



PHASER™ 3400 PERSONAL LASER PRINTER

USER GUIDE



XEROX
NETWORK PRINTERS



Xerox Phaser™ 3400 Personal Laser Printer User Guide

June 2001

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Printer Warranty

Xerox warrants that the Phaser 3400 Printer will be free from defects in materials and workmanship for a period of one (1) year from the date of shipment. If the product proves defective during the warranty period, Xerox, at its option, will:

- (1) repair the product by means of telephone support or depot service at no charge for parts or labor,
- (2) replace the product with a comparable product,
- (3) replace the product with a remanufactured unit, or
- (4) refund the amount paid for the product, less a reasonable allowance for usage, upon its return.

Under this product warranty, the Customer must notify Xerox or its authorized service representative of the defect before the expiration of the warranty period. To obtain service under this warranty, the Customer must first contact Xerox Telephone Support personnel or that of its authorized service representative. Telephone Support personnel will work to resolve issues professionally and quickly, however the Customer must reasonably assist Xerox or its authorized representative.

If telephone support is unsuccessful, Xerox or its authorized service representative will provide warranty repair at a designated depot site without charge as provided below.

- Service is available at a designated service depot(s) in the United States and Canada for products purchased in the United States and Canada.
- Inside the European Economic Area, service is available at a designated service depot(s) for products purchased in the EEA.
- Outside the US, Canada, & EEA, service is available at a designated service depot(s) in the country of purchase.
- Xerox reserves the right to charge for depot service in exceptional cases.

A description of the depot process may be obtained from the local Xerox Customer Support Center or authorized Xerox distributor. Depot service is at Xerox or its authorized service representative's sole discretion and is considered an option of last resort.

If the Customer's product contains features that enable Xerox or its authorized service representative to diagnose and repair problems with the product remotely, Xerox may request that the Customer allow such remote access to the product.

In the maintenance of the product, Xerox may use new or equivalent to new parts or assemblies for equal or improved quality. All defective parts and assemblies become the property of Xerox. Xerox, at its option, may request the return of these parts.

Consumables Warranty

Xerox warrants that laser print cartridges will be free from defects in materials and workmanship for a period of one (1) year from date of installation. All other Customer Replaceable Consumables (CRCs) will be covered for a period of ninety (90) days (six (6) months where longer periods are required by law) from the date of installation, but not more than one (1) year from date of shipment. Under this warranty, the Customer must notify Xerox or its authorized service representative of the defect before the expiration of the warranty period. XEROX MAY REQUIRE THAT THE DEFECTIVE CRC BE RETURNED TO A DESIGNATED XEROX DEPOT OR THE XEROX REPRESENTATIVE FROM WHICH THE CRC WAS ORIGINALLY PURCHASED. Claims will be handled according to the current Xerox procedure.

These warranties shall not apply to any defect, failure or damage caused by improper use or improper or inadequate maintenance and care. Xerox shall not be obligated under these warranties:

- a. to repair damage resulting from attempts by personnel other than Xerox representatives to install, repair or service the product unless directed by a Xerox representative;
- b. to repair damage, malfunction, or degradation of performance resulting from improper use or connection to incompatible equipment or memory;
- c. to repair damage, malfunction, or degradation of performance caused by the use of non-Tektronix/Xerox printer supplies or consumables or the use of Tektronix/Xerox supplies not specified for use with this printer;
- d. to repair a product or CRC that has been modified or integrated with other products when the effect of such modification or integration increases the time or difficulty of servicing the product or CRC;
- e. to perform user maintenance or cleaning or to repair damage, malfunction, or degradation of performance resulting from failure to perform user maintenance and cleaning as prescribed in published product materials;
- f. to repair damage, malfunction, or degradation of performance resulting from use of the product in an environment not meeting the operating specifications set forth in the user manual;
- g. to repair this product after the limit of its duty cycle has been reached; all service thereafter shall be billed on a time and material basis;
- h. to replace CRCs that have been refilled, are used up, abused, misused, or tampered with in any way.

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Some states, provinces, and countries do not allow the exclusion or limitation of incidental or consequential damages or exclusions or limitations on the duration of implied warranties or conditions, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights that vary by state, province, or country.

TO THE EXTENT ALLOWED BY LOCAL LAW, EXCEPT FOR THE OBLIGATIONS SPECIFICALLY SET FORTH IN THIS WARRANTY STATEMENT, IN NO EVENT SHALL XEROX AND ITS VENDORS BE LIABLE FOR ANY INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES (INCLUDING LOSS OF PROFITS) WHETHER BASED ON CONTRACT, TORT, OR ANY OTHER LEGAL THEORY AND IRRESPECTIVE OF WHETHER XEROX OR THE VENDOR HAS ADVANCE NOTICE OF THE POSSIBILITY OF SUCH DAMAGES.

For the software warranty, please see the end user license agreement included with the software.

In certain geographies this product is warranted by Fuji Xerox. This statement of warranty does not apply in Japan – please refer to the warranty statement provided in the Japanese user manual for products purchased in Japan.

If you are an Australian consumer, you should be aware that the *Trade Practices Act 1974* and equivalent State and Territory legislation (collectively "**the Acts**") contain special provisions designed to protect Australian consumers. Nothing in any Fuji Xerox warranty material excludes or limits the application of any provision of any of the Acts, where to do so would contravene the Acts or cause any part of this warranty to be void. In this warranty material, an implied condition or warranty, the exclusion of which from a contract with a "Consumer" (as defined in the Acts) would contravene any provision of the Acts or cause any part or all of this warranty to be void, is called a "Non-excludable Condition." To the full extent permitted by law, Fuji Xerox's sole and total liability to the customer for a breach of any Non-excludable Condition (including for any consequential loss suffered by the customer) is limited, except as otherwise stated herein, to (at Fuji Xerox's option) replacing or repairing the goods, or resupplying, or paying the cost of the resupply of, the services, in respect of which the breach occurred. Subject to the above, all conditions and warranties which would or might otherwise be implied in a Consumer contract, whether by operation of statute, inference from circumstances, industry practice or otherwise, are excluded.

User safety summary

Operational Safety

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

To ensure the continued safe operation of your printer, follow these safety guidelines at all times:

- Follow warnings and instructions marked on or supplied with the equipment.
- Use materials and supplies specifically designed for your printer. The use of unsuitable materials may result in poor performance and possibly a hazardous situation.
- Do not attempt any maintenance function that is not specifically described in the printer's documentation.
- Never remove covers or guards that are fastened with screws or require a tool for removal, unless directed to do so in a Xerox approved maintenance kit.
- Do not override or disable electrical or mechanical interlocks. Machines are designed to restrict operator access to unsafe areas. Covers, guards and interlock switches are provided to ensure that the machine will not operate with covers opened.
- Do not operate the printer if you notice unusual noises or odors. Disconnect the power cord from the power source receptacle, and contact the Xerox Customer Support Center immediately.
- This printer should be operated from the type of power source indicated on the marking label. If you are not sure of the type of power available, consult your local power company.
- Use only the power cord supplied with your Phaser 3400 printer.
- This product is equipped with a 3-wire grounding type plug (e.g., a plug having a third grounding pin). This plug will fit only into a grounding-type power outlet. This is a safety feature. To avoid risk of electrical shock, contact your electrician to replace the receptacle if you are unable to insert the plug into the outlet. Never use a grounding adapter plug to connect the printer to a power source receptacle that lacks a ground connection terminal.
- Plug the power cable directly into a properly grounded electrical outlet. Do not use an extension cord. If you are not sure whether or not an outlet is properly grounded, consult an electrician.
- Your machine is equipped with an energy saving device to conserve power when the machine is not in use. The machine may be left on continuously.
- Do not place the printer where people might step or trip on the power cable.
- Do not place objects on the power cable.
- Do not place the printer on an unstable cart, stand or table. The printer may fall, causing personal injury or serious damage to the printer.
- Do not locate the printer near a radiator or any other heat source.

- Do not use this printer near water, wet locations, or outdoors.
- Do not obstruct ventilation openings. These openings are provided to prevent overheating of the machine.
- Do not push objects into slots and openings on the printer. Contacting a voltage point or shorting out a part might result in electrical shock or fire.
- Unplug the printer from the wall outlet before cleaning.
- Do not use aerosol cleaners. Follow the instructions in the printer documentation for proper cleaning methods.
- Never use supplies or cleaning materials for purposes other than what they were intended. Keep all supplies and materials out of reach of children.
- Avoid unnecessary handling of the printer cartridge and exposing the print cartridge to light for extended periods of time.
- Do not put your hands into the fuser area, located just inside the exit tray area, as you may be burned.
- If any of the following conditions occur, turn off the printer's power immediately, disconnect the power cable from the electrical outlet, and contact your local Xerox Customer Support Center to correct the problem:
 - The printer emits unusual odors or makes unusual noises.
 - The power cord is damaged or frayed.
 - Liquid spilled into the printer.
 - Any part of the printer is damaged.
 - The printer is exposed to water.

Symbols as marked on the product

Hot surface on or in the printer

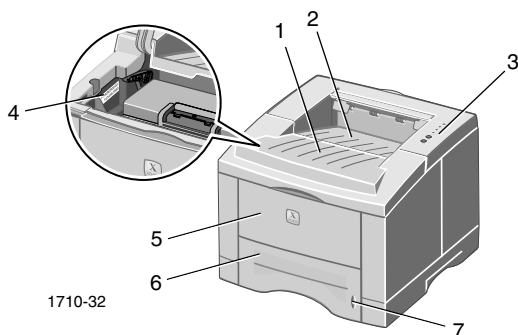


Use caution



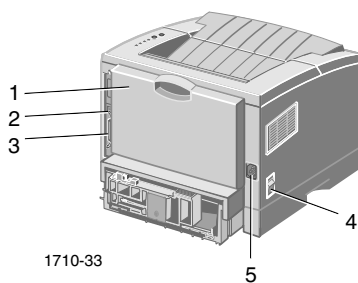
Printer Parts and Supplies

Front



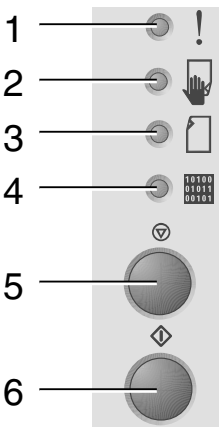
- | | |
|----------------------------|--------------------------|
| 1. Top cover | 5. Multi-purpose tray |
| 2. Face-down tray (output) | 6. Paper tray |
| 3. Control panel | 7. Paper-level indicator |
| 4. Serial number | |

Back



- | | |
|--|-------------------------|
| 1. Rear cover and rear face-up tray (output) | 4. Power switch |
| 2. USB interface connector | 5. Power cord connector |
| 3. Parallel interface connector | |

Control Panel



1. Error light

- Blinking = Insufficient memory
- Blinking alternating with the **Paper** light blinking = Output tray is full.
- 2 fast blinks, then off, then 2 fast blinks, then off, etc. = Toner is getting low. Replace the laser print cartridge soon.
- On = Cover open, cartridge not installed or not seated properly
- On with **Paper** light = Paper jam

2. Manual-feed light

- On with **Data** light = Ready for a manual-feed job. Load paper in the multi-purpose tray and press the **Print** button to start the job.

3. Paper light

- On = Out of paper
- On with **Error** light = Paper jam
- Blinking alternating with the **Error** light blinking = Output tray is full.

4. Data light

- On = Ready to receive data
- On with **Manual-feed** light = Ready for a manual-feed job
- Slow blink = Receiving data
- Fast blink = Printing

5. Cancel button

- To cancel a print job, hold down the **Cancel** button until all lights blink, then release the button.

6. Print button

- When the **Manual-feed** light is on and paper is loaded in the multi-purpose tray, press the **Print** button to feed the paper into the printer.
- To print a Configuration Sheet, hold the **Print** button until all lights blink, then release the button.

If all lights are blinking, this indicates a system error. Turn the power off and then back on to clear. If the problem persists, contact Xerox Customer Support.

Supplies and Accessories

To order supplies and accessories, contact your local dealer or visit the Xerox web site:

www.xerox.com/officeprinting/supplies/

Customer-Replaceable Consumables (CRCs)

Item	Part Number
High-capacity Laser Print Cartridge	106R00462
■ Prints approximately 8,000 pages *	
Standard Laser Print Cartridge	106R00461
■ Prints approximately 4,000 pages *	
* Based on 5% coverage on A4/Letter paper	

Accessories

Item	Size	Part Number
Second Paper Tray Assembly	A4/Letter to Legal	097S02716
■ Holds up to 550 sheets of paper		
■ Adds a second tray, for increased paper-printing capacity		
■ Increases printing versatility and convenience		
A5/A6 Paper Tray	A6 to Legal	097S02717
■ Accommodates a variety of paper sizes, including A5 and A6 paper as well as A4, Letter, and Legal		
■ Holds up to 250 sheets of paper		
■ Increases printing versatility and convenience		
Phaser™ 3400 Memory Upgrade	16 Mbytes	097S02718
■ Guaranteed performance	32 Mbytes	097S02719
■ Faster image processing	64 Mbytes	097S02720
■ Phaser 3400 SDRAM memory is proprietary and is only available through Xerox		

Item	Size	Part Number
Network Interface Card Kit		097S02722
■ Adds network capability		
Repackaging Kit		695E98050

Paper and Print Media

Paper tips

- Only use the supported paper types, sizes, and weights.
- Use clean, undamaged paper.
- Do not use perforated paper.
- Store the paper on a flat surface, in a relatively low-humidity environment.
- Avoid storing paper in such a way as to cause wrinkling, bending, curling, etc.
- Do not unwrap paper until you are ready to use it, and rewrap any paper you are not using.
- Do not expose paper to direct sunlight.

Media weights and types

Input Source	Acceptable Weight	Types
Tray 1, Tray 2, or A5/A6 Tray	16-28 lbs. (60-105 g/m ²)	Plain paper * Bond Light card stock
Multi-purpose tray	16-43 lbs. (60-163 g/m ²)	Plain paper * Bond Card stock Labels Envelopes Transparencies
* Can use preprinted, letterhead, or colored paper also		

Supported paper and media sizes

Media Size		Tray 1	Tray 2	A5/A6 Tray	Multi-purpose Tray
Letter	8.5 x 11 in	•	•	•	•
Legal	8.5 x 14 in	•	•	•	•
Executive	7.25 x 10.5 in	•	•	•	•
A4	210 x 297 mm	•	•	•	•
A5	148 x 210 mm		•	•	•
A6	105 x 148 mm			•	•
Folio	8.5 x 13 in	•	•	•	•
B5-JIS	182 x 257 mm	•	•	•	•
B5-ISO	176 x 250 mm	•	•	•	•
Custom Sizes ‡					•
Envelopes **					
COM-10 *	4.1 x 9.5 in				•
Monarch *	3.8 x 7.5 in				•
C5 *	162 x 229 mm				•
DL *	110 x 220 mm				•
B5 *	176 x 250 mm				•
#9 *	3.875 x 8.875 in				•
Transparencies					•
Labels					•
‡ Minimum size: 80 x 148 mm (3.15 x 5.83 in.); maximum size: 215.9 x 355.6 mm (8.5 x 14 in.)					
* Print single sided only					
** For envelopes, open the rear face-up tray for output.					

Loading Trays

Loading instructions are also located on the labels inside the tray.

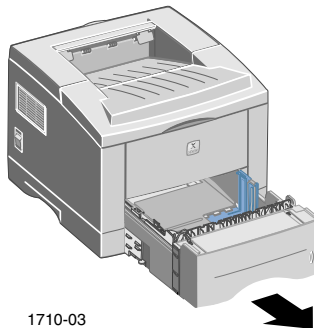
Caution

Do not remove a tray while printing; this may cause paper jams.

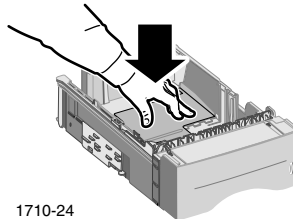
For information on loading the optional A5/A6 tray and loading optional Tray 2, refer to the *Phaser 3400 Personal Laser Printer Reference Manual* on the printer CD-ROM.

Loading the standard tray

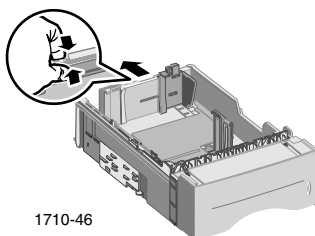
1. Remove the tray.



2. Push the metal (bottom) plate down until it locks into place.

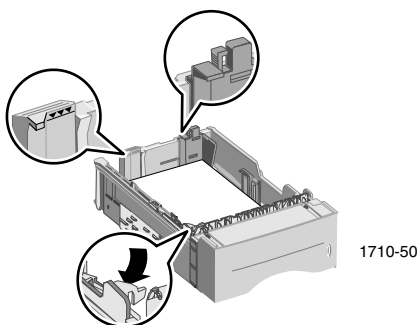


3. If necessary, adjust the tray length to match the length of the paper. Press the metal tab on the back of the tray, then pull the back of the tray to the desired length.



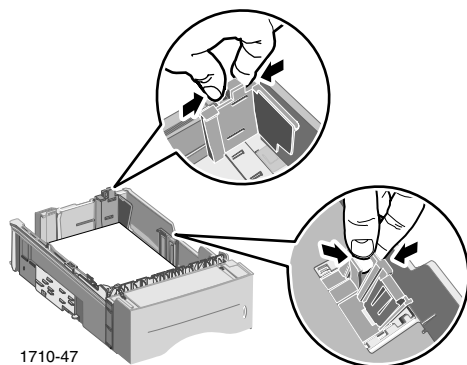
1710-46

4. Load the paper.
- Make sure that you place the paper under the corner tab (left-front corner of the tray) and the tabs at the back of the tray.
 - Load letterhead **face down** with the **top** of the page toward the **front** of the tray.
 - Don't load paper above the fill line. Don't load over 550 sheets.

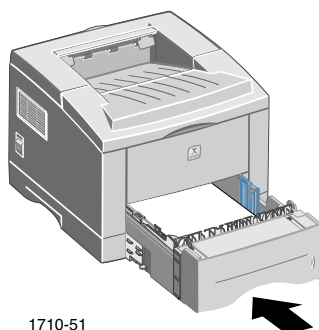


1710-50

5. If necessary, adjust the side guides to lightly touch the paper.



6. Slide the tray back into the printer.



Using the Multi-purpose Tray

The multi-purpose tray can be used in either of these ways:

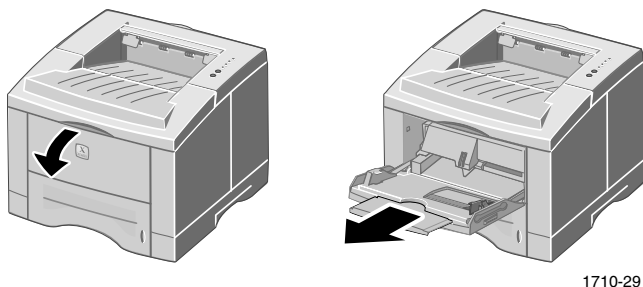
- Loaded with paper or special media
- Used to manually feed paper one sheet at a time

Always use the multi-purpose tray to print on special media, such as envelopes, transparencies, or non-standard paper sizes.

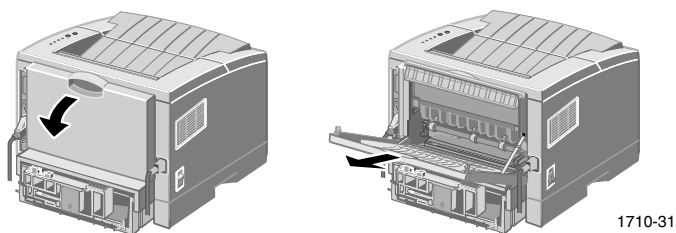
To print two-sided jobs, always use the multi-purpose tray for the second side; refer to the *Phaser 3400 Personal Laser Printer Reference Manual* on the printer CD-ROM for more information.

To use the multi-purpose tray:

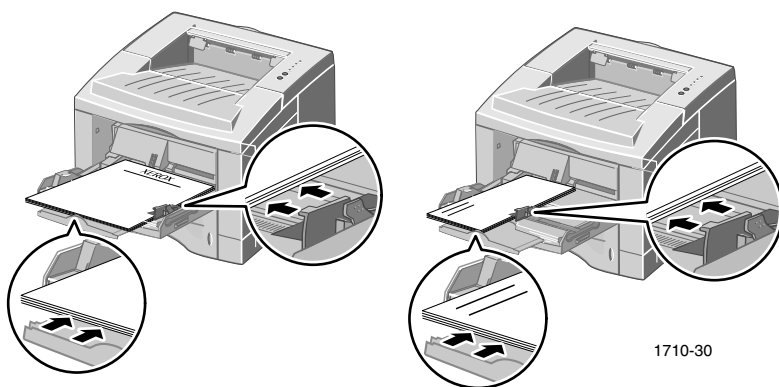
1. Open the multi-purpose tray and pull out the tray extension.



2. When printing on special media, open the rear face-up tray and pull out the extension.



3. To load paper in the tray, place the paper against the left edge of the tray, then slide the width guide against the paper.



- Load letterhead **face up** with the **top** of the page entering the printer **first**.
- Don't load paper above the fill line. Don't load over 100 sheets of paper, 20 transparencies, 25 labels, or 10 regular envelopes.
- Load envelopes with the flap down.

Caution

Never use envelopes with clasps, snaps, windows, coated linings, self-stick adhesives, or stamps; they may severely damage the printer.

4. To use the paper or media loaded in the multi-purpose tray:
 - a. In the driver, select **Multi-purpose Tray** as the **Paper Source**.
 - b. Print the job.

To manually feed the paper, envelopes, or special media:

- a. In the driver, select **Manual Feed** as the **Paper Source**.
- b. Print the job.
- c. When the **Manual-feed** light and the **Data** light on the Control Panel comes on, load one sheet or one envelope and then press the **Print** button.

Installing Software

Before sending a job to the printer, you must have the printer driver or PostScript PPD file installed on your computer.

Using the Windows installer

Use the installer application to automatically install the printer driver and utility software onto your computer's hard disk.

1. Insert the Phaser 3400 printer's CD-ROM into your computer's CD-ROM drive.
2. When the CD-ROM automatically runs, click to select your language. (If you have auto-run turned off, run **setup.exe** from the CD-ROM.)

Note

If the computer is connected to the printer by a USB cable (and you are using Windows 98 or Windows Me), install the USB Port Driver before you install the driver:

3. To install the USB port driver, click **USB Port Driver**, follow the on-screen instructions, reboot when prompted, and then repeat Steps 1 and 2.
4. To install the printer driver, click **Printer Driver** and follow the on-screen instructions to install the printer driver software.
5. If the computer is connected to the printer by a USB cable:
 - a. Click **Start**, select **Settings**, click **Printers**.
 - b. Right-click the icon for the printer.
 - c. From the popup menu, select **Properties**.
 - d. Click the **Details** tab.
 - e. For **Print to the following port**, select **SSUSB** and click the **OK** button.
6. If you want to install the Remote Control Panel, click **RCP** and follow the on-screen instructions. For more information on the Remote Control Panel, refer to the *Phaser 3400 Personal Laser Printer Reference Manual* (on the CD-ROM).

Using the Macintosh installer

Use the installer application to automatically install the PostScript PPD onto your computer's hard disk.

1. Insert the Phaser 3400 printer's CD-ROM into your computer's CD-ROM drive.
2. Double click the CD-ROM icon.
3. Double click the folder for your language.

Folder	Language
DE	German
EN	English
ES	Spanish
FR	French
IT	Italian
PT	Portuguese

4. Double click the Installer icon.
5. On the introductory screen, click the **Continue** button.
6. Read the installation notes, then click the **Continue** button.
7. In the Installer dialog box, click the **Install** button.
8. Either set up the printer in the Chooser or on your desktop (if your computer is connected to the printer with a USB cable). Refer to the following section for more information if using a USB cable.

Note

To print, you must also have the LaserWriter 8 printer driver installed. If needed, run the LaserWriter 8 installer, which is available on the printer CD-ROM.

Setting up the printer when using a USB cable

1. Locate the **Desktop Printer Utility** in the **Apple Extras** folder.
2. Double click the **Desktop Printer Utility**.

3. In the **New Desktop Printer** dialog box after **With**, select **LaserWriter 8**, select **Printer (USB)** in the list, and click the **OK** button.
4. In the top part of the dialog box, click the **Change** button, select the PPD from the list, and click the **Select** button.
5. In the middle part of the dialog box, click the **Change** button, select the Phaser 3400 printer, and click the **OK** button.
6. With both the PPD file and printer specified, click the **Create** button.
7. Type the desired name for the printer under **Save desktop printer as** and click the **Save** button.

An icon for the new printer now appears on the desktop.

Printing

When sending a job to the printer, select special features in the printer driver.

- Windows — Use the PCL 6 driver or a PostScript driver with the Phaser 3400 PPD file.
- Macintosh — Use the LaserWriter 8 driver with the Phaser 3400 PPD file.

Features available with these drivers include:

- Number of copies
- Paper size, source, and type
- Orientation
- Image quality
- Image enhancement
- Graphics mode
- Multiple up
- Fit to page/Scaling
- Print as mirror image
- True Type fonts
- Watermarks

In addition, the PCL 6 driver includes:

- Toner save mode
- Manual two-sided printing
- Booklet printing
- Poster printing

For information on Windows PCL 6 driver features, click the **Help** button on the driver tab.

Refer to the *Phaser 3400 Personal Laser Printer Reference Manual* (on the CD-ROM) for information on printing two-sided jobs, printing from Linux, and using the Remote Control Panel (with Windows).

Troubleshooting Printing Problems

For more information, refer to the *Phaser 3400 Personal Laser Printer Reference Manual* on the printer CD-ROM or access the troubleshooting knowledge base at www.xerox.com/officeprinting/infoSMART/

General things to check

- Make sure that your computer is connected to the printer with the right cable.
 - Use an IEEE-1284-rated cable for parallel connections.
 - Use a compliant cable rated USB Specification Revision 1.0 or 1.1 for USB connections.
- Make sure that the printer cable is connected properly. If using a parallel cable, make sure that the clips on the connector are securely fastened.
- Test whether the cable is defective by swapping the cable with one known to work.
- There should not be any intermediate device (such as a scanner or removable drive) between the computer and the printer. If there is an intermediate device, remove it. Power off the computer, printer, and device, then connect the printer directly to the computer. After you power up the computer and the printer, re-submit the print job.
- Make sure that the Phaser 3400 laser print cartridge is installed properly by removing and reinserting it; refer to the Laser Print Cartridge Installation instruction sheet on the Phaser 3400 printer's CD-ROM for more information.
- Make sure that the top cover is closed securely.
- Make sure that paper is properly loaded in the trays and that the trays are fully inserted into the printer.
- Make sure that the printer is selected as the default printer.
- Print a Configuration Sheet (as described on page 2) to confirm that the printer is functioning.

- If using Windows, access the printer driver (as described on page 25) and check the settings.
- Make sure that the print job is being sent to the correct port (for example, LPT1). For Windows 95, Windows 98, or Windows Me, check the settings on the **Details** tab. For Windows 2000 or Windows NT, check the settings on the **Ports** tab.
- Print a test page from the **General** tab of the printer driver. If the test page doesn't print, un-install and then reinstall the printer driver. If the test page does print, the problem is not due to the printer or driver; check the application.

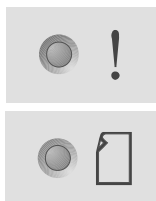
Indicator lights

For the location of the indicator lights on the control panel, see page 2.

- If the **Data** light is off, check the power switch, power cord connection, and power source.
- If the **Error** light is on, check to see that the laser print cartridge is properly inserted in the machine.
- If the **Error** light blinks fast twice, then is off, blinks twice, then is off, etc., the toner in the laser print cartridge is getting low. You can still print approximately 500 pages (with 5% coverage) but may want to order a replacement laser print cartridge; refer to for more information.
- If the **Paper** light and **Error** light are both on, check for paper jams or misfeeds.
- If the **Paper** light and **Error** light alternately blink, remove paper from the face-down output tray on top of the printer.
- If only the **Paper** light is on, add paper to the printer.
- If the **Manual** light and **Data** light are on, the printer is in manual-feed mode. Insert paper in the multi-purpose tray and press the **Print** button.
- If all lights are on, there is a system error. Turn the power off and then back on to clear. If the problem persists, contact Xerox Customer Support.

Paper Jams

If the **Error** light (top) and **Paper** light (third) on the control panel are both on, the printer has a paper jam.

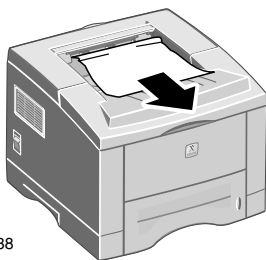


Jam prevention tips

- Only use paper supported by the printer; see page 6.
- Make sure that the paper is loaded correctly.
- Don't add paper above the tray's fill line.
- If paper is still jamming, flip the paper over in the paper tray.
- Do not remove the tray while printing.
- If printing on heavy paper or special media, only load the media in the multi-purpose tray.
- Special media, such as thick paper and envelopes, should only be output to the face-up tray. Open the face-up tray in the back of the printer before sending the job to the printer.

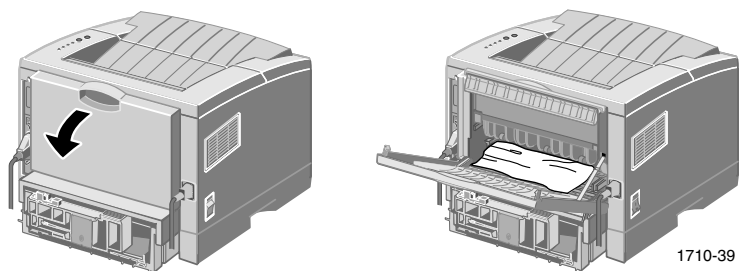
Clearing jams in the exit area

1. If you see paper in the exit area, gently pull the paper to remove it; if successful, skip to Step 11.

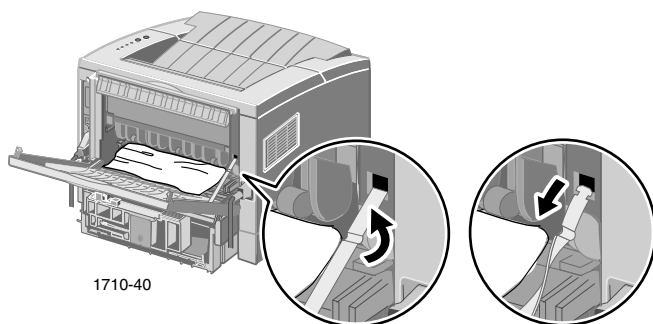


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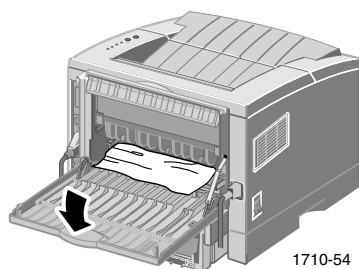
2. If there is resistance when you pull the paper or the paper is not visible, open the rear cover.



3. Detach the vinyl strip.

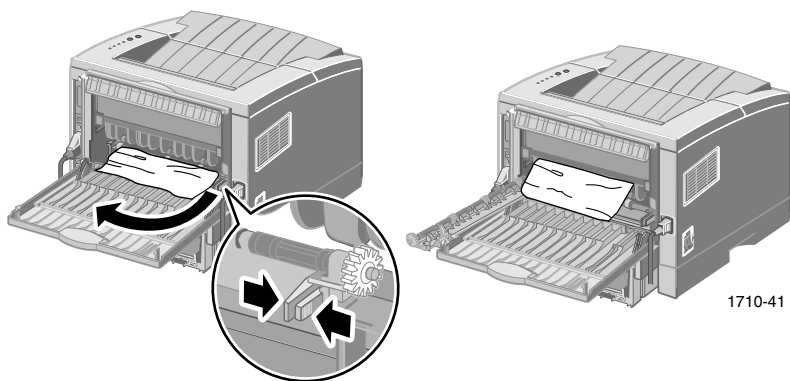


4. Press the rear cover down until the plastic clips of the rear tray snap out.



5. Gently pull the paper to remove it; if successful, skip to Step 9.

6. If there is still resistance when you pull the paper, pinch the tabs to release the exit roller, then swing the roller to the left.



7. Gently remove the jammed paper.

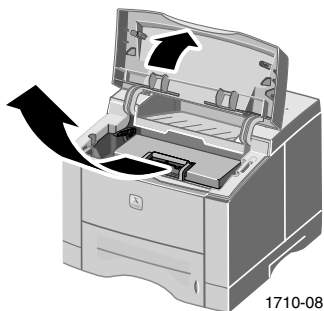
Note

If you still cannot remove the paper, refer to "Clearing paper jams inside the printer" (the following section).

8. Replace and secure the exit roller.
9. Re-attach the vinyl strip.
10. Close the rear cover.
11. Open and close the top cover to resume printing.

Clearing jams inside the printer

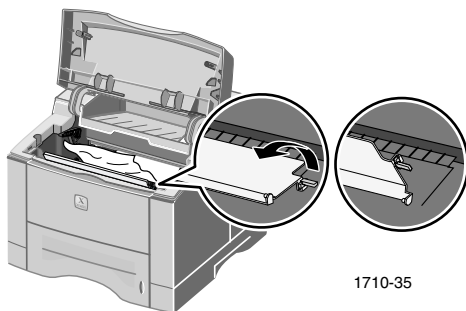
1. Open the top cover and remove the laser print cartridge.



Caution

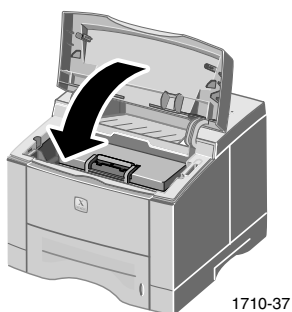
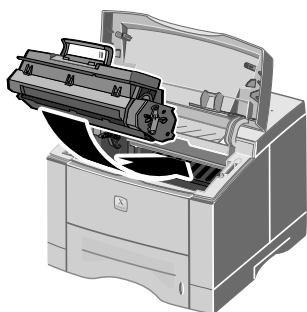
Do not expose the laser print cartridge to heat or direct sunlight.

2. Carefully lift up the metal guide.



3. Gently remove the jammed paper.
4. Gently lower the metal guide.

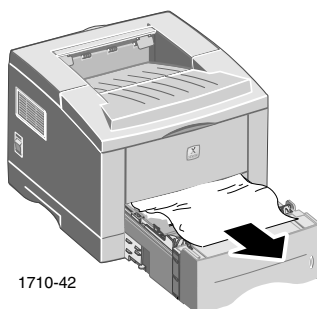
5. Replace the laser print cartridge and close the top cover.



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Clearing jams in the tray area

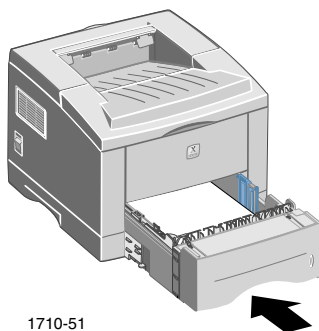
1. Pull out the paper tray.



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2. Gently pull the jammed paper to remove it.
3. Push the stack of paper down until the bottom plate of the tray locks into place.

4. Slide the tray back into the printer.



5. To resume printing, open and close the top cover.

Getting Help

Refer to the following resources for information about the Phaser 3400 printer.

Printer CD-ROM

The printer's auto-running CD-ROM contains various resources available for installing and learning more about the Phaser 3400 printer.

- Printer software
- Read Me release notes
- *Phaser 3400 Personal Laser Printer User Guide* (this manual)
- *Phaser 3400 Personal Laser Printer Reference Guide*
- *Installation* poster
- Videos
- Laser Print Cartridge installation instructions
- Repacking instructions

Reference Guide

The *Phaser 3400 Personal Laser Printer Reference Guide*, on the printer's CD-ROM, contains information on the following topics:

- Loading the optional A5/A6 tray
- Printing two-sided jobs
- Linux printing
- Remote Control Panel
- Troubleshooting printing problems
- Print quality
- Maintenance and cleaning
- Material Safety Data Sheet
- Certifications

Videos

The Phaser 3400 videos, on the printer's CD-ROM, contain information on the following topics:

- Replacing the laser print cartridge
- Loading media in the tray and multi-purpose tray
- Clearing jams
- Installing the network card
- Installing the second paper tray assembly

Windows driver and driver help system

When using Windows 95, Windows 98, Windows Me, Windows 2000, or Windows NT, install the custom PCL 6 driver from the Printer CD-ROM. Then access the printer driver to view information about the printer features on the driver tabs by clicking the **Help** button on the tab.

To access the Phaser 3400 PCL 6 printer driver:

1. Click **Start**, select **Settings**, then click **Printers**.
2. In the **Printers** folder, right-click the icon for your Phaser 3400 printer.
3. From the popup menu, select **Properties**.

Xerox web sites

To link to product and supplies information, download printer drivers, view documents, and access support information:

www.xerox.com/officeprinting

infoSMART™ Knowledge Base

To access the troubleshooting knowledge database used by Xerox Customer Support staff:

www.xerox.com/officeprinting/infoSMART

Technical support

To view technical support information:

www.xerox.com/officeprinting/support

On-line documentation

To view documentation about a printer:

www.xerox.com/officeprinting/documentation

Local sales and support centers

To find your local sales and support centers:

www.xerox.com/officeprinting/contacts

Customer support centers

Before calling for customer support, write down the serial number of your printer; refer to page 1 for the location of the serial number.

Argentina (54)-114-378-5444	Finland 0800 11 8388	Puerto Rico 1-800-835-6100
Australia 1-800-811-177	France 0825 393 490	Singapore 1-800-356-5565
Austria +43 (1) 7956 7083	Germany 01805 004392	ASEAN +(65) 251 3006
Belgium-French +32 (70) 222 045	Hong Kong 2513-2513	Spain 902 160236
Belgium-Dutch +32 (70) 222 047	Italy 199 112 088	Sweden +46 (771) 1788 08
Bolivia +(5913) 469-090	Japan +81 03-3448-3040	Switzerland +41 (848) 845107
Brazil 0800-21-8400	Korea 82 (2) 528 4661	Taiwan (02) 2757 1567
Canada 1-800-835-6100	Mexico +52 (5) 628-1091	Thailand 2-645-3600
Chile 800 200 600	The Netherlands 0900 202 1154	UK 0870 241 3459
Colombia 571-636-3011	New Zealand 0 800 449 177	US 1-800-835-6100
Denmark 7010 7288	Norway 8150 0308	Venezuela +58 (2) 265 2625
Ecuador 593 (2) 520-480		

Printer Specifications

Item	Specification and Description
Print Speed	17 pages per minute for Letter size; 16 pages per minute for A4 size
Resolution	True 600 x 600 dpi; 1200 dpi Resolution
Output Capacity	<ul style="list-style-type: none">■ Face-down tray: 250 Sheets■ Face-up tray: 100 Sheets
Input Capacity	<ul style="list-style-type: none">■ Tray 1: 550 sheets of paper (16 to 28 lbs./60 to 105 g/m²)■ Multi-purpose tray: 100 sheets of paper (16 to 43 lbs./60 to 163 g/m²), 20 transparencies, 25 labels, or 10 envelopes■ Optional Second Tray: 550 sheets of paper (16 to 28 lbs./60 to 105 g/m²)■ Optional A5/A6 tray: 250 sheets of paper (16 to 28 lbs./60 to 105 g/m²)
Power Rating	AC 100-128V/200-240V, 50/60 Hz
Acoustic Noise	<ul style="list-style-type: none">■ Standby: Less than 35 dB■ Operating: Less than 49 dB
Operating Environment	<ul style="list-style-type: none">■ Temperature: 10~30 degrees C/50~90 degrees F■ Humidity: 20 percent - 80 percent relative humidity
Weight	16.1 Kg/35.5 lbs. (with packaging materials)
External Dimensions	<ul style="list-style-type: none">■ Width: 362 mm (14.25 in.)■ Depth: 409 mm (16.1 in.)■ Height: 295 mm (11.6 in.)
Print Cartridges	For part numbers, refer to page 3
Emulation	PCL6, PCL5e, PostScript Level 3, Epson FX-850, IBM ProPrinter
Fonts	45 scalable (35 Intellifont, 1 Bitmap, Euro)
CPU	166 MHz, 32-bit RISC processor
Memory	Standard 16 Mbytes, Expandable to 80 Mbytes: (Installed into the slot labeled DRAM Module) 100 pin, SDRAM, non-parity: 50 ns. 16 Mbytes, 32 Mbytes, or 64 Mbytes; for part numbers, refer to page 3.

Item	Specification and Description
Interfaces	<ul style="list-style-type: none"> ■ Bidirectional Parallel Standard (IEEE 1284) – Modes supported: Compatible, Nibble, Byte, ECP ■ USB Interface Standard – USB 1.0/1.1 compliant, 12 Mbps, 1 port

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