*
2. *The Face Down Tray stacks the copies face down.*

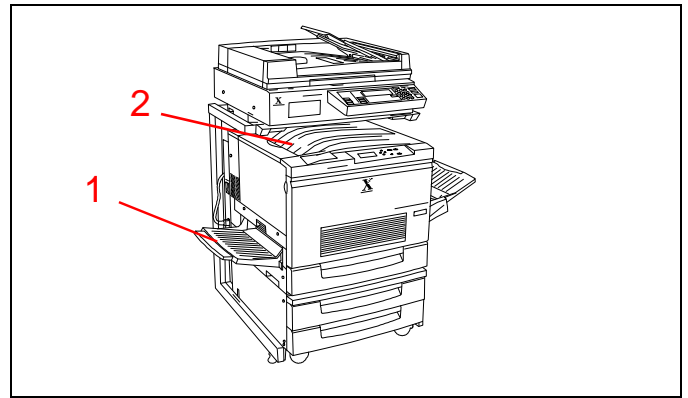


Figure 14

Access areas for jam clearance

Clearing a jam in the scanner/ADF

Show how to open the ADF to clear jams. See Figure 17.

1. *Open the ADF left cover by lifting it to the left. Remove the jammed document and all torn pieces of paper.*
2. *Slide the document guide away from the stack of documents and remove them from the ADF tray.*
3. *Close the ADF left cover.*

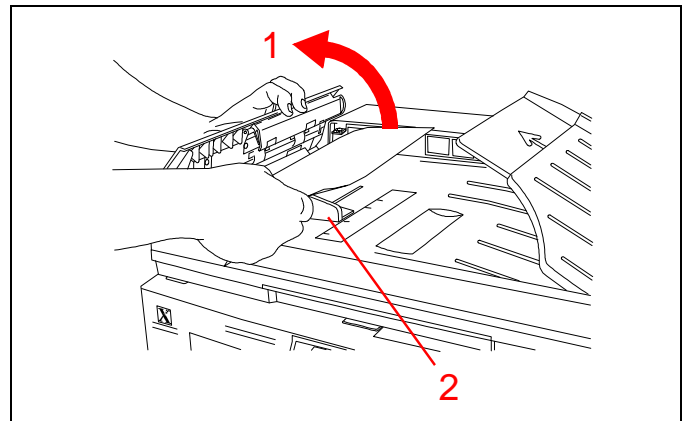


Figure 15

4. See Figure 16. Raise the ADF and remove any documents from the platen glass.
5. Close the ADF.
6. Reload the stack of originals, adjust the documents guide, and press the **Start** button to continue copying.

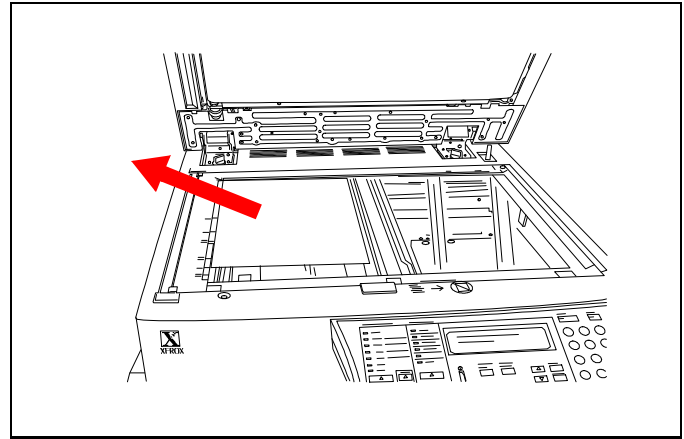


Figure 16

Clearing a jam in a paper tray

Clear a jam in a paper tray by:

1. See Figure 17. Slowly pull the paper tray out until it stops.
2. Remove the jammed or creased paper. Be sure to remove all pieces of torn paper.
3. Remove the remaining stack of paper from the tray.

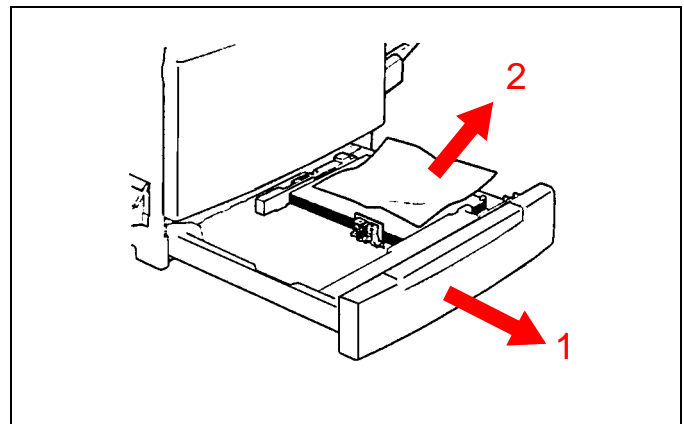


Figure 17

4. See Figure 18. Press down on the metal plate until it latches.

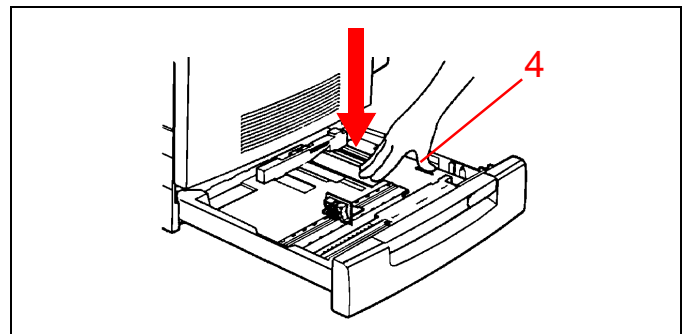


Figure 18

5. See Figure 19. Reload the paper in the tray, being sure the paper is under the fluke at the front right side.
6. Slowly push the paper tray back into the printer as far as it will go.

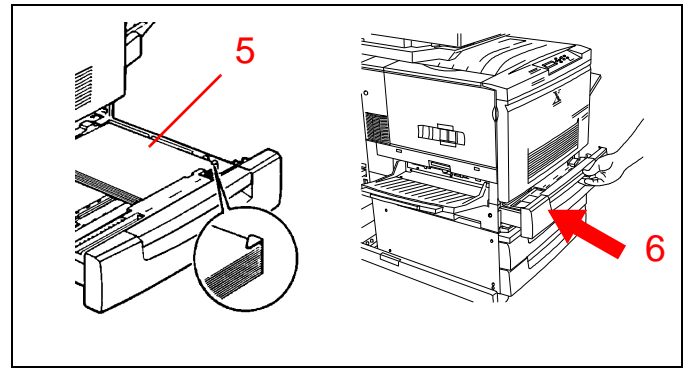


Figure 19

Clearing a jam in the bypass tray

Show how to clear a jam in the bypass tray:

1. See Figure 20. Pull the jammed paper out of the tray. Be sure no torn pieces of paper are left inside.

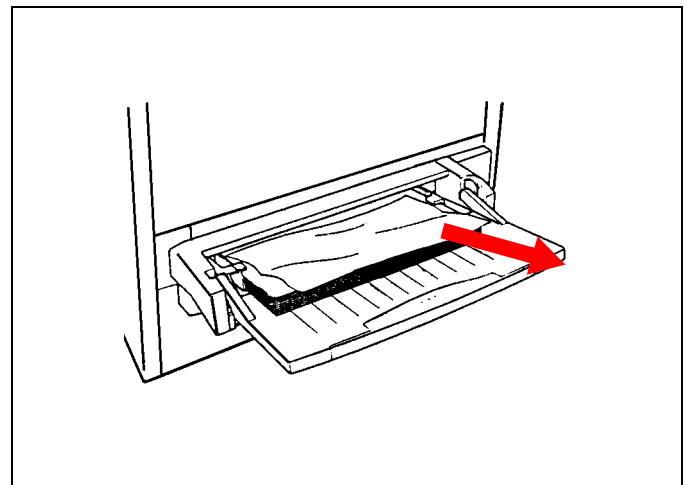


Figure 20

Clearing a jam in the right side

Show how to open the lower right unit and remove the jammed paper.

1. See Figure 21. Remove all paper from the bypass tray.
2. Pull out the lower right unit as far as it will go.

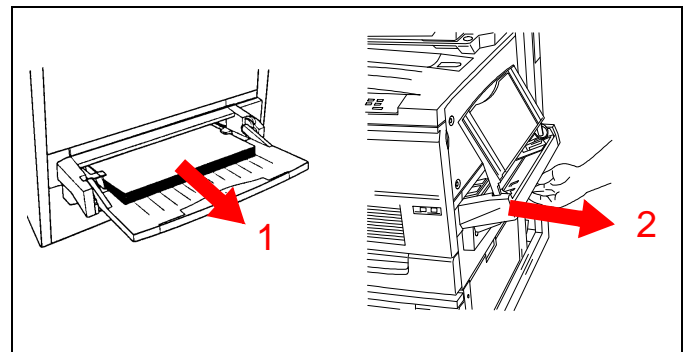


Figure 21

3. See Figure 22. Lift up on the green handle to open the cover.
4. Turn the green knob to move the jammed paper.
5. Pull the paper out. Be sure no pieces of torn paper are left inside.
6. Lower the cover.

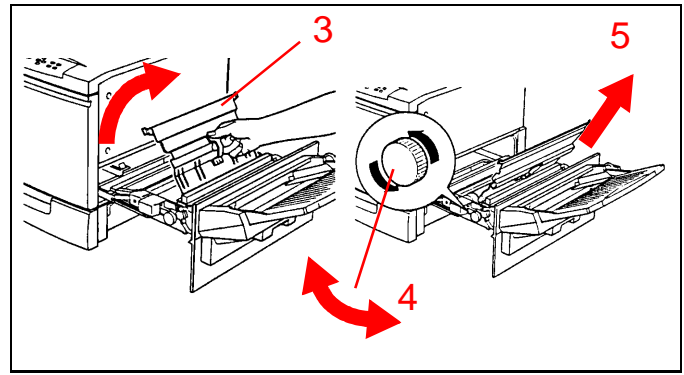


Figure 22

7. See Figure 23. Push the lower right unit back into the printer.
8. Reload paper into the bypass tray.

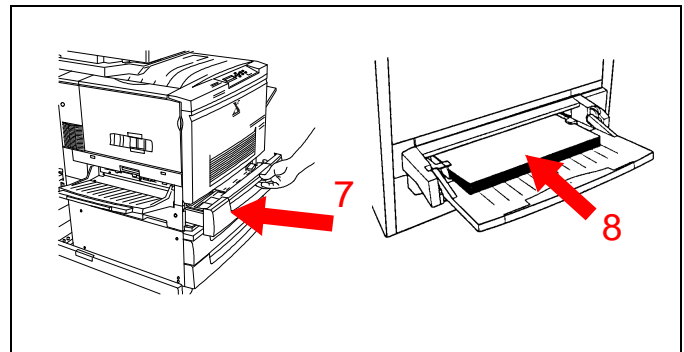


Figure 23

Clearing a jam in the fuser



WARNING: The fuser surface is very hot. Do not touch the fuser or you may be burned.

Show how to clear a paper jam in the fuser.

1. See Figure 24. Pull out the lower left side unit as far as it will go.
2. Remove the jammed paper. Be sure no torn pieces of paper are left inside.

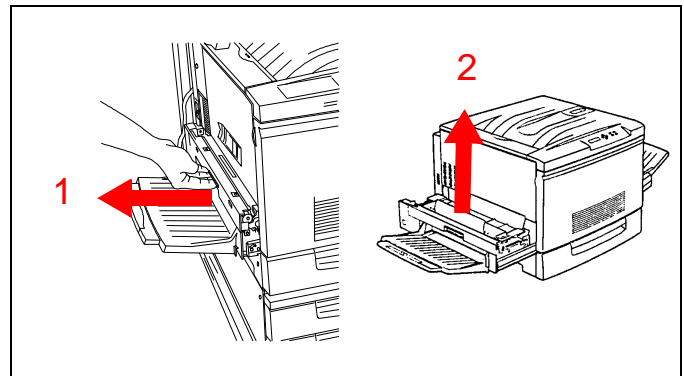


Figure 24



WARNING: Do not touch the white roller on the oil roll cartridge. The oil will stick to your skin.

3. Place two pieces of paper on a flat surface to set the oil roll cartridge on when you remove it.
4. See Figure 25. Remove the oil roll cartridge and set it aside.
5. Removed the jammed paper in the direction of the arrow. Be sure no torn pieces of paper are left inside the fuser area.

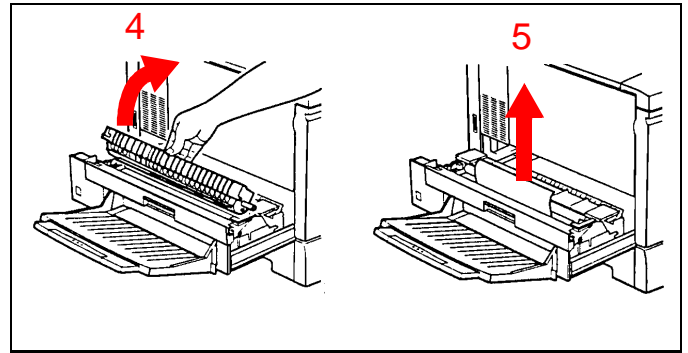


Figure 25

6. See Figure 26. Reinsert the oil roll cartridge.
7. Push the lower left unit firmly back into the printer.

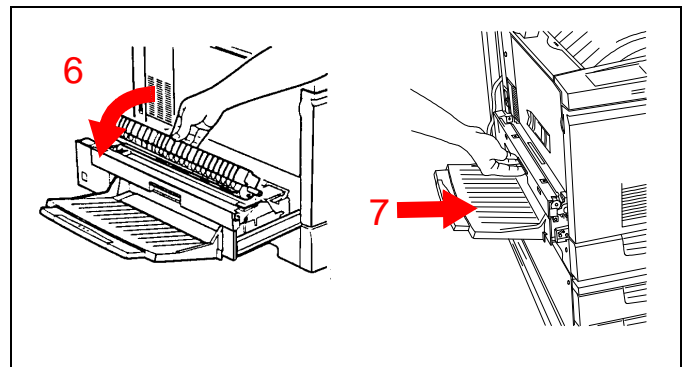


Figure 26

Clearing a jam in the left side

Demonstrate how to open the top left cover and remove a paper jam.

1. See Figure 27. Open the top left cover.
2. Remove the jammed paper. Be sure no torn pieces of paper remain inside the printer.

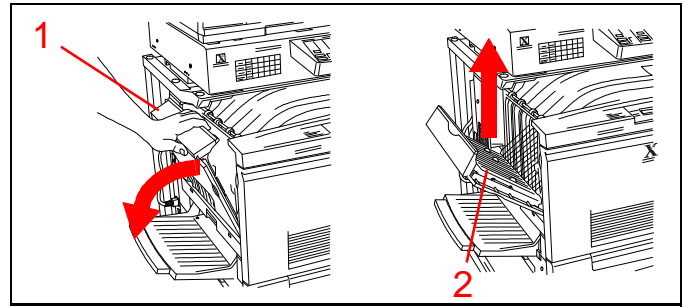


Figure 27

3. See Figure 28. Close the top left cover.

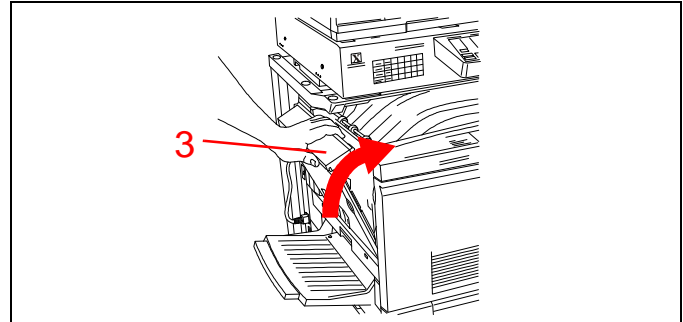


Figure 28

Clearing a jam in the two tray module

Show how to clear a jam in the two tray module.

1. See Figure 29. Open the right cover of the two tray module.
2. Remove the jammed paper. Be sure no pieces of torn paper remain inside the printer.

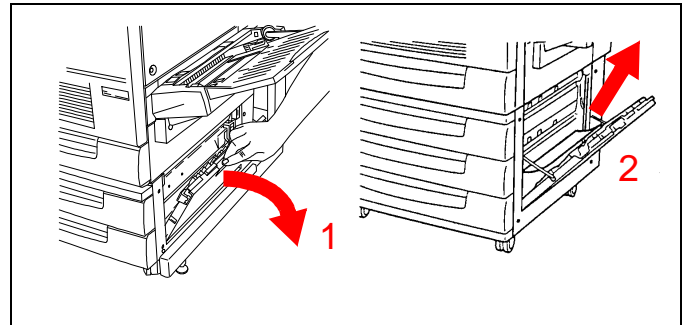


Figure 29

3. Close the right cover of the two tray module.

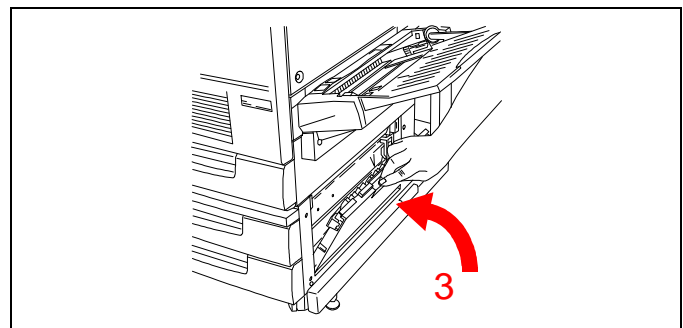


Figure 30

Customer Evaluation Questionnaire

Xerox Product:

Carrier Name: _____

Date: _____

Company Name: _____

Participant Name: (optional): _____

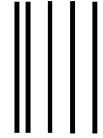
To what extent do you agree with the following statements? (Check the appropriate box.) Make additional copies, as needed. Please write in ink, if available. You may write comments on this evaluation if you wish. Please return at your earliest convenience.

<table border="1"><tr><td>SD</td></tr><tr><td>D</td></tr></table> = 1, Strongly disagree	SD	D	<table border="1"><tr><td>N</td></tr></table> = 3, Neither way	N	<table border="1"><tr><td>A</td></tr><tr><td>SA</td></tr></table> = 4, Agree	A	SA	<table border="1"><tr><td>A</td></tr><tr><td>SA</td></tr></table> = 5, Strongly agree	A	SA
SD										
D										
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A. The Carrier	SD	D	N	A	SA	B. The Quick Start Guide	SD	D	N	A	SA
	1	2	3	4	5		1	2	3	4	5
1. Was prepared for the product orientation and organized.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	7. The practice exercises were well organized in a meaningful sequence.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Displayed professional conduct.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	8. Information was accurate.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Communicated the material in a clear and concise way.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	9. The illustrations were clear and understandable.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Addressed my expectations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10. Overall, met my needs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Conducted an orientation that was easy to follow.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	11. Amount of information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Overall, was effective.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	12. Level of difficulty	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Additional comments:

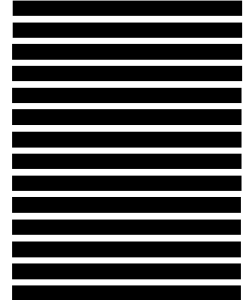
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