

# User Guide

Guide d'utilisation

Guida dell'utente

Benutzerhandbuch

Guía del usuario

Guia do Usuário

Gebruikershandleiding

Användarhandbok

Betjeningsvejledning

Руководство пользователя

Εγχειρίδιο χρήστη

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# Contents

## 1 Printer Features

Parts of the Printer . . . . .	1-2
Front-Right View . . . . .	1-2
Rear-Left View . . . . .	1-3
Inside View . . . . .	1-3
Printer Configurations . . . . .	1-4
Standard Features . . . . .	1-4
Available Configurations . . . . .	1-4
Options . . . . .	1-5
Upgrades . . . . .	1-5
Control Panel . . . . .	1-6
Control Panel Features . . . . .	1-6
Control Panel Layout . . . . .	1-6
Menu Map . . . . .	1-7
Information Pages . . . . .	1-7
Sample Pages . . . . .	1-7
More Information . . . . .	1-9
Resources . . . . .	1-9
Xerox Support Centre . . . . .	1-10

## 2 Network Basics

Overview of Network Setup and Configuration . . . . .	2-2
Choosing a Connection Method . . . . .	2-3
Connecting via Ethernet (Recommended) . . . . .	2-3
Connecting via USB . . . . .	2-4
Configuring the Network Address . . . . .	2-5
TCP/IP and IP Addresses . . . . .	2-5
Automatically Setting the Printer's IP Address . . . . .	2-6
Dynamic Methods of Setting the Printer's IP Address . . . . .	2-6
Manually Setting the Printer's IP Address . . . . .	2-7
Installing the Printer Drivers . . . . .	2-9
Available Drivers . . . . .	2-9
Windows 2000 or Later . . . . .	2-10
Macintosh OS X, Version 10.2 and Higher . . . . .	2-10

### 3 Printing Basics

Overview of Basic Steps . . . . .	3-2
Supported Paper and Media. . . . .	3-3
Paper Usage Guidelines . . . . .	3-4
Paper That Can Damage Your Printer . . . . .	3-5
Paper Storage Guidelines . . . . .	3-5
Supported Paper Sizes and Weights . . . . .	3-6
Loading Paper . . . . .	3-9
Loading Paper in Tray 1 (MPT) . . . . .	3-9
Using Manual Feed . . . . .	3-13
Loading Paper in Trays 2–5 . . . . .	3-14
Selecting Printing Options. . . . .	3-19
Selecting Printing Preferences (Windows) . . . . .	3-19
Selecting Options for an Individual Job (Windows) . . . . .	3-20
Selecting Options for an Individual Job (Macintosh) . . . . .	3-21
Printing on Both Sides of the Paper. . . . .	3-23
Automatic 2-Sided Printing Guidelines . . . . .	3-23
Binding Edge Options . . . . .	3-24
Selecting 2-Sided Printing . . . . .	3-24
Printing on Specialty Media . . . . .	3-25
Printing Transparencies . . . . .	3-25
Printing Envelopes . . . . .	3-31
Printing Labels . . . . .	3-34
Printing Glossy Paper . . . . .	3-39
Printing Custom Size Paper . . . . .	3-44
Creating Custom Paper Types . . . . .	3-47

## 4 Print Quality

Controlling the Quality of Your Prints . . . . .	4-2
Selecting a Print-Quality Mode. . . . .	4-3
Adjusting Color. . . . .	4-4
Solving Print-Quality Problems. . . . .	4-6
Lines, Smudges, or Streaks. . . . .	4-7
Repeating Defects . . . . .	4-8
Colors Align Incorrectly . . . . .	4-9
Fusing Is Incomplete. . . . .	4-10
All Colors Are Too Light or Too Dark. . . . .	4-11
Grays Are Not Neutral . . . . .	4-12
Colors Vary Between Computers . . . . .	4-12
Color Settings Not Applied. . . . .	4-13
Printed Colors Do Not Match Monitor Colors . . . . .	4-14
PANTONE Colors Do Not Match . . . . .	4-14
Print Area Is Not Centered on the Paper. . . . .	4-15

## 5 Maintenance

Cleaning the Printer . . . . .	5-2
Cleaning the Outside of the Printer. . . . .	5-2
Cleaning the Density Sensor. . . . .	5-2
Ordering Supplies . . . . .	5-5
Consumables . . . . .	5-5
Routine Maintenance Items . . . . .	5-5
When to Order Supplies . . . . .	5-6
Recycling Supplies . . . . .	5-6
Requesting a Maintenance Kit. . . . .	5-7
Moving and Repacking the Printer . . . . .	5-8
Precautions for Moving the Printer. . . . .	5-8
Moving the Printer Within the Office. . . . .	5-8
Preparing the Printer for Shipment . . . . .	5-8

## 6 Troubleshooting

Clearing Paper Jams .....	6-2
Preventing Jams .....	6-2
Misfeed at Tray 1 (MPT) .....	6-2
Misfeed at Trays 2–5 .....	6-5
Jam at the Fuser .....	6-7
Jam at the Duplex Unit .....	6-9
Jam at the Registration Roller .....	6-10
Getting Help .....	6-13
Control Panel Messages .....	6-13
PrintingScout Alerts .....	6-13
PhaserSMART Technical Support .....	6-14
Online Support Assistant .....	6-14
Web Links .....	6-15

## A User Safety

## Index

# Printer Features

# 1

This chapter includes:

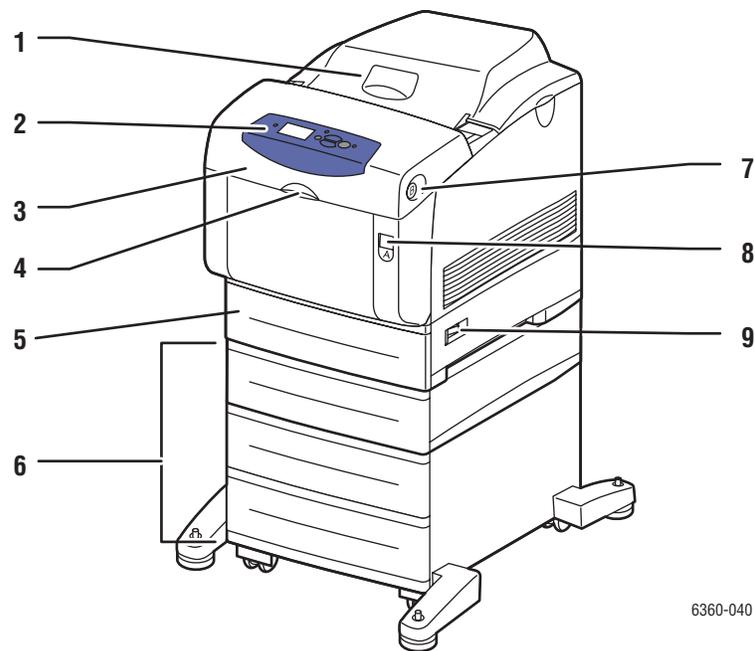
- [Parts of the Printer](#) on page 1-2
- [Printer Configurations](#) on page 1-4
- [Control Panel](#) on page 1-6
- [More Information](#) on page 1-9

## Parts of the Printer

This section includes:

- [Front-Right View](#) on page 1-2
- [Rear-Left View](#) on page 1-3
- [Inside View](#) on page 1-3
- [Printer Configurations](#) on page 1-4

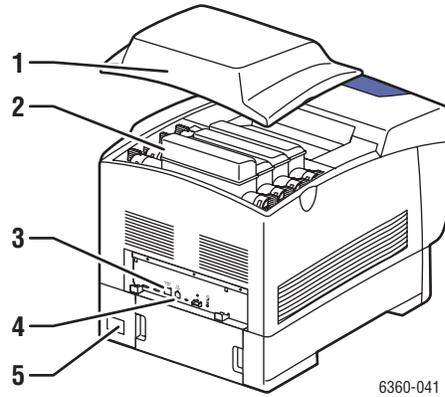
### Front-Right View



6360-040

1. Top cover
2. Control panel
3. Front door
4. Handle to open Tray 1 (Multi-Purpose Tray)
5. Tray 2
6. Trays 3, 4, and 5 (optional)
7. Button to open Front Door B
8. Latch to open Front Door A
9. Power switch

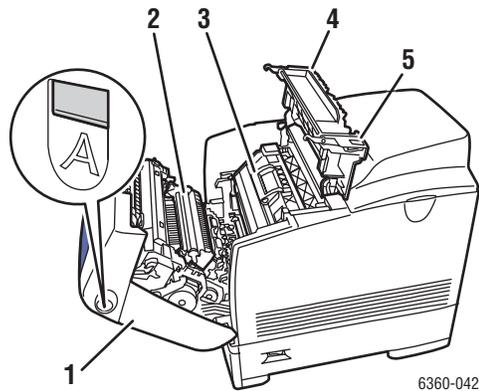
## Rear-Left View



1. Top cover
2. Toner cartridges (high capacity)
3. USB connection
4. Ethernet 10/100 Base-Tx connection
5. Power cord connection

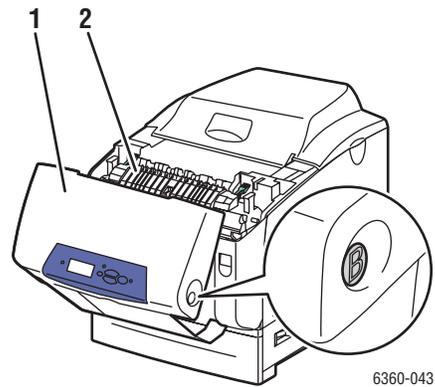
## Inside View

Doors A and C Open



1. Front Door A
2. Transfer roller
3. Imaging unit
4. Door C
5. Door C latch

Door B Open



1. Front Door B
2. Fuser

# Printer Configurations

This section includes:

- [Standard Features](#) on page 1-4
- [Available Configurations](#) on page 1-4
- [Options](#) on page 1-5
- [Upgrades](#) on page 1-5

## Standard Features

- Maximum print speed (pages per minute):
  - 42 ppm color
  - 42 ppm monochrome
- Maximum resolution (dpi): 2400
- Fonts: PostScript and PCL
- Trays:
  - Tray 1 (MPT): 150-sheet capacity
  - Tray 2: 550-sheet capacity
- Connection:
  - USB 2.0
  - Ethernet 10/100 Base-Tx

## Available Configurations

Features	Printer Configurations			
	6360N	6360DN	6360DT	6360DX
Memory (MB)	256	256	512	512
Hard Drive	No*	No*	No*	Yes
Automatic 2-Sided Printing	No	Yes	Yes	Yes
550-Sheet Feeder (Tray 3)	No*	No*	Yes	No*
1100-Sheet Feeder (Trays 3 and 4 or Trays 4 and 5)	No*	No*	No*	Yes

\*This option can be purchased separately for these configurations.

## Options

You can order additional trays, memory, and a hard drive if these items are not standard on your printer. Print the Configuration page to see which options are already installed. To print the Configuration page, see [Information Pages](#) on page 1-7.

### Additional Trays

- 550-Sheet Feeder
- 1100-Sheet High-Capacity Feeder

Phaser 6360 printers can have feeders in the following combinations:

- One 550-Sheet Feeder (Tray 3)
- One 1100-Sheet High-Capacity Feeder (Trays 3 and 4)
- One 550-Sheet Feeder (Tray 3) and one 1100-Sheet High-Capacity Feeder (Trays 4 and 5)

### Memory

All configurations have two memory slots supporting 256 MB and 512 MB SODIMM modules (up to a total of 1 GB).

### Hard Drive

The hard drive is 40 GB or greater and provides additional printer features:

- Secure, personal, personal saved, print with, proof, and saved print jobs
- Font storage

## Upgrades

To order the Phaser 6360N to 6360DN upgrade, contact your local reseller or go to [www.xerox.com/office/6360supplies](http://www.xerox.com/office/6360supplies).

# Control Panel

This section includes:

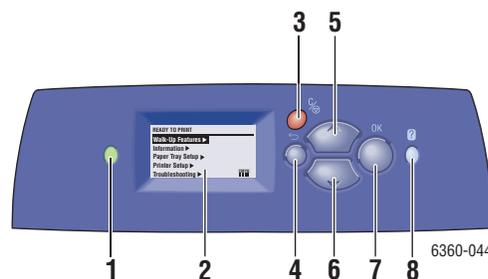
- [Control Panel Features](#) on page 1-6
- [Control Panel Layout](#) on page 1-6
- [Menu Map](#) on page 1-7
- [Information Pages](#) on page 1-7
- [Sample Pages](#) on page 1-7

## Control Panel Features

The control panel:

- Displays the printer's operating status (for example, **Printing, Ready to Print**), printer errors, and warnings.
- Prompts you to load paper, order and replace supplies, and clear jams.
- Enables you to access tools and information pages to help resolve problems.
- Enables you to change printer and network settings.
- Enables you to access supply status.

## Control Panel Layout



- |   |  |
|---|--|
| <p><b>1.</b> Status Indicator LED:</p> <p><b>Green:</b> Printer is ready to print.</p> <p><b>Yellow:</b> Warning condition, printer continues to print.</p> <p><b>Red:</b> Startup sequence or error condition.</p> <p><b>Blinking:</b> Printer is busy or warming up.</p> <p><b>2.</b> Graphic display indicates status messages, menus, and toner levels.</p> <p><b>3.</b> <b>Cancel</b> button</p> <p>          Cancels the current print job.</p> | <p><b>4.</b> <b>Back</b> button</p> <p>          Returns to the previous menu item.</p> <p><b>5.</b> <b>Up Arrow</b> button</p> <p>          Scrolls upward through the menus.</p> <p><b>6.</b> <b>Down Arrow</b> button</p> <p>          Scrolls downward through the menus.</p> <p><b>7.</b> <b>OK</b> button</p> <p>          Accepts the setting selected.</p> <p><b>8.</b> <b>Help (?)</b> button</p> <p>          Displays a help message with information about the printer, such as printer status, error messages, and maintenance information.</p> |
|---|--|

## Menu Map

The Menu Map helps you navigate the control panel menus. To print the Menu Map:

1. On the control panel, select **Information**, and then press the **OK** button.
2. Select **Menu Map**, and then press the **OK** button to print.

**Note:** Print the Menu Map to see other information pages available for printing.

## Information Pages

Your printer comes with a set of information pages to help you obtain the best results from your printer. Access these pages from the control panel. Print the Menu Map to see where these information pages are located in the control panel menu structure.



**Note:** This print icon appears before the titles of information pages that can be printed. When the page is highlighted on the control panel, press the **OK** button to print that page.

For example, to print the Configuration page or the Supplies Usage page to view current information about your printer, do the following:

1. On the control panel, select **Information**, and then press the **OK** button.
2. Select **Information Pages**, and then press the **OK** button.
3. Select **Configuration Page** or **Supplies Usage Page**, and then press the **OK** button to print.

**Note:** You can also print information pages from CentreWare Internet Services (IS) and from the printer driver.

## Sample Pages

Your printer comes with a set of sample pages that demonstrate different printer functions.

To print sample pages:

1. On the control panel, select **Information**, and then press the **OK** button.
2. Select **Sample Pages**, and then press the **OK** button.
3. Select the desired sample page, and then press the **OK** button to print.

## **Color Sampler Pages**

The color sampler pages are designed to help you select colors to use in your print jobs. Each sampler page lists either the percentages of cyan, magenta, yellow, and black that are used, or the amounts (from 0 to 255) of red, green, and blue that are used.

**Note:** Before you print the sampler pages, select the appropriate PostScript Setup settings for the default print-quality mode and color correction from the Printer Setup menu on the control panel.

To print the color sampler pages:

1. On the control panel, select **Information**, and then press the **OK** button.
2. Select **Sample Pages**, and then press the **OK** button.
3. Select either **CMYK Sampler Pages** or **RGB Sampler Pages**, and then press the **OK** button to print.

*See also:*

*Advanced Features Guide* at [www.xerox.com/office/6360support](http://www.xerox.com/office/6360support)

## More Information

This section includes:

- [Resources](#) on page 1-9
- [Xerox Support Centre](#) on page 1-10

Obtain information regarding your printer and its capabilities from the following sources.

## Resources

Information	Source
Installation Guide*	Packaged with printer
Quick Use Guide*	Packaged with printer
User Guide (PDF)*	<i>Software and Documentation CD-ROM</i>
Advanced Features Guide (PDF)	<a href="http://www.xerox.com/office/6360support">www.xerox.com/office/6360support</a>
Quick Start Tutorials	<a href="http://www.xerox.com/office/6360support">www.xerox.com/office/6360support</a>
Video Tutorials	<a href="http://www.xerox.com/office/6360support">www.xerox.com/office/6360support</a>
Recommended Media List	<a href="#">Recommended Media List (United States)</a> <a href="#">Recommended Media List (Europe)</a>
Printer Management Tools	<a href="http://www.xerox.com/office/pmtools">www.xerox.com/office/pmtools</a>
Online Support Assistant	<a href="http://www.xerox.com/office/6360support">www.xerox.com/office/6360support</a>
PhaserSMART	<a href="http://www.phaserSMART.com">www.phaserSMART.com</a>
Technical Support	<a href="http://www.xerox.com/office/6360support">www.xerox.com/office/6360support</a>
Information about menu selection or error messages on control panel	Control panel <b>Help</b> (?) button
Information pages	Control panel menu

\* Also available on the Support website.

## Xerox Support Centre

The **Xerox Support Centre** is a utility that is installed during printer driver installation. It is available for printers with Windows 2000 and later or Mac OS X, version 10.2 and higher.

The **Xerox Support Centre** appears on the desktop for Windows printers or is placed in the Mac OS X dock. It provides a central location for accessing the following information:

- User manuals and video tutorials
- Solutions to troubleshooting problems
- Printer and supplies status
- Supplies ordering and recycling
- Answers to frequently asked questions
- Default printer driver settings (Windows only)

To start the Xerox Support Centre utility:

1. Select one of the following options:
  - **Windows:** Double-click the **Xerox Support Centre** icon on your desktop.
  - **Macintosh:** Click the **Xerox Support Centre** icon in the dock.
2. Select your printer from the **Select Printer** drop-down list.



**Xerox Support Centre**

*See also:*

*Using the Xerox Support Centre tutorial at [www.xerox.com/office/6360support](http://www.xerox.com/office/6360support)*

**Note:** If you have a USB connection, some of the status information is not available. You must have an Internet connection to view manuals and videos on the website.

# Network Basics

# 2

This chapter includes:

- [Overview of Network Setup and Configuration](#) on page 2-2
- [Choosing a Connection Method](#) on page 2-3
- [Configuring the Network Address](#) on page 2-5
- [Installing the Printer Drivers](#) on page 2-9

This chapter provides basic information about setting up and connecting to your printer.

*See also:*

*Advanced Features Guide* at [www.xerox.com/office/6360support](http://www.xerox.com/office/6360support)

## Overview of Network Setup and Configuration

To set up and configure the network:

1. Connect the printer to the network using the recommended hardware and cables.
2. Turn on the printer and the computer.
3. Print the Configuration page and keep it for referencing network settings.
4. Configure the printer's TCP/IP address, which is required to identify the printer on the network.
  - Windows operating systems: Run the Installer on the *Software and Documentation CD-ROM* to automatically set the printer's IP address if the printer is connected to an established TCP/IP network. You can also manually set the printer's IP address on the control panel.
  - Macintosh systems: Manually set the printer's TCP/IP address on the control panel.
5. Install the driver software on the computer from the *Software and Documentation CD-ROM*. For information on driver installation, see the section in this chapter for the specific operating system you are using.

**Note:** If the *Software and Documentation CD-ROM* is not available, you can download the latest driver from [www.xerox.com/drivers](http://www.xerox.com/drivers).

See also:

*Advanced Features Guide* at [www.xerox.com/office/6360support](http://www.xerox.com/office/6360support)

## **Choosing a Connection Method**

Connect the printer via Ethernet or USB. A USB is a direct connection and is not used for networking. An Ethernet connection is used for networking. Hardware and cabling requirements vary for the different connection methods. Cabling and hardware are generally not included with your printer and must be purchased separately. This section includes:

- [Connecting via Ethernet \(Recommended\)](#) on page 2-3
- [Connecting via USB](#) on page 2-4

### **Connecting via Ethernet (Recommended)**

Ethernet can be used for one or more computers. It supports many printers and systems on an Ethernet network. An Ethernet connection is recommended because it is faster than a USB connection. It also allows you direct access to CentreWare Internet Services (IS). The CentreWare IS web interface enables you to manage, configure, and monitor networked printers from your desktop.

#### **Network Connection**

Depending on your particular setup, the following hardware and cabling is required for Ethernet.

- If you are connecting to one computer, an Ethernet RJ-45 crossover cable is required.
- If you are connecting to one or more computers with an Ethernet hub, or cable or DSL router, two or more twisted-pair (category 5/RJ-45) cables are required. (One cable for each device.)

If you are connecting to one or more computers with a hub, connect the computer to the hub with one cable, and then connect the printer to the hub with the second cable. Connect to any port on the hub except the uplink port.

*See also:*

- [Configuring the Network Address](#) on page 2-5
- [Installing the Printer Drivers](#) on page 2-9

## **Connecting via USB**

If you are connecting to one computer, a USB connection offers fast data speeds. However, a USB connection is not as fast as an Ethernet connection. To use USB, PC users must have Windows 2000/XP/Server 2003 or newer. Macintosh users must use Mac OS X, version 10.2 and higher.

### **USB Connection**

A USB connection requires a standard A/B USB cable. This cable is not included with your printer and must be purchased separately. Verify that you are using the correct USB (1.x or 2.0) cable for your connection.

- 1.** Connect one end of the USB cable to the printer and turn it on.
- 2.** Connect the other end of the USB cable to the computer.

*See also:*

[Installing the Printer Drivers](#) on page 2-9

## Configuring the Network Address

This section includes:

- [TCP/IP and IP Addresses](#) on page 2-5
- [Automatically Setting the Printer's IP Address](#) on page 2-6
- [Dynamic Methods of Setting the Printer's IP Address](#) on page 2-6
- [Manually Setting the Printer's IP Address](#) on page 2-7

### TCP/IP and IP Addresses

If your computer is on a large network, contact your network administrator for the appropriate TCP/IP addresses and additional configuration information.

If you are creating your own small Local Area Network or connecting the printer directly to your computer using Ethernet, follow the procedure for automatically setting the printer's Internet Protocol (IP) address.

PCs and printers primarily use TCP/IP protocols to communicate over an Ethernet network. With TCP/IP protocols, each printer and computer must have a unique IP address. It is important that the addresses are similar, but not the same; only the last digit needs to be different. For example, your printer can have the address 192.168.1.2 while your computer has the address 192.168.1.3. Another device can have the address 192.168.1.4.

Generally, Macintosh computers use either TCP/IP or the EtherTalk protocol to talk to a networked printer. For Mac OS X systems, TCP/IP is preferred. Unlike TCP/IP, however, EtherTalk does not require printers or computers to have IP addresses.

Many networks have a Dynamic Host Configuration Protocol (DHCP) server. A DHCP server automatically programs an IP address into every PC and printer on the network that is configured to use DHCP. A DHCP server is built into most cable and DSL routers. If you use a cable or DSL router, see your router's documentation for information on IP addressing.

*See also:*

Online Support Assistant at [www.xerox.com/office/6360support](http://www.xerox.com/office/6360support)

## Automatically Setting the Printer's IP Address

If the printer is connected to a small established TCP/IP network without a DHCP server, use the installer on the *Software and Documentation CD-ROM* to detect or assign an IP address to your printer. For further instructions, insert the *Software and Documentation CD-ROM* into your computer's CD-ROM drive. After the Xerox Installer launches, follow the prompts for installation.

**Note:** For the automatic installer to function, the printer must be connected to an established TCP/IP network.

## Dynamic Methods of Setting the Printer's IP Address

There are two protocols available for dynamically setting the printer's IP address:

- DHCP (enabled by default on all Phaser printers)
- AutoIP

You can turn on/off both protocols using the control panel, or use CentreWare IS to turn on/off DHCP.

**Note:** You can view the printer's IP address at any time. On the control panel, select **Information**, press the **OK** button, select **Printer Identification**, and then press the **OK** button.

### Using the Control Panel

To turn on/off either the DHCP or AutoIP protocol:

1. On the control panel, select **Printer Setup**, and then press the **OK** button.
2. Select **Connection Setup**, and then press the **OK** button.
3. Select **Network Setup**, and then press the **OK** button.
4. Select **TCP/IP Setup**, and then press the **OK** button.
5. Select **DHCP/BOOTP** or **AutoIP**.
6. Press the **OK** button to turn the selection **On** or **Off**.

### Using CentreWare IS

To turn on/off the DHCP protocol:

1. Launch your web browser.
2. Enter the printer's IP address in the browser's **Address** field (<http://xxx.xxx.xxx.xxx>).
3. Select **Properties**.
4. Select the **Protocols** folder on the left navigation panel.
5. Select **TCP/IP**.
6. In the BOOTP/DHCP Settings section, set the **BOOTP/DHCP** option to **On** or **Off**.
7. Click the **Save Changes** button.

## Manually Setting the Printer's IP Address

**Note:** Verify that your computer has a properly configured IP address for your network. Contact your network administrator for more information.

If you are on a network without a DHCP server, or in an environment where the network administrator assigns printer IP addresses, you can use this method to manually set the IP address. Manually setting the IP address overrides DHCP and AutoIP. Alternatively, if you are in a small office with a single PC and use a dialup modem connection, you can manually set the IP address.

### Information Required for Manual IP Addressing

Information	Comments
Internet Protocol (IP) address of the printer	Format is <i>xxx.xxx.xxx.xxx</i> , where <i>xxx</i> represents a decimal number from 0–255.
Network Mask	If you are unsure, leave this blank; the printer chooses an appropriate mask.
Default Router/Gateway address	Router address is required to communicate with the host device from anywhere other than the local network segment.

To manually set the IP address:

1. On the control panel, select **Printer Setup**, and then press the **OK** button.
2. Select **Connection Setup**, and then press the **OK** button.
3. Select **Network Setup**, and then press the **OK** button.
4. Select **TCP/IP Setup**, and then press the **OK** button.
5. Select **DHCP/BOOTP**, and then press the **OK** button to select **Off**.
6. Select **TCP/IP Address**, and then press the **OK** button.
7. Enter the printer's IP address, and then press the **OK** button.

## Changing or Modifying the IP Address Using CentreWare IS

CentreWare IS provides a simple interface that enables you to manage, configure, and monitor networked printers from your desktop using an embedded web server. For complete information about CentreWare IS, click the **Help** button in CentreWare IS to go to the *CentreWare IS Online Help*.

After setting the printer's IP address, you can modify TCP/IP settings using CentreWare IS.

1. Launch your web browser.
2. Enter the printer's IP address in the browser's **Address** field (http://xxx.xxx.xxx.xxx).
3. Click **Properties**.
4. Select the **Protocols** folder on the left sidebar.
5. Select **TCP/IP**.
6. Enter or modify the settings, and then click **Save Changes** at the bottom of the page.

*See also:*

*Advanced Features Guide* at [www.xerox.com/office/6360support](http://www.xerox.com/office/6360support)

*System Administrator Guide* at [www.xerox.com/office/6360support](http://www.xerox.com/office/6360support)

## Installing the Printer Drivers

This section includes:

- [Available Drivers](#) on page 2-9
- [Windows 2000 or Later](#) on page 2-10
- [Macintosh OS X, Version 10.2 and Higher](#) on page 2-10

### Available Drivers

To access special printing options, use a Xerox printer driver.

Xerox provides drivers for a variety of page description languages and operating systems. The following printer drivers are available:

Printer Driver	Source*	Description
<b>Windows PostScript Driver</b>	CD-ROM and Web	The PostScript driver is recommended to take full advantage of your system's custom features and genuine Adobe® PostScript®. (Default printer driver)
<b>PCL5c</b>	Web only	The Printer Command Language driver can be used for applications requiring PCL. <b>Note:</b> For Windows 2000/XP only.
<b>Xerox Walk-Up Printing Driver (Windows and Macintosh)</b>	Web only	This driver enables printing from a PC to any Xerox PostScript-enabled printer. This is especially helpful for mobile professionals who travel to multiple locations and need to print to different printers.
<b>Mac OS X (version 10.2 and higher) Driver</b>	CD-ROM and Web	This driver enables printing from a Mac OS X (version 10.2 and higher) operating system.
<b>UNIX Driver</b>	Web only	This driver enables printing from a UNIX operating system.

\* Go to [www.xerox.com/drivers](http://www.xerox.com/drivers) for the latest printer drivers.

## Windows 2000 or Later

To install the printer driver from the *Software and Documentation CD-ROM*:

1. Insert the CD-ROM into the computer's CD-ROM drive. If the installer does not launch, do the following:
  - a. Click **Start**, and then click **Run**.
  - b. In the **Run** window, type: <CD drive>\INSTALL.EXE.
2. Select your desired language from the list.
3. Select **Install Printer Driver**.
4. Select the installation method you want to use, and then follow the onscreen instructions.

See also:

*Advanced Features Guide* at [www.xerox.com/office/6360support](http://www.xerox.com/office/6360support)

Online Support Assistant at [www.xerox.com/office/6360support](http://www.xerox.com/office/6360support)

## Macintosh OS X, Version 10.2 and Higher

Set up your printer using Bonjour (Rendezvous), create a desktop USB connection, or use an LPD/LPR connection for Macintosh OS X, version 10.2 and higher.

### Macintosh OS X, Version 10.2 and 10.3

#### Bonjour (Rendezvous) Connection

To install the printer driver from the *Software and Documentation CD-ROM*:

1. Insert the CD-ROM into the CD-ROM drive and select the VISE installer to install the printer software.
2. When installation is complete, select one of the following options:
  - Open the **Print Center** utility for Mac OS X, version 10.2.x.
  - Open the **Printer Setup Utility** for Mac OS X, version 10.3.x.

**Note:** To locate utilities on the Macintosh hard drive, open the **Applications** folder, and then open the **Utilities** folder.

3. Confirm that the first drop-down menu is set to **Bonjour (Rendezvous)**.
4. Select the printer in the window.
5. Select **Xerox** from the list of manufacturers in the lower drop-down menu.
6. Select the appropriate printer model from the list of available devices.
7. Click the **Add** button.

See also:

*Advanced Features Guide* at [www.xerox.com/office/6360support](http://www.xerox.com/office/6360support)

Online Support Assistant at [www.xerox.com/office/6360support](http://www.xerox.com/office/6360support)

### USB Connection

To install the printer driver from the *Software and Documentation CD-ROM*:

1. Insert the CD-ROM into the CD-ROM drive.
  - Open the **Print Center** utility for Mac OS X, version 10.2.x.
  - Open the **Printer Setup Utility** for Mac OS X, version 10.3.x.

**Note:** To locate utilities on the Macintosh hard drive, open the **Applications** folder, and then open the **Utilities** folder.

2. Click the **Add** button.
3. Select **USB** from the drop-down menu.
4. Select the printer in the window.
5. Select **Xerox** from the manufacturers in the drop-down menu.
6. Select the appropriate printer configuration from the list of available printers.
7. Click the **Add** button.

### LPD/LPR Connection

To install the printer driver from the *Software and Documentation CD-ROM*:

1. Insert the CD-ROM into the CD-ROM drive and select the VISE installer to install the printer software.
2. Once installation is complete, select one of the following options:
  - Open the **Print Center** utility for Mac OS X, version 10.2.x.
  - Open the **Printer Setup Utility** for Mac OS X, version 10.3.x.

**Note:** To locate utilities on the Macintosh hard drive, open the **Applications** folder, and then open the **Utilities** folder.

3. Click the **Add** button.
4. Select one of the following options:
  - **Mac OS X, Version 10.2:** Select **IP Printing** from the pull-down menu. Enter the printer's IP address in the **Printer Address** field. Select **Xerox** from the **Printer Model** pull-down menu, and then select the corresponding PPD file. Click the **Add** button. The printer is added to the list.
  - **Mac OS X, Version 10.3:** Select **IP Printing** from the first pull-down menu. Select **LPD/LPR** from the second pull-down menu. Enter the printer's IP address in the **Printer Address** field. Verify that the **Queue Name** field is blank. Select **Xerox** from the **Printer Model** pull-down menu, and then select the corresponding PPD file. Click the **Add** button. The printer is added to the list.

## **Macintosh OS X, Version 10.4**

### **Bonjour Connection**

To install the printer driver from the *Software and Documentation CD-ROM*:

1. Insert the CD-ROM into the CD-ROM drive.
2. Open the **Printer Setup Utility**.

**Note:** To locate utilities on the Macintosh hard drive, open the **Applications** folder, and then open the **Utilities** folder.

3. Click the **Add** button.
4. Select the **Default Browser** in the **Printer Browser**.
5. Select the **Bonjour** printer in the list of available printers. If the **Printer Browser**:
  - Selects the appropriate printer from the **Print Using** drop-down list, go to Step 8.
  - Does not select the appropriate printer from the **Print Using** drop-down list, go to Step 6.
6. Select **Xerox** from the list of manufacturers in the lower drop-down menu.
7. Select the appropriate printer from the list of available printers.
8. Click the **Add** button.

### **USB Connection**

To install the printer driver from the *Software and Documentation CD-ROM*:

1. Insert the CD-ROM into the CD-ROM drive.
2. Open the **Printer Setup Utility**.

**Note:** To locate utilities on the Macintosh hard drive, open the **Applications** folder, and then open the **Utilities** folder.

3. Click the **Add** button.
4. Select the **Default Browser** in the upper left corner of the **Printer Browser**.
5. Select the USB-connected printer in the printers window. The Printer Browser selects the appropriate printer configuration in the **Print Using** drop-down list.
  - If the appropriate printer configuration is selected, proceed to Step 8.
  - If the appropriate printer configuration is not selected, proceed to Step 6.
6. Select **Xerox** from the manufacturers in the drop-down menu.
7. Select the appropriate printer configuration from the list of available printers.
8. Click the **Add** button. The printer is displayed as an available printer in the Printer Setup Utility.

### **LPD Connection**

To install the printer driver from the *Software and Documentation CD-ROM*:

1. Insert the CD-ROM into the CD-ROM drive and select the VISE installer to install the printer software.
2. Once installation is complete, open the **Printer Setup Utility**.

**Note:** To locate utilities on the Macintosh hard drive, open the **Applications** folder, and then open the **Utilities** folder.

3. Click the **Add** button.
4. Select **IP Printer** from the upper left corner of the **Printer Browser**.
5. Select **LPD** from the pull-down menu.
6. Enter the printer's IP address in the **Address** field.
7. Click the **Add** button. The printer is added to the list.

# Printing Basics

# 3

This chapter includes:

- [Overview of Basic Steps](#) on page 3-2
- [Supported Paper and Media](#) on page 3-3
- [Loading Paper](#) on page 3-9
- [Selecting Printing Options](#) on page 3-19
- [Printing on Both Sides of the Paper](#) on page 3-23
- [Printing on Specialty Media](#) on page 3-25
- [Creating Custom Paper Types](#) on page 3-47

*See also:*

Using paper trays video tutorials at [www.xerox.com/office/6360support](http://www.xerox.com/office/6360support)

## **Overview of Basic Steps**

1. Load paper in the tray.
2. If you are prompted by the control panel, either confirm the paper type and size or change it as required.
3. From the software application, access the **Print** dialog box, and then select printing options in the printer driver.
4. Send the job to the printer from the software application's **Print** dialog box.

*See also:*

[Loading Paper](#) on page 3-9

[Selecting Printing Options](#) on page 3-19

[Printing on Specialty Media](#) on page 3-25

## Supported Paper and Media

This section includes:

- [Paper Usage Guidelines](#) on page 3-4
- [Paper That Can Damage Your Printer](#) on page 3-5
- [Paper Storage Guidelines](#) on page 3-5
- [Supported Paper Sizes and Weights](#) on page 3-6

Your printer is designed to be used with a variety of paper types. Follow the guidelines in this section to ensure the best print quality and to avoid jams.

For best results, use Xerox printing media specified for your Phaser 6360 printer. They are guaranteed to produce excellent results with your printer.

To order paper, transparencies, or other specialty media, contact your local reseller or go to [www.xerox.com/office/6360supplies](http://www.xerox.com/office/6360supplies).

**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.

*See also:*

[Recommended Media List \(United States\)](#)

[Recommended Media List \(Europe\)](#)

## **Paper Usage Guidelines**

The printer trays accommodate most sizes and types of paper, transparencies, or other specialty media. Follow these guidelines when loading paper and media in the trays:

- Envelopes, thick card stock, and custom size paper can be printed from Tray 1 (MPT) only.
- Fan paper, transparencies, or other specialty media before loading in the paper tray.
- Do not print on label stock once a label has been removed from a sheet.
- Use only paper envelopes. Do not use envelopes with windows, metal clasps, or adhesives with release strips.
- All envelopes should be printed single-sided only.
- Some wrinkling and embossing may occur when printing envelopes.
- Do not overload the paper trays. Do not load paper above the fill line on the inside of the paper guide.
- Adjust the paper guides to fit the paper size. For Trays 2–5, the paper guides click into place when they are adjusted correctly.
- If excessive jams occur, use paper or other media from a new package.

*See also:*

[Printing Transparencies](#) on page 3-25

[Printing Envelopes](#) on page 3-31

[Printing Labels](#) on page 3-34

[Printing Glossy Paper](#) on page 3-39

[Printing Custom Size Paper](#) on page 3-44

## **Paper That Can Damage Your Printer**

Your printer is designed to use a variety of media types for print jobs. However, some media can cause poor output quality, increased paper jams, or damage to your printer.

Unacceptable media includes:

- Rough or porous media
- Plastic media other than supported transparencies
- Paper that has been folded or wrinkled
- Paper with staples
- Envelopes with windows or metal clasps
- Padded envelopes
- Non-laser glossy or coated paper
- Perforated media

## **Paper Storage Guidelines**

Providing good storage conditions for your paper and other media contributes to optimum print quality.

- Store paper in dark, cool, relatively dry locations. Most paper items are susceptible to damage from ultraviolet (UV) and visible light. UV radiation, which is emitted by the sun and fluorescent bulbs, is particularly damaging to paper items. The intensity and length of exposure to visible light on paper items should be reduced as much as possible.
- Maintain constant temperatures and relative humidity.
- Avoid attics, kitchens, garages, and basements for storing paper. Inside walls are drier than outside walls where moisture can collect.
- Store paper flat. Paper should be stored on pallets, cartons, shelves, or in cabinets.
- Avoid having 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 them into the printer. Leave paper in the original packaging. For most commercial cut-size grades, the ream wrapper contains an inner lining that protects the paper from moisture loss or gain.
- Leave the media inside the bag until you are ready to use it; reinsert unused media in the bag and reseal it for protection. Some specialty media is packaged inside resealable plastic bags.

## **Supported Paper Sizes and Weights**

The following sections provide information about paper sizes and weights that can be used in the printer trays. For more detailed information about paper and other media, print the Paper Tips page:

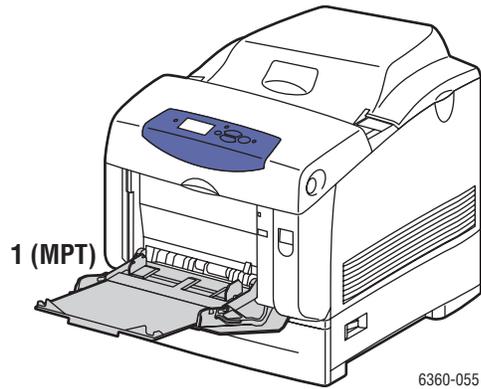
1. On the control panel, select **Information**, and then press the **OK** button.
2. Select **Information Pages**, and then press the **OK** button.
3. Select **Paper Tips Page**, and then press the **OK** button to print.

*See also:*

[Recommended Media List \(United States\)](#)

[Recommended Media List \(Europe\)](#)

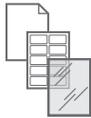
## Paper Sizes and Weights for Tray 1 (MPT)




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### Tray 1 (MPT)

65–216 g/m<sup>2</sup> (17–40 lb. Bond, 50–80 lb. Cover)



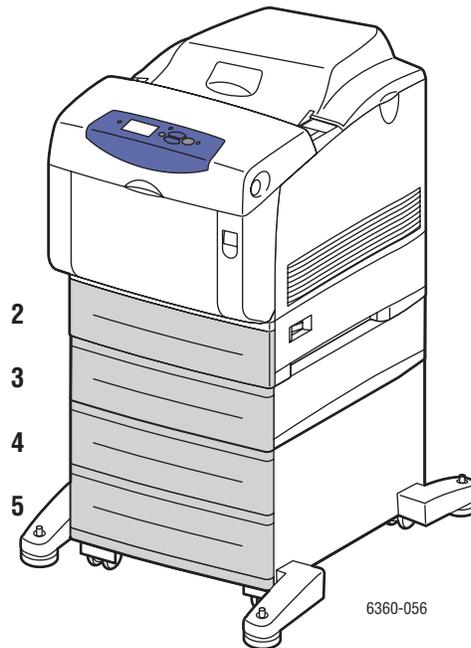
		<b>Custom Sizes</b>
<b>Statement</b>	5.5 x 8.5 in.	Short edge: 89–216 mm (3.5–8.5 in.) Long edge: 140–914 mm (5.5–36 in.)
<b>Executive</b>	7.25 x 10.5 in.	
<b>Letter</b>	8.5 x 11 in.	
<b>US Folio</b>	8.5 x 13 in.	
<b>Legal</b>	8.5 x 14 in.	
<b>A4</b>	210 x 297 mm	
<b>A5</b>	148 x 210 mm	
<b>A6</b>	105 x 148 mm	
<b>B5 JIS</b>	182 x 257 mm	
<b>ISO B5</b>	176 x 250 mm	



<b>#10 Commercial</b>	4.12 x 9.5 in.
<b>Monarch</b>	3.87 x 7.5 in.
<b>A7</b>	5.25 x 7.25 in.
<b>DL</b>	110 x 220 mm
<b>C6</b>	114 x 162 mm
<b>C5</b>	162 x 229 mm
<b>B5</b>	176 x 250 mm

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## Paper Sizes and Weights for Trays 2–5



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### Trays 2–5

65 – 163 g/m<sup>2</sup> (17 – 40 lb. Bond, 50 – 60 lb. Cover)

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<b>Executive</b>	7.25 x 10.5 in.
<b>Letter</b>	8.5 x 11 in.
<b>US Folio</b>	8.5 x 13 in.
<b>Legal</b>	8.5 x 14.0 in.
<b>A4</b>	210 x 297 mm
<b>A5</b>	148 x 210 mm
<b>B5 JIS</b>	182 x 257 mm

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## **Loading Paper**

This section includes:

- [Loading Paper in Tray 1 \(MPT\)](#) on page 3-9
- [Loading Paper in Trays 2–5](#) on page 3-14
- [Using Manual Feed](#) on page 3-13

### **Loading Paper in Tray 1 (MPT)**

Use Tray 1 (MPT) for a wide range of media including:

- Plain paper, heavy plain paper, letterhead, colored paper, and prepunched paper
- Card stock
- Labels
- Envelopes
- Transparencies
- Glossy paper
- Specialty media including business cards, postcards, trifold brochures, and weatherproof paper
- Pre-printed paper (paper already printed on one side)
- Custom size paper

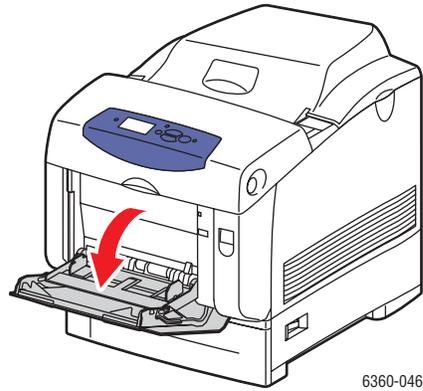
*See also:*

[Paper Sizes and Weights for Tray 1 \(MPT\)](#) on page 3-7

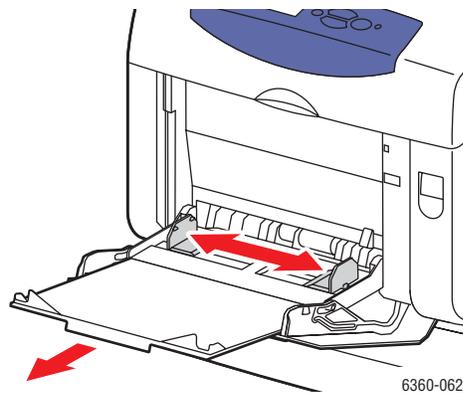
*Advanced Features Guide* at [www.xerox.com/office/6360support](http://www.xerox.com/office/6360support)

To load paper or other media in Tray 1 (MPT):

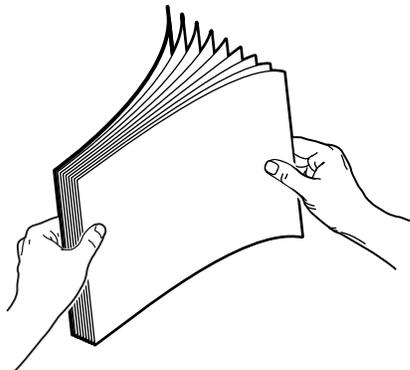
1. Open Tray 1 (MPT) by pulling out on the handle.



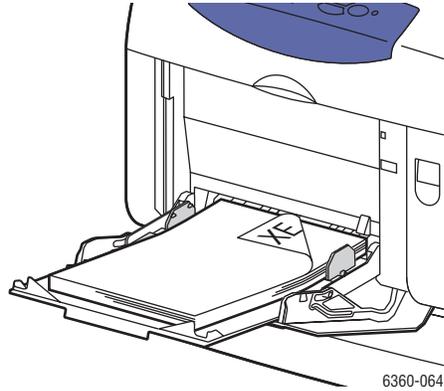
2. Pull out the tray extension, and open the paper guides.



3. Fan the paper to release sheets that are stuck together.

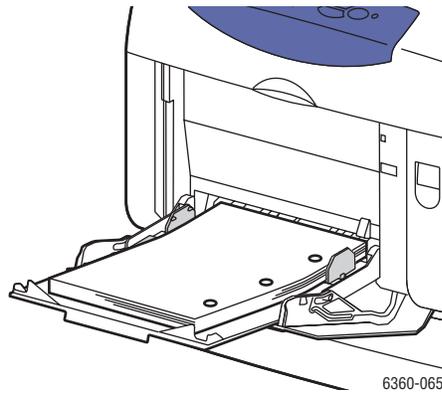


4. Insert the paper, transparencies, or envelopes in Tray 1 (MPT), and adjust the paper guides to fit the paper. If you are using preprinted or prepunched paper, follow these guidelines:
  - For **single-sided printing**, place the side to be printed **facedown** with the **top** of the paper entering the printer first.

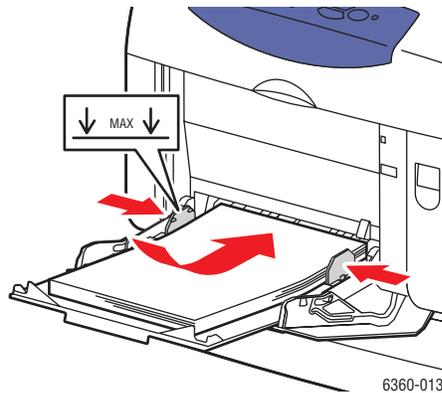


- For **2-sided printing**, place the first side to be printed **faceup** with the **bottom** of the page entering the printer first.

- For **prepunched paper**, place the paper with the holes toward the **right side** of the tray.



**Caution:** Do not load paper or media above the fill line indicated on the tray. Overloading the tray may cause jams.



5. To use the current tray setup, press the **OK** button on the control panel. If you load a new type or size of paper in the tray, do the following:
  - a. Select **Change setup**, and then press the **OK** button.
  - b. Select the paper type, and then press the **OK** button.
  - c. Select the paper size, and then press the **OK** button.

*See also:*

[Paper Sizes and Weights for Tray 1 \(MPT\)](#) on page 3-7

[Printing on Specialty Media](#) on page 3-25

[Printing Custom Size Paper](#) on page 3-44

## Setting Tray 1 (MPT) Mode

Tray 1 (MPT) Mode defines the printer's media handling behavior to better fit the kind of printing you want to do. Three distinct modes determine how paper type and size are set for Tray 1 (MPT), and which tray is used if you do not select a specific tray:

**Automatic** (Factory Default): Tray 1 (MPT) is the highest priority tray. It allows incoming print jobs to set paper type and size. It prints from Tray 1 (MPT) if paper is present at the start of a job that does not select another tray.

**Dynamic:** The printer searches the trays to find the paper size and type to match your print job. If no size or type matches are found in Trays 2-5, and Tray 1 (MPT) media size and type have not been set on the printer's control panel, the printer sets the paper type and size from the print job, and then prints from Tray 1 (MPT).

**Static:** Set the paper type and size on the printer's control panel so that the printer can determine which tray contains the paper type and size each print job requires. The paper type and size of your print job must match the Tray 1 (MPT) paper type and size settings on the control panel (to print from Tray 1 (MPT)).

Tray 1 (MPT) Mode controls two aspects:

- Tray 1 (MPT) is used if paper is present in it (and no other tray is specified).
- How the paper type and size are determined if not set from the control panel.

See also:

*Advanced Features Guide* at [www.xerox.com/office/6360support](http://www.xerox.com/office/6360support)

## Using Manual Feed

If you are using paper, such as letterhead, and do not want others to use it by mistake, you can set the printer to prompt you when it is time to load the paper for your print job.

## Windows

To select manual feed using Windows 2000, Windows XP, or Windows Server 2003:

1. In the Windows printer driver, click the **Paper/Quality** tab.
2. Select **Force Printing from a Specific Tray**, and then select **Tray 1 (MPT)** from the list.
3. Select **Manual Feed**, and then click **OK** to save the driver settings.
4. Submit your print job.
5. When prompted by the control panel, remove the paper from Tray 1 (MPT).
6. Load the appropriate paper for your job into the tray.

## **Macintosh**

To select manual feed using Macintosh OS X, version 10.2 or higher:

1. In the **Print** dialog box, select **Paper Feed** from the drop-down list.
2. Select **Manual Feed** in the **All pages from** drop-down list.
3. Submit your print job.
4. When prompted by the control panel, remove the paper from Tray 1 (MPT).
5. Load the appropriate paper for your job into the tray.

*See also:*

[Loading Paper in Tray 1 \(MPT\)](#) on page 3-9

## **Loading Paper in Trays 2–5**

Use Trays 2–5 for a wide range of media including:

- Plain paper, heavy plain paper, letterhead, colored paper, preprinted paper, and prepunched paper
- Thin card stock
- Glossy paper
- Transparencies
- Labels

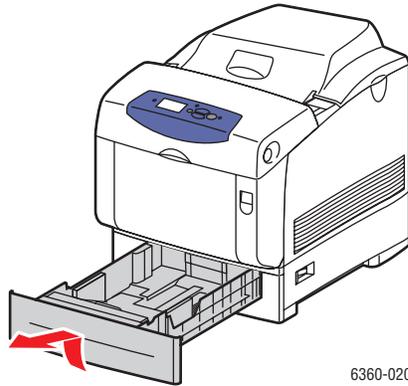
*See also:*

[Paper Sizes and Weights for Trays 2–5](#) on page 3-8

[Printing on Specialty Media](#) on page 3-25

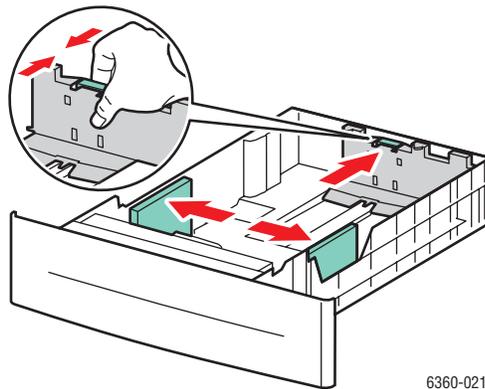
To load paper into Trays 2–5:

1. Pull out the tray.

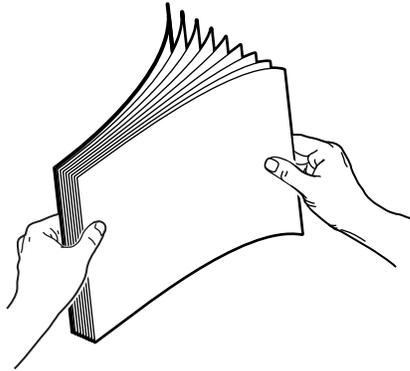


2. If necessary, open the paper guides:

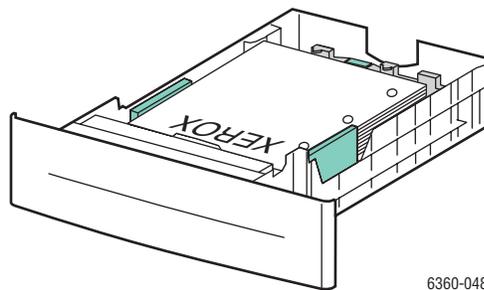
- Squeeze the green tab on the length guide, and then slide it back. The guide clicks into place.
- Slide the green side guides outward.



3. Fan the paper to release sheets that are stuck together.



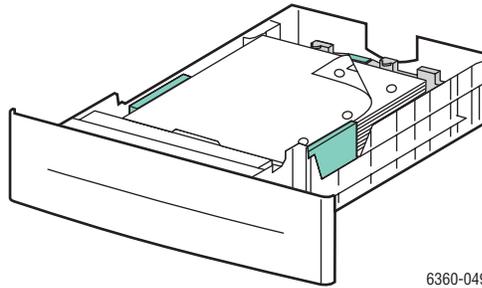
4. Insert paper into the tray. If you are using preprinted or prepunched paper, follow these guidelines:
  - For **single-sided printing**, place the side to be printed **faceup** with the **top** of the page toward the **front** of the tray.



6360-048

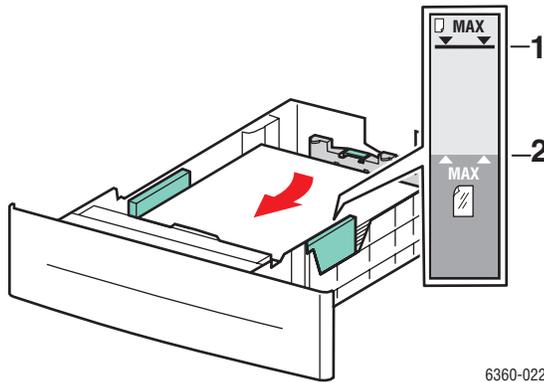
- For **2-sided printing**, place the first side to be printed with the odd-numbered pages **facedown** and the **top** of the page toward the **back** of the tray. For more information on 2-sided printing, see [Printing on Both Sides of the Paper](#) on page 3-23.

- For **prepunched paper**, place the paper with the holes toward the **right side** of the tray.



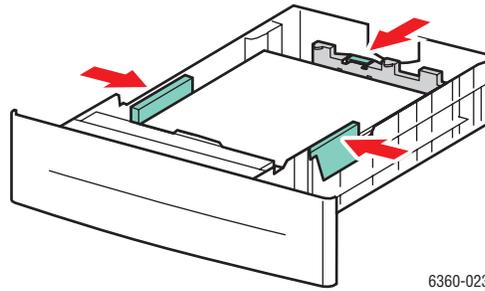
6360-049

**Caution:** Do not load paper above the fill line indicated on the tray. Overloading the tray may cause jams. In the following illustration, **1** indicates the maximum fill line for paper and **2** indicates the maximum fill line for transparencies, labels, glossy paper, and thin card stock.



6360-022

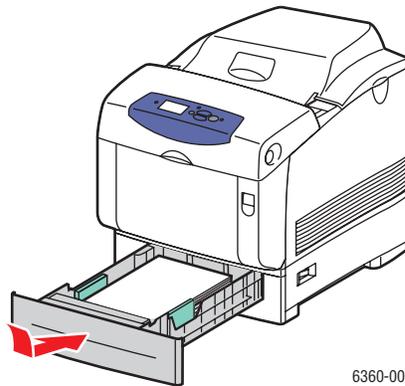
5. If necessary, press the paper guides inward to fit the paper.



6360-023

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

6. Insert the tray into the tray slot, and push the tray completely into the printer.



6360-009

7. To use the current tray setup, press the **OK** button on the control panel. If you load a new type of paper in the tray:
  - a. Select **Change setup**, and then press the **OK** button.
  - b. Select the paper type, and then press the **OK** button

See also:

[Printing on Specialty Media](#) on page 3-25

[Printing Custom Size Paper](#) on page 3-44

## Selecting Printing Options

This section includes:

- [Selecting Printing Preferences \(Windows\)](#) on page 3-19
- [Selecting Options for an Individual Job \(Windows\)](#) on page 3-20
- [Selecting Options for an Individual Job \(Macintosh\)](#) on page 3-21

See also:

*Advanced Features Guide* at [www.xerox.com/office/6360support](http://www.xerox.com/office/6360support)

### Selecting Printing Preferences (Windows)

Printer preferences control all of your print jobs, unless you override them specifically for a job. For example, if you want to use automatic 2-sided printing for most jobs, set this option in printer settings.

To select printer preferences:

1. Select one of the following options:
  - **Windows 2000** and **Windows Server 2003**: Click **Start**, select **Settings**, and then click **Printers**.
  - **Windows XP**: Click **Start**, and then select **Printers and Faxes**.
2. In the **Printers** folder, right-click the icon for your printer.
3. From the pop-up menu, select **Printing Preferences** or **Properties**.
4. Make selections on the driver tabs, and then click the **OK** button to save your selections.

**Note:** For more information about Windows printer driver options, click the **Help** button on the printer driver tab to view the online help.

## Selecting Options for an Individual Job (Windows)

If you want to use special printing options for a particular job, change the driver settings before sending the job to the printer. For example, if you want to use Photo print-quality mode for a particular graphic, select this setting in the driver before printing that job.

1. With the desired document or graphic open in your application, access the **Print** dialog box.
2. Select the Phaser 6360 printer and click its **Properties** button to open the printer driver.
3. Make selections from the driver tabs. See the following table for specific printing options.

**Note:** In Windows 2000, Windows XP, and Windows Server 2003, you can save current printing options with a distinctive name and apply them to other print jobs. Select **Saved Settings** at the bottom of the tab. Click the **Help** button for more information.

4. Click the **OK** button to save your selections.
5. Print the job.

See the following table for specific printing options:

### Printing Options for Windows Operating Systems

Operating System	Driver Tab	Printing Options
Windows Vista, Windows 2000, Windows XP, or Windows Server 2003	Paper/Output tab	<ul style="list-style-type: none"> <li>■ Job Type</li> <li>■ Document size, paper type, and tray selection</li> <li>■ 2-sided printing</li> <li>■ Print quality</li> <li>■ Output destination</li> <li>■ Saved settings</li> </ul>
	Color Options tab	<ul style="list-style-type: none"> <li>■ Color corrections</li> <li>■ Black and white conversion</li> <li>■ Color adjustments</li> <li>■ Saved settings</li> </ul>
	Layout/Watermark tab	<ul style="list-style-type: none"> <li>■ Pages per sheet</li> <li>■ Booklet layout</li> <li>■ Orientation</li> <li>■ 2-sided printing</li> <li>■ Watermark</li> </ul>
	Advanced tab	<ul style="list-style-type: none"> <li>■ Paper/Output: copies, collate</li> <li>■ Image options: reduce/enlarge, image smoothing</li> <li>■ Booklet layout</li> </ul>

**Note:** If your driver does not display the options listed in the table above, go to the website at [www.xerox.com/drivers](http://www.xerox.com/drivers) to download the latest driver.

## Selecting Options for an Individual Job (Macintosh)

To select print settings for a particular job, change the driver settings before sending the job to the printer.

1. With the document open in your application, click **File**, and then click **Print**.
2. Select the desired printing options from the menus and drop-down lists that are displayed.

**Note:** In Macintosh OS X, click **Save Preset** on the **Print** menu screen to save the current printer settings. You can create multiple presets and save each with its own distinctive name and printer settings. To print jobs using specific printer settings, click the applicable saved preset in the **Presets** list.

3. Click **Print** to print the job.

See the following table for specific printing options:

### Macintosh PostScript Driver Settings

Operating System	Driver Drop-Down Title	Printing Options
Mac OS X, Version 10.4	<b>Copies &amp; Pages</b>	<ul style="list-style-type: none"> <li>■ Copies</li> <li>■ Pages</li> </ul>
	<b>Layout</b>	<ul style="list-style-type: none"> <li>■ Pages per sheet</li> <li>■ Layout direction</li> <li>■ Border</li> <li>■ 2-sided printing</li> </ul>
	<b>Paper Handling</b>	<ul style="list-style-type: none"> <li>■ Reverse page order</li> <li>■ Print (all, odd, even)</li> </ul>
	<b>ColorSync</b>	<ul style="list-style-type: none"> <li>■ Color matching</li> </ul>
	<b>Cover Page</b>	<ul style="list-style-type: none"> <li>■ Cover pages</li> </ul>
	<b>Paper Feed</b>	<ul style="list-style-type: none"> <li>■ Paper source</li> </ul>
	<b>Job Type</b>	<ul style="list-style-type: none"> <li>■ Secure prints, personal prints, personal saved prints, proof prints, saved prints, print with</li> </ul>
	<b>Image Quality</b>	<ul style="list-style-type: none"> <li>■ Print quality</li> <li>■ Color correction or color conversion</li> <li>■ Image smoothing</li> </ul>
	<b>Printer Features</b>	<ul style="list-style-type: none"> <li>■ Paper types</li> <li>■ Separation pages</li> </ul>

**Macintosh PostScript Driver Settings (Continued)**

Operating System	Driver Drop-Down Title	Printing Options
Mac OS X, Version 10.2 and 10.3	<b>Copies &amp; Pages</b>	<ul style="list-style-type: none"> <li>■ Copies</li> <li>■ Pages</li> </ul>
	<b>Layout</b>	<ul style="list-style-type: none"> <li>■ Pages per sheet</li> <li>■ Layout direction</li> <li>■ Border</li> <li>■ Two-sided printing</li> </ul>
	<b>Paper Handling</b>	<ul style="list-style-type: none"> <li>■ Reverse page order</li> <li>■ Print (all, odd, even)</li> </ul>
	<b>ColorSync</b>	<ul style="list-style-type: none"> <li>■ Color matching</li> </ul>
	<b>Cover Page</b>	<ul style="list-style-type: none"> <li>■ Cover pages</li> </ul>
	<b>Paper Feed</b>	<ul style="list-style-type: none"> <li>■ Paper source</li> </ul>
	<b>Job Types</b>	<ul style="list-style-type: none"> <li>■ Secure prints, personal prints, proof prints, and saved prints</li> </ul>
	<b>Image Quality</b>	<ul style="list-style-type: none"> <li>■ Print quality</li> <li>■ RGB color corrections neutral grays</li> <li>■ Image smoothing</li> </ul>
	<b>Printer Features</b>	<ul style="list-style-type: none"> <li>■ Paper types</li> <li>■ Separation pages</li> </ul>

## Printing on Both Sides of the Paper

This section includes:

- [Automatic 2-Sided Printing Guidelines](#) on page 3-23
- [Binding Edge Options](#) on page 3-24
- [Selecting 2-Sided Printing](#) on page 3-24

**Note:** For information about manual two-sided printing, go to the Online Support Assistant at [www.xerox.com/office/6360support](http://www.xerox.com/office/6360support).

### Automatic 2-Sided Printing Guidelines

Automatic 2-sided printing is available from the Phaser 6360DN, 6360DT, and 6360DX configurations. Before printing a 2-sided document, verify that the paper is a supported size for the tray. For a list of supported paper sizes, see [Supported Paper and Media](#) on page 3-3. For a list of paper types and weights, print the Paper Tips page:

- a. Select **Information**, and then press the **OK** button.
- b. Select **Information Pages**, and then press the **OK** button.
- c. Select **Paper Tips Page**, and then press the **OK** button.

The following paper and media cannot be used for 2-sided printing:

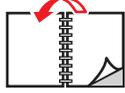
- Transparencies
- Envelopes
- Labels
- Any die-cut specialty media, such as business cards
- Thick card stock

*See also:*

- [Supported Paper and Media](#) on page 3-3
- [Printer Configurations](#) on page 1-4

## Binding Edge Options

When you use the printer driver to select 2-sided printing, also select the binding edge, which determines how the pages turn. The actual outcome depends on the orientation (portrait or landscape) of images on the page, as displayed in the following illustrations.

Portrait		Landscape	
			
Bind on Side Edge Flip on Long Edge	Bind on Top Edge Flip on Short Edge	Bind on Side Edge Flip on Short Edge	Bind on Top Edge Flip on Long Edge

## Selecting 2-Sided Printing

To select automatic 2-sided printing:

1. Insert paper in the tray. For more information, see [Loading Paper](#) on page 3-9.
2. In the printer driver, select 2-sided printing as shown in the following table, and then press the **OK** button.

To select automatic 2-sided printing:

Operating System	Steps
Windows Vista, Windows 2000, Windows XP, or Windows Server 2003	<ol style="list-style-type: none"> <li>1. Select the <b>Paper/Output</b> tab.</li> <li>2. Select <b>2-Sided Print</b> under <b>2-Sided Printing</b>.</li> </ol>
Mac OS X, version 10.2 and higher	<ol style="list-style-type: none"> <li>1. In the <b>Print</b> dialog box, select <b>Layout</b>.</li> <li>2. Select <b>Print on Both Sides</b>.</li> <li>3. Click the <b>Binding</b> icon that matches the edge to bind.</li> </ol>

**Note:** If your driver does not display the options listed in the table above, go to the website at [www.xerox.com/drivers](http://www.xerox.com/drivers) to download the latest driver.

See also:

[Loading Paper in Tray 1 \(MPT\)](#) on page 3-9

[Loading Paper in Trays 2–5](#) on page 3-14

## Printing on Specialty Media

This section includes:

- [Printing Transparencies](#) on page 3-25
- [Printing Envelopes](#) on page 3-31
- [Printing Labels](#) on page 3-34
- [Printing Glossy Paper](#) on page 3-39
- [Printing Custom Size Paper](#) on page 3-44

### Printing Transparencies

Transparencies can be printed from all trays. They should be printed on one side only. For best results, use only recommended Xerox transparencies.

To order paper, transparencies, or other specialty media, contact your local reseller or go to [www.xerox.com/office/6360supplies](http://www.xerox.com/office/6360supplies).

**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.

*See also:*

[Recommended Media List \(United States\)](#)

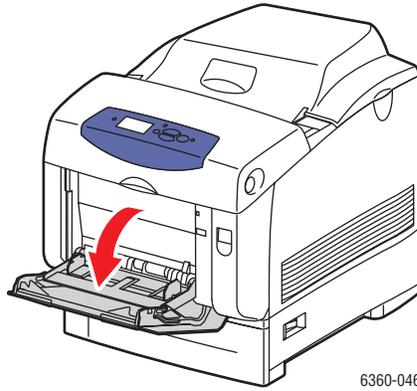
[Recommended Media List \(Europe\)](#)

### Guidelines

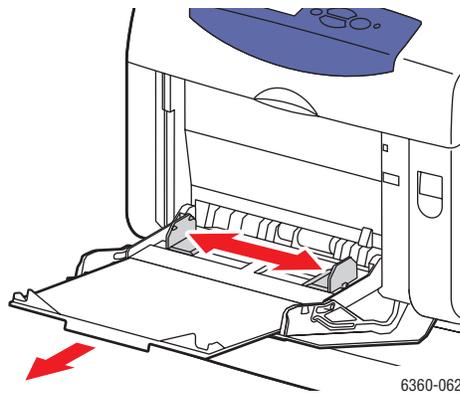
- Remove all paper before loading transparencies in the tray.
- Do not load more than 25 sheets in Tray 1 (MPT). Do not load more than 200 sheets in Trays 2–5. Overloading the tray may cause the printer to jam.
- Handle transparencies by the edges using both hands to avoid fingerprints and creases, which may cause poor print quality.
- Fan transparencies before loading in the paper tray.

## Printing Transparencies from Tray 1 (MPT)

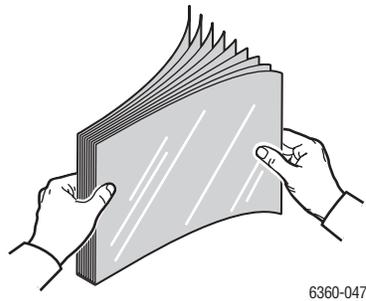
1. Open Tray 1 (MPT) by pulling out on the handle.



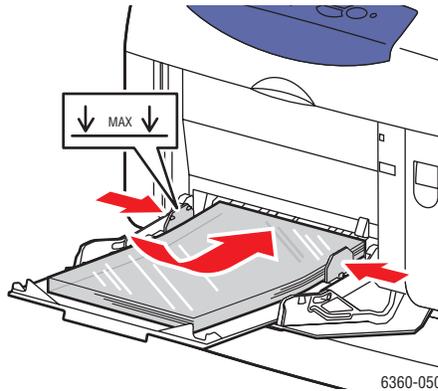
2. Pull out the tray extension, and open the paper guides.



3. Fan the transparencies to release sheets that are stuck together.



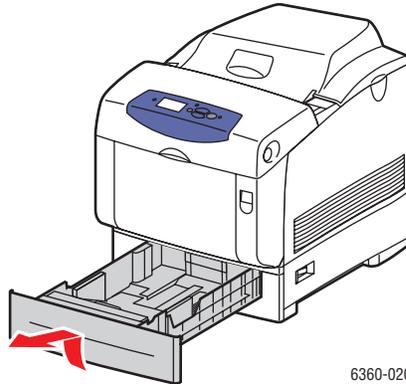
4. Insert the transparencies into Tray 1 (MPT), and adjust the paper guides to fit the transparencies. Do not load more than 25 transparencies.



5. On the control panel, select the transparency type and size:
  - a. Select **Change setup**, and then press the **OK** button.
  - b. Select **Transparency**, and then press the **OK** button.
  - c. Select the transparency size, and then press the **OK** button.
6. In the printer driver, select either **Transparency** as the paper type or **Tray 1 (MPT)** as the paper source.

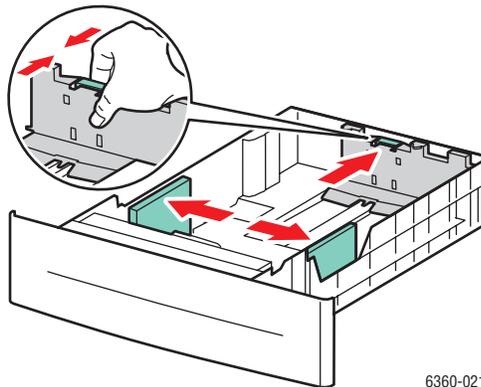
## Printing Transparencies from Trays 2-5

1. Pull the tray out of the printer.



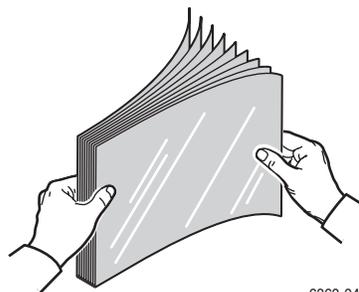
6360-020

2. If necessary, open the paper guides:
  - Squeeze the green tab on the length guide, and then slide it back. The guide clicks into place.
  - Slide the green side guides outward.



6360-021

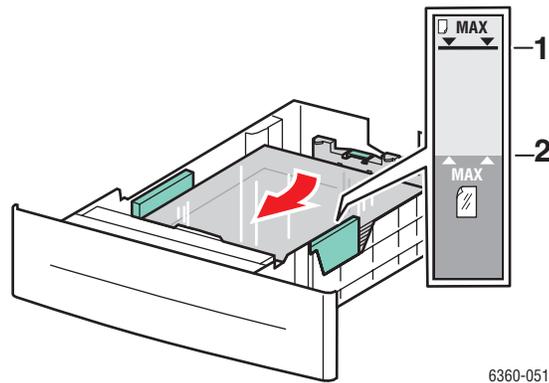
3. Fan the transparencies to release sheets that are stuck together.



6360-047

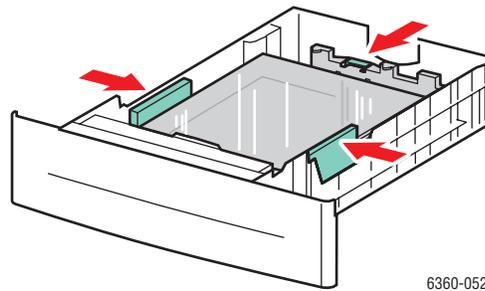
4. Insert the transparencies into the tray.

**Caution:** Do not load transparencies above the fill line indicated on the paper tray. Overloading the tray may cause jams. In the following illustration, **2** indicates the maximum fill line for transparencies, labels, glossy paper, and thin card stock.

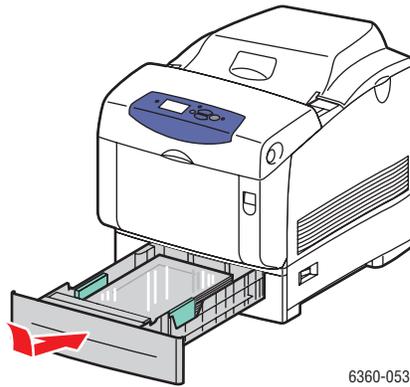


5. If necessary, press the guides inward to fit the transparencies.

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



6. Insert the tray into the tray slot, and push the tray completely into the printer.



7. On the control panel, select the transparency type:
  - a. Select **Change setup**, and then press the **OK** button.
  - b. Select **Transparency**, and then press the **OK** button.
8. In the printer driver, select either **Transparency** as the paper type or the appropriate tray as the paper source.

## Printing Envelopes

Envelopes can be printed only from Tray 1 (MPT).

See also:

[Paper Sizes and Weights for Tray 1 \(MPT\)](#) on page 3-7

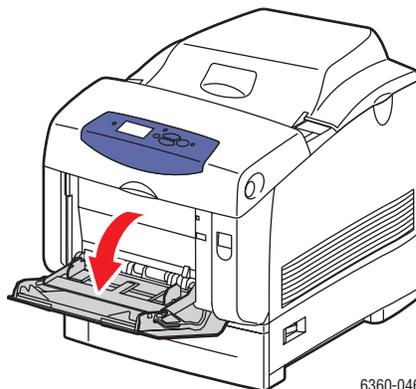
### Guidelines

- Use only paper envelopes specified in the Supported Paper Sizes and Weights table. Successful envelope printing is highly dependent on the quality and construction of the envelopes. Use envelopes made specifically for laser printers.
- It is recommended that you maintain constant temperatures and relative humidity.
- Store unused envelopes in their packaging to avoid the effects of moisture and dryness which can affect print quality and cause wrinkling. Excessive moisture can cause the envelopes to seal before or during printing.
- Avoid padded envelopes; purchase envelopes that lie flat on a surface.
- Remove air bubbles from the envelopes before loading by setting a heavy book on top of the envelopes.
- If wrinkling or embossing problems occur, use a different brand of envelopes made specifically for laser printers.

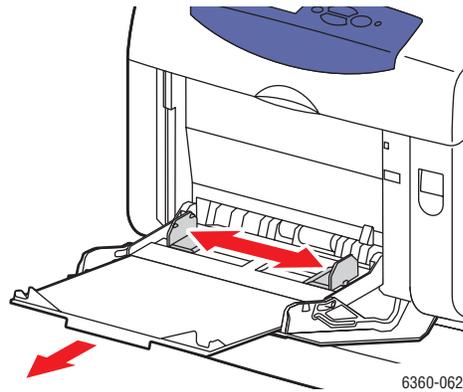
**Caution:** Never use envelopes with windows or metal clasps; they can damage the printer. Damage caused by using unsupported envelopes is not covered under the Xerox warranty, service agreement, or Total Satisfaction Guarantee. The Total Satisfaction Guarantee is available in the United States and Canada. Coverage may vary outside these areas, please contact your local representative for details.

### Printing Envelopes from Tray 1 (MPT)

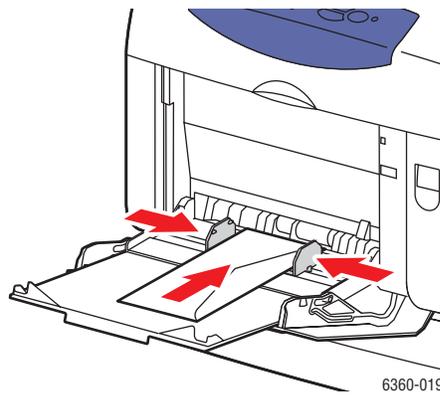
1. Open Tray 1 (MPT) by pulling out on the handle.



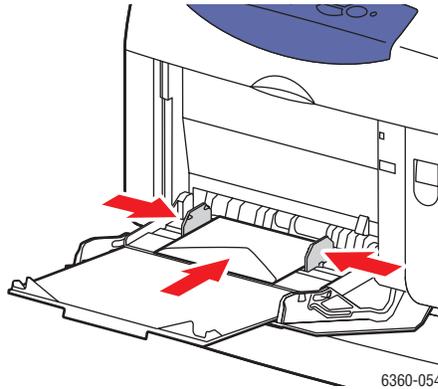
2. Pull out the tray extension, and open the paper guides.



3. Insert the envelopes into Tray 1 (MPT), and adjust the paper guides to fit the envelopes.
  - For #10 Commercial, C5, and B5 envelopes, place the envelopes in the tray **flap-side up** with the **top** of the envelopes toward the **right** of the printer.
  - Do not load more than 10 envelopes.



- For Monarch, A7, DL, and C6 envelopes, place the envelopes in the tray **flap-side up** with the **bottom** of the envelope entering first.



4. On the control panel, select the envelope type and size:
  - a. Select **Change setup**, and then press the **OK** button.
  - b. Select **Envelope** as the paper type, and then press the **OK** button.
  - c. Select the envelope size, and then press the **OK** button.
5. In the printer driver, select either **Envelope** as the paper type or **Tray 1 (MPT)** as the paper source.

## Printing Labels

Labels can be printed from all trays.

To order paper, transparencies, or other specialty media, contact your local reseller or go to [www.xerox.com/office/6360supplies](http://www.xerox.com/office/6360supplies).

See also:

Paper Sizes and Weights for Tray 1 (MPT) on page 3-7

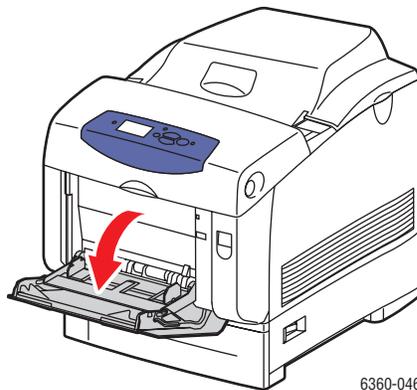
Paper Sizes and Weights for Trays 2–5 on page 3-8

### Guidelines

- Do not use vinyl labels.
- Print only on one side of the sheet of labels.
- Do not use any sheet where labels are missing; it may damage the printer.
- Store unused labels flat in their original packaging. Leave the sheets of labels inside the original packaging until ready to use. Return any unused sheets of labels to the original packaging and reseal it.
- Do not store labels in extremely dry or humid conditions or extremely hot or cold conditions. Storing them in extreme conditions may cause print-quality problems or cause them to jam in the printer.
- Rotate stock frequently. Long periods of storage in extreme conditions can cause labels to curl and jam the printer.

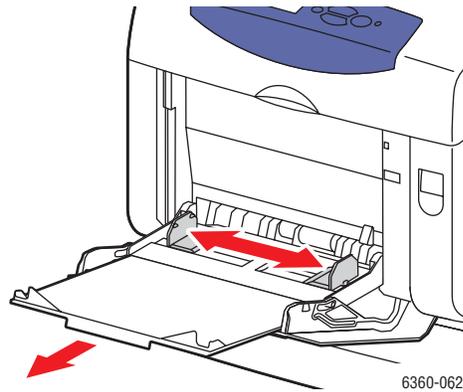
### Printing Labels from Tray 1 (MPT)

1. Open Tray 1 (MPT) by pulling out on the handle.

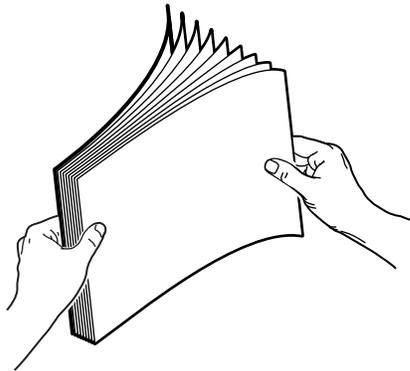


6360-046

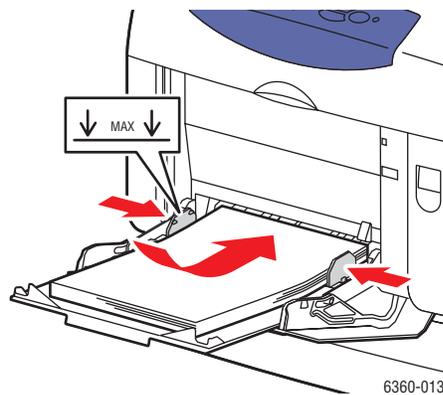
2. Pull out the tray extension, and open the paper guides.



3. Fan the labels to release sheets that are stuck together.



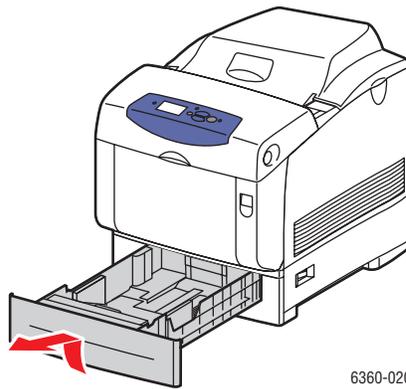
4. Insert the labels into Tray 1 (MPT), and adjust the paper guides to fit the sheets.
  - Place the side to be printed **facedown** with the top of the sheets entering first.
  - Do not load more than 25 sheets.



5. On the control panel, select the paper type and size:
  - a. Select **Change setup**, and then press the **OK** button.
  - b. Select **Labels**, and then press the **OK** button.
  - c. Select the label sheet size, and then press the **OK** button.
6. In the printer driver, select either **Labels** as the paper type or **Tray 1 (MPT)** as the paper source.

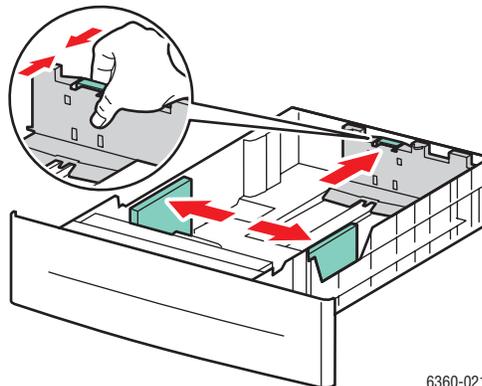
### Printing Labels from Trays 2–5

1. Pull the tray out of the printer.



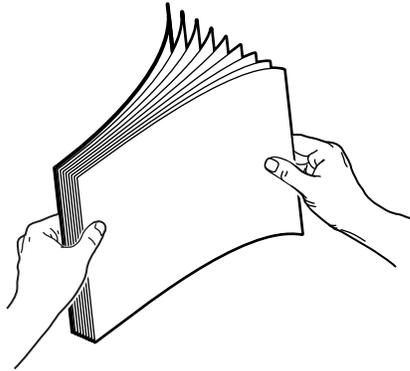
6360-020

2. If necessary, open the paper guides:
  - Squeeze the green tab on the length guide, and then slide it back. The guide clicks into place.
  - Slide the green side guides outward.



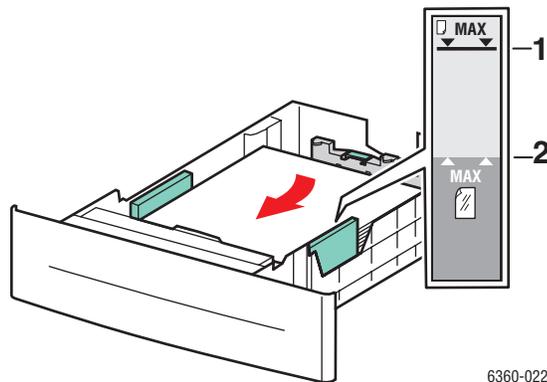
6360-021

3. Fan the label sheets to release sheets that are stuck together.



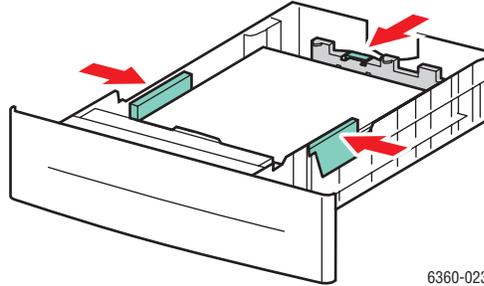
4. Insert the label sheets into the tray. Place the the side to be printed faceup with the top of the page toward the front of the printer.

**Note:** Do not load the paper above the fill line indicated on the tray. Overloading the tray may cause jams. In the following illustration, **2** indicates the maximum fill line for transparencies, labels, glossy paper, and thin card stock.

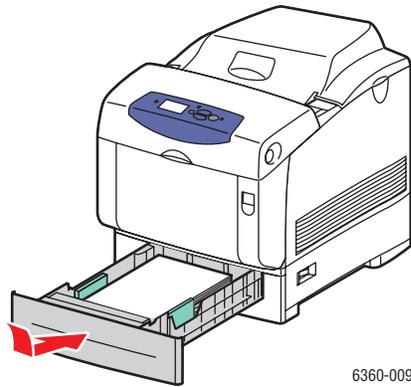


5. If necessary, press the paper guides inward to fit the sheets.

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



6. Insert the tray into the tray slot, and push the tray completely into the printer.



7. On the control panel, select the paper type:
  - a. Select **Change setup**, and then press the **OK** button.
  - b. Select **Labels**, and then press the **OK** button.
8. In the printer driver, select either **Labels** as the paper type or the appropriate tray as the paper source.

## **Printing Glossy Paper**

Glossy paper can be printed from any tray. It can be printed on both sides.

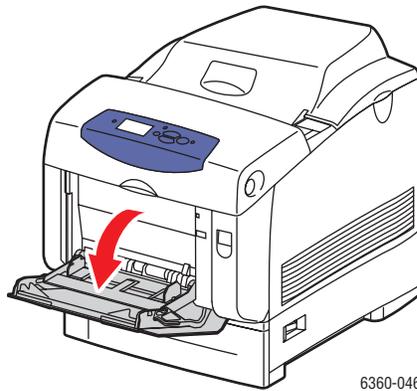
To order paper, transparencies, or other specialty media, contact your local reseller or go to [www.xerox.com/office/6360supplies](http://www.xerox.com/office/6360supplies).

### **Guidelines**

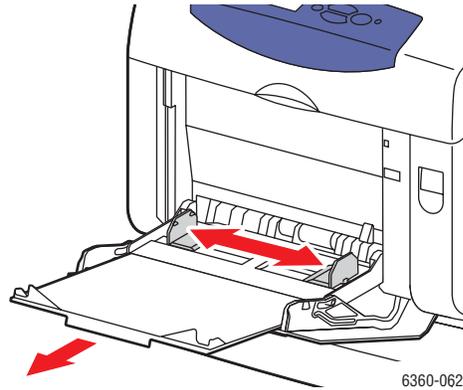
- Do not open sealed packages of glossy paper until you are ready to load them into the printer.
- Leave glossy paper in the original wrapper, and leave the packages in the shipping carton until ready to use.
- Remove all other paper from the tray before loading glossy paper.
- Load only the amount of glossy paper you are planning to use. Do not leave glossy paper in the tray when you are finished printing. Reinsert unused glossy paper in the original wrapper and seal.
- Rotate stock frequently. Long periods of storage in extreme conditions can cause glossy paper to curl and jam the printer.

### **Printing Glossy Paper from Tray 1 (MPT)**

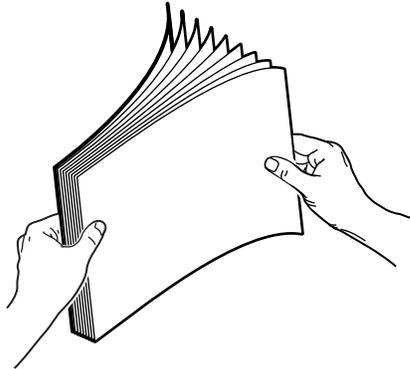
1. Open Tray 1 (MPT) by pulling out on the handle.



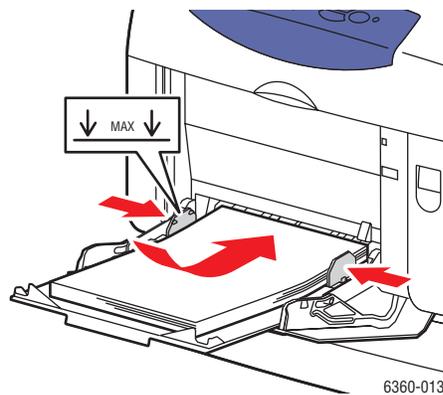
2. Pull out the tray extension, and open the paper guides.



3. Fan the glossy paper to release sheets that are stuck together.



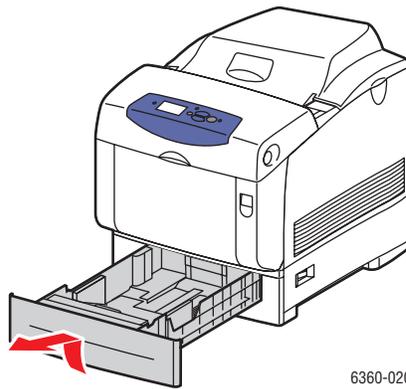
4. Insert the glossy paper into Tray 1 (MPT), and adjust the paper guides to fit the paper.
  - Place the side to be printed **face down**.
  - Do not load more than 25 sheets.



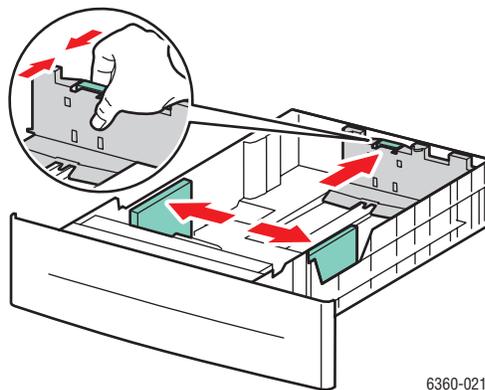
5. On the control panel, select the glossy paper type and size:
  - a. Select **Change setup**, and then press the **OK** button.
  - b. Select **Glossy Paper**, and then press the **OK** button.
  - c. Select the paper size, and then press the **OK** button.
6. In the printer driver, select either **Glossy Paper** as the paper type or **Tray 1 (MPT)** as the paper source.

### **Printing Glossy Paper from Trays 2–5**

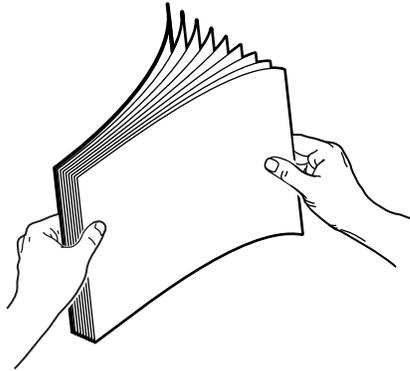
1. Pull the tray out of the printer.



2. If necessary, open the paper guides:
  - Squeeze the green tab on the length guide, and then slide it back. The guide clicks into place.
  - Slide the green side guides outward.

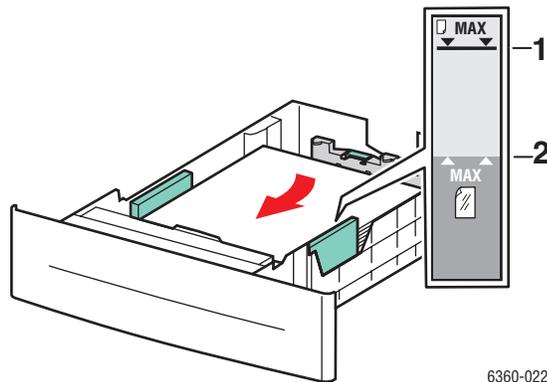


3. Fan the paper to release sheets that are stuck together.



4. Insert the paper into the tray.

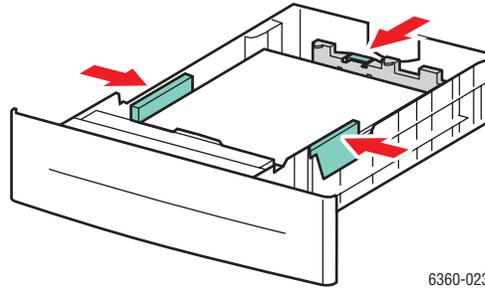
**Note:** Do not load the paper above the fill line indicated on the tray. Overloading the tray may cause jams. In the following illustration, **2** indicates the maximum fill line for transparencies, labels, glossy paper, and thin card stock.



6360-022

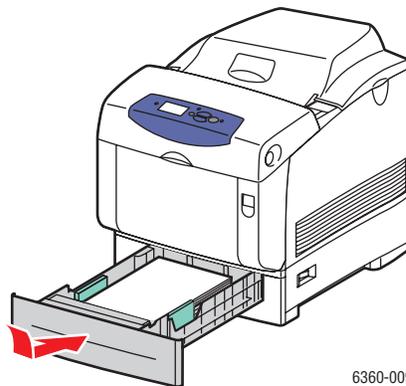
5. If necessary, press the paper guides inward to fit the paper.

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



6360-023

6. Insert the tray into the tray slot, and push the tray completely into the printer.



6360-009

7. On the control panel, select the glossy paper type:
  - a. Select **Change setup**, and then press the **OK** button.
  - b. Select **Glossy Paper**, and then press the **OK** button.
8. In the printer driver, select either **Glossy Paper** as the paper type or the appropriate tray as the paper source.

## Printing Custom Size Paper

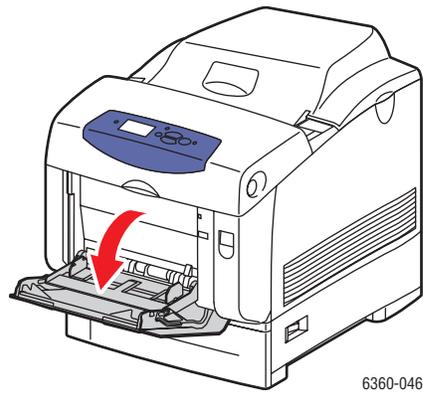
In addition to the wide variety of standard paper sizes that you can use for printing, you can also print on custom size paper within the following dimensions.

**Note:** You can only print custom size paper from Tray 1 (MPT).

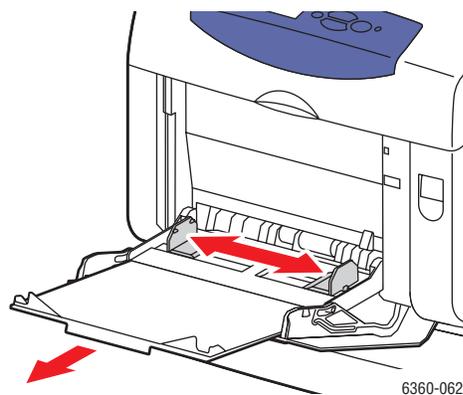
Tray 1 (MPT)	
Short edge	89 – 216 mm (3.5 – 8.5 in.)
Long edge	140 – 914 mm (5.5 – 36 in.)

### Printing Custom Size Paper from Tray 1 (MPT)

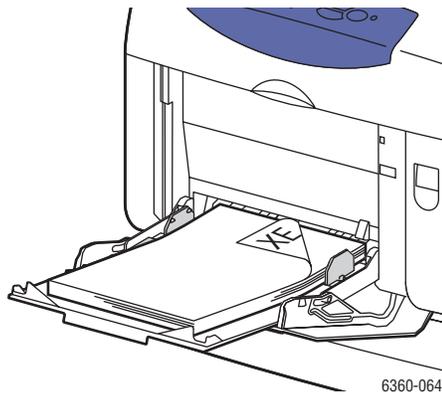
1. Open Tray 1 (MPT) by pulling out on the handle.



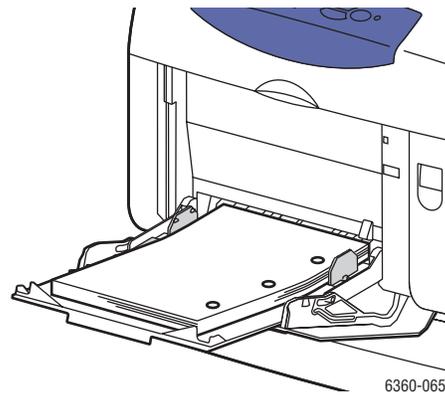
2. Pull out the tray extension, and open the paper guides.



3. Insert the paper into Tray 1 (MPT), and adjust the paper guides to fit the paper.
  - The paper can be loaded with either the long or short edge entering first, as shown in the illustrations.
  - The maximum width is 216 mm (8.5 in.).
  - For **single-sided printing**, if you are using preprinted or prepunched paper, place the side to be printed **facedown** with the **top** of the paper entering the printer first.
  - For automatic **2-sided printing**, if you are using preprinted or prepunched paper, place the first side to be printed **faceup** with the **bottom** of the page entering the printer first.



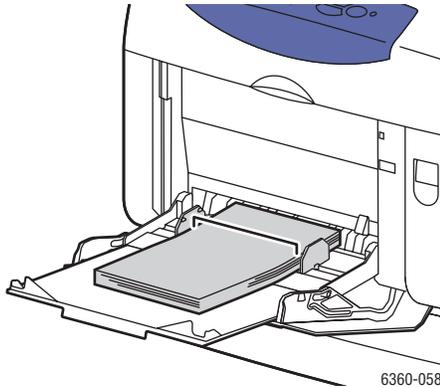
Single-Sided Printing



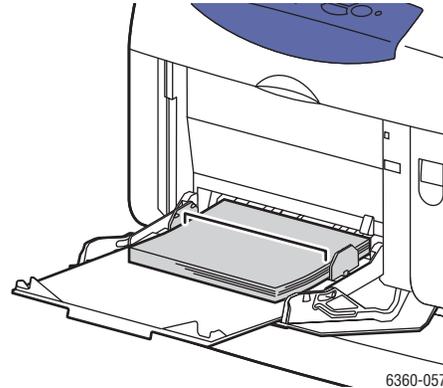
2-Sided Printing

4. On the control panel, select **Change setup**, and then press the **OK** button.
5. Select the paper type, and then press the **OK** button.
6. Do one of the following:
  - If your custom paper size is listed in the menu, select it, and then press the **OK** button.
  - If your custom paper size is not listed in the menu, select **New Custom Size**, and then press the **OK** button.

7. If you selected **New Custom Size**:
  - a. For **Short Edge**, use the **Up Arrow** and **Down Arrow** buttons to specify the short edge, and then press the **OK** button.
  - b. For **Long Edge**, use the **Up Arrow** and **Down Arrow** buttons to specify the long edge, and then press the **OK** button.
  - c. If the control panel prompts you for the **Paper Orientation**, use the **Up Arrow** and **Down Arrow** buttons to select the direction you are feeding the paper into the tray.



**Short-Edge Feed**



**Long-Edge Feed**

**Note:** When you define a new custom size, it is stored in the printer so it can be used again. Up to five custom sizes can be stored in the printer. If you define a new custom size after five custom sizes have been stored, the new custom size replaces the bottom custom size entry.

8. Either use the custom size as the document size in the application or select **Tray 1 (MPT)** in the driver as the paper source.

## **Creating Custom Paper Types**

You can define custom paper types using CentreWare IS. Access these custom types in the printer driver, control panel, and CentreWare IS. Use this feature to create your own custom paper type with specific settings that you can reuse for routine print jobs, such as, monthly reports.

To create custom paper types:

1. Launch your web browser.
2. Enter the printer's IP address in the browser's **Address** field (<http://xxx.xxx.xxx.xxx>).
3. Click **Properties**.
4. Select the **General** folder on the left sidebar.
5. Select **Custom Paper Types**.
6. Enter or modify the settings, and then click **Save Changes** at the bottom of the page.

**Note:** For more information about creating custom paper types, click the **Help** button on the **Properties** tab to view the online help.

# Print Quality

# 4

This chapter includes:

- [Controlling the Quality of Your Prints](#) on page 4-2
- [Solving Print-Quality Problems](#) on page 4-6

## **Controlling the Quality of Your Prints**

This chapter includes:

- [Selecting a Print-Quality Mode](#) on page 4-3
- [Adjusting Color](#) on page 4-4

The print-quality mode and color correction directly control the quality of your prints. The print-quality mode and paper type directly control the print speed. You can change these settings in the printer driver or on the control panel.

**Note:** Driver settings override the control panel settings.

*See also:*

*Advanced Features Guide* at [www.xerox.com/office/6360support](http://www.xerox.com/office/6360support)

## Selecting a Print-Quality Mode

There are three print-quality modes:

Print-Quality Mode	Type of Print Job
<b>Automatic</b>	Automatically selects the optimal print-quality mode for the paper type selected. For example, <b>Enhanced</b> print-quality mode is used when printing on Glossy Paper and <b>Standard</b> print-quality mode is used when printing on Plain Paper. (This setting is only available in the printer driver.)
<b>Standard</b>	General-purpose mode for crisp, bright color prints at high speed. Recommended for most office use and quick prints.
<b>Enhanced</b>	High-quality mode for fine lines and sharp text. Recommended for vibrant, saturated color prints.

To select the print-quality mode in a supported driver:

Operating System	Steps
<b>Windows Vista, Windows 2000, Windows XP, or Windows Server 2003</b>	<ol style="list-style-type: none"><li>1. Select the <b>Paper/Output</b> tab.</li><li>2. Select a print-quality mode.</li></ol>
<b>Mac OS X, version 10.2 and higher</b>	<ol style="list-style-type: none"><li>1. In the <b>Print</b> dialog box, select <b>Image Quality</b> from the drop-down list.</li><li>2. Select a print-quality mode from the <b>Print Quality</b> drop-down list.</li></ol>

**Note:** If your driver does not display the options listed in the table above, go to the website at [www.xerox.com/drivers](http://www.xerox.com/drivers) to download the latest driver.

## Adjusting Color

The color correction options provide simulations of different color devices. **Automatic** is the default correction for general image processing. See the following table to determine what option you want to use.

Color Correction	Description
<b>Automatic</b>	Applies the best color correction to each graphic element: text, artwork, and photographs.
<b>Office Color</b>	<b>sRGB Display</b> Approximates the colors on a CRT computer display.
	<b>sRGB Vivid</b> Produces brighter, more saturated colors than sRGB Display.
	<b>LCD Display</b> Approximates the colors on a LCD computer monitor.
<b>Press Match</b>	<b>SWOP Press</b> Matches Specifications for Web Offset Publications.
	<b>Euroscale</b> Matches FOGRA glossy paper specification.
	<b>Commercial</b> Approximates U.S. commercial press target.
	<b>SNAP Press</b> Matches Specifications for Newsprint Advertising Production.
	<b>Japan Color</b> Matches Japan Color 2001 specification.
	<b>ISO Coated</b> Matches FOGRA 27L specification.
	<b>ISO Uncoated</b> Matches FOGRA 29L specification.
<b>None</b>	Applies no color correction. Use with other color management tools, such as ICC (International Color Consortium) profiles, ColorSync, or the PANTONE® Color Chart for your printer.
<b>Black and White</b>	Converts all colors to shades of gray.
<b>Use Printer Control Panel Setting</b>	Uses the color correction set in the printer. The color correction can be set in the printer using either the control panel or the CentreWare software (if available).

To select the color correction in a supported driver:

<b>Operating System</b>	<b>Steps</b>
<b>Windows Vista, Windows 2000, Windows XP, or Windows Server 2003</b>	<ol style="list-style-type: none"><li>1. Select the <b>Color Options</b> tab.</li><li>2. Select the desired color correction. Some of the color corrections are grouped under <b>Office Color</b> or <b>Press Match</b>.</li></ol>
<b>Mac OS X, version 10.2 and higher</b>	<ol style="list-style-type: none"><li>1. In the <b>Print</b> dialog box, select <b>Image Quality</b> from the drop-down list.</li><li>2. Select the desired color correction from the <b>Color Correction</b> drop-down list.</li></ol>

**Note:** If your driver does not display the options listed in the table above, go to the website at [www.xerox.com/drivers](http://www.xerox.com/drivers) to download the latest driver.

# **Solving Print-Quality Problems**

This section includes:

- [Lines, Smudges, or Streaks](#) on page 4-7
- [Repeating Defects](#) on page 4-8
- [Colors Align Incorrectly](#) on page 4-9
- [Fusing Is Incomplete](#) on page 4-10
- [All Colors Are Too Light or Too Dark](#) on page 4-11
- [Grays Are Not Neutral](#) on page 4-12
- [Colors Vary Between Computers](#) on page 4-12
- [Color Settings Not Applied](#) on page 4-13
- [Printed Colors Do Not Match Monitor Colors](#) on page 4-14
- [PANTONE Colors Do Not Match](#) on page 4-14
- [Print Area Is Not Centered on the Paper](#) on page 4-15

## Lines, Smudges, or Streaks

### Problem

Black and/or colored areas appear on the page in all colors and/or in non-printed areas.



### Solution

To prevent black or colored lines, smudges, or streaks from printing on the page:

- Verify that the paper you are using is the correct type for the printer and is properly loaded. For more information on supported paper types, print the Paper Tips page:
  - a. On the control panel, select **Information**, and then press the **OK** button.
  - b. Select **Information Pages**, and then press the **OK** button.
  - c. Select **Paper Tips Page**, and then press the **OK** button.

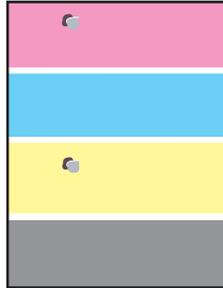
Verify that the paper loaded in the tray matches the paper type selected on the control panel and in the computer's printer driver.

- Run the Remove Print Smears procedure:
  - a. Select **Troubleshooting**, and then press the **OK** button.
  - b. Select **Print Quality Problems**, and then press the **OK** button.
  - c. Select **Remove Print Smears**, and then press the **OK** button. Three cleaning pages run through the printer.
  - d. Repeat the previous step until no toner appears on the pages.

## Repeating Defects

### Problem

Marks or voids are regularly repeated on a page.



### Solution

Print the Repeating Defects page to view instructions for correcting the problem. To print the Repeating Defects page:

1. On the control panel, select **Troubleshooting**, and then press the **OK** button.
2. Select **Print Quality Problems**, and then press the **OK** button.
3. Select **Repeating Defects**, and then press the **OK** button.

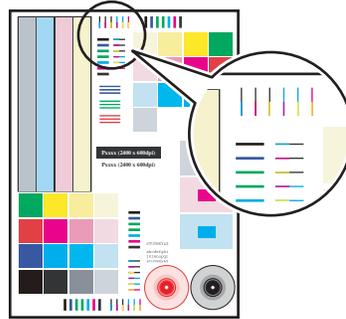
The Repeating Defects page prints.

4. Follow the instructions on the page to measure the distance between the defects and identify the item causing the defects.
5. Replace the item causing the defects.

## Colors Align Incorrectly

### Problem

Printed items appear to be blurry, hazy, or have halos.



### Solution

To prevent printed items from appearing blurry, hazy, or with halos:

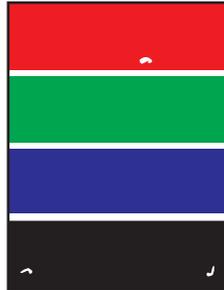
- Verify that the printer is on a solid, level, flat surface.
- On the control panel, print the Color Registration page:
  - a. Select **Troubleshooting**, and then press the **OK** button.
  - b. Select **Print Quality Problems**, and then press the **OK** button.
  - c. Select **Color Registration**, and then press the **OK** button.

Follow the instructions on the page.

## Fusing Is Incomplete

### Problem

The toner appears to be missing from the print, or is easy to rub off.



### Solution

To prevent toner from rubbing off the page:

1. Verify that the paper you are using is the correct type for the printer. See [Supported Paper and Media](#) on page 3-3.
2. Verify that the paper is properly loaded in the tray, and the correct paper type is selected in the **Paper Tray Setup** menu. See [Loading Paper](#) on page 3-9.

If the problem continues:

1. Do one of the following:
  - Tray 1 (MPT): Remove and re-insert the paper.
  - Trays 2-5: Open and close the selected paper tray. The control panel prompts you to confirm or change the paper type.
2. On the control panel, select **Change**, press the **OK** button, and then do one of the following:
  - Select the correct paper type, and then press the **OK** button.
  - Select the next heavier type of paper, and then press the **OK** button.

**Note:** Paper types from lightest to heaviest are: Plain Paper, Heavy Plain Paper, Thin Card Stock, Thick Card Stock, Extra Thick Card Stock.

## All Colors Are Too Light or Too Dark

### Problem

Colors appear faded or too dark.

### Solution

1. Use a different color correction in the printer driver.

**Note:** Setting the color correction to **Automatic** produces the best results for most documents.

2. Verify the print-quality mode selected is appropriate for the paper type.
3. If the problem continues, in the Xerox printer driver (Windows 2000 or later), select the **Color Options** tab, click the **More Color Adjustments** button, and then adjust the **Lightness** level.
4. If the problem continues, calibrate the colors using the procedures on the Color Calibration Tutorial page. To print the Color Calibration Tutorial page:
  - a. On the control panel, select **Troubleshooting**, and then press the **OK** button.
  - b. Select **Print Quality Problems**, and then press the **OK** button.
  - c. Select **Calibrate Colors**, and then press the **OK** button.
  - d. Select **Tutorial Page**, and then press the **OK** button.
  - e. Follow the instructions on the page.

*See also:*

[Adjusting Color](#) on page 4-4

## Grays Are Not Neutral

### Problem

The grays on the printed page are not neutral; they contain color tints.

### Solution

Follow the procedures on the Color Calibration Tutorial page to calibrate the printer's colors. To print the Color Calibration Tutorial page:

1. On the control panel, select **Troubleshooting**, and then press the **OK** button.
2. Select **Print Quality Problems**, and then press the **OK** button.
3. Select **Calibrate Colors**, and then press the **OK** button.
4. Select **Tutorial Page**, and then press the **OK** button.
5. Follow the instructions on the page.

## Colors Vary Between Computers

### Problem

The colors printed from one computer do not match the colors printed from a different computer.

### Solution

To prevent color differences in print jobs:

1. Confirm that the driver settings for **Print Quality** and **Color Correction** are identical on both computers.
2. Adjust the settings as needed.

**Note:** Driver settings override the settings selected on the control panel.

## **Color Settings Not Applied**

### **Problem**

If you change color settings on the control panel, it does not affect the colors in the printed document.

### **Solution**

To change color settings:

- 1.** In the printer driver, change the settings for **Print Quality** and **Color Correction**.

**Note:** Driver settings override the settings selected on the control panel.

## Printed Colors Do Not Match Monitor Colors

### Problem

The color produced by the printer looks different from the color that appears on the monitor.

### Solution

For more information about color matching between the monitor and the printed document, see the *Advanced Features Guide* at [www.xerox.com/office/6360support](http://www.xerox.com/office/6360support).

## PANTONE Colors Do Not Match

### Problem

The colors printed on the document do not match the Phaser 6360 PANTONE color chart.

### Solution

To match the document colors to the color chart:

- If the application software allows the user to select a printer PPD file for printing a document, make sure the Phaser 6360 PPD is selected. The PANTONE colors in the printer are calibrated for the printer's default halftone; overriding the printer's default halftone will change the printer's color reproduction. For more information about software settings for your applications, consult your application's user manual.
- Turning off other color matching software, such as ColorSync or ICM color matching, when trying to match PANTONE Colors is recommended. Using other color matching software while matching PANTONE Colors can cause unpredictable color output. If you choose to use a Color Management software, set the printer's color correction to none, and do not use the printer specific charts.
- To match PANTONE spot colors, select **Properties**, click the **Color Options** tab, select **Automatic** color correction, click the **Advanced** button, and then select the **Spot Colors** tab. For example, print documents using the **None** color correction if the PANTONE Color chart was printed using none (the recommended setting). Also verify that the color's CMYK values match the CMYK values on the chart.
- The printed PANTONE charts can fade over time or when exposed to sunlight. Check the color charts you printed against the PANTONE Color swatch book available from PANTONE, Inc. You may need to re-print the chart, especially if it has been exposed to light for some time. Storing the charts in a dark place helps preserve the color.
- Print a test page from your control panel to check the colors. If your printer has media that is out of specification, or other supplies that are at the end of useful life, color adjustments may not be able to get the printer to match PANTONE Colors.

See also:

*Advanced Features Guide* at [www.xerox.com/office/6360support](http://www.xerox.com/office/6360support)

## **Print Area Is Not Centered on the Paper**

### **Problem**

The printed area appears outside the margins on the page.

### **Solution**

1. On the control panel, select **Paper Tray Setup**, and then press the **OK** button.
2. Select the tray you are using, and then press the **OK** button.
3. Verify that the tray is set to the correct paper size.
4. If the problem continues, use the Calibrate Margins page to shift the print area on the paper. The print area appears as a dashed rectangle on the Calibrate Margins page; the printer does not print outside this rectangle.
  - a. On the control panel, select **Troubleshooting**, and then press the **OK** button.
  - b. Select **Print Quality Problems**, and then press the **OK** button.
  - c. Select **Calibrate Margins**, and then press the **OK** button.
  - d. Select **Calibrate Margins Page**, and then press the **OK** button.
  - e. Select the appropriate tray to calibrate, and then press the **OK** button.
  - f. Follow the instructions on the Calibrate Margins page.

**Note:** The standard margins are 5 mm on all sides.

# Maintenance

# 5

This chapter includes:

- [Cleaning the Printer](#) on page 5-2
- [Ordering Supplies](#) on page 5-5
- [Recycling Supplies](#) on page 5-6
- [Requesting a Maintenance Kit](#) on page 5-7
- [Moving and Repacking the Printer](#) on page 5-8

*See also:*

Maintenance video tutorials at [www.xerox.com/office/6360support](http://www.xerox.com/office/6360support)

Replacing supplies video tutorials at [www.xerox.com/office/6360support](http://www.xerox.com/office/6360support)

## **Cleaning the Printer**

This section includes:

- [Cleaning the Outside of the Printer](#) on page 5-2
- [Cleaning the Density Sensor](#) on page 5-2

For safety information, see [User Safety](#) on page A-1.

### **Cleaning the Outside of the Printer**

To remove stains, clean the outside of the printer using a soft, damp cloth moistened with a mild neutral detergent. Do not spray detergent directly onto the printer.

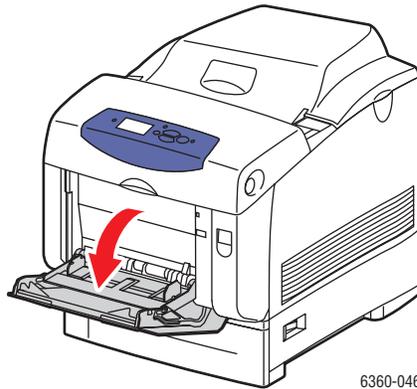
**Warning:** To prevent electric shock, turn the printer off and unplug the power cord from the electrical outlet before cleaning the printer.

Use only an approved toner vacuum to clean the printer. Do not lubricate the printer with oil.

### **Cleaning the Density Sensor**

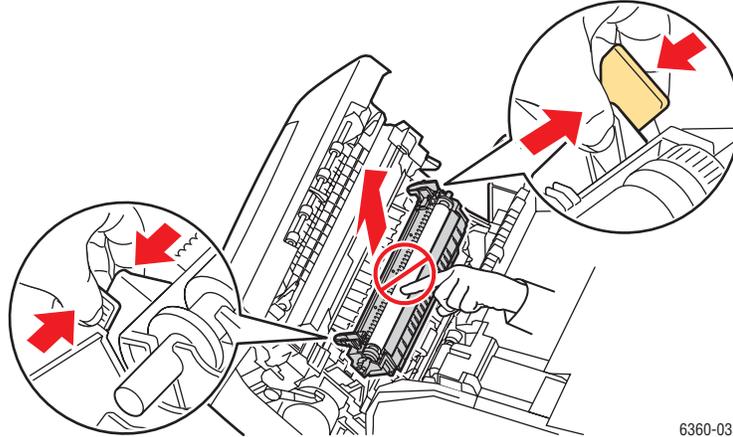
The printer displays a message when the density sensor needs cleaning. To clean the density sensor:

1. Push up the latch on the front of the printer to open Front Door A.



2. Remove the transfer roller. Squeeze together the tabs at both sides of the transfer roller, and gently lift it out of the printer.

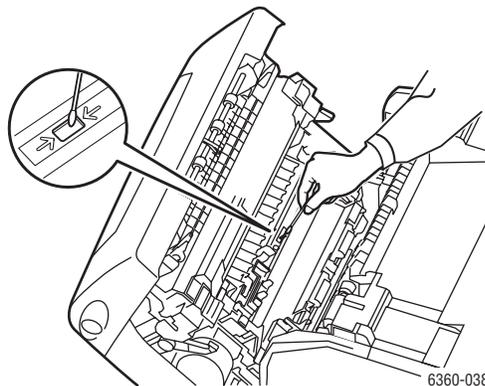
**Caution:** Avoid touching the surface of the roller.



6360-035

3. Use a dry towel or cotton swab to clean the density sensor.

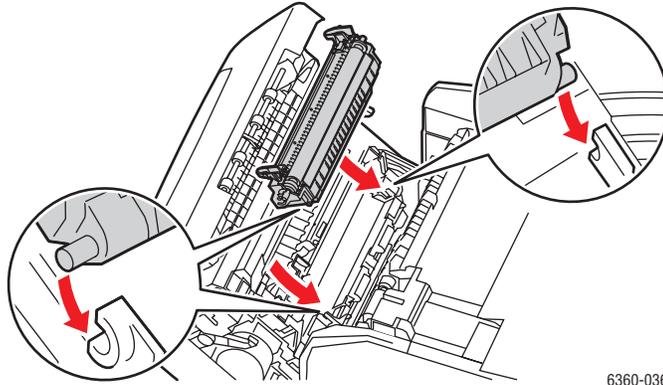
**Caution:** Do not use isopropyl alcohol or canned air on the sensor.



6360-038

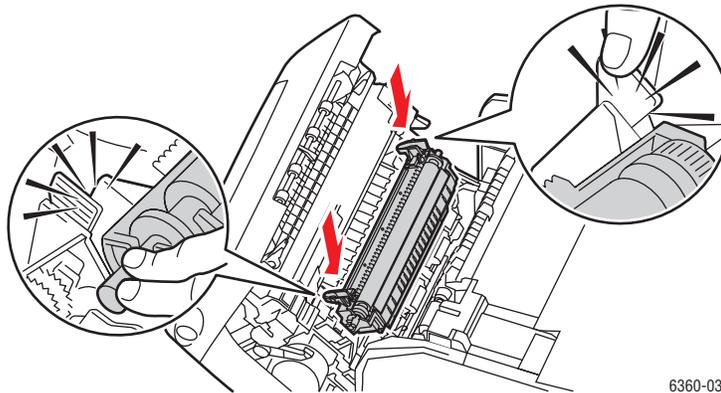
**4.** Reinstall the transfer roller.

- Insert the rounded ends of the transfer roller into the curved black guides inside the printer.



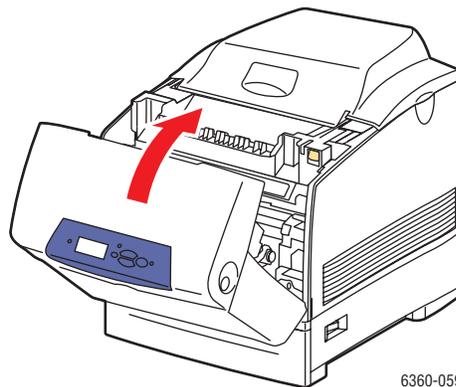
6360-036

- Lock the transfer roller into the printer by pushing down on the tabs until you hear a click.



6360-037

**5.** Close Front Door A.



6360-059

## Ordering Supplies

This section includes:

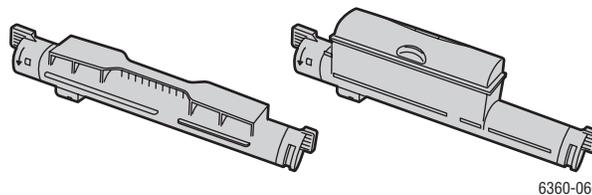
- [Consumables](#) on page 5-5
- [Routine Maintenance Items](#) on page 5-5
- [When to Order Supplies](#) on page 5-6
- [Recycling Supplies](#) on page 5-6

Certain consumables and routine maintenance items need to be ordered occasionally. Each supply includes installation instructions.

### Consumables

Genuine Xerox Toner Cartridges (Cyan, Magenta, Yellow, and Black):

- Standard capacity
- High capacity



**Note:** Each toner cartridge includes installation instructions on the box.

### Routine Maintenance Items

Routine maintenance items are printer parts that have a limited life and require periodic replacement. Replacements may be parts or kits. Routine maintenance items are typically customer replaceable.

- Imaging unit
- Fuser
- Transfer roller
- Feed roller kit

## When to Order Supplies

The control panel displays a warning when the supply nears its replacement time. Verify that you have replacements on hand. It is important to order these supplies when the messages first appear to avoid interruptions to your printing. The control panel displays an error message when the supply must be replaced.

To view the current status of your printer supplies, print the Supplies Usage page:

1. On the control panel, select **Information**, and then press the **OK** button.
2. Select **Supplies Info**, and then press the **OK** button.
3. Select **Supplies Usage Page** to print.

To order supplies, contact your local reseller or go to the Xerox Supplies website at [www.xerox.com/office/6360supplies](http://www.xerox.com/office/6360supplies).

**Caution:** Use of non-Xerox supplies is not recommended. 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 printer. 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.

## Recycling Supplies

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

## **Requesting a Maintenance Kit**

A long-life maintenance kit is required once your printer reaches 300,000 pages. The long-life maintenance kit contains:

- Developers (Cyan, Magenta, Yellow, and Black)
- Feed Roller Kit
- Registration Roller

When you receive a warning message, contact a Xerox support representative. For the Customer Support phone numbers, go to [www.xerox.com/office/contacts](http://www.xerox.com/office/contacts).

# Moving and Repacking the Printer

This section includes:

- [Precautions for Moving the Printer](#) on page 5-8
- [Moving the Printer Within the Office](#) on page 5-8
- [Preparing the Printer for Shipment](#) on page 5-8

*See also:*

[User Safety](#) on page A-1

## Precautions for Moving the Printer

To view precautions and guidelines for safely moving your printer, see the [User Safety](#) appendix in this user guide.

## Moving the Printer Within the Office

The printer can be safely moved from one location within an office to another as long as it travels in an upright position, gently over smooth surfaces. Any jarring movement, such as pushing the printer over a raised door threshold or across a parking lot, can damage the printer.

## Preparing the Printer for Shipment

**Caution:** Do not remove the toner cartridges; leave them locked in the normal operating position. If the printer is shipped without the toner cartridges locked in place, toner can spill in the printer and damage internal components.

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

**Caution:** Damage to the printer resulting from improper moving or failure to repack the printer properly for shipment, is not covered by the 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.

# Troubleshooting

# 6

This chapter includes:

- [Clearing Paper Jams](#) on page 6-2
- [Getting Help](#) on page 6-13

*See also:*

Troubleshooting video tutorials at [www.xerox.com/office/6360support](http://www.xerox.com/office/6360support)  
[Print Quality](#) on page 4-1

## Clearing Paper Jams

This section includes:

- [Preventing Jams](#) on page 6-2
- [Misfeed at Tray 1 \(MPT\)](#) on page 6-2
- [Misfeed at Trays 2–5](#) on page 6-5
- [Jam at the Fuser](#) on page 6-7
- [Jam at the Duplex Unit](#) on page 6-9
- [Jam at the Registration Roller](#) on page 6-10

See also:

[User Safety](#) on page A-1

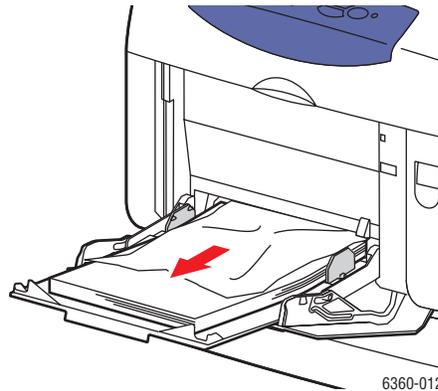
### Preventing Jams

To reduce the occurrence of paper jams, follow the guidelines and instructions in the [Printing Basics](#) chapter in this guide. It includes information about supported paper and media, guides for usage, and instructions for properly loading paper in the trays.

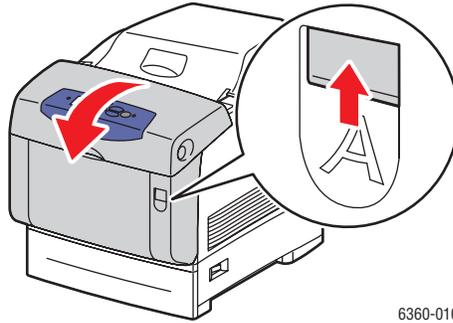
### Misfeed at Tray 1 (MPT)

To clear the misfeed:

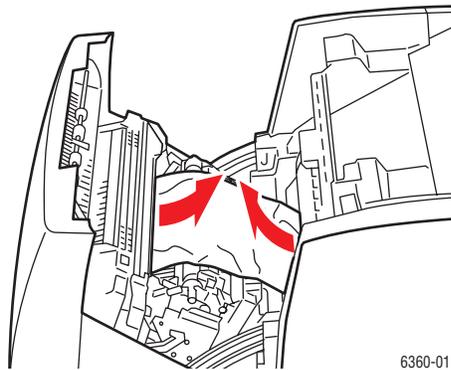
1. Remove the jammed paper from Tray 1 (MPT).



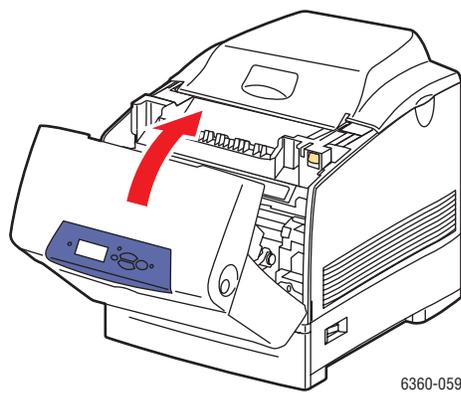
2. Push up the latch on the front of the printer to open Front Door A.



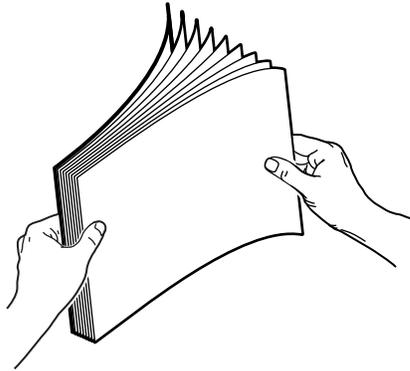
3. Remove any jammed paper.



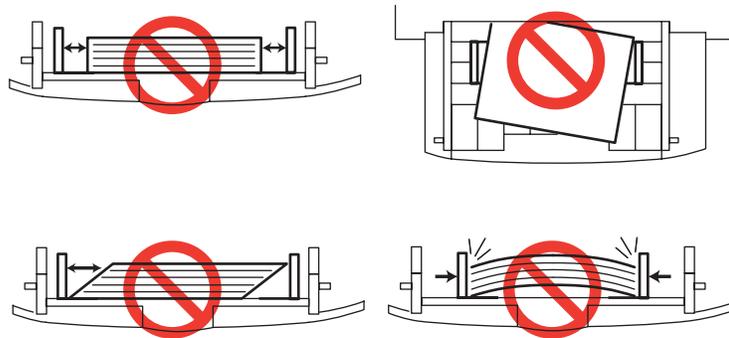
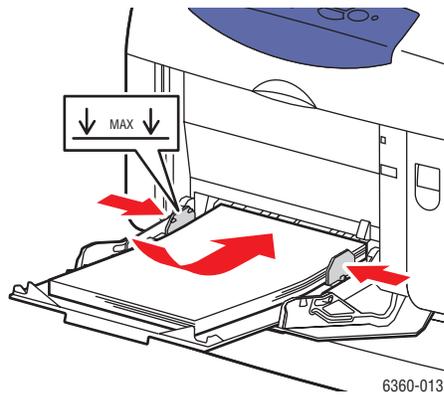
4. Close Front Door A.



5. Fan the paper to release sheets that are stuck together.



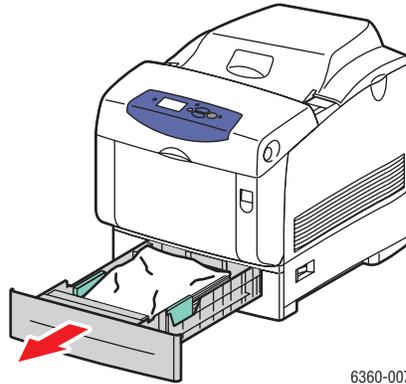
6. Load the paper in Tray 1 (MPT).
  - Verify that the paper is clean and not stuck together.
  - Do not load the paper above the fill line.
  - Adjust the paper guides to fit the paper.



## Misfeed at Trays 2–5

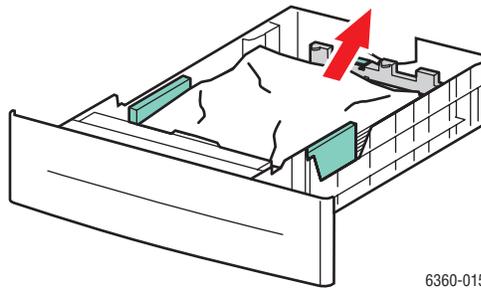
To clear the misfeed:

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



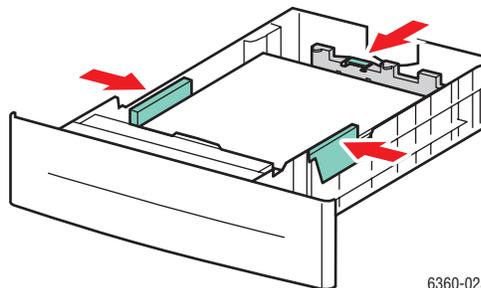
6360-007

2. Remove any crumpled paper from the tray.



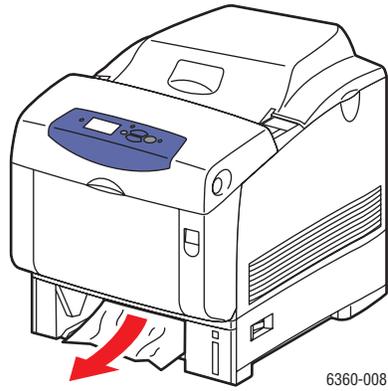
6360-015

3. Verify that the paper is loaded correctly in the tray below the fill line. Adjust the paper guides to fit the paper.

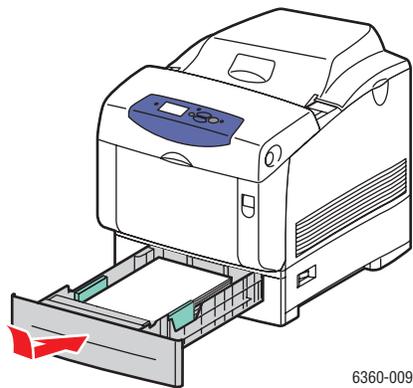


6360-023

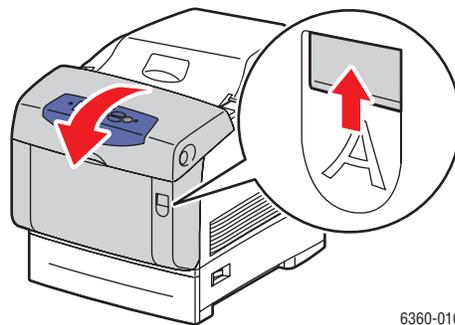
4. Remove any jammed paper from inside the printer tray slot. Verify that all scraps of paper are removed.



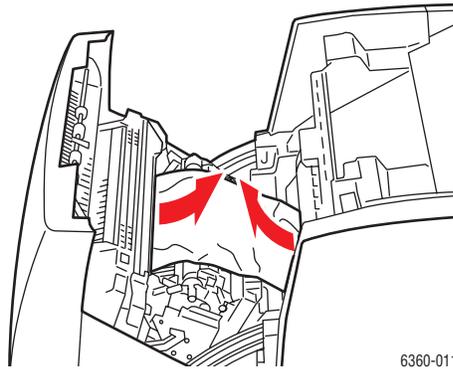
5. Insert the tray into the tray slot, and push it completely into the printer.



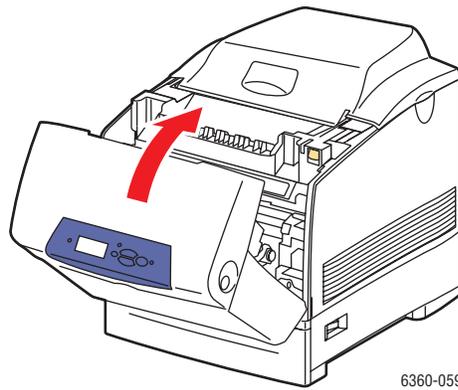
6. Push up the latch on the front of the printer to open Front Door A.



7. Remove any jammed paper.



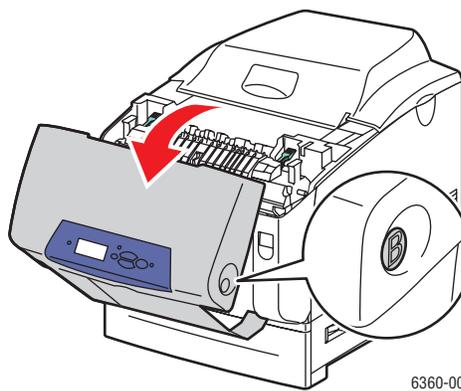
8. Close Front Door A.



## Jam at the Fuser

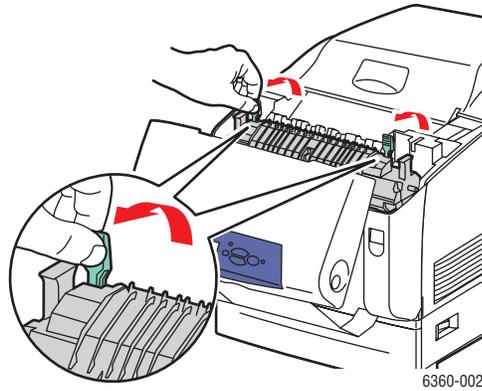
To clear the jam:

1. Press the button on the right side of the printer to open Front Door B.

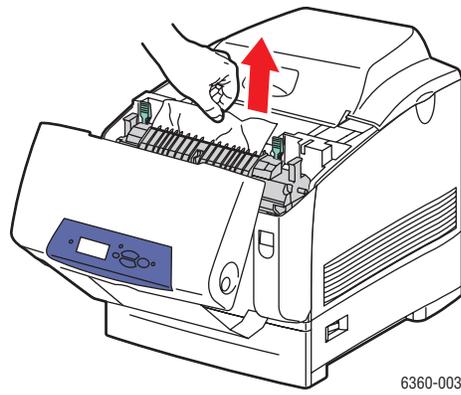


2. Pull up the two levers at both ends of the fuser.

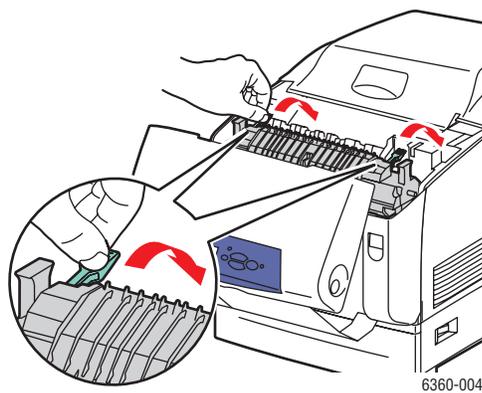
**Warning:** The fuser is hot. To prevent burns, only touch the fuser handles.



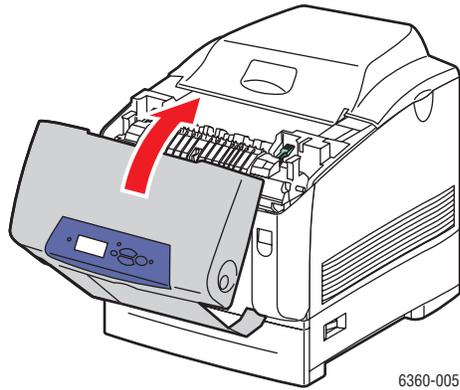
3. Remove the jammed paper.



4. Completely push down the two levers at both ends of the fuser.



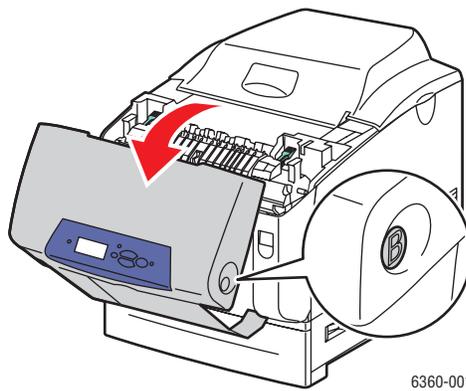
5. Close Front Door B.



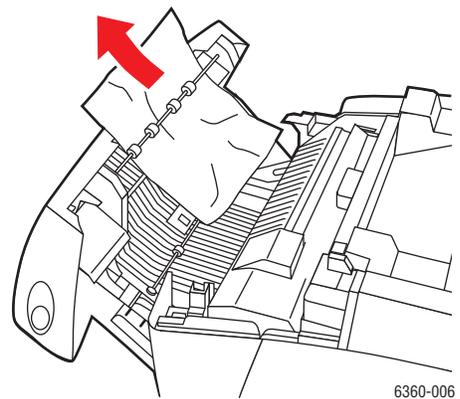
## Jam at the Duplex Unit

To clear the jam:

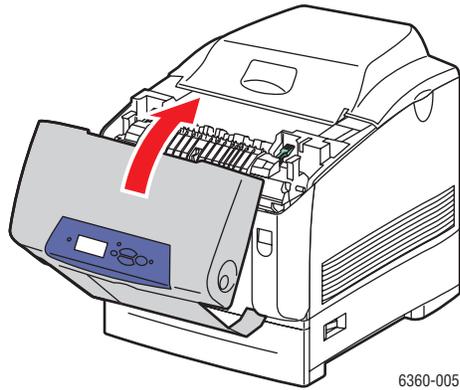
1. Press the button on the right side of the printer to open Front Door B.



2. Remove the jammed paper.



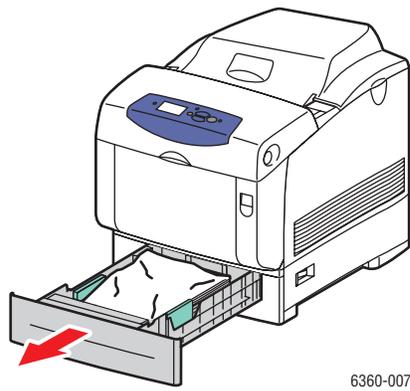
3. Close Front Door B.



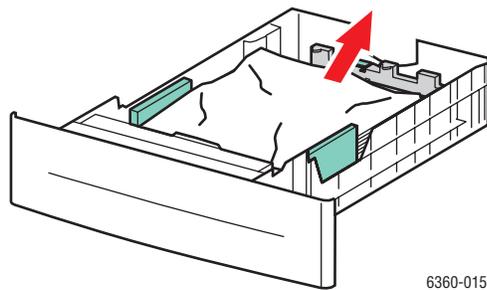
## Jam at the Registration Roller

To clear the jam:

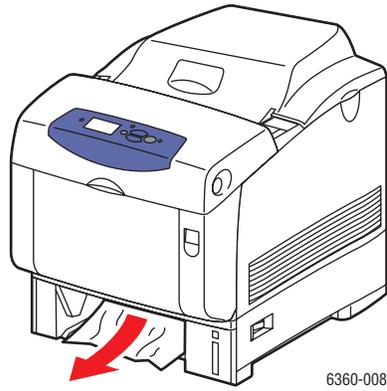
1. Pull Tray 2 completely out of the printer.



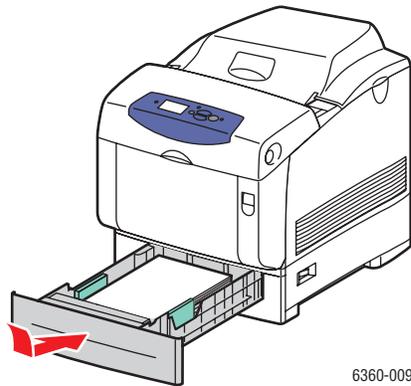
2. Remove any crumpled paper from the tray.



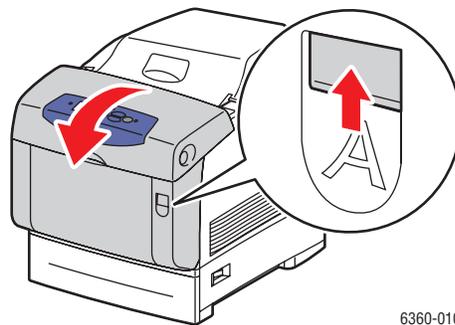
3. Remove the jammed paper from inside the tray slot. Confirm that all scraps of paper are removed.



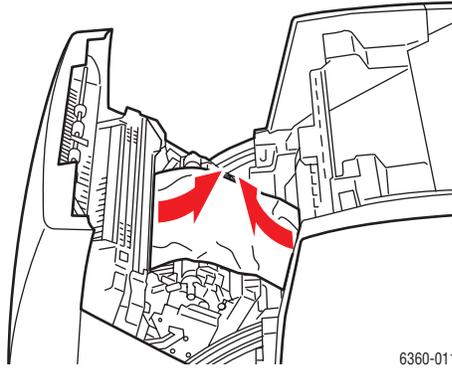
4. Insert Tray 2 into the tray slot, and push the tray completely into the printer.



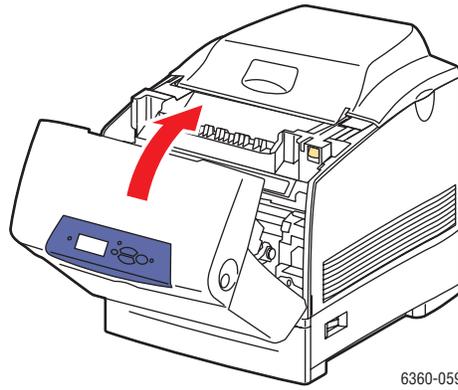
5. Push up the latch on the front of the printer to open Front Door A.



6. Remove any jammed paper.



7. Close Front Door A.



## Getting Help

This section includes:

- [Control Panel Messages](#) on page 6-13
- [PrintingScout Alerts](#) on page 6-13
- [PhaserSMART Technical Support](#) on page 6-14
- [Online Support Assistant](#) on page 6-14
- [Web Links](#) on page 6-15

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

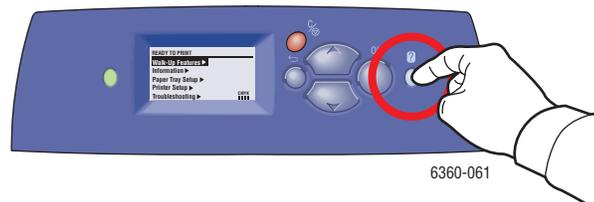
See also:

[Xerox Support Centre](#) on page 1-10

## Control Panel Messages

The 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.

Press the **Help** button on the control panel to view additional information about the message or menu displayed. The **Help** button is labeled with a ? symbol.



## PrintingScout Alerts

PrintingScout is a tool that is installed with your Xerox 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 an alert on your computer screen to let you know that the printer needs attention. Click the alert to view instructions explaining how to fix the problem.

## PhaserSMART Technical Support

PhaserSMART Technical Support is an automated, internet-based support system that uses your default web browser to send diagnostic information from your printer to the Xerox website 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](http://www.phaserSMART.com).
2. Enter your printer's IP address in the browser window.
3. Follow the instructions on the screen.

## 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, media jams, software installation, and much more.

To access the Online Support Assistant, go to [www.xerox.com/office/6360support](http://www.xerox.com/office/6360support).

## Web Links

Xerox provides several websites that offer additional help on your Phaser 6360 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 websites to obtain more information.

Resource	Link
PhaserSMART Technical Support automatically diagnoses problems on your networked printer and proposes solutions:	<a href="http://www.phasersmart.com">www.phasersmart.com</a>
Technical support information for your printer, includes online Technical Support, Recommended Media List, Online Support Assistant, driver downloads, documentation, video tutorials, and much more:	<a href="http://www.xerox.com/office/6360support">www.xerox.com/office/6360support</a>
Supplies for your printer:	<a href="http://www.xerox.com/office/6360supplies">www.xerox.com/office/6360supplies</a>
A resource for tools and information, such as interactive tutorials, printing templates, helpful tips, and customized features to meet your individual needs:	<a href="http://www.colorconnection.xerox.com">www.colorconnection.xerox.com</a>
Local sales and support center:	<a href="http://www.xerox.com/office/contacts">www.xerox.com/office/contacts</a>
Printer registration:	<a href="http://www.xerox.com/office/register">www.xerox.com/office/register</a>
Material Safety Data Sheets identify materials, and provide information on safely handling and storing hazardous materials:	<a href="http://www.xerox.com/msds">www.xerox.com/msds</a> (U.S. and Canada) <a href="http://www.xerox.com/environment_europe">www.xerox.com/environment_europe</a> (European Union)
Information about recycling supplies:	<a href="http://www.xerox.com/gwa">www.xerox.com/gwa</a>

# User Safety

# A

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 printer.

## Electrical Safety

- Use the power cord supplied with your printer.
- Plug the power cord directly into a properly grounded electrical outlet. Make sure each end of the cord is securely connected. If you do not know if an outlet is grounded, ask an electrician to check the outlet.
- Do not use a ground adapter plug to connect the printer to an electrical outlet that does not have a ground connection terminal.
- Do not use an extension cord or power strip.
- Verify that the printer is plugged into an outlet that is capable of providing the correct voltage and power. Review the printer's electrical specification with an electrician if necessary.

**Warning:** Avoid the potential of electrical shock by ensuring that the printer is properly grounded. Electrical products may be hazardous if misused.

- Do not place the printer in an area where people might step on the power cord.
- Do not place objects on the power cord.
- Do not block the ventilation openings. These openings are provided to prevent overheating of the printer.
- Do not drop paper clips or staples into the printer.

**Warning:** Do not push objects into slots or openings on the printer. Making contact with a voltage point or shorting out a part could result in fire or electrical shock.

If you notice unusual noises or odors:

1. Turn off the printer immediately.
2. Disconnect the power cord from the electrical outlet.
3. Call an authorized service representative to correct the problem.

The power cord is attached to the printer as a plug-in device at 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.

**Warning:** Do not remove the covers or guards that are fastened with screws unless you are installing optional equipment and are specifically instructed to do so. Power should be OFF when performing these installations. Except for user-installable options, there are no parts that you can maintain or service behind these covers.

**Note:** Leave the printer on for optimum performance; it does not pose a safety hazard.

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.

If any of these conditions occur, do the following:

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

## Laser Safety

With specific regard to lasers, this printer complies with laser product performance standards set by governmental, national, and international agencies and is certified as a Class 1 Laser Product. The printer does not emit hazardous light because the beam is totally enclosed during all modes of customer operation and maintenance.

## Maintenance Safety

- Do not attempt any maintenance procedure that is not specifically described in the documentation supplied with your printer.
- Do not use aerosol cleaners. The use of supplies that are not approved may cause poor performance and could create a hazardous condition.
- Do not attempt to open, reuse, or 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).

## 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.

### Printer Location

Place the printer in a dust-free area within a temperature range of 50° F to 90° F (10° C to 32° C) and a relative humidity range of 10 percent to 85 percent.

### Printer Clearance

Place the printer in an area where there is adequate space for ventilation, operation, and servicing. The recommended minimal spacing is:

#### Overhead Clearance:

- 350 mm (14 in.) above the printer

#### Total Height Requirements:

- Printer: 513 mm (20.2 in.)
- Add 130 mm (5.2 in.) for the 550-Sheet Feeder.
- Add 341 mm (13.6 in.) for the 1100-Sheet High-Capacity Feeder.

#### Other Clearances:

- 100 mm (4 in.) behind the printer
- 600 mm (24 in.) in front of the printer
- 100 mm (4 in.) on the left side of the printer
- 100 mm (4 in.) on the right side of the printer

### Operational Guidelines

- Do not block or cover the slots and openings on the printer. The printer may overheat without adequate ventilation.
- For optimum performance, use the printer at elevations below 3,000 m (11,480 ft.).
- Do not place the printer near a heat source.
- Do not place the printer in direct sunlight to avoid exposing light-sensitive components when the doors are open.
- Do not place the printer in line with the cold air flow from an air conditioning system.
- Place the printer on a level, solid non-vibrating surface with adequate strength for the weight of the printer. It should be within 2° of horizontal with all four feet in solid contact with the surface. The base printer weight with consumables is 35 kg (77 lb.).

### Printing Safety Guidelines

- Wait 10-15 seconds between turning the printer off and on.
- Keep hands, hair, neckties, etc., away from the exit and feed rollers.

When the printer is printing:

- Do not remove the paper source tray that you selected in either the printer driver or control panel.
- Do not open the doors.
- Do not move the printer.

### Printer Supplies

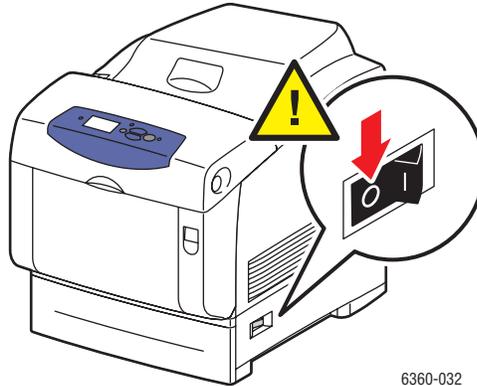
- Use the supplies specifically designed for your printer. The use of unsuitable materials may cause poor performance and a possible safety hazard.
- Follow all warnings and instructions marked on, or supplied with, the printer, options, and supplies.

**Caution:** Use of non-Xerox supplies is not recommended. 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 printer. 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.

## Moving the Printer

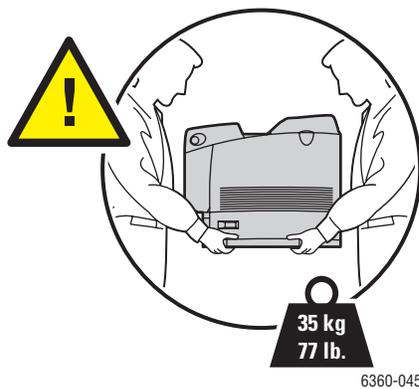
Follow these guidelines to avoid injuring yourself or damaging the printer:

- Turn off the printer and unplug all power cables before moving the printer.



**Caution:** Do not remove the toner cartridges; leave them locked in the normal operating position. If the printer is shipped without the toner cartridges locked in place, toner can spill in the printer and damage internal components.

- Always use two people to lift the printer.
- Always lift the printer from the designated lift points.



- Do not place any food or liquids on the printer.

**Caution:** Damage to the printer resulting from improper moving or failure to repackage the printer properly for shipment, is not covered by the 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.

## Safety Symbols Marked on Product



Use caution (or draws attention to a particular component). See the manual(s) for information.



Hot surface on or in the printer. Use caution to avoid personal injury.



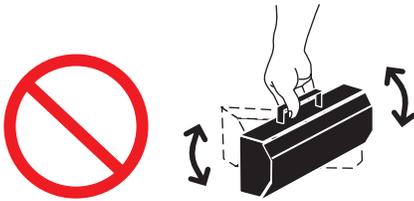
Do not touch the item.



Do not burn the item.



It may take 30 minutes for the fuser to cool down.



Do not shake the imaging unit.

---

## **Product Recycling and Disposal for North America**

Xerox operates a worldwide equipment takeback and reuse/recycle program. Contact your Xerox sales representative (1-800-ASK-XEROX) to determine whether this Xerox product is part of the program. For more information about Xerox environmental programs, visit [www.xerox.com/environment](http://www.xerox.com/environment).

If you are managing the disposal of your Xerox product, please note that the product may contain, lead, mercury, perchlorate, and other materials whose disposal may be regulated due to environmental considerations. The presence of lead, mercury, and perchlorate is fully consistent with regulations applicable at the time that the product was placed on the market. For 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, please see [www.dtsc.ca.gov/hazardouswaste/perchlorate](http://www.dtsc.ca.gov/hazardouswaste/perchlorate).

# Index

## Numerics

- 2-sided printing, 3-23
  - automatic, 3-23
  - binding edge options, 3-24
  - selecting, 3-24

## A

- adjusting color, 4-4
- all colors too light or too dark, 4-11
- AutoIP
  - manually setting the printer's IP address, 2-7
  - setting the printer's IP address dynamically, 2-6
- automatic
  - 2-sided printing, 3-23
  - color correction, 4-4
  - print-quality mode, 4-3
- automatically setting the printer's IP address (Windows only), 2-6
- available printer drivers, 2-9

## B

- basic printing, 3-2
- binding edge printing options, 3-24
- black and white, 4-4

## C

- calibrate
  - colors, 4-11
  - margins, 4-15
- caution symbols, A-6
- CentreWare IS
  - changing or modifying the printer's IP address, 2-8
  - enabling DHCP, 2-6
  - setting the printer's IP address dynamically, 2-6
- changing the IP address using CentreWare IS, 2-8
- choosing a network connection, 2-3

- cleaning, 5-2
  - density sensor, 5-2
  - the printer, 5-2
- clearance
  - location of the printer, A-3
- color correction, 4-4
  - automatic, 4-4
  - selecting in the printer driver, 4-4
- color sampler pages, 1-8
- colors
  - adjusting, 4-4
  - align incorrectly, 4-9
  - all colors too light or too dark, 4-11
  - calibrating, 4-11
  - change settings on the control panel, 4-13
  - color settings not applied, 4-13
  - grays contain color tints, 4-12
  - grays not neutral, 4-12
  - PANTONE colors do not match, 4-14
  - printed colors do not match monitor colors, 4-14
  - vary between computers, 4-12
- configuring the network address, 2-5
- connection
  - Ethernet, 2-3
  - USB, 2-4
- consumables, 5-5
- control panel, 1-6
  - change color settings, 4-13
  - controlling print-quality, 4-2
  - features and layout, 1-6
  - information pages, 1-7
  - layout, 1-6
  - Menu Map, 1-7
  - messages, 6-13
  - printing sample pages, 1-7
- creating
  - custom paper types, 3-47
- custom paper types
  - creating, 3-47

- custom size paper, 3-44, 3-47
  - printing from Tray 1 (MPT), 3-44
  - single-sided printing, 3-44
  - supported for Tray 1 (MPT), 3-7, 3-44
  - supported for Trays 2-5, 3-8, 3-44
- custom size printing
  - 2-sided printing, 3-44

**D**

- default router/gateway address, 2-6
- density sensor
  - cleaning, 5-2
- DHCP
  - enabled by default on Phaser printers, 2-6
  - enabling on the control panel, 2-6
  - enabling with CentreWare IS, 2-6
  - manually setting the printer's IP address, 2-7
  - setting the printer's IP address dynamically, 2-6
- drivers
  - available, 2-9
  - description, 2-9
  - installing, 2-9
  - Macintosh, 2-9
  - Macintosh OS X version 10.2 and 10.3, 2-10
  - Macintosh OS X version 10.4, 2-12
  - PCL, 2-9
  - PostScript, 2-9
  - selecting 2-sided printing, 3-24
  - UNIX, 2-9
  - Windows 2000 or later, 2-10
  - Xerox Support Centre, 1-10
- duplex unit
  - paper jam, 6-9
- dynamically setting the printer's IP address, 2-6

**E**

- electrical safety, A-1
- enabling AutoIP on the printer, 2-6
- enabling DHCP on the printer, 2-6
- enhanced print-quality mode, 4-3

- envelopes, 3-31
  - guidelines, 3-31
  - printing from Tray 1 (MPT), 3-31
- error and warning messages, 6-13
- Ethernet connection, 2-3

**F**

- features
  - printer configurations, 1-4
  - standard, 1-4
- format
  - IP address, 2-6
- fuser
  - paper jam, 6-7
- fusing
  - incomplete, 4-10

**G**

- getting help, 6-13
  - Online Support Assistant, 6-14
  - PhaserSMART, 6-14
  - PrintingScout Alerts, 6-13
  - technical support, 1-9
  - web links, 6-15
- glossy paper, 3-39
  - printing from Tray 1 (MPT), 3-39
  - printing from Trays 2-5, 3-41
  - printing guidelines, 3-39
- guidelines
  - automatic 2-sided printing, 3-23
  - envelopes, 3-31
  - glossy paper, 3-39
  - labels, 3-34
  - operational, A-3
  - paper storage, 3-5
  - paper usage, 3-4
  - printing on both sides of the paper, 3-23
  - printing safety, A-4

**H**

- hard drive, 1-5
- help
  - resources, 1-9

**I**

- imaging unit
  - ordering supplies, 5-5
- information
  - about your printer, 1-9
  - Advanced Features Guide, 1-9
  - information pages, 1-9
  - Installation Guide, 1-9
  - PhaserSMART, 1-9
  - printer management tools, 1-9
  - Quick Use Guide, 1-9
  - resources, 1-9
  - technical support, 1-9
  - video tutorials, 1-9
  - web links, 1-9
- information pages, 1-7
  - Menu Map, 1-7
  - Paper Tips page, 3-6
- installing printer drivers, 2-9
  - Mac OS X, version 10.2 and 10.3, 2-10
  - Mac OS X, version 10.4, 2-12
  - Windows 2000 or later, 2-10
- IP address
  - changing or modifying using
    - CentreWare IS, 2-8
  - dynamically setting, 2-6
  - format, 2-6
  - router address, 2-6
  - setting automatically (Windows only), 2-6
  - setting manually, 2-7

**J**

- jams
  - duplex unit, 6-9
  - fuser, 6-7
  - preventing, 6-2
  - registration roller, 6-10
  - Tray 1 (MPT), 6-2
  - Trays 2-5, 6-5
- job
  - individual printing options
    - Macintosh, 3-21
    - Windows, 3-20
  - selecting a print-quality mode, 4-3
  - selecting printing options
    - Windows, 3-20

**L**

- labels, 3-34
  - guidelines, 3-34
  - printing from Tray 1 (MPT), 3-34
  - printing from Trays 2-5, 3-36
- laser safety, A-2
- lifting the printer, 5-8
- lines, smudges, streaks, 4-7
- loading paper
  - Tray 1 (MPT), 3-9
  - Trays 2-5, 3-14
- Local Area Network (LAN), 2-5
- location of the printer, A-3

**M**

- Macintosh
  - manual feed, 3-14
  - PostScript driver settings, 3-21
  - selecting printing options for an individual job, 3-21
  - Xerox Support Centre, 1-10
- Macintosh OS X version 10.2 and 10.3
  - printer drivers, 2-10
- Macintosh OS X version 10.4, 2-12
- maintenance
  - cleaning the density sensor, 5-2
  - cleaning the printer, 5-2
  - ordering supplies, 5-5, 5-6
  - routine maintenance items, 5-5
  - safety, 5-8, A-2
- maintenance kit, 5-7
- manual feed, 3-13
  - Macintosh, 3-14
  - Windows, 3-13
- manually setting the printer's IP address, 2-7
  - overrides AutoIP, 2-7
  - overrides DHCP, 2-7
- margins
  - printed area does not fit on the paper, 4-15
- maximum resolution (dpi), 1-4
- media
  - supported, 3-3
  - unacceptable types, 3-5
- memory, 1-5

- Menu Map, 1-7
  - messages
    - control panel, 6-13
    - PrintingScout, 6-13
  - modes
    - print-quality, 4-3
  - modifying the IP address using
    - CentreWare IS, 2-8
  - monitor
    - colors do not match printed color, 4-14
  - moving and repacking the printer, 5-8
  - moving the printer
    - precautions, 5-8
    - preparing for shipment, 5-8
    - within the office, 5-8
- N**
- network
    - address
      - configuring, 2-5
    - choosing a network connection, 2-3
    - configuring the network address, 2-5
    - creating a Local Area Network (LAN), 2-5
    - mask, 2-6
    - setup and configuration, 2-2
    - TCP/IP and IP addresses, 2-5
  - network connection, 2-3
    - Ethernet, 2-3
- O**
- Office Color, 4-4
  - Online Support Assistant, 6-14
  - operating systems
    - printer drivers, 2-9
  - operational guidelines, A-3
  - operational safety, A-3
  - options
    - additional trays, 1-5
    - hard drive, 1-5
    - memory, 1-5
    - printer, 1-5
    - printing, 3-19
  - ordering supplies, 5-5, 5-6
- P**
- paper
    - custom sizes, 3-44, 3-47
    - damaging to the printer, 3-5
    - envelopes, 3-31
    - feeding manually in Tray 1 (MPT), 3-13
    - glossy, 3-39
    - labels, 3-34
    - loading in the paper trays, 3-9
    - printing on specialty media, 3-25
    - storage guidelines, 3-5
    - supported, 3-3
    - supported for Tray 1 (MPT), 3-7
    - supported for Trays 2-5, 3-8
    - supported sizes and weights, 3-6
    - transparencies, 3-25
    - types, 3-3
    - unacceptable media types, 3-5
    - usage guidelines, 3-4
  - paper jams, 6-2
    - duplex unit, 6-9
    - fuser, 6-7
    - misfeed at Tray 1 (MPT), 6-2
    - misfeed at Tray 2, 6-5
    - preventing, 6-2
    - registration roller, 6-10
  - parts of the printer, 1-2
  - PCL, 2-9
    - fonts, 1-4
  - PhaserSMART, 1-9
    - technical support, 1-9, 6-14
  - PostScript, 2-9
    - fonts, 1-4
  - preparing the printer for shipment, 5-8
  - pre-printed paper, 3-9
  - Press Match, 4-4
    - color correction, 4-4
  - preventing paper jams, 6-2
  - print
    - adjusting color, 4-4
  - print job
    - selecting a print-quality mode, 4-3
  - print quality
    - all colors too light or too dark, 4-11
    - color settings not applied, 4-13
    - colors align incorrectly, 4-9
    - colors vary between computers, 4-12
    - fusing incomplete, 4-10

- grays not neutral, 4-12
- lines, smudges, streaks, 4-7
- marks or voids appear regularly on the page, 4-8
- modes, 4-2, 4-3
- PANTONE colors do not match, 4-14
- printed area does not fit on the paper, 4-15
- printed colors do not match monitor colors, 4-14
- repeating defects, 4-8
- solving problems, 4-6
- print speed
  - maximum, 1-4
- printer
  - advanced features, 1-4
  - available configurations, 1-4
  - back view, 1-3
  - caution symbols, A-6
  - changing or modifying the IP address using CentreWare IS, 2-8
  - cleaning the outside, 5-2
  - clearance, A-3
  - configurations, 1-4
  - connection, 1-4
  - control panel features, 1-6
  - drivers, 2-9
  - enabling AutoIP, 2-6
  - enabling DHCP, 2-6
  - features, 1-4
  - fonts, 1-4
  - front, 1-2
  - information resources, 1-9
  - inside view, 1-3
  - internal components, 1-3
  - left side, 1-3
  - location, A-3
  - maximum print speed, 1-4
  - maximum resolution (dpi), 1-4
  - moving, 5-8
  - moving within the office, 5-8
  - options, 1-5
  - precautions for moving, 5-8
  - preparing for shipment, 5-8
  - registration, 6-15
  - repacking, 5-8
  - setting the IP address, 2-6
  - side view, 1-3
  - standard features, 1-4
  - supplies, A-4
  - trays, 1-4
  - upgrades, 1-5
  - views, 1-2, 1-3
- printer driver
  - available, 2-9
  - controlling print-quality, 4-2
  - installing, 2-9
  - Layout/Watermark tab, 3-20
  - Macintosh, 2-9
  - Macintosh OS X version 10.2 and 10.3, 2-10
  - Macintosh OS X version 10.4, 2-12
  - operating systems, 2-9
  - page description languages, 2-9
  - Paper/Output tab, 3-20
  - PCL, 2-9
  - PostScript, 2-9
  - UNIX, 2-9
  - Windows 2000 or later, 2-10
  - Xerox Support Centre, 1-10
- printing
  - 2-sided, 3-24
  - automatic 2-sided, 3-23
  - basics, 3-2
  - binding edge options, 3-24
  - custom size paper, 3-44
  - envelopes, 3-31
  - glossy paper, 3-39
  - labels, 3-34
  - Layout/Watermark tab, 3-20
  - margins, 3-7, 3-8
  - on both sides of the paper, 3-23
  - options
    - Macintosh, 3-21
    - selecting, 3-20, 3-21
    - Windows, 3-20
  - Paper/Output tab, 3-20
  - safety guidelines, A-4
  - selecting 2-sided, 3-24
  - selecting individual job printing options
    - Macintosh, 3-21
    - Windows, 3-20
  - selecting options, 3-19
  - selecting printing preferences (Windows), 3-19
  - transparencies, 3-25
  - two-sided pages, 3-23
- PrintingScout alerts, 6-13

- print-quality mode
    - automatic, 4-3
    - enhanced, 4-3
    - standard, 4-3
  - product disposal, A-7
  - product recycling, A-7
- R**
- recycling supplies, 5-6
  - registering your printer, 6-15
  - registration roller
    - paper jam, 6-10
  - repacking the printer, 5-8
  - repeating defects, 4-8
  - resolution
    - maximum (dpi), 1-4
  - resources
    - information, 1-9
  - router address
    - IP address, 2-6
  - routine maintenance items, 5-5
- S**
- safety
    - electrical, A-1
    - laser, A-2
    - maintenance, A-2
    - operational, A-3
    - printing guidelines, A-4
    - symbols, A-6
    - user, A-1
  - safety symbols marked on product, A-6
  - sample pages
    - printing, 1-7
  - selecting
    - 2-sided printing, 3-24
    - a print-quality mode, 4-3
    - printing options, 3-19
    - printing options for an individual job
      - Macintosh, 3-21
      - Windows, 3-20
    - printing preferences (Windows), 3-19
  - setting
    - printer's IP address dynamically, 2-6
    - printer's IP address manually, 2-7
    - the printer's IP address automatically (Windows only), 2-6
  - setting Tray 1 (MPT) mode, 3-13
  - setting up the network, 2-2
  - solving print-quality problems, 4-6
  - specialty media, 3-25
    - custom size paper, 3-44, 3-47
    - envelopes, 3-31
    - glossy paper, 3-39
    - labels, 3-34
    - transparencies, 3-25
  - standard print-quality mode, 4-3
  - supplies, A-4
    - ordering, 5-5
    - recycling, 5-6
    - when to order, 5-6
  - Support Centre, 1-10
  - supported paper and media, 3-3, 3-6
  - supported paper sizes and weights, 3-6
    - Tray 1 (MPT), 3-7
    - Trays 2-5, 3-8
- T**
- TCP/IP addresses, 2-5
  - technical support, 1-9
  - toner
    - missing from the print or is easy to rub off, 4-10
  - transparencies, 3-25
    - guidelines, 3-25
    - printing from Tray 1 (MPT), 3-26
    - printing from Trays 2-5, 3-28
  - Tray 1 (MPT)
    - loading paper, 3-9
    - manually feeding paper, 3-13
    - margins, 3-7
    - mode, 3-13
    - paper and media types, 3-7
    - paper jam, 6-2
    - printing custom size paper, 3-44
    - printing envelopes, 3-31
    - printing glossy paper, 3-39
    - printing labels, 3-34
    - printing transparencies, 3-26
    - supported paper sizes and weights, 3-7
  - trays
    - additional, 1-5
    - options, 1-5

Trays 2-5

- loading paper, 3-14
- margins, 3-8
- paper and media types, 3-8
- printing glossy paper, 3-41
- printing labels, 3-36
- printing transparencies, 3-28
- supported paper sizes and weights, 3-8

troubleshooting

- all colors too light or too dark, 4-11
- color settings not applied, 4-13
- colors align incorrectly, 4-9
- colors vary between computers, 4-12
- fusing incomplete, 4-10
- grays not neutral, 4-12
- lines, smudges, streaks, 4-7
- Online Support Assistant, 6-14
- PANTONE colors do not match, 4-14
- paper jams, 6-2
- PhaserSMART, 1-9
- print quality, 4-6
- printed area does not fit on the paper, 4-15
- printed colors do not match monitor colors, 4-14
- repeating defects, 4-8
- technical support, 1-9

turning off the printer, A-5

two-sided printing, 3-23

- automatic, 3-23
- binding edge options, 3-24
- selecting, 3-24

## U

unacceptable paper and media, 3-5

usage guidelines

- paper, 3-4

USB, 2-4

user safety, A-1

## W

warning and error messages, 6-13

web links, 6-15

- information, 1-9

website resources, 6-15

Windows

- install printer drivers for Windows 2000 or later, 2-10
- manual feed, 3-13
- printing options, 3-20
- selecting printing options for an individual job, 3-20
- Xerox Support Centre, 1-10

Windows PostScript driver, 2-9

## X

Xerox

- supplies recycling programs, 5-6
- supplies website, 5-6
- Support Centre, 1-10
- website resources, 6-15