

7 Troubleshooting

This chapter includes:

- "Automatic Diagnostic Tools" on page 7-2
- "Paper Jams" on page 7-4
- "Output Quality Problems" on page 7-26
- "Maintenance" on page 7-31
- "Moving and Repacking the System" on page 7-51
- "Web Links" on page 7-57

Automatic Diagnostic Tools

Xerox provides several automatic diagnostic tools to help you produce and maintain print quality.

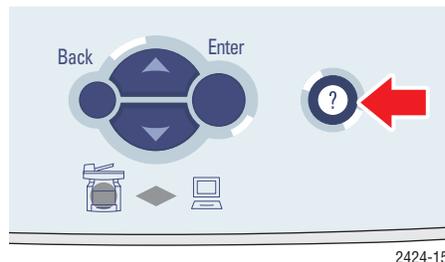
This section includes:

- "Control Panel Help Button" on page 7-2
- "PhaserSMART Technical Support" on page 7-2
- "PrintingScout" on page 7-3

Control Panel Help Button

Your system's control panel provides you with information and troubleshooting help. When an error or warning condition occurs, the control panel displays a message informing you of the problem. In many cases, the control panel also displays an animated graphic showing the location of the problem, such as the location of a paper jam.

To view information about how to fix the problem, press the control panel's **Help** button, which is labeled with a "?" symbol. You can press the **Help** button at any time to get additional information about the message or menu displayed on the control panel.



2424-157

PhaserSMART Technical Support

PhaserSMART Technical Support is an automated, Internet-based support system. Use your default web browser to send diagnostic information from your printer to our web site for analysis. PhaserSMART Technical Support examines the information, diagnoses the problem, and proposes a solution. If the problem is not resolved with the solution, PhaserSMART Technical Support assists you in opening a Service Request with Xerox Customer Support.

To access PhaserSMART Technical Support:

1. Open your browser and go to www.phaserSMART.com.
2. Enter your system's IP address in the browser window.
3. Follow the instructions on the screen.

PrintingScout

PrintingScout is a tool that is installed with your Windows printer driver. It automatically checks the printer status when you send a print job. If the printer is unable to print your job, PrintingScout automatically displays a message on your computer screen to let you know that the printer needs attention. The message also explains how to fix the problem.

Note

PrintingScout is available from the Windows printer driver for printer connected to the network via TCP/IP.

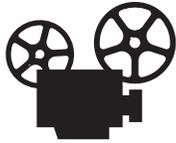
Paper Jams

This section includes:

- "Jam at the Exit Cover" on page 7-4
- "Jam at the Exit Path" on page 7-9
- "Jam at the Front Cover" on page 7-12
- "Jam at Tray 2, 3, or 4" on page 7-18
- "Jam at the Document Feeder" on page 7-22

Note

For safety information, go to [Getting Started/User Safety](#) on the *User Documentation CD-ROM*.

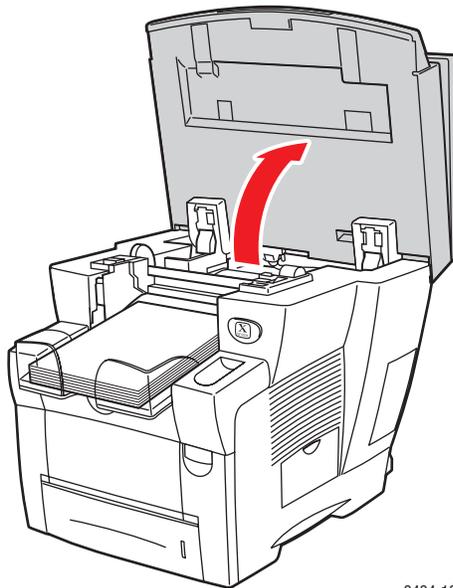


Videos are available with instructions for clearing paper jams. Videos are located on the *User Documentation CD-ROM* and at www.xerox.com/office/c2424support.

Jam at the Exit Cover

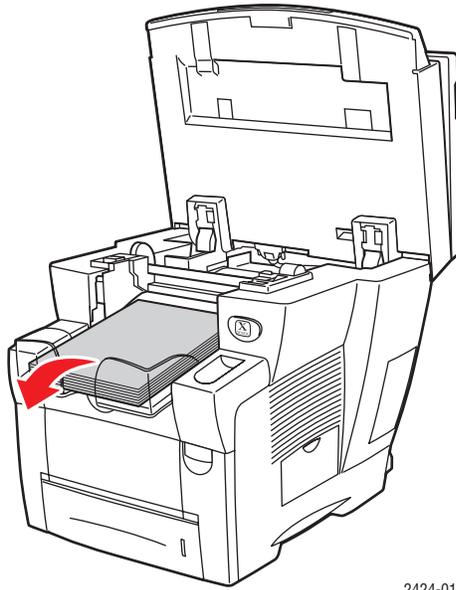
Follow these steps to clear the jam.

1. Lift the control panel.



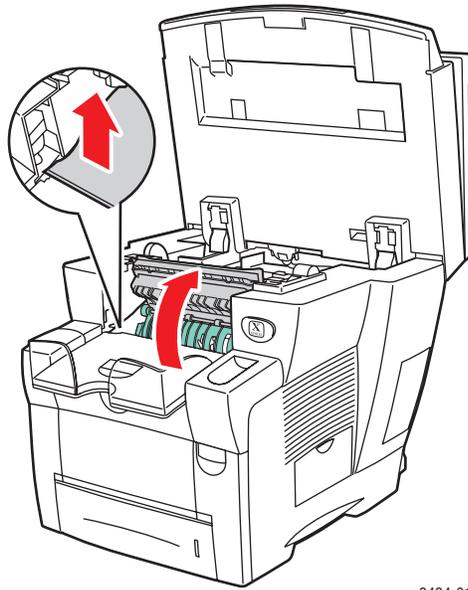
2424-189

2. Remove paper from the output tray.



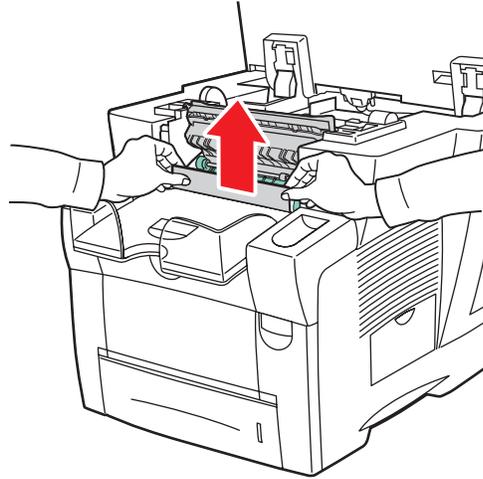
2424-018

3. Open the exit cover.



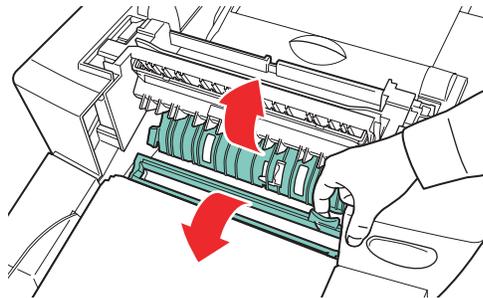
2424-019

4. Pull the jammed paper slowly out of the system. Verify that any torn pieces of paper are removed.



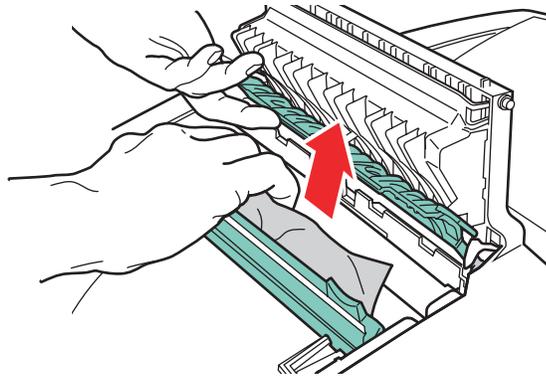
2424-020

5. If you did not find paper in Steps 1–4, lift up the green paper guides.



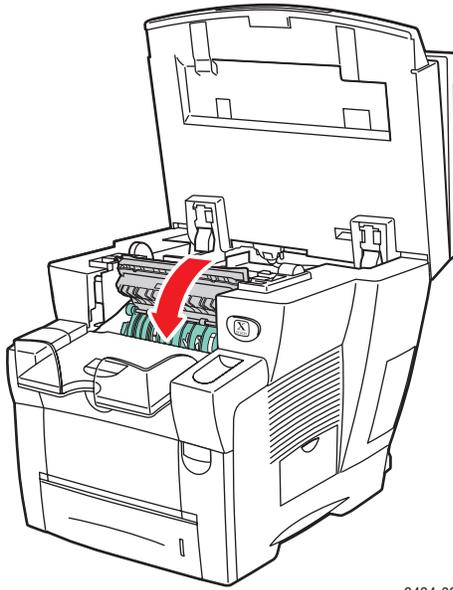
2424-044

6. Remove jammed paper.



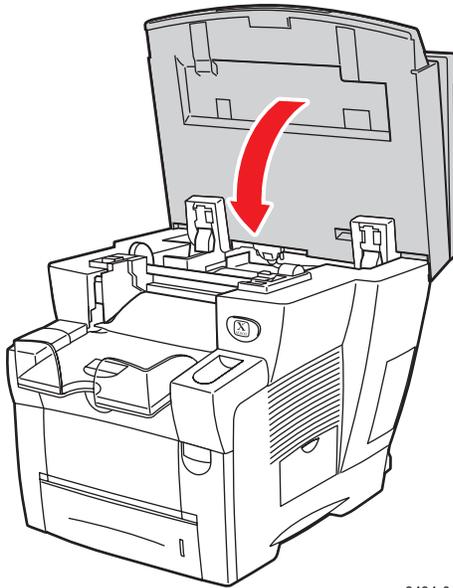
2424-021

7. Close the exit cover.



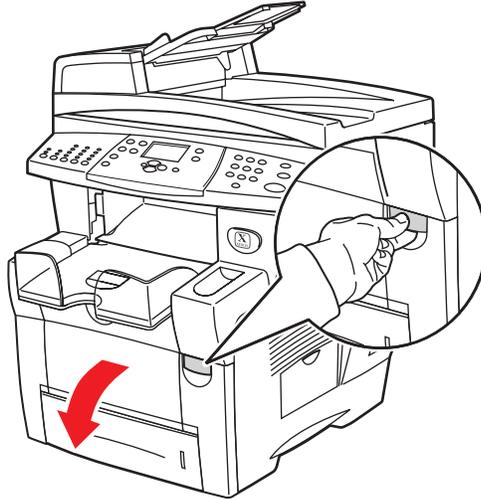
2424-022

8. Close the control panel.



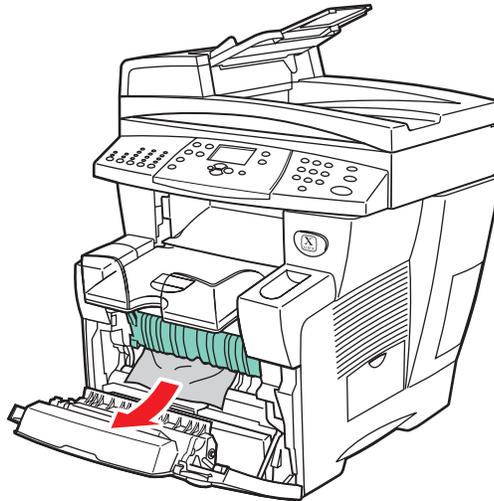
2424-016

9. If you did not find paper in Steps 1–8, follow these steps.
 - a. Pull up the latch on the front of the system to open the front cover.



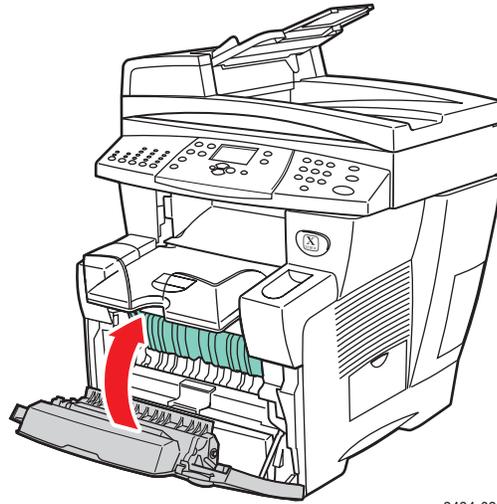
2424-023

- b. Pull the jammed paper slowly out of the system. Verify that any torn pieces of paper are removed.



2424-025

- c. Close the front cover.



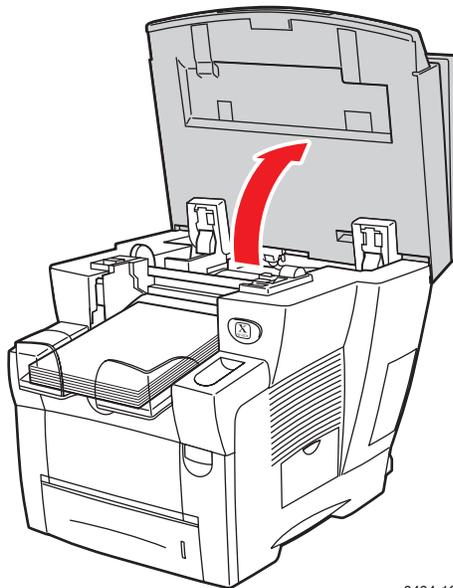
2424-026

For additional information, go to www.phaserSMART.com.

Jam at the Exit Path

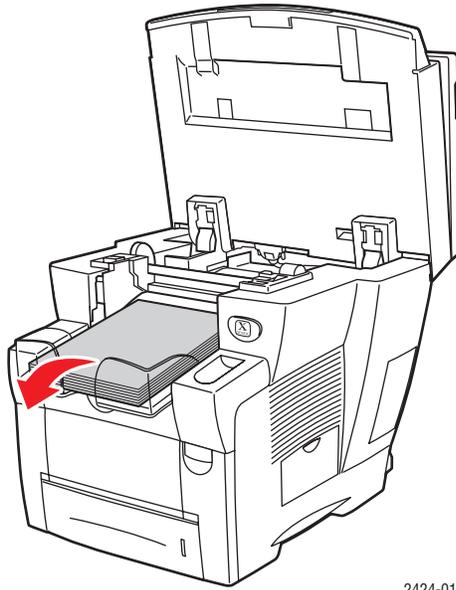
Follow these steps to clear the jam.

1. Lift the control panel.



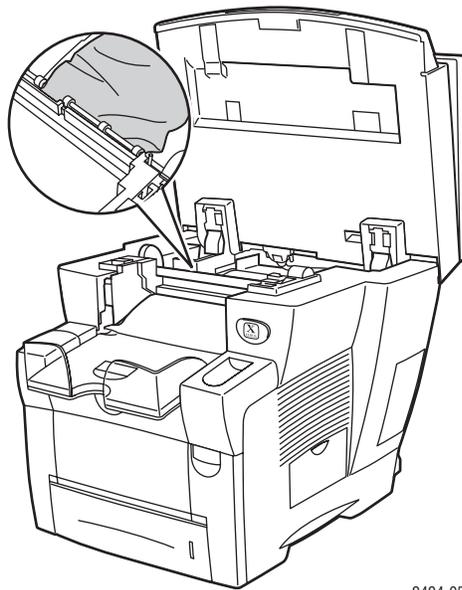
2424-189

2. Remove paper from the output tray.



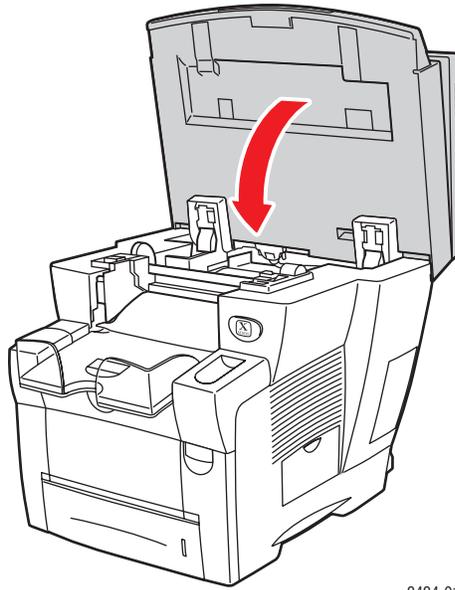
2424-018

3. Pull the jammed paper slowly out of the system. Verify that any torn pieces of paper are removed.



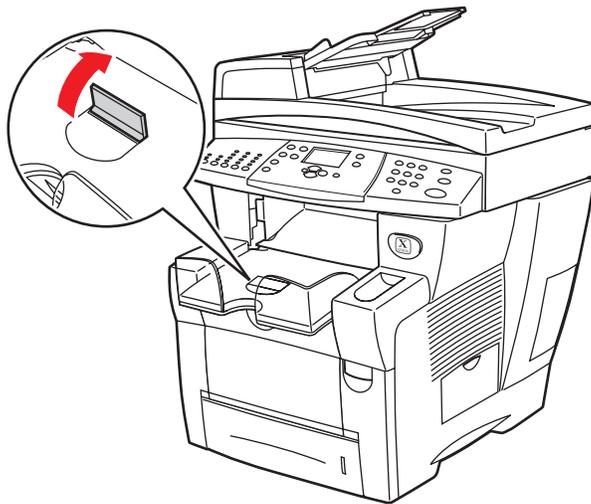
2424-053

4. Close the control panel.



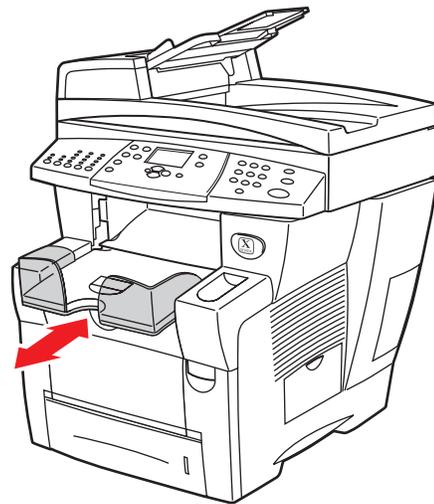
2424-016

5. Adjust the output tray for short or long media.



2424-186

For media shorter than 190 mm (7.5 in.), flip up the paper stop.



2424-056

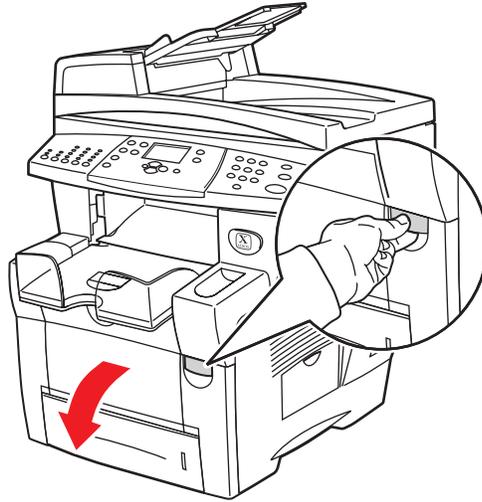
For media longer than 297 mm (11.7 in.), extend the output tray.

For additional information, go to www.phaserSMART.com.

Jam at the Front Cover

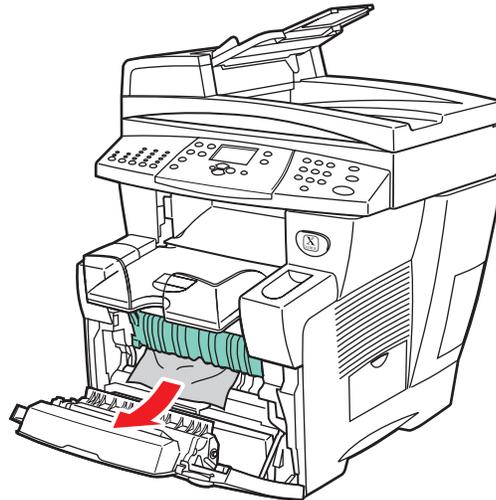
Follow these steps to clear the jam.

1. Pull up the latch on the front of the system to open the front cover.



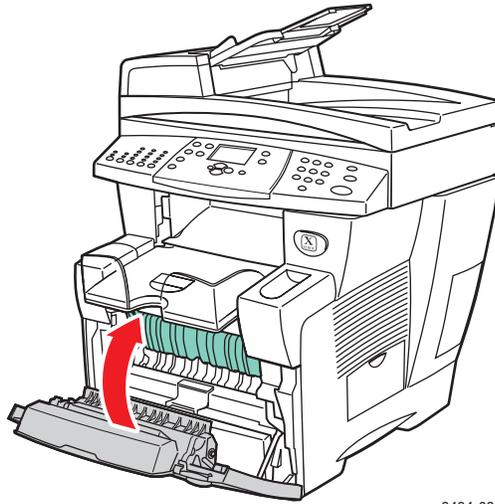
2424-023

2. Pull the jammed paper slowly out of the system. Verify that any torn pieces of paper are removed.



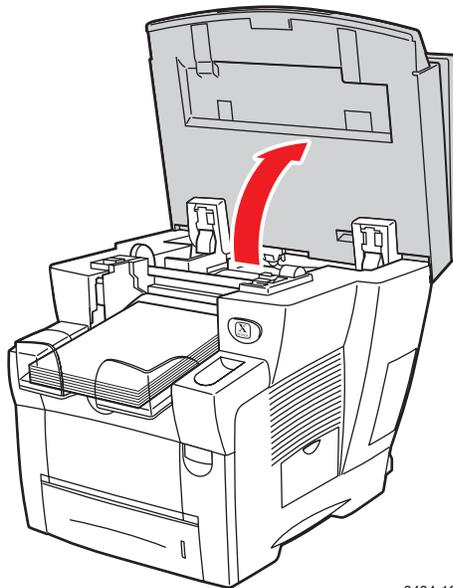
2424-025

3. Close the front cover.



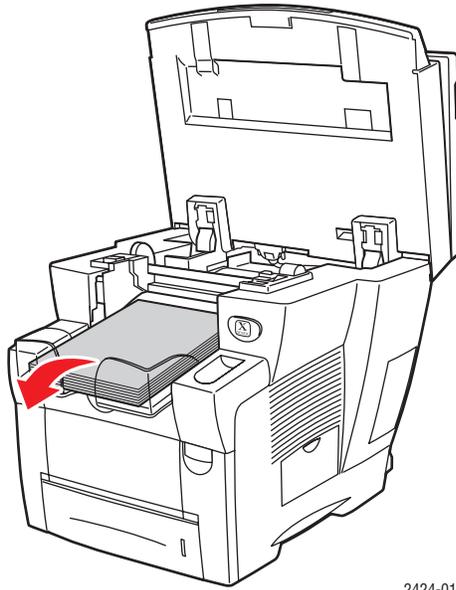
2424-026

4. If you did not find paper in Step 2, follow these steps.
 - a. Lift the control panel.



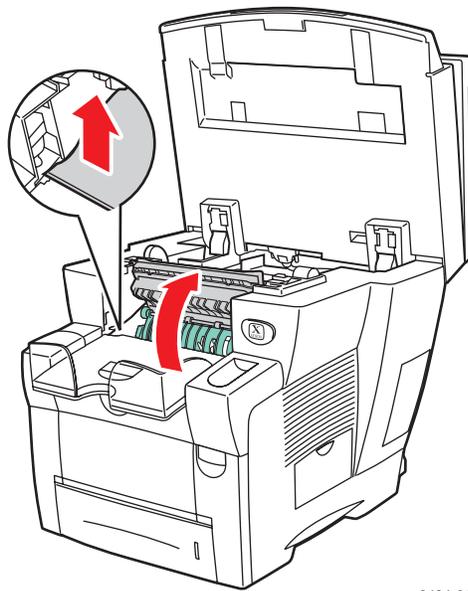
2424-189

- b. Remove paper from the output tray.



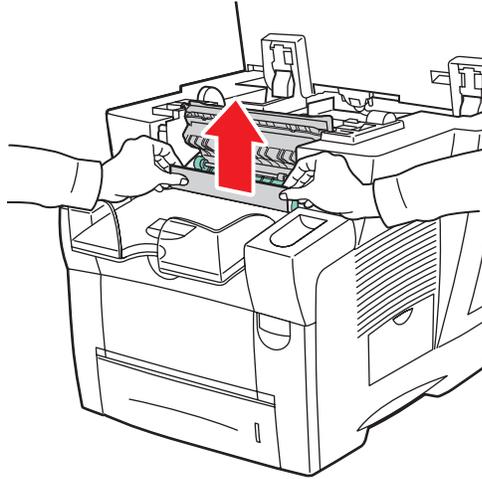
2424-018

- c. Open the exit cover.



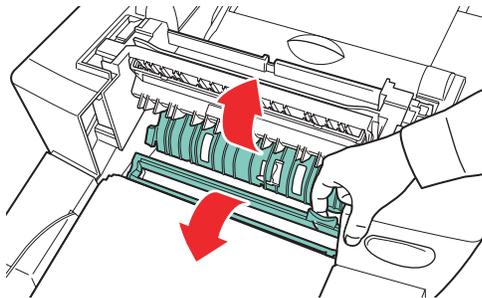
2424-019

- d. Pull the jammed paper slowly out of the system. Verify that any torn pieces of paper are removed.



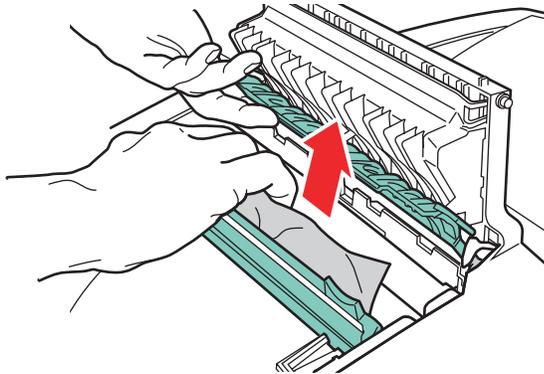
2424-020

- e. Lift up the green paper guides.



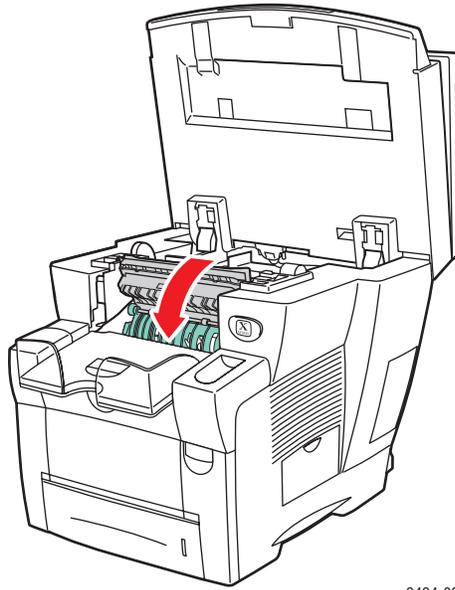
2424-044

- f. Remove jammed paper.



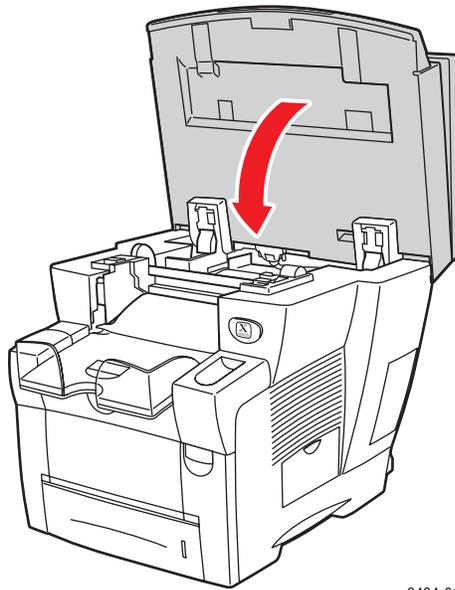
2424-021

- g.** Close the exit cover.



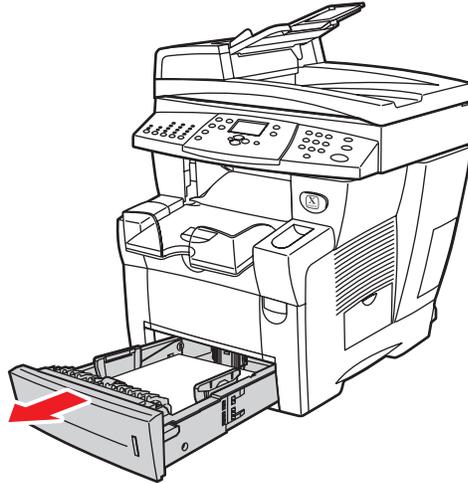
2424-022

- h.** Close the control panel.



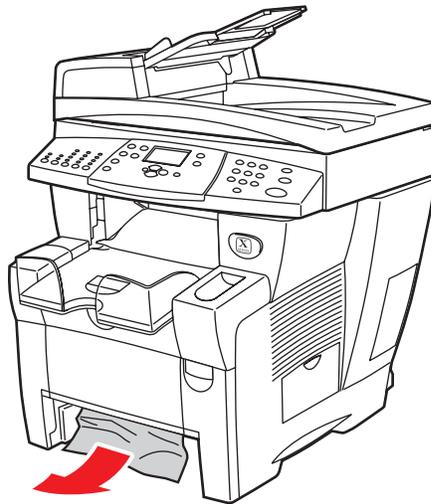
2424-016

5. If you did not find jammed paper in the previous steps, follow these steps.
 - a. Pull Tray 2 completely out of the system and remove the jammed paper.



2424-043

- b. Pull the jammed paper slowly out of the system. Verify that any torn pieces of paper are removed.



2424-028

- c. Replace all trays and push each one completely to the back of the system.

Note

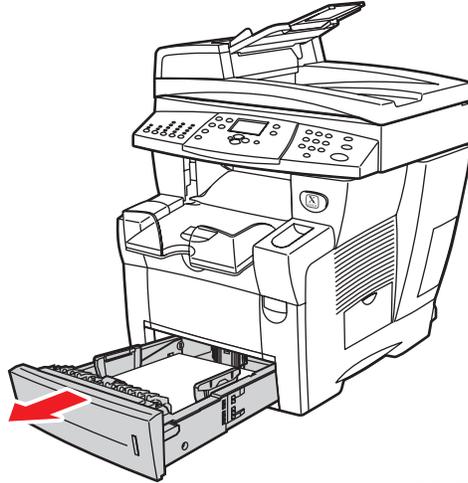
Use only the approved paper type, weight, and size for the tray. Custom size paper can be used in Tray 1 only.

For additional information, go to www.phaserSMART.com.

Jam at Tray 2, 3, or 4

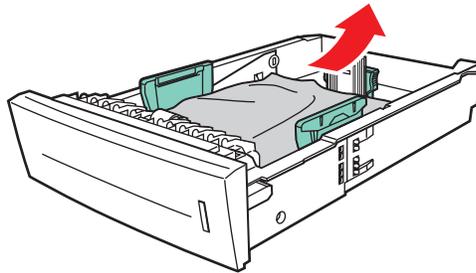
Follow these steps to clear the jam for the tray specified on the control panel.

1. Pull the tray specified on the control panel completely out of the system.



2424-043

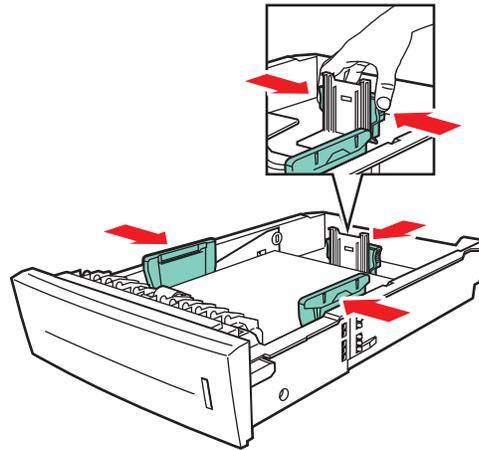
2. Remove the top sheet from the tray.



2424-027

3. Verify that the paper is loaded correctly in the tray. Adjust the length and side paper guides.
 - a. Press the sides of the length guide and slide the guide until the arrow on the guide matches the appropriate paper size and clicks into place.

- b. Slide the side guides until the arrows on the guides match the appropriate paper size and the guides click into place.

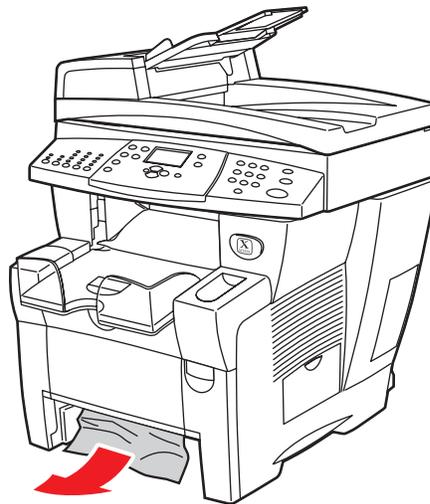


2424-003

Note

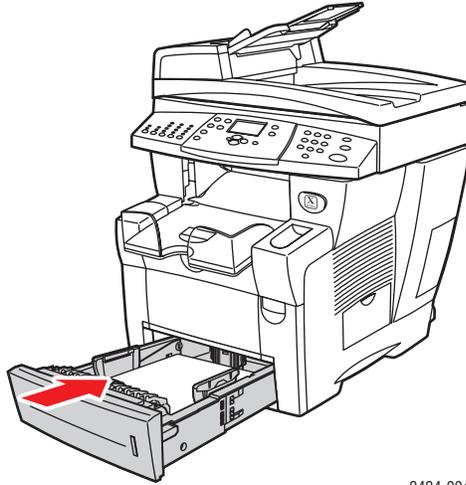
When the paper guides are adjusted correctly, there may be a small space between the paper and the guides.

4. Remove jammed paper inside the system tray slot. Verify that any torn pieces of paper are removed.



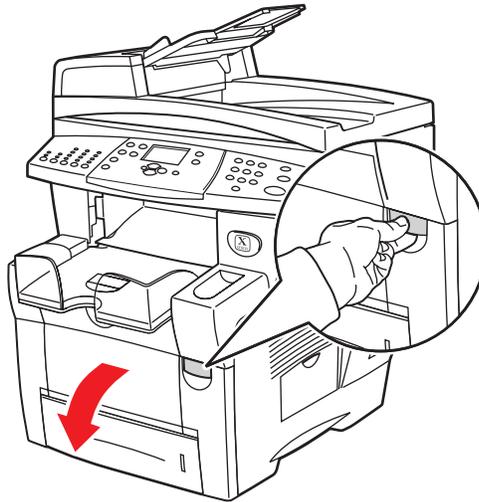
2424-028

5. Insert the tray into the tray slot and push it completely to the back of the system.



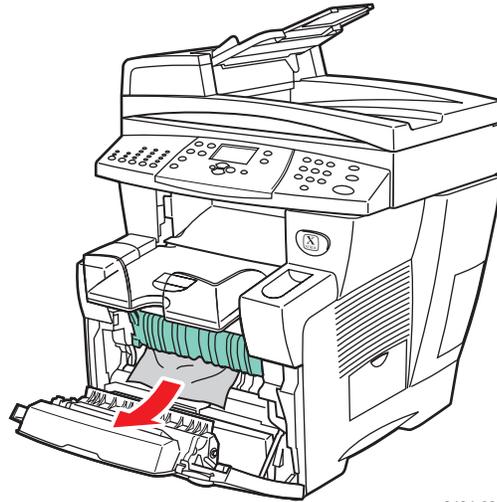
2424-004

6. If you did not find jammed paper in Step 4, follow these steps.
 - a. Pull up the latch on the front of the system to open the front cover.



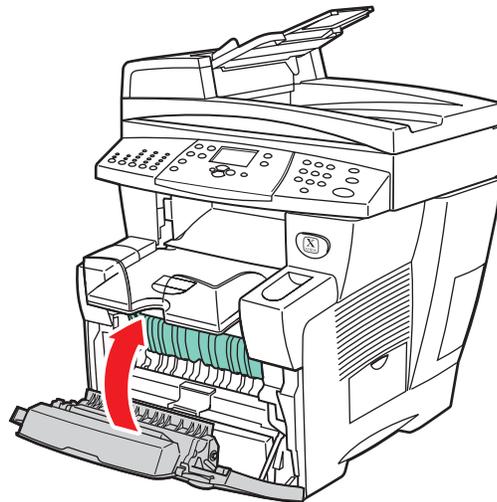
2424-023

- b. Pull the jammed paper slowly out of the system. Verify that any torn pieces of paper are removed.



2424-025

- c. Close the front cover.



2424-026

Note

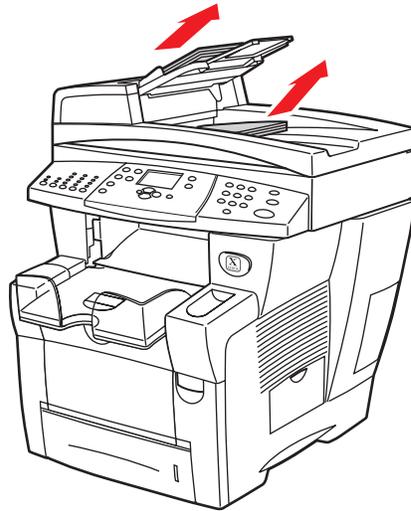
Use only the approved paper type, weight, and size for the tray. Custom size paper can be used in Tray 1 only.

For additional information, go to www.phaserSMART.com.

Jam at the Document Feeder

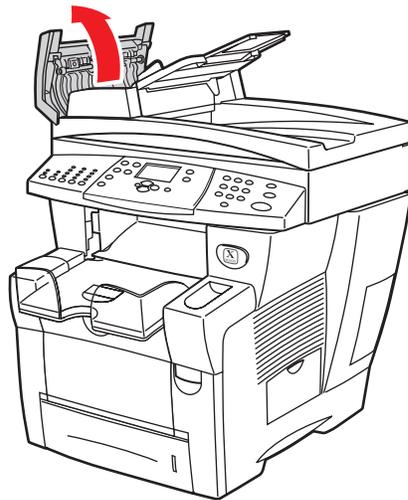
Follow these steps to clear the jam.

1. Remove the originals from the document feeder and catch tray.



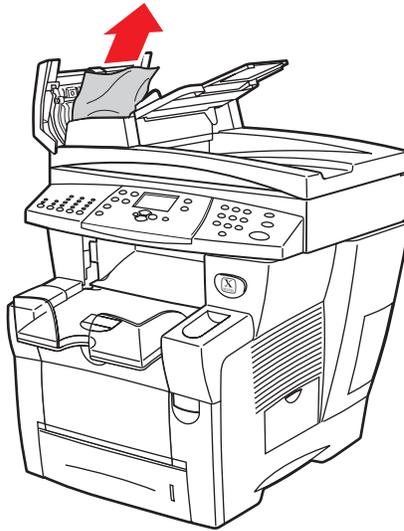
2424-054

2. Open the jam access cover on the document feeder.



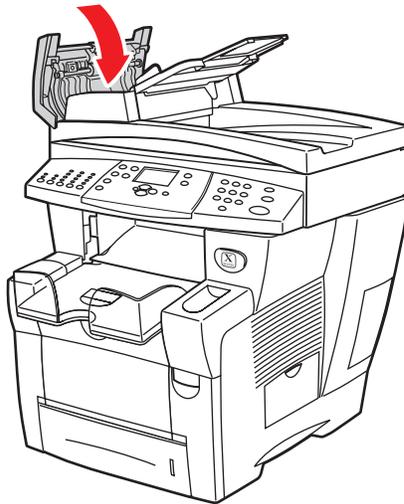
2424-045

3. Remove jammed paper from the document feeder.



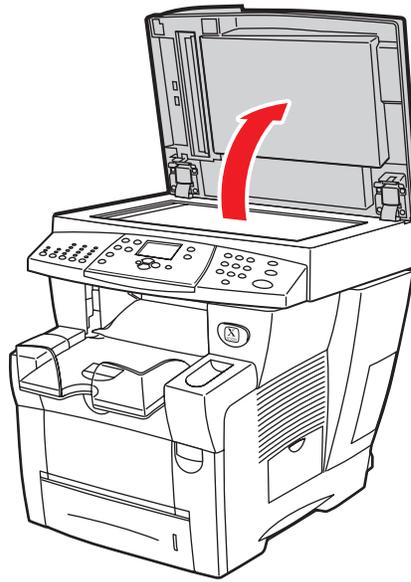
2424-046

4. Close the jam access cover on the document feeder.



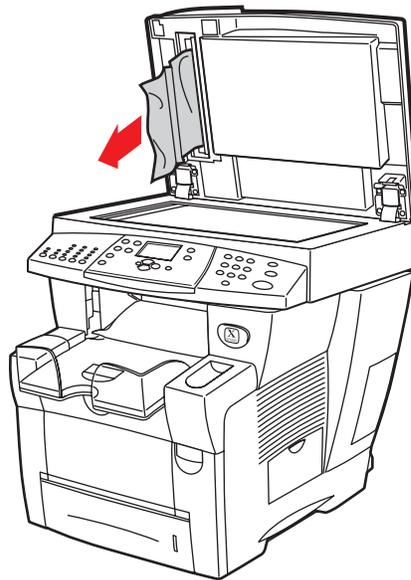
2424-047

5. Open the document feeder.



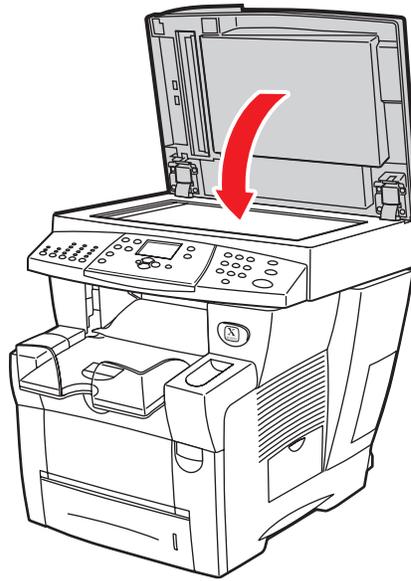
2424-048

6. Remove jammed paper from under the document feeder or from the document glass, if any.



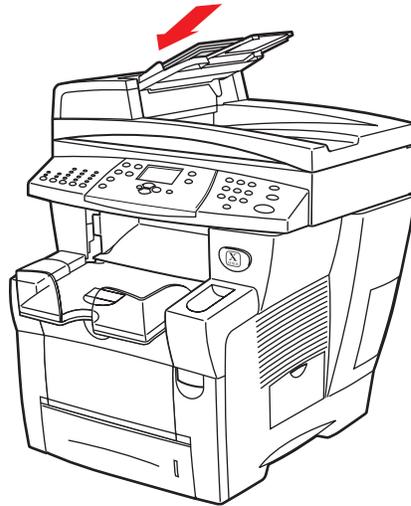
2424-049

7. Close the document feeder.



2424-187

8. Reinsert paper in the document feeder.



2424-051

For additional information, go to www.phaserSMART.com.

Output Quality Problems

Your system is designed to produce consistently high-quality color copies, prints, and scanned images. If you observe print-quality problems, use the information in this section to troubleshoot the problems.

- "Solving Print-Quality Problems" on page 7-27
- "Diagnosing Copy-Quality Problems" on page 7-29
- "Solving Scan-Quality Problems" on page 7-29

Some settings directly control the quality of your prints and copies.

- For print jobs, select the desired print-quality mode and color correction in the printer driver; see the "Advanced Options" section in the [Printing](#) chapter of this guide.
- For copy jobs, select the output quality and original type by pressing the **Output Quality** button and **Original Type** button on the left side of the control panel; see the [Copying](#) chapter of this guide.

Caution

Damage caused by using unsupported paper, transparencies, and other specialty media is not covered by the Xerox warranty, service agreement, or Total Satisfaction Guarantee. The Total Satisfaction Guarantee is available in the United States and Canada. Coverage may vary outside these areas; please contact your local representative for details.

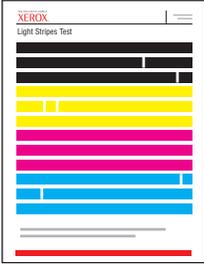
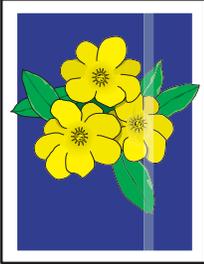
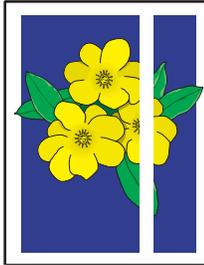
For information on supported paper types and weights, see the "Supported Papers" section in the [Loading Media](#) chapter of this guide.

For more information, go to the infoSMART Knowledge Base at www.xerox.com/office/c2424infoSMART.

Solving Print-Quality Problems

Problem	Solution
<p>Transparency Images Are Too Light or Too Dark</p>	<ul style="list-style-type: none"> ■ Verify that the paper type is set to transparency in the computer software application or the printer driver. ■ For a list of transparency part numbers, print the “Paper Tips” page. <ol style="list-style-type: none"> a. On the control panel, press the System Setup button. b. In the Menu, select Information. c. Select Information Pages, then press Enter. d. Select Paper Tips Page, then press Enter.
<p>Smudges or Smears</p> <p>Smudges or smears appear on the page.</p> 	<ol style="list-style-type: none"> 1. Run the Remove Print Smears procedure: <ol style="list-style-type: none"> a. On the control panel, press the System Setup button. b. In the menu, select Information, then press the Enter button. c. Select Troubleshooting, then press the Enter button. d. Select Print Quality Problems, then press the Enter button. e. Select Remove Print Smears, then press the Enter button. <p>The system will clean the ink from the rollers by running several sheets of paper through the system.</p> 2. Repeat Step 1 up to 3 times if the smears still appear. 3. If the problem continues, verify that a supported paper type is being used; see the Loading Media chapter of this guide. 4. If the problem continues, clean the wiper blade in the Maintenance Kit: <ol style="list-style-type: none"> a. Open the side door on the right panel. b. Remove the orange maintenance kit. c. Wipe the clear plastic wiper blade with a lint-free cloth. d. Replace the maintenance kit. e. Close the side door. <p>For more information, see “Cleaning the Maintenance Kit Wiper Blade” on page 45.</p>

Solving Print-Quality Problems (Continued)

Problem	Solution
<p>Random Light Stripes</p> <p>One or more color bars are missing on the test page.</p> <div data-bbox="318 426 522 690">  </div> <div data-bbox="560 426 764 690">  </div>	<ol style="list-style-type: none"> 1. Run the Eliminate Light Stripes procedure: <ol style="list-style-type: none"> a. On the control panel, press the System Setup button. b. In the menu, select Information, then press the Enter button. c. Select Troubleshooting, then press the Enter button. d. Select Print Quality Problems, then press the Enter button. e. Select Eliminate Light Stripes, then press the Enter button. 2. Repeat Step 1 up to 3 times if the stripes still appear. 3. If the problem continues, turn off the system for at least 4 hours. When you turn on the system, repeat Step 1 if necessary. 4. If the problem continues, follow the steps for Predominate Light Stripes.
<p>Predominate Light Stripes</p> <p>All four color bars are missing on the test page.</p> <div data-bbox="318 1005 522 1270">  </div> <div data-bbox="560 1005 764 1270">  </div>	<ol style="list-style-type: none"> 1. Lift the control panel, remove paper from the output tray, then lift the exit cover. 2. Inspect the paper-exit area for debris. If necessary, remove the debris. 3. Clean the paper release blade: <ol style="list-style-type: none"> a. Lift the green guide. b. Wipe the white plastic paper release blade with a lint-free cloth. <p>For more information, see “Cleaning the Paper Release Blade” on page 41.</p> 4. Close the exit cover and close the control panel. 5. Clean the wiper blade in the Maintenance Kit: <ol style="list-style-type: none"> a. Open the side door on the right panel. b. Remove the orange maintenance kit. c. Wipe the clear plastic wiper blade with a lint-free cloth. d. Replace the maintenance kit. e. Close the side door. <p>For more information, see “Cleaning the Maintenance Kit Wiper Blade” on page 45.</p> 6. If the problem continues, follow the steps for Random Light Stripes.

Diagnosing Copy-Quality Problems

When a copy job displays poor image quality, determine if the problem is with the scanner function or the printer function of the system as follows:

1. Print the Menu Map.
 - a. At the control panel, press the **System Setup** button.
 - b. Select **Information**, then press the **Enter** button.
 - c. Select **Menu Map**, then press the **Enter** button.
2. View the printed Menu Map pages, then select one of these options:
 - If the printed pages display poor print-quality, the problem is with the printer function; see "Solving Print-Quality Problems" on page 7-27.
 - If the printed pages do not display poor print-quality, the problem is with the scanning function; see "Solving Scan-Quality Problems" on page 7-29.

Solving Scan-Quality Problems

Problem	Solution
<p>Smudges or Smears Smudges or smears appear on the copy or in the image file.</p> 	<p>The document glass or document feeder may contain debris or paper residue which affects the output of a copy or scan job.</p> <ol style="list-style-type: none"> 1. Clean the document glass: <ol style="list-style-type: none"> a. Lift the document feeder. b. Dampen a soft cloth or cotton swab with isopropyl alcohol (90%). c. Wipe the document glass with the cloth or cotton swab. d. Close the document feeder. 2. Clean the document feeder: <ol style="list-style-type: none"> a. Dampen a soft cloth or cotton swab with isopropyl alcohol (90%). b. Open the jam access door on the document feeder. c. Wipe the feeding roller and inside the document feeder with the cloth or cotton swab. d. Close the jam access door. e. Lift the document feeder. f. Wipe the underside of the document feeder with the cloth or cotton swab. g. Close the document feeder.

Solving Scan-Quality Problems (Continued)

Problem	Solution
Background color, text, or images on copied page are too light or too dark.	<p>Press the Clear/Clear All button to reset the default settings.</p> <p>If the problem continues, adjust one or more of these settings:</p> <ul style="list-style-type: none"> ■ Lighten/Darken: Lightens or darkens the text or image in color copies. ■ Auto Suppression: Minimizes the sensitivity of the scanner to variations in light background colors. This is useful when scanning or copying 2-sided originals on thin paper that shows some of the text or images from the back side of the paper. ■ Contrast: Increases or decreases the contrast of the image when it is copied: <p>To adjust the settings:</p> <ol style="list-style-type: none"> 1. At the control panel, press the Copy button. 2. Select Lighten/Darken, Auto Suppression, or Contrast, then press the Enter button. 3. Do one of the following: <ul style="list-style-type: none"> ■ Lighten/Darken: Press the Up Arrow or Down Arrow button to scroll to a whole number from Lightest (-3) to Darkest (+3), then press the Enter button. ■ Auto Suppression: Select either On or Off, then press the Enter button. ■ Contrast: Press the Up Arrow or Down Arrow button to scroll to a whole number from Lowest (-3) to Highest (+3) contrast, then press the Enter button. 4. Copy the page again. If copy problems continue, repeat these steps.

Maintenance

This section includes:

- "Adding Ink" on page 7-32
- "Emptying the Waste Tray" on page 7-36
- "Replacing the Maintenance Kit" on page 7-39
- "Cleaning the Paper Release Blade" on page 7-41
- "Cleaning the Maintenance Kit Wiper Blade" on page 7-45
- "Cleaning the Outside of the System" on page 7-47
- "Cleaning the Document Glass and Document Feeder" on page 7-47

For safety information, see [Appendix A](#) of this guide.

Your system needs little maintenance to keep it producing quality prints. Besides adding ink, you will eventually need to replace the maintenance kit. Order an extra maintenance kit (standard capacity or extended capacity) when the control panel displays a warning that the maintenance kit is nearing the end of its life. You must replace the kit when the control panel displays an error message to replace the maintenance kit.

To view the life remaining and installation date of the maintenance kit:

1. On the control panel, press the **System Setup** button.
2. In the menu, select **Information**, then press the **Enter** button.
3. Select **Supplies Info**, then press the **Enter** button.
4. Select **Maintenance Kit Life**, then press the **Enter** button.

For information about supplies, go to www.xerox.com/office/c2424supplies. Each supply includes installation instructions with the packaging.

Adding Ink

You can load ink any time the system is idle, or when the control panel displays the **Ink low** or **Add Ink** message.



Videos are available with instructions for adding ink. Videos are located on the *User Documentation CD-ROM* and at www.xerox.com/office/c2424support.

Note

To minimize waste ink and optimize performance, leave the printer on all the time.

- Keep ink in its packaging until you are ready to use it.
- Identify ink by shape, not color.
- To avoid ink jams, never insert broken ink sticks into the ink-loading bins.

Caution

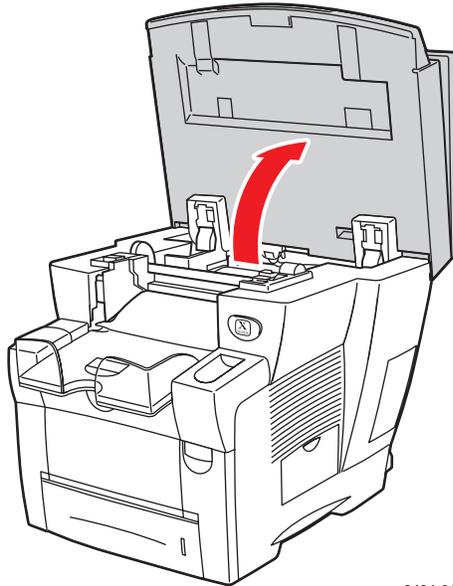
Use of other than Genuine Xerox WorkCentre C2424 Solid Ink may affect print quality and system reliability. It is the only ink designed and manufactured under strict quality controls by Xerox for specific use with this system. The Xerox Warranty, Service Agreements, and Total Satisfaction Guarantee do 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 system.

Note

The Total Satisfaction Guarantee is available in the United States and Canada. Coverage may vary outside these areas; please contact your local representative for details.

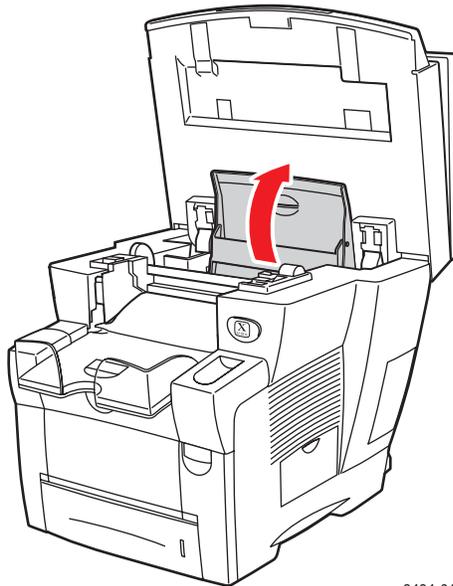
Follow these steps to load ink.

1. Lift the control panel.



2424-012

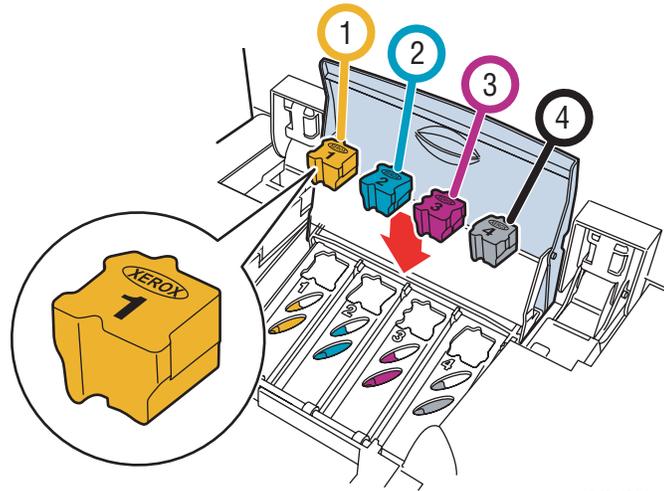
2. Open the ink cover.



2424-013

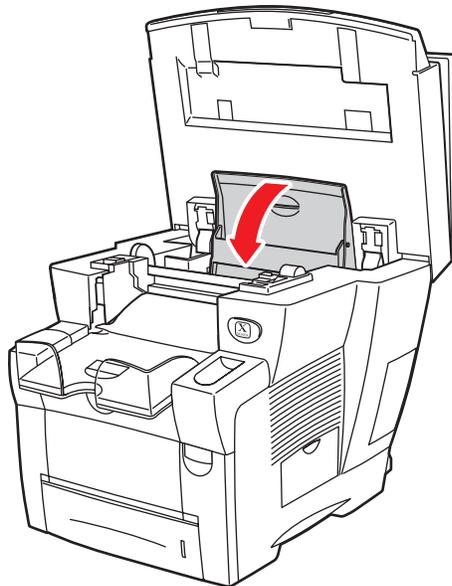
3. Determine which ink-loading bin appears low. A label above each bin indicates the color of ink in that bin.
4. Remove the ink stick from its packaging.

5. Place the ink stick into the opening of the appropriate ink-loading bin. Each ink stick is uniquely shaped to fit into the correct ink-loading bin. Do not force the ink stick into the ink-loading bin.



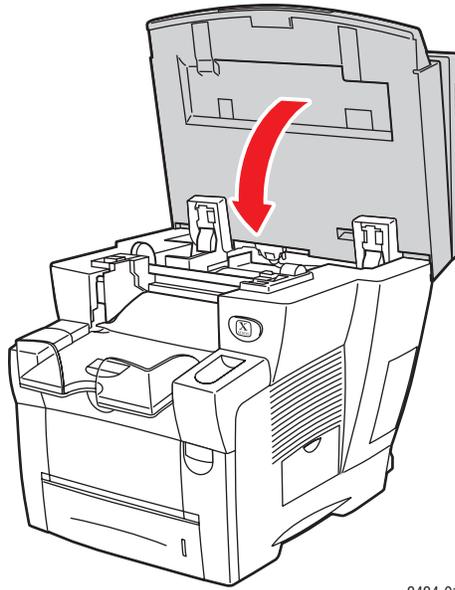
2424-014

6. Close the ink cover.



2424-015

7. Close the control panel.



2424-016

To order ink, contact your local reseller or visit the Xerox web site at www.xerox.com/office/c2424supplies. Instructions are included on the package.

Emptying the Waste Tray

Empty the green waste tray (labeled B) when the control panel displays a message stating that the waste tray is full.



Videos are available with instructions for emptying the waste tray. Videos are located on the *User Documentation CD-ROM* and at www.xerox.com/office/c2424support.

Caution

The system's interior may be hot. Do not touch the hot surfaces!

1. Open the side door.



2424-035

2. Pull the green waste tray (labeled B) completely out of the system.

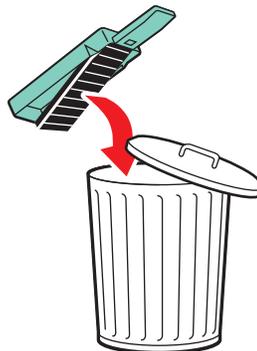
Caution

The waste tray may be hot; handle it carefully!



2424-036

3. Empty the waste tray into a waste container. Waste ink can be discarded as normal office waste.



2424-037

4. Insert the waste tray and push it completely into the system.



2424-038

Note

The waste tray must be out of the system for more than 5 seconds or you will continue to receive a **Empty Waste Tray** message on the control panel.

5. Close the side door.



2424-039

Caution

Do not attempt to reuse the waste ink in the printer; it may damage the printer. This damage is not covered under the printer warranty.

Replacing the Maintenance Kit

The orange maintenance kit (labeled A) contains a maintenance roller that keeps the surface of the imaging drum clean and oiled.



Videos are available with instructions for replacing the maintenance kit. Videos are located on the *User Documentation CD-ROM* and at www.xerox.com/office/c2424support.

Note

Order a new maintenance kit when the control panel displays a message telling you that the maintenance kit is nearing the end of its life. To order a new maintenance kit, contact your local reseller or visit the Xerox web site at www.xerox.com/office/c2424supplies. Instructions are included with the new maintenance kit.

Caution

The system's interior may be hot. Do not touch the hot surfaces!

The system stops printing and displays an error message when the maintenance kit needs replacement.

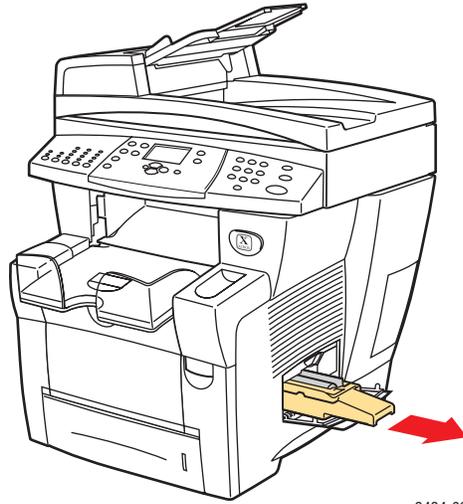
To replace the maintenance kit:

1. Open the side door.



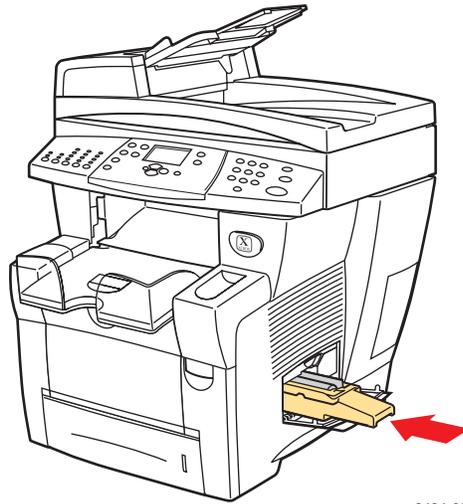
2424-035

2. Pull the orange maintenance kit (labeled A) completely out of the system.



2424-033

3. Insert a new maintenance kit.



2424-034

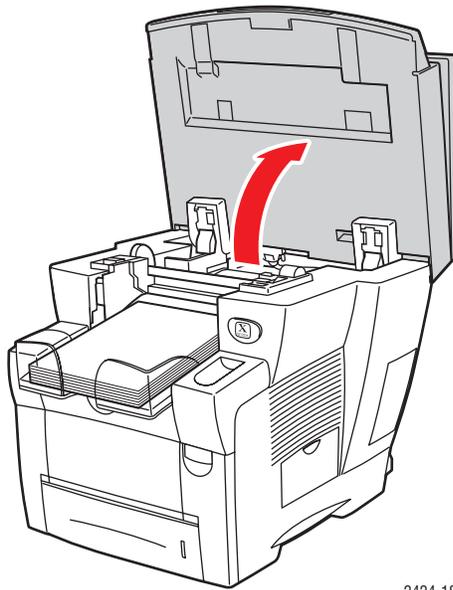
4. Close the side door.



2424-039

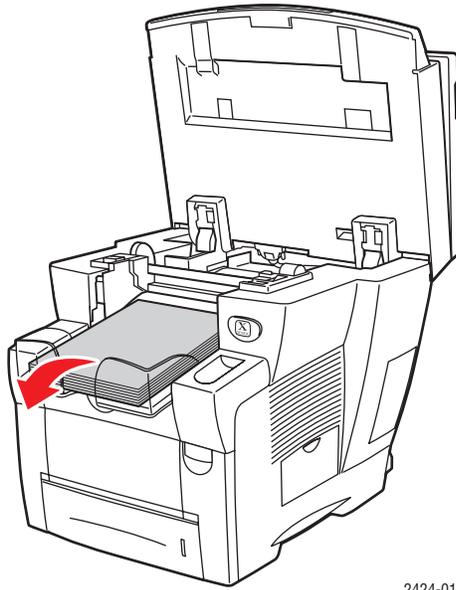
Cleaning the Paper Release Blade

1. Lift the control panel.



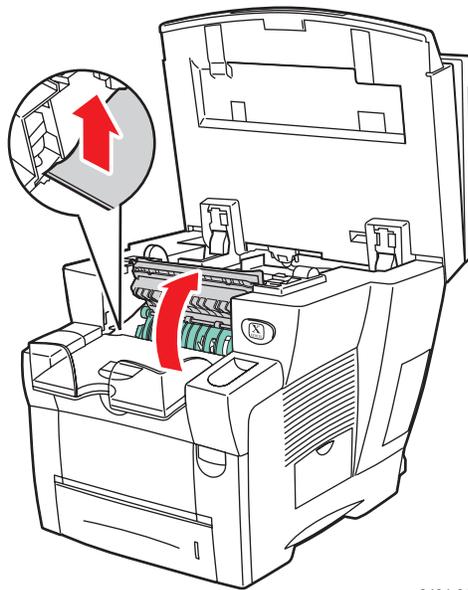
2424-189

2. Remove paper from the output tray.



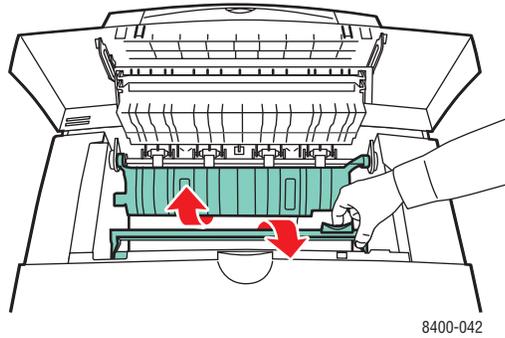
2424-018

3. Open the exit cover.



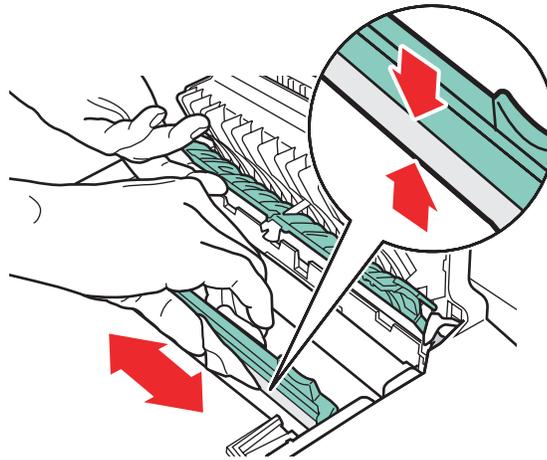
2424-019

4. Tilt up the green paper guide toward the front of the system.



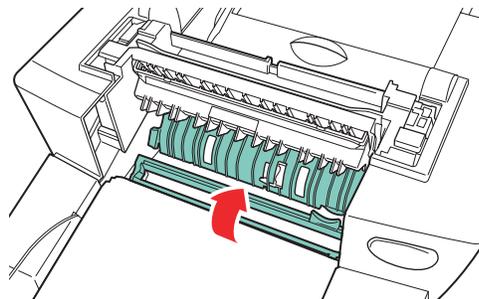
8400-042

5. Clean the white plastic paper release blade on the green paper guide by wiping it with a pre-soaked alcohol cloth (using 90 percent isopropyl alcohol).



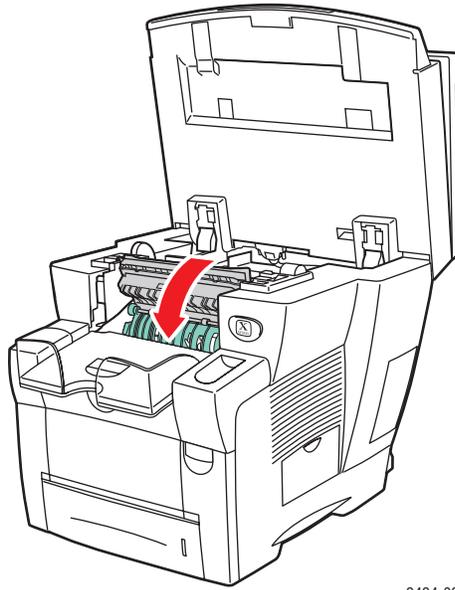
2424-156

6. After the paper release blade is clean, put the green paper guide back in its original position.



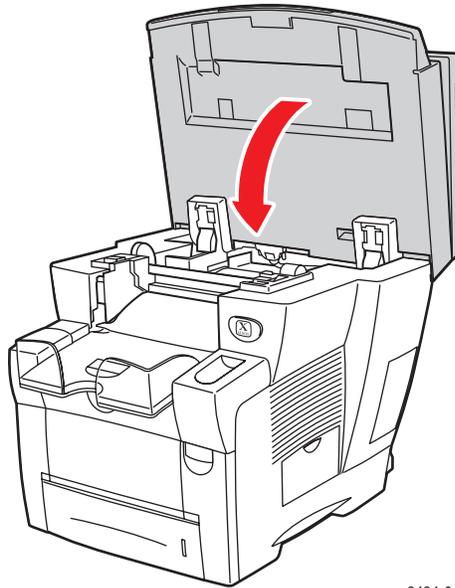
2424-159

7. Close the exit cover.



2424-022

8. Close the control panel.



2424-016

Cleaning the Maintenance Kit Wiper Blade

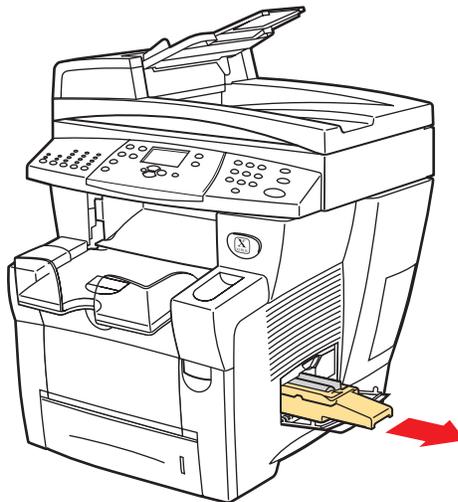
The maintenance kit contains a wiper blade that removes excess ink.

1. Open the side door.



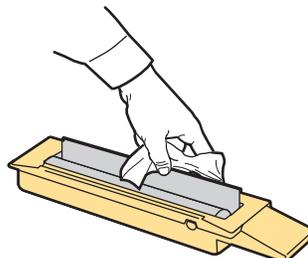
2424-035

2. Pull the orange maintenance kit (labeled A) completely out of the system.



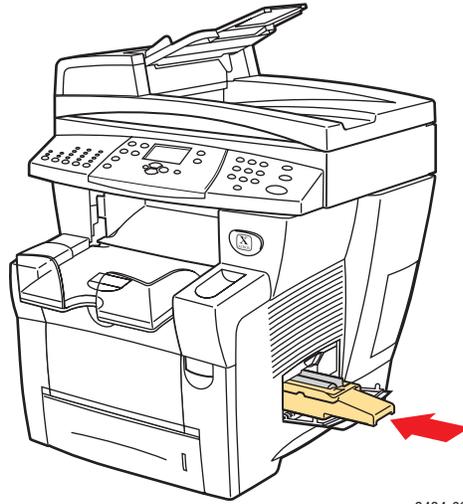
2424-033

3. Use a lint-free cloth to clean the top and upper edges of the flexible plastic wiper blade located next to the roller.



2424-160

4. Reinstall the maintenance kit.



2424-034

5. Close the side door.



2424-039

Cleaning the Outside of the System

You can clean the outside of the system with a soft, damp, cloth. You can use a cloth moistened with a mild neutral detergent to remove stains; do not spray detergent directly onto the system.

Warning

To prevent electric shock, turn the system off and unplug the power cord from the electrical outlet before cleaning the system.

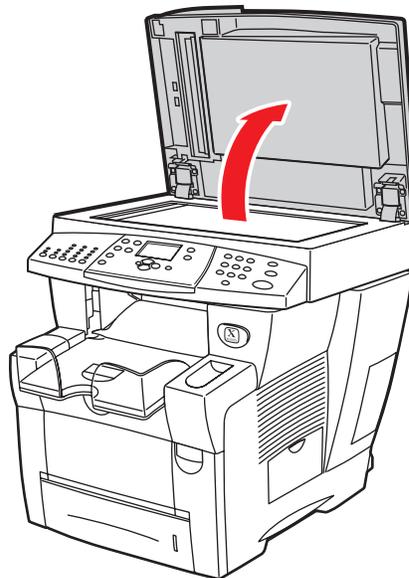
Do not use a vacuum cleaner to clean the system. Do not lubricate the system with oil.

Cleaning the Document Glass and Document Feeder

Periodically clean the document glass and document feeder to remove debris or paper residue, which may affect the quality of your copies and scanned images.

To clean the document glass:

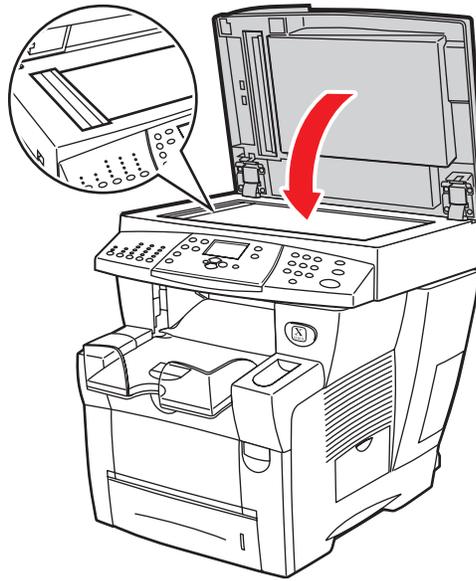
1. Lift the document feeder.



2424-048

2. Dampen a soft cloth or cotton swab with isopropyl alcohol (using 90 percent isopropyl alcohol).

3. Wipe the document glass with the cloth or cotton swab.

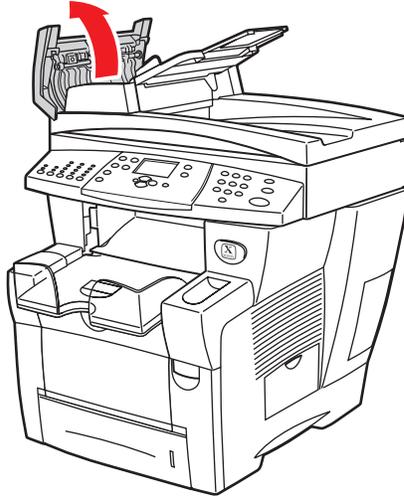


2424-050

4. Close the document feeder.

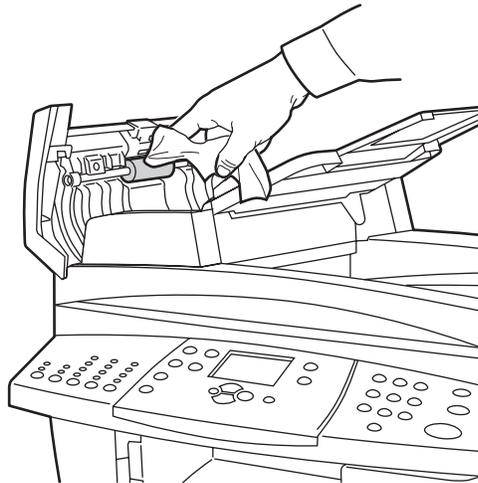
To clean the document feeder:

1. Dampen a soft cloth or cotton swab with isopropyl alcohol (using 90 percent isopropyl alcohol).
2. Open the jam access door on the document feeder.



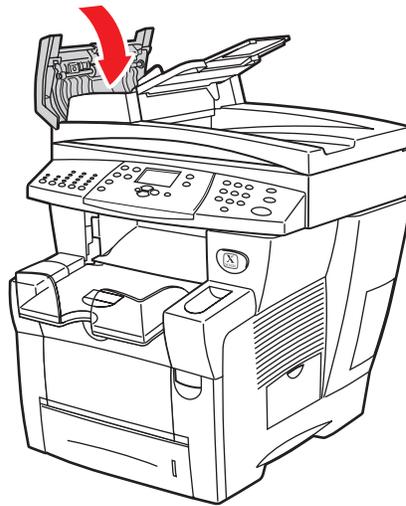
2424-045

3. Wipe the feeding roller and inside the document feeder with the cloth or cotton swab.



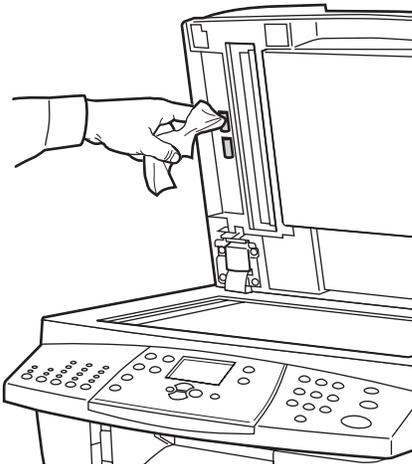
2424-161

4. Close the jam access door.



2424-047

5. Lift the document feeder.
6. Wipe the underside of the document feeder with the cloth or cotton swab.



2424-162

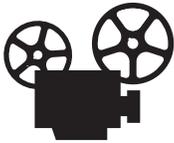
7. Close the document feeder.

Moving and Repacking the System

This section includes:

- "Running the WorkCentre C2424 Copier-Printer Shut-Down Procedure" on page 7-51
- "Moving the System Within the Office" on page 7-52
- "Repacking the System for Shipment" on page 7-53

For safety information, see [Appendix A](#) of this guide or go to [Getting Started/User Safety](#) on the *User Documentation CD-ROM*.



Videos are available with instructions for repacking the scanner unit and for repacking the document feeder. Videos are located on the *User Documentation CD-ROM* and at www.xerox.com/office/c2424support.

Follow these guidelines to move the system within the office or to prepare it for shipment.

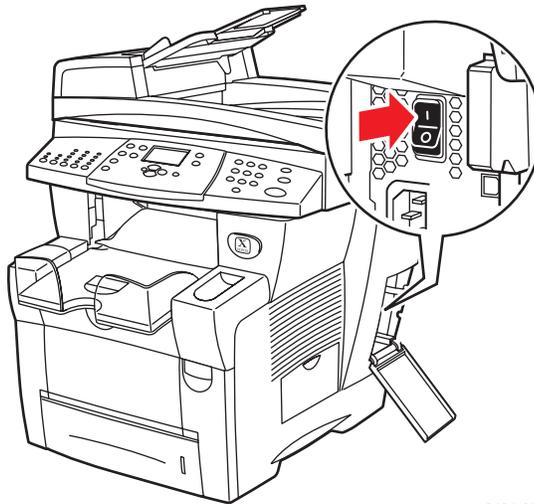
Caution

Parts of the system are hot. To avoid personal injury or damage to the system, allow the ink to solidify. Run the shut-down procedure to cool the system quickly.

Running the WorkCentre C2424 Copier-Printer Shut-Down Procedure

Run the shut-down procedure before moving or shipping the system.

1. Turn off the system using the power switch located under the interface cover on the right side of the system.



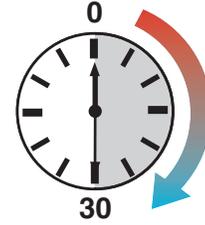
2424-031

2. Within 10 seconds, select **Shutdown for Moving System** at the control panel, then press the **Enter** button.

3. Wait for the system to complete the cool-down cycle. The fan runs until the ink solidifies.

Caution

If you turn off the system but do not select **Shutdown for Moving System**, the fan does not run, so you must wait longer for the ink to solidify. Wait at least **30 minutes** for the system to cool completely before moving or packing it.



4. After the fan stops running and the system shuts down, unplug the system.

Caution

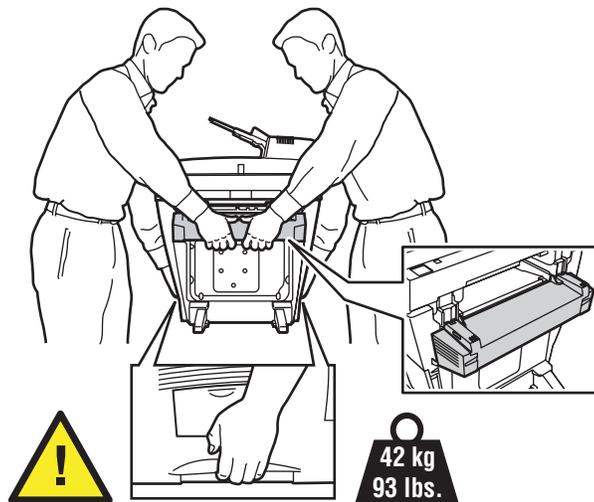
Never move the system if you receive a **Power Down Error-Head not Parked** message at the system's control panel. This message means the system is not ready to be moved. If the printhead is not locked, the system can be damaged during shipment. For more information, go to the Support web site at www.xerox.com/office/c2424support.

Moving the System Within the Office

1. Run the shut-down procedure so the ink solidifies. See page 7-51.
2. Close the system's door and covers.
3. Always use two people to lift the system. Each person should have:
 - One hand grasp the hand hold on the side of the system.
 - The other hand grasp the hand hold on the back of the system as shown.

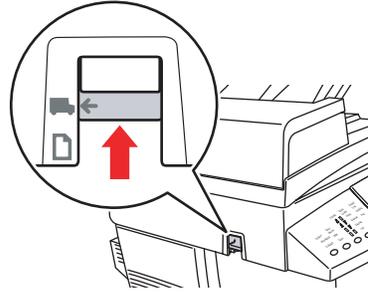
Caution

If the system has optional trays 3 or 4, lift the system off the trays.



Repacking the System for Shipment

1. Secure the scanhead shipping restraint on the left side of the scanner to lock the scanhead.

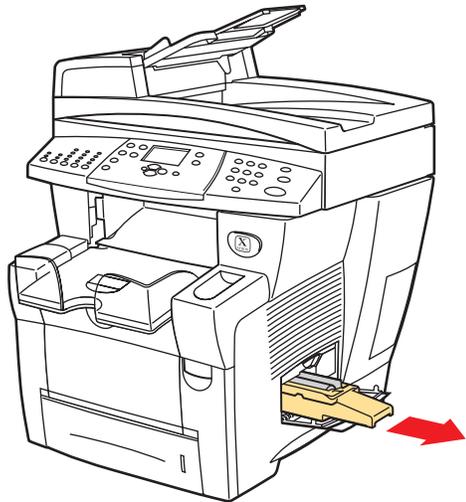


2424-107

Caution

Shipping the scanner with the scanhead unlocked can damage the scanner.

2. Remove the maintenance kit and waste tray:
 - a. Open the side door on the right side of the system.
 - b. Remove the orange maintenance kit and place it in a plastic bag for shipping.
 - c. Remove the green waste tray, empty the waste, then place the tray in a plastic bag for shipping.



2424-033

Maintenance Kit



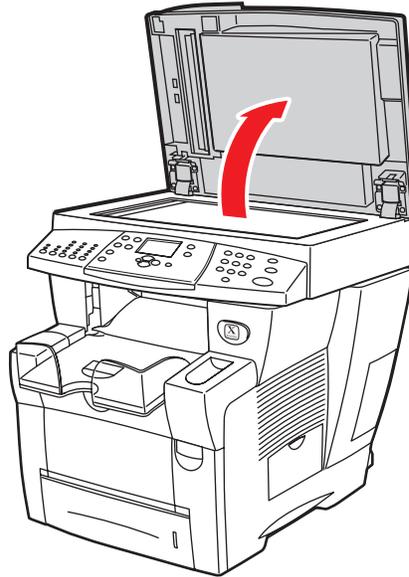
2424-036

Waste Tray

Caution

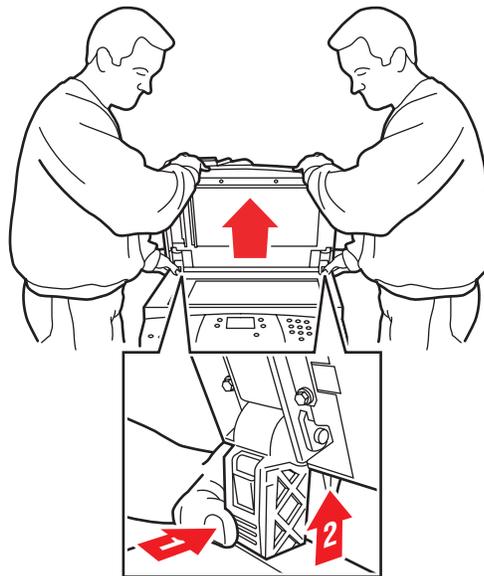
Shipping the system with the maintenance kit and waste tray installed can damage the system.

3. Run the shut-down procedure so the ink solidifies. See "Running the WorkCentre C2424 Copier-Printer Shut-Down Procedure" on page 7-51.
4. Close the system's door and covers.
5. Remove the document feeder and package it separately from the rest of the system.
 - a. Disconnect the cable between the document feeder and the scanner.
 - b. Raise the document feeder.



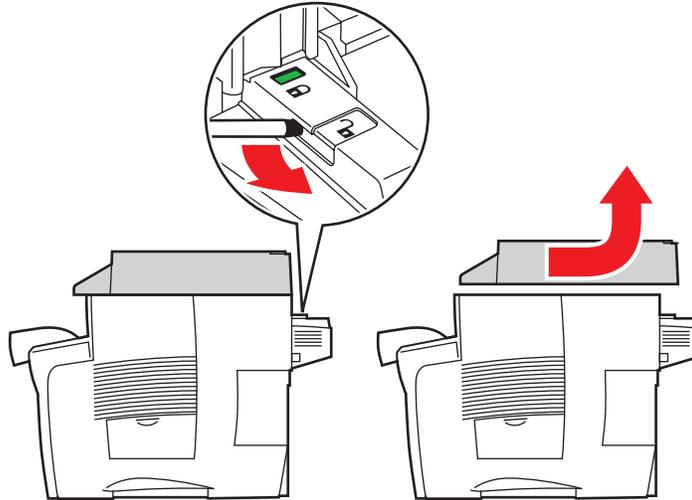
2424-048

- c. Pinch the hinges, then lift the document feeder away from the document glass.



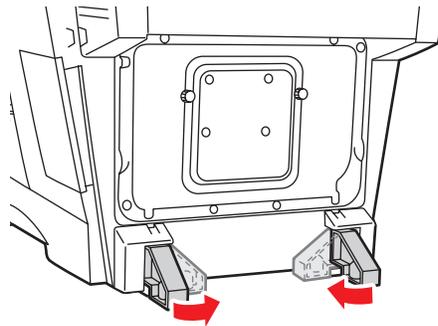
2424-110

6. Remove the scanner and package it separately from the rest of the system.
 - a. Disconnect the cable between the scanner and the rest of the system.
 - b. Using a pen, slide both of the scanner latches to the unlocked position, then slide the scanner back and lift it away from the system.



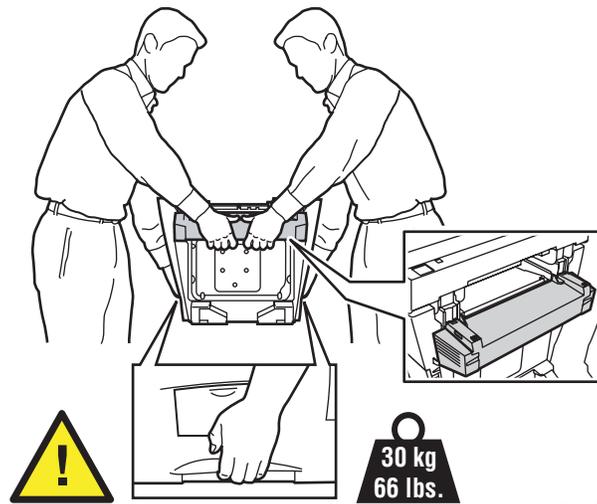
2424-116

7. Fold the stabilizers in toward the system.



2424-187

8. Have two people lift the system. Each person should have:
 - One hand grasp the hand hold on the side of the system.
 - The other hand grasp the hand hold on the back of the system as shown.



2424-108

Caution

If the system has optional Trays 3 or 4, lift the system off the trays.

9. Repack the system using the original packing material and boxes or a Xerox repackaging kit. Additional instructions for repacking the system are provided in the repackaging kit. If you do not have all the original packaging, or are unable to repack the system, contact your local Xerox service representative.

Caution

Failure to repack the system properly for shipment can result in damage to the system. Damage to the system caused by improper moving is not covered by the Xerox warranty, service agreement, or Total Satisfaction Guarantee. The Total Satisfaction Guarantee is available in the United States and Canada. Coverage may vary outside these areas; please contact your local representative for details.

Web Links

Xerox provides several web links that offer additional help on your WorkCentre C2424 Copier-Printer. A set of Xerox links is installed in your web browser's **Favorites** folder when you install the Xerox printer drivers on your computer. The **Troubleshooting** tab in your Windows printer driver also includes useful links.

Use the following web sites to obtain more information.

Resource	Link
To access PhaserSMART Technical Support, which automatically diagnoses problems on your networked WorkCentre C2424 system and proposes solutions:	www.phasersmart.com
To access the infoSMART Knowledge Base (which is used by Xerox Customer Support staff) to find solutions for issues such as error codes, print quality, paper jams, software installation, networking, and more:	www.xerox.com/office/c2424infoSMART
To view technical support information for your WorkCentre C2424 system, including access to PhaserSMART Technical Support, Technical Support via email, driver downloads, documentation, videos, tutorials, and much more.	www.xerox.com/office/c2424support
To order supplies for your WorkCentre C2424 system:	www.xerox.com/office/c2424supplies
To link to a color resource for tools and information such as interactive tutorials, color printing templates, helpful tips, and customized features to meet your individual needs:	www.colorconnection.xerox.com
To find your local sales and support center:	www.xerox.com/office/contacts
To register your system:	www.xerox.com/office/register
To view the Material Safety Data Sheet:	www.xerox.com/office/msds
To view information about recycling supplies:	www.xerox.com/gwa